User's Guide

Dell S2718H/S2718HX

Model No.: S2718H/S2718HX

Regulatory model: S2718Hc

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

WARNING: A WARNING indicates a potential for property damage, personal injury or death.

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2017 - 12 **Rev. A02**

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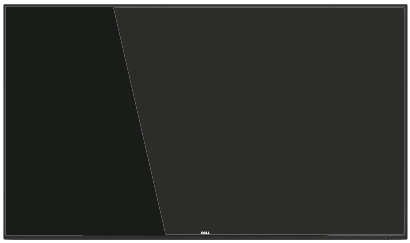
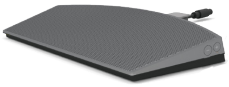
About your monitor

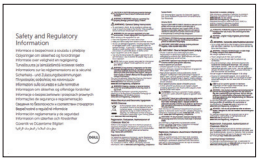
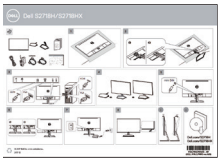
Package contents

Your monitor ships with the components shown below. Ensure that you have received all the components and see Contacting Dell for more information if something is missing.

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

NOTE: To set up with any other stand, please refer to the respective stand setup guide for setup instructions.

	• Monitor
	• Stand
	• Power Cable (Varies by Countries)
	• Power Adapter
	• Speaker with Cable Holder

	• HDMI Cable
	• VGA Cable (Optional)
 	• Quick Setup Guide • Safety and Regulatory Information

Product features

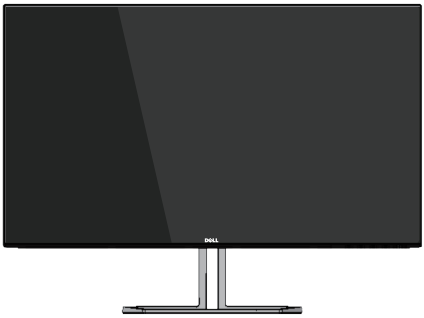
The **Dell S2718H/S2718HX** flat panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), anti-static, and LED backlight. The monitor features include:

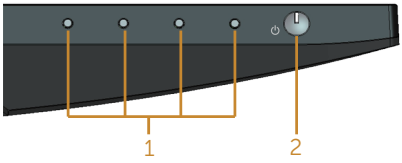
- **S2718H/S2718HX**: 68.6 cm (27 inch) viewable area display (measured diagonally). 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- Borderless monitor.
- Adapted "High Dynamic Range" appropriate for monitor usage.
- Wide viewing angle to allow viewing from a sitting or standing position, or while moving from side-to-side.
- VGA and HDMI connectivity makes it simple and easy to connect with legacy and new systems.
- External Speaker (6W) x 1
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Energy Saver feature for Energy Star compliance.
- Security-lock slot.
- BFR/PVC-Reduced (Its circuit boards are made from BFR/PVC-free laminates.)
- Arsenic-Free glass and Mercury-Free for the panel only.
- High Dynamic Contrast Ratio (8,000,000:1).
- 0.3 W standby power when in the sleep mode.

- Energy Gauge shows the energy level being consumed by the monitor in real time.
- Optimize eye comfort with a flicker-free screen and ComfortView feature which minimizes blue light emission.

Identifying parts and controls

Front view





Control buttons

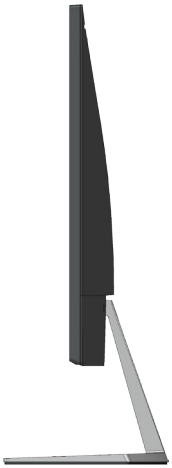
Label	Description
1	Function buttons (For more information, see Operating your monitor)
2	Power On/Off button

Back view

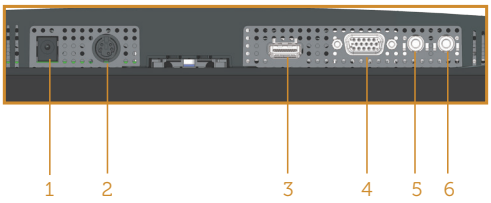
Back View with monitor stand

Label	Description	Use
1	Security-lock slot	Secures monitor with security lock (security lock not included).
2	Regulatory label (including Barcode serial number and Service Tag label)	Lists the regulatory approvals. Refer to this label if you need to contact Dell for technical support. The Dell service tag is used for Dell warranty and customer service management purposes and for records of the base system.
3	Regulatory information engraving.	Lists the regulatory approvals.
4	Stand release button	Releases stand from monitor.
5	Cable management slot	Uses to organize cables by placing them through the slot.

Side view



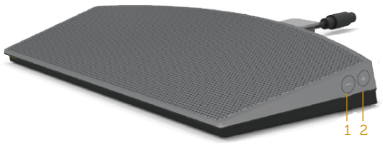
Bottom view



Bottom view without monitor stand

Label	Description	Use
1	Power-adapter port	To connect the monitor power cable using a 19.5V DC adapter.
2	Speaker port	Connect the speaker cable.
3	HDMI port	Connect your computer with HDMI cable.
4	VGA port	Connect your computer with VGA cable (Optional).
5	Audio Line in port	Connect the audio cable (Optional Purchase) from the source device to the monitor.
6	Audio Line out port	Connect to either an external active speakers or a sub-woofer (Optional Purchase).

Side view for speaker



1	Volume -	To decrease the volume of the speaker.
2	Volume +	To increase the volume of the speaker.

Monitor specifications

Model	S2718H/S2718HX
Screen type	Active matrix-TFT LCD
Panel type	In-Plane Switching
Viewable image	
Diagonal	686.00 mm (27 in)
Horizontal, Active Area	597.89 mm (23.54 in)
Vertical, Active Area	336.31 mm (13.24 in)
Area	2010.76 cm^2 (311.67 in^2)
Pixel pitch	0.3114 mm
Pixel per inch (PPI)	82
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Brightness	250 cd/m^2 (typical)
Contrast ratio	1000 to 1 (typical) 8,000,000 to 1 (Dynamic Contrast)
Faceplate coating	Anti-Glare coating (Haze 1.0%), Hard coating (3H)
Backlight	LED light bar system
Response time	6 ms typical (G to G)
Color depth	16.7 million colors
Color gamut	CIE 1976 (84%), CIE 1931 (72%), >99% sRGB
FreeSync support frame frequency (HDMI port only)	48-75 Hz
Dell display manager compatibility	Yes
Connectivity	1xHDMI (Ver 2.0 and Ver 1.4) 1xVGA
Border width (edge of monitor to active area)	6.7 mm (Top) 6.8 mm (Left/Right) 8.4 mm (Bottom)
Security	Security lock slot (cable lock optional purchase)
Adjustability	Tilt (5°/21°)

Resolution specifications

Model	S2718H/S2718HX
Horizontal scan range	31 kHz to 140 kHz (automatic)
Vertical scan range	48 Hz to 75 Hz (automatic)
Maximum preset resolution	1920 x 1080 at 60 Hz for VGA port. 1920 x 1080 at 75 Hz for HDMI 1.4 port. 3840 x 2160 at 60Hz for HDMI 2.0 port

Supported video modes

Model	S2718H/S2718HX
Video display capabilities (HDMI)	480p, 480i, 576p, 720p, 1080p, 576i, 1080i, 2160p

Preset display modes

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal / Vertical)
VESA, 720 x 400	31.5	70.1	28.3	-/+
VESA, 640 x 480	31.5	60.0	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 800 x 600	37.9	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 900	60.0	60.0	108.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
VESA, 2560 x 1440	88.8	60.0	241.5	+/+
VESA, 3840 x 2160	65.7	30.0	262.75	+/+
VESA, 3840 x 2160	133.3	60.0	533.25	+/+

FreeSync Graphic Card Support List

Please check AMD web-site for the FreeSync graphic support list.

http://www.amd.com/en-us/innovations/software-technologies/technologies-gaming/freesync

Electrical specifications

Model		S2718H/S2718HX
Video input signals		• HDMI 1.4/HDMI 2.0, 600mV for each differential line, 100 ohm input impedance per differential pair, Analog RGB, 0.7 Volts +/-5%, positive polarity at 75 ohm input impedance
AC/DC Adapter	Input voltage/ frequency/current	Delta adapter DA65NM111-00 100 VAC to 240 VAC/50 Hz to 60 Hz ± 3 Hz/1.6 A (Max.).
	Output voltage/ current	Output: 19.5 VDC/3.34 A
Inrush current		Maximun inrush current less than 150A at Vin=115/230 V

Speaker specifications

Model	S2718H/S2718HX
Speaker	6 W
Frequency Response	180 Hz - 20 kHz
Operating Temperature	-20 °C ~ 70 °C

Physical characteristics

Model	**S2718H/S2718HX**	
Signal cable type	• Digital: detachable, HDMI, 19 pins • Analog: detachable, D-Sub, 15 pins	
Dimensions (with stand)		
Height	453.6 mm (17.86 in)	
Width	612.7 mm (24.12 in)	
Depth	162.2 mm (6.39 in)	
Dimensions (without stand)		
Height	356.5 mm (14.04 in)	
Width	612.7 mm (24.12 in)	
Depth	44.2 mm (1.74 in)	
Stand dimensions		
Height	173.7 mm (6.84 in)	
Width	264.0 mm (10.39 in)	
Depth	162.2 mm (6.39 in)	
Weight	**S2718H**	**S2718HX**
Weight with packaging	8.55 kg (18.84 lb)	8.64 kg (19.04 lb)
Weight with stand assembly and cables	4.98 kg (10.98 lb)	5.08 kg (11.19 lb)
Weight without stand assembly (no cables)	3.79 kg (8.35 lb)	3.79 kg (8.35 lb)
Weight of stand assembly	0.77 kg (1.70 lb)	0.77 kg (1.70 lb)
Weight of speaker assembly	0.38 kg (0.83 lb)	0.38 kg (0.83 lb)
Front-frame gloss (minimum)	Black frame - 85 gloss units	Black frame - 85 gloss units

Environmental characteristics

Model	S2718H/S2718HX
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	• Storage: -20°C to 60°C (-4°F to 140°F) • Shipping: -20°C to 60°C (-4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	• Storage 10% to 90% (non-condensing) • Shipping 10% to 90% (non-condensing)
Altitude	
Operating (maximum)	5,000 m (16,400 ft)
Non-operating (maximum)	12,192 m (40,000 ft)
Thermal dissipation	• 170.65 BTU/hour (maximum) • 81.9 BTU/hour (typical)

Power management modes

If you have VESA's DPM compliance display card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. This is referred to as Power Save Mode*. If the computer detects input from the keyboard, mouse or other input devices, the monitor automatically resumes functioning. The following table shows the power consumption and signaling of this automatic power saving feature.

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

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	White	50 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

Energy Star	Power Consumption
P_{ON}	20.5 W
E_{TEC}	64 Kwh

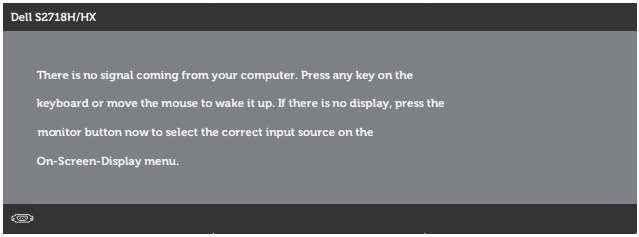
NOTE:

P_{ON}: Power consumption of on mode as defined in Energy Star 7.0 version.

E_{TEC}: Total energy consumption in KWh as defined in Energy Star 7.0 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.

The OSD functions only in the normal operation mode. When any button is pressed in the Active-off mode, one of the following messages will be displayed:

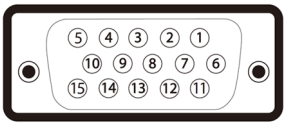


Activate the computer and the monitor to gain access to the OSD.

NOTE: This monitor is **ENERGY STAR**-compliant.

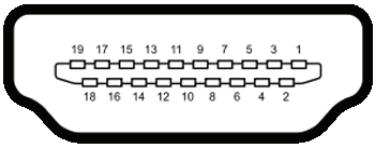
Pin assignments

VGA connector



Pin Number	15-pin Side of the Connected Signal Cable
1	Video-Red
2	Video-Green
3	Video-Blue
4	GND
5	Self-test
6	GND-R
7	GND-G
8	GND-B
9	Computer 5V/3.3V
10	GND-sync
11	GND
12	DDC data
13	H-sync
14	V-sync
15	DDC clock

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	+5V POWER
19	HOT PLUG DETECT

Plug and play capability

You can install the monitor in any Plug and Play-compatible system. The monitor automatically provides the computer system with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so the system can configure itself and optimize the monitor settings. Most monitor installations are automatic, you can select different settings if desired. For more information about changing the monitor settings, see Operating your monitor.

LCD monitor quality and pixel policy

During the LCD Monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at **www.dell.com/support/monitors**.

Maintenance guidelines

Cleaning your monitor

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

⚠ **CAUTION: Read and follow the** Safety Instructions **before cleaning the monitor.**

For best practices, follow the instructions in the list below while unpacking, cleaning or handling your monitor:

- To clean your 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 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 the black-colored monitor may get scratched and show white scuff marks.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn Off your monitor when not in use.

Setting up the monitor

Connecting the stand

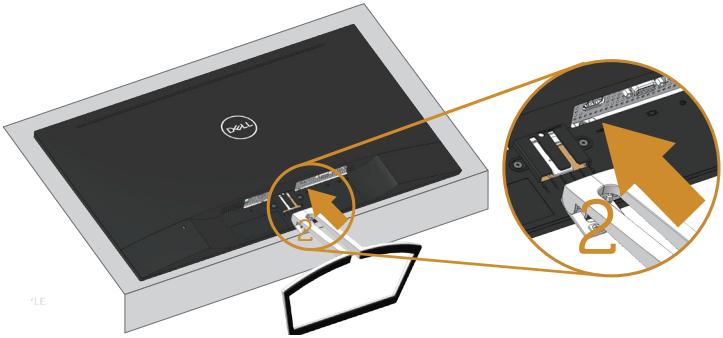
NOTE: The stand is detached when the monitor is shipped from the factory.

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

To attach the monitor stand:

1. Place the monitor on a soft cloth or cushion.

2. Align the stand assembly bracket to the monitor groove.



3. Inserting the stand until the snap locked.

Connecting your monitor

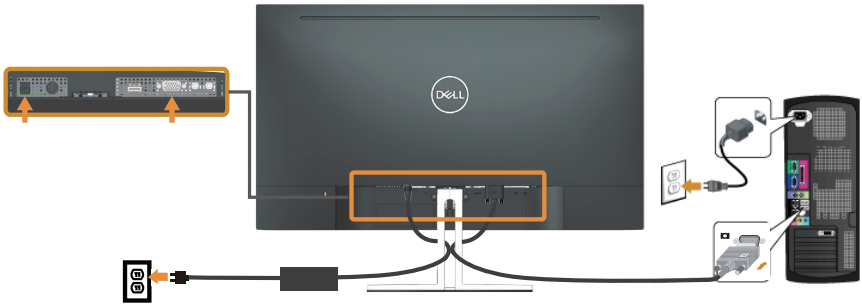
WARNING: Before you begin any of the procedures in this section, follow the Safety Instructions.

NOTE: Do not connect all cables to the computer at the same time. It is recommend to route the cables through the cable-management slot before you connect them to the monitor.

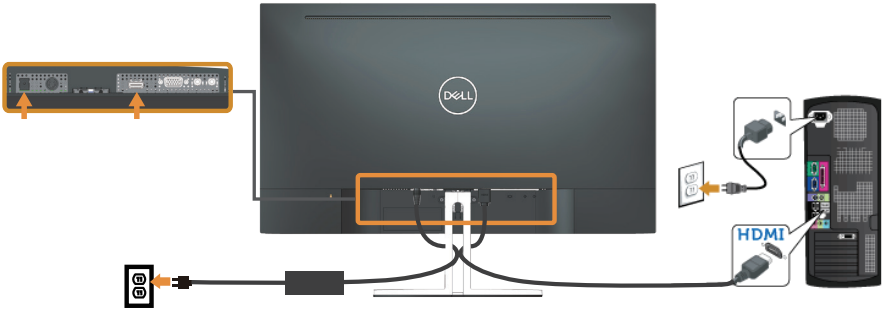
To connect your monitor to the computer:

1. Turn Off your computer and disconnect the power cable.
2. Connect the VGA, audio or HDMI cable from your monitor to the computer.

Connecting the VGA cable (Optional)



Connecting the HDMI cable



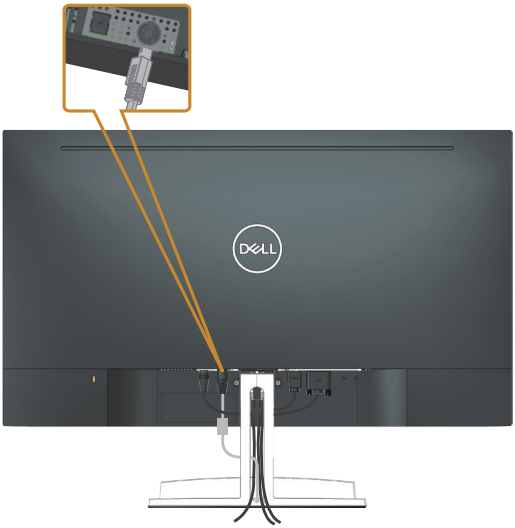
Setting Up Your Speaker

Identify the parts of the speaker and Setting Up Your Speaker

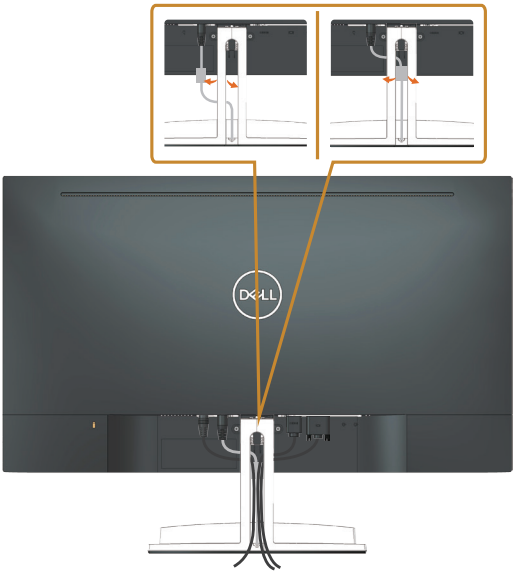
1. Speaker System consists of the cables connected to the system, Right side of the speaker has 2 buttons: volume + (Up) and Volume - (Down).

2. Place the Speaker on the Dell monitor stand as shown below.

3. Plug in the DIN cable to DIN connector located at the back of the Dell monitor, as shown below.

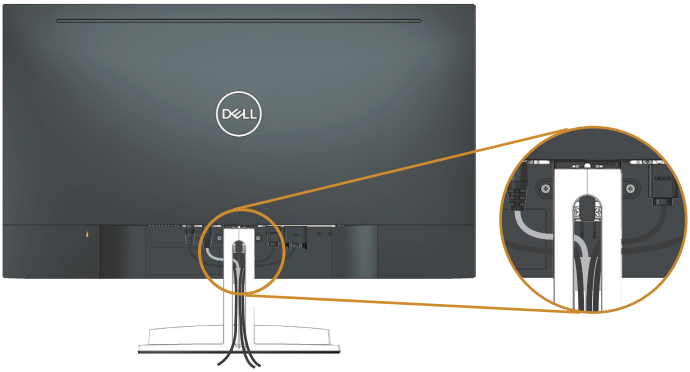


4. Insert the cable holder attached on the speaker cable into the stand slot. Adjust the cable holder position along the slot accordingly.

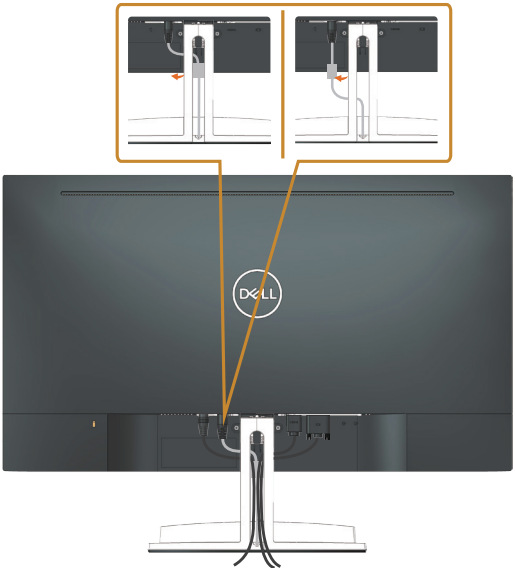


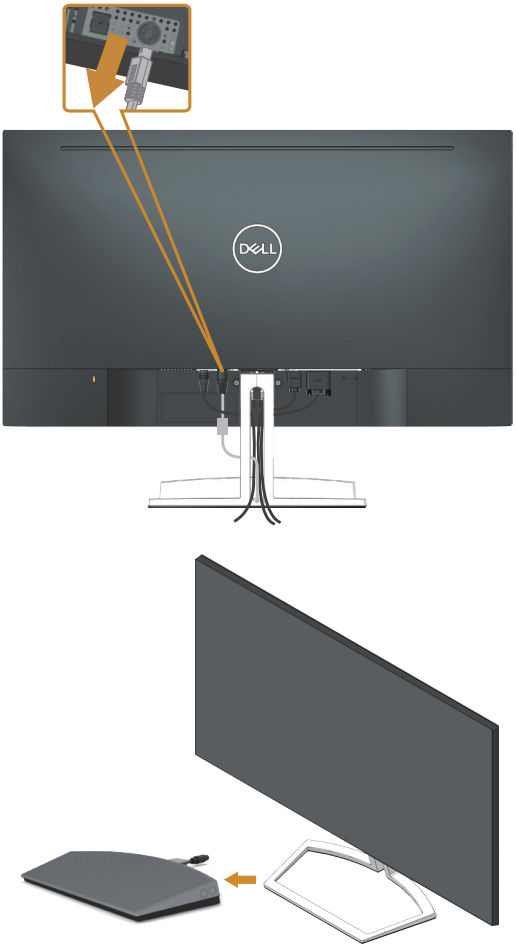
Organizing cables

Use the cable-management slot to organize the cables connected to your monitor.



Removing the Speaker





Removing the stand

NOTE: To prevent scratches on the LCD screen while removing the stand, ensure that the monitor is placed on a soft and clean surface.

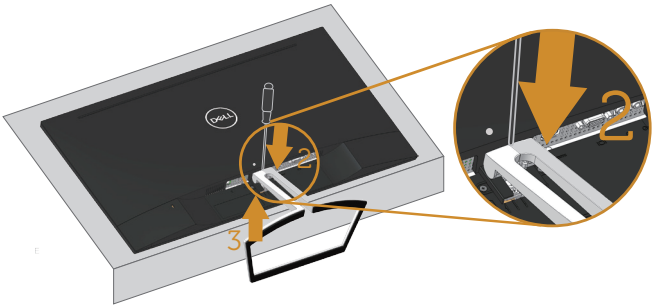
NOTE: This is applicable for a monitor with a stand. When any other stand is bought, please refer to the respective stand setup guide for the set-up instructions.

To remove the stand:

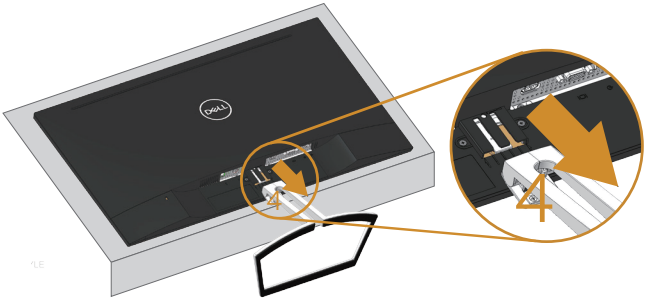
1. Place the monitor on a soft cloth or cushion along the desk.

2. Tilt the stand downwards to access to the release button.

3. Use a long screwdriver to press on the release button.



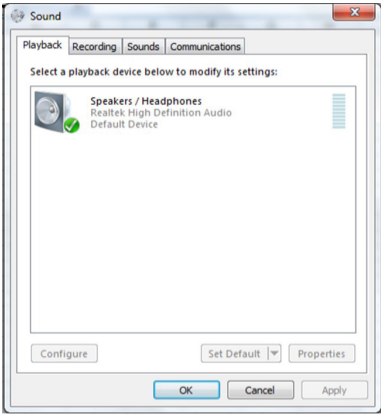
4. While pressing on the release button, pull the stand out.



Computer Playback Default Setting

Playback Setting

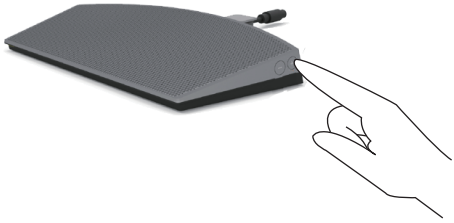
Set the speaker as default playback device.



Speaker and Computer Volume Controls Setting

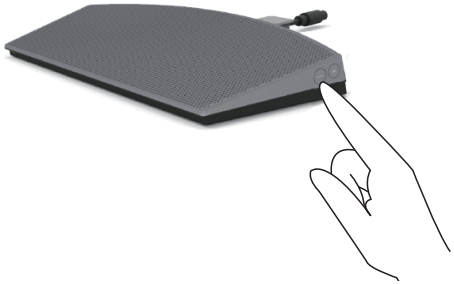
1. Volume +

Press the Volume + button to increase volume.



2. Volume -

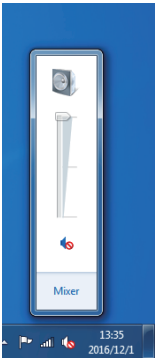
Press the Volume - button to decrease volume.



3. On board Audio Volume

Right Click the speaker icon.

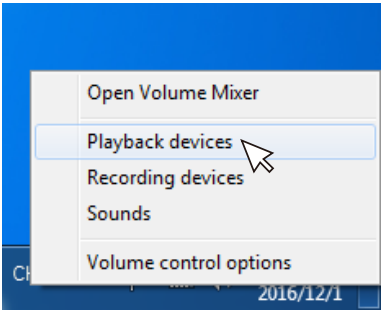
Check that the volume bar level is not 0%.



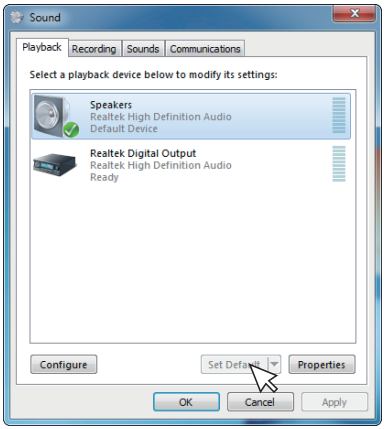
4. Volume Balance Setting

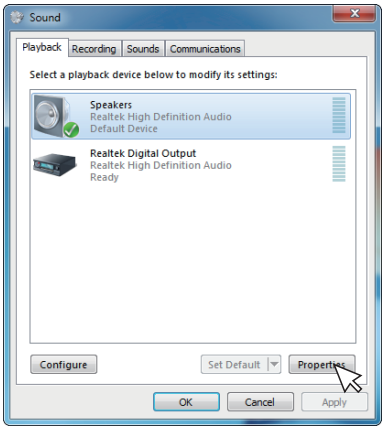
Right Click the speaker icon.

Select Playback devices.

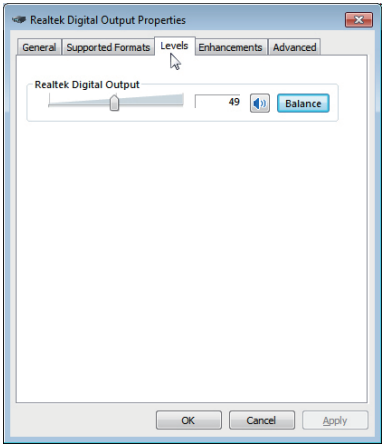


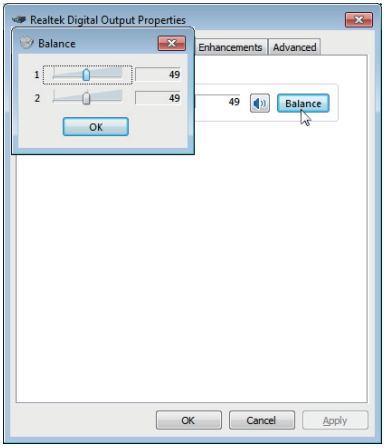
Right Click Default Playback devices and select Properties.





Select Levels and click Balance.

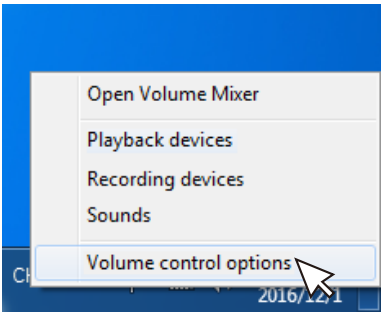




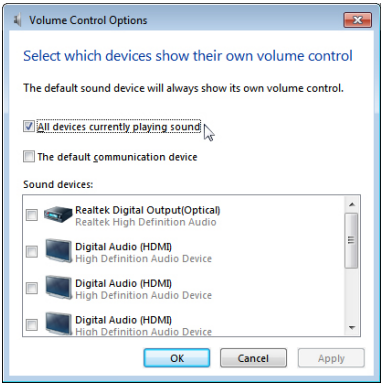
5. Volume Control Options

Right Click the speaker icon.

Select Volume control options.



Click the box: All devices currently playing sound.



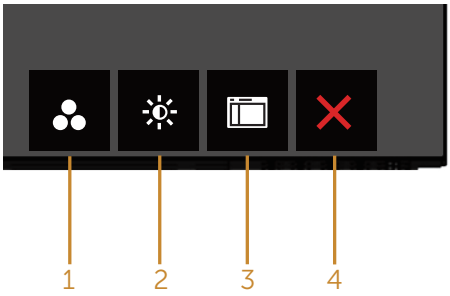
Operating your monitor

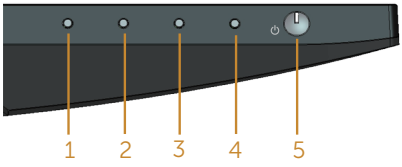
Power on the monitor

Press the button to turn on the monitor.

Using the control buttons

Use the control buttons on the bottom of the monitor to adjust the image being displayed.





Control buttons

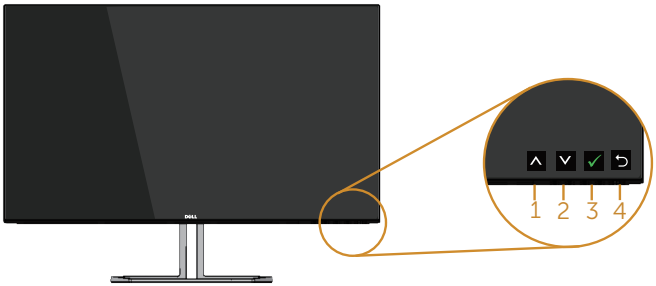
The following table describes the control buttons:

	Control Buttons	Description
1	Shortcut key/Preset Modes	Use this button to choose from a list of preset modes.
2	Shortcut key/ Brightness/Contrast	Use the Brightness/Contrast key to direct access to the "Brightness" and "Contrast" control menu.

3	Menu	Use the Menu button to launch the On-Screen Display (OSD) and select the OSD Menu. See Accessing the OSD menu.
4	Exit	Use this button to go back to the main menu or exit the OSD main menu.
5	Power (with power light)	Use the Power button to turn the monitor on and off. Solid white light indicates the monitor is On and fully functional. Blinking white light indicates the power save mode.

OSD controls

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



	Contorl Buttons	Description
1	Up	Use the Up button to increase values or move up in a menu.
2	Down	Use the Down button to decrease values or move down in a menu.
3	OK	Use the OK button to confirm your selection in a menu.
4	Back	Use the Back button to go back to the previous menu.

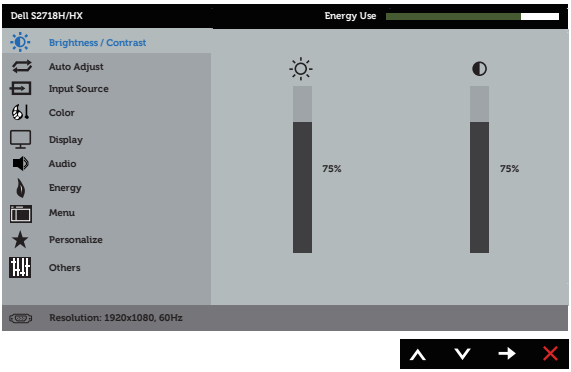
Using the on-screen display (OSD) menu

Accessing the OSD menu

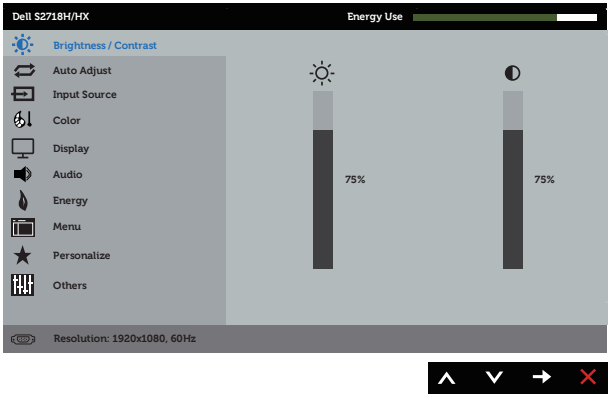
NOTE: Any changes you make are automatically saved when you move to another menu, exit the OSD menu, or wait for the OSD menu to automatically close.

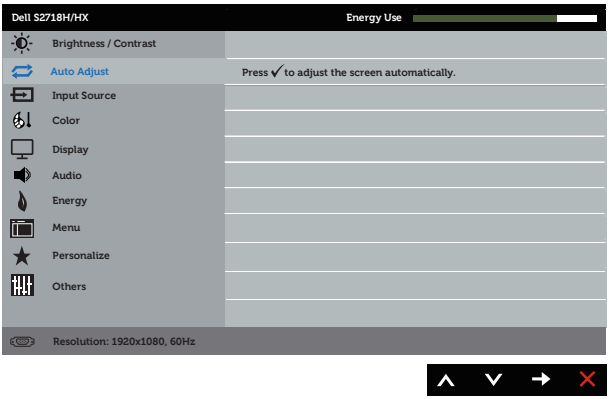
1. Press the button to display the OSD main menu.

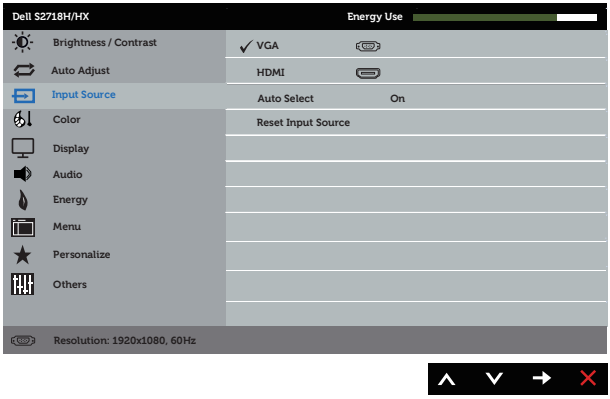
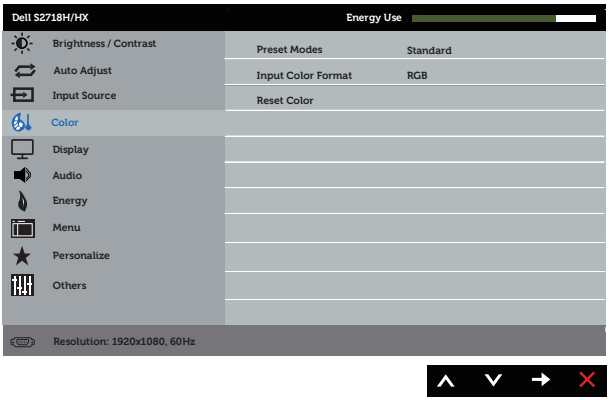
Main Menu for analog (VGA) input

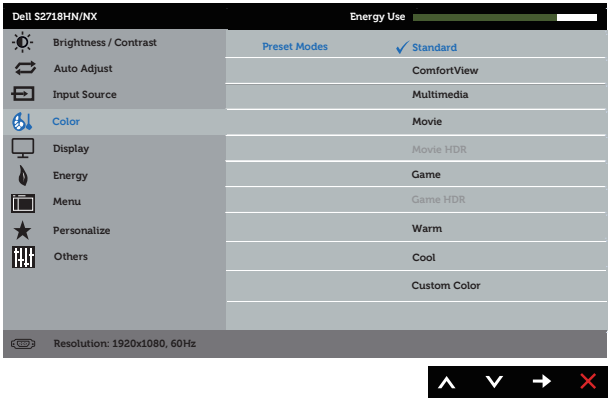


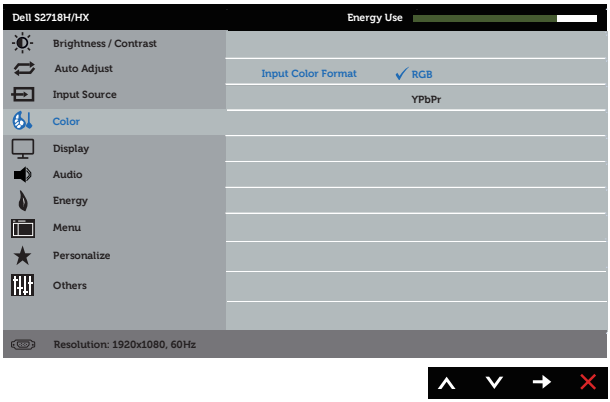
2. Press the and buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
3. Press the button once to activate the highlighted option.
4. Press and button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

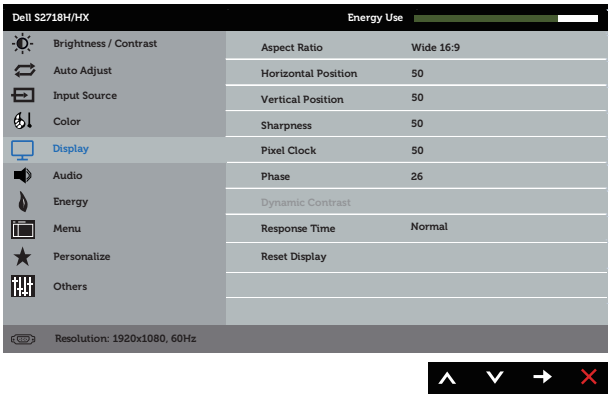
Icon	Menu and Submenus	Description
	Brightness/ Contrast	Use this menu to activate brightness/contrast adjustment. 
	Brightness	Brightness adjusts the luminance of the backlight. Press the ^ button to increase the brightness and press the v button to decrease the brightness (min. 0 / max. 100). **NOTE:** Manual adjustment of brightness is disabled when dynamic contrast is switched on.
	Contrast	Adjust the brightness first, and then adjust the contrast only if further adjustment is necessary. Press the ^ button to increase the contrast and press the v button to decrease the contrast (min. 0 / max. 100). The contrast function adjusts the degree of difference between darkness and lightness on the monitor screen.

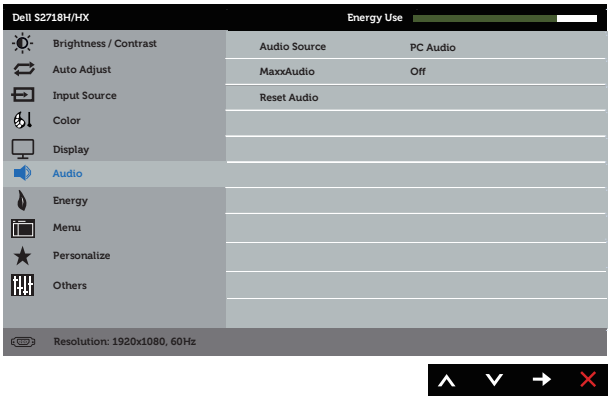
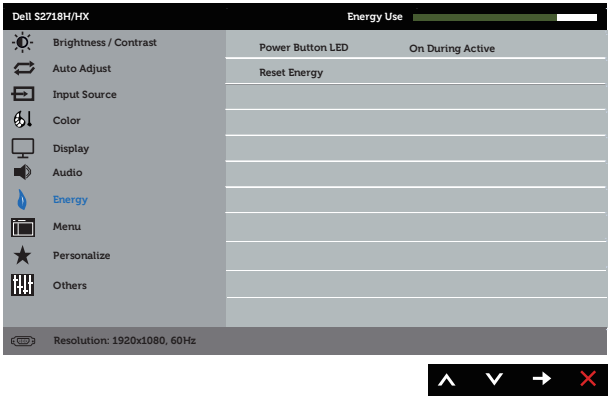
	Auto Adjust	Use this key to activate automatic setup and adjust menu.  The following dialog appears on a black screen as the monitor self-adjusts to the current input: **Auto Adjustment in Progress...** Auto adjustment allows the monitor to self-adjust to the incoming video signal. After using auto adjustment, you can further tune your monitor by using the pixel clock (coarse) and phase (fine) controls under display settings. **NOTE**: Auto adjust does not occur if you press the button while there are no active video input signals or attached cables. This option is only available when you are using the analog (VGA) connector.

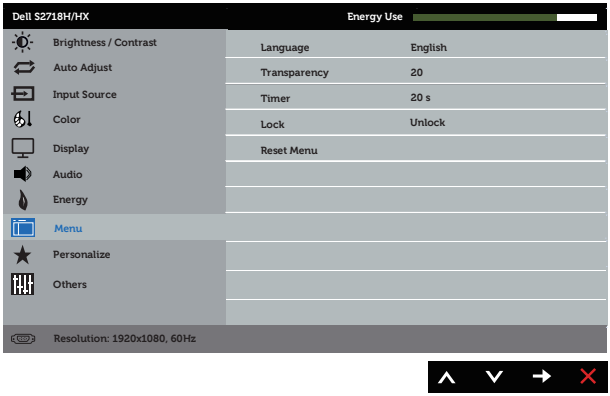
	Input Source	Use the input source menu to select between the different video signals that may be connected to your monitor. 
	VGA	Select VGA input when you are using the analog (VGA) connector. Push → to select the VGA input source.
	HDMI	Select HDMI input when you are using the HDMI connector. Push → to select the HDMI input source.
	Auto Select	Select auto select to scan for available input signals.
	Reset Input Source	Select this option to restore default Input Source.
	Color	Use color to adjust the color setting mode. 

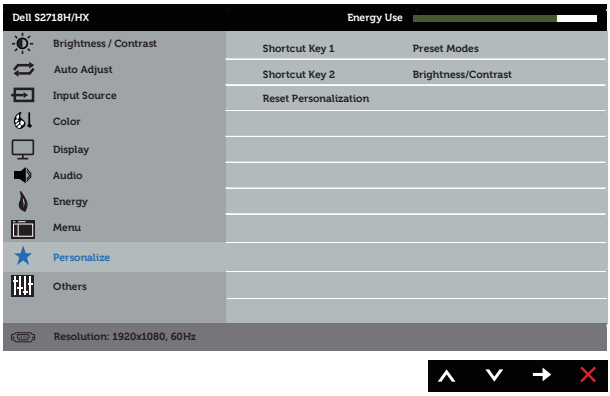
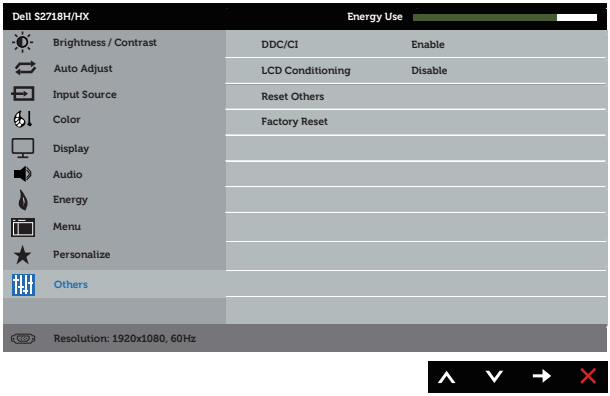
	Preset Modes	When you select preset modes, you can choose Standard, ComfortView, Multimedia, Movie, Movie HDR, Game, Game HDR, Warm, Cool or Custom Color from the list. • Standard: Loads the monitor's default color settings. This is the default preset mode. • ComfortView: Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes. • Multimedia: Loads color settings ideal for multimedia applications. • Movie: Loads color settings ideal for movies. • Movie HDR*: Loads color settings ideal for movies with HDR supporting. • Game: Loads color settings ideal for most gaming applications. • Game HDR*#: Loads color settings ideal for games with HDR supporting. • Warm: Increases the color temperature. The screen appears warmer with a red/yellow tint. • Cool: Decreases the color temperature. The screen appears cooler with a blue tint. • Custom Color: Allows you to manually adjust the color settings. *HDR: Adapted "High Dynamic Range" appropriate for monitor usage. #Game HDR: Not compatible with AMD FreeSync™. Press the ∧ and ∨ buttons to adjust the three colors (R, G, B) values and create your own preset color mode. 

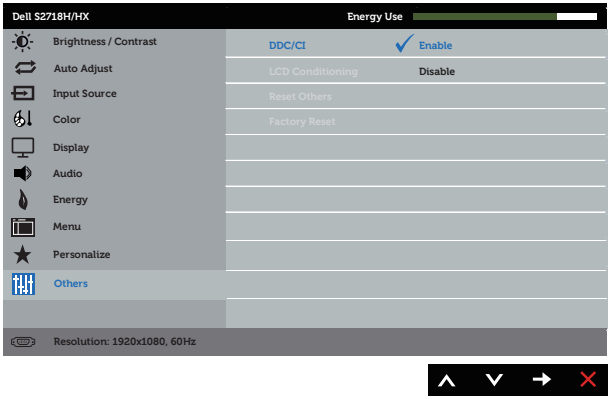
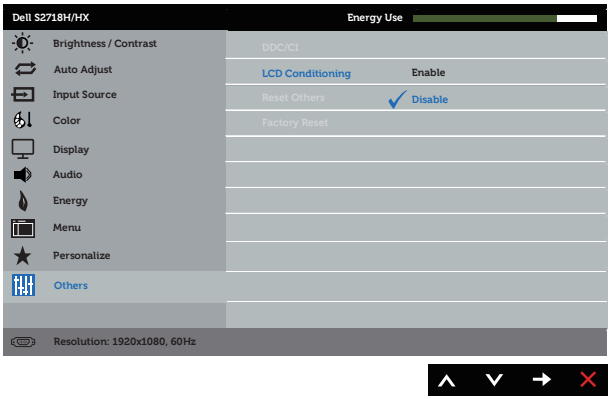
	Input Color Format	Allows you to set the video input mode to: • RGB: Select this option if your monitor is connected to a computer or DVD player using the HDMI cable. • YPbPr: Select this option if your DVD player supports only YPbPr output. 
	Saturation	This feature can adjust the color saturation of the video image. Use ▲ or ▼ to adjust the saturation from 0 to 100. Press ▲ to increase the monochrome appearance of the video image. Press ▼ to increase the colorful appearance of the video image. **NOTE:** Saturation adjustment is available only when you select movie or game preset mode.
	Reset Color	Allows your monitor color settings to the factory settings.

	Display	Use the display to adjust image. 
	Aspect Ratio	Adjusts the image ratio to Wide 16:9, 4:3 or 5:4.
	Horizontal Position	Use ▲ or ▼ the buttons to adjust image left and right. Minimum is 0 (-). Maximum is 100 (+).
	Vertical Position	Use the ▲ or ▼ buttons to adjust image up and down. Minimum is 0 (-). Maximum is 100 (+).
	Sharpness	This feature can make the image look sharper or softer. Use ▲ or ▼ to adjust the sharpness from 0 to 100.
	Pixel Clock	The phase and pixel clock adjustments allow you to adjust your monitor to your preference. Use ▲ or ▼ buttons to adjust for best image quality. Minimum is 0 (-). Maximum is 100 (+). **NOTE:** Applicable when input port is VGA.
	Phase	If satisfactory results are not obtained using the phase adjustment, use the pixel clock (coarse) adjustment and then use phase (fine), again. Minimum is 0 (-). Maximum is 100 (+). **NOTE:** Applicable when input port is VGA.
	Dynamic Contrast	Allows you to increase the level of contrast to provide sharper and more detailed image quality. Press the → button to select the dynamic contrast on or off. **NOTE:** Dynamic contrast provides higher contrast if you select game or movie preset mode.
	Response Time	User can select between Normal or Fast.
	Reset Display	Select this option to restore default display settings.

	Audio	
	Audio Source	Allows you to set the Audio Source mode to: • PC Audio • HDMI
	MaxxAudio	MaxxAudio is a suite of advanced audio enhancement tools. This item is to define the action which is used to ON/OFF MaxxAudio.
	Reset Audio	Select this option to restore default display settings.
	Energy	
	Power Button LED	Allows you to set the power LED indicator on during active or off during active to save energy.
	Reset Energy	Select this option to restore default Energy settings.

	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	Language options set 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 pressing the ∧ and ∨ buttons from 0 to 100.
	Timer	OSD hold time: sets the length of time the OSD will remain active after the last time you pressed a button. Use ∧ or ∨ to adjust the slider in 1 second increments, from 5 to 60 seconds.
	Lock	Controls user access to adjustments. When lock is selected, no user adjustments are allowed. All buttons are locked. **NOTE:** When the OSD is locked, pressing the menu key takes you directly to the OSD settings menu, with 'OSD Lock' pre-selected on entry. Press and hold ↩ key for 6 seconds to unlock and allow user access to all applicable settings.
	Reset Menu	Reset all OSD settings to the factory preset values.

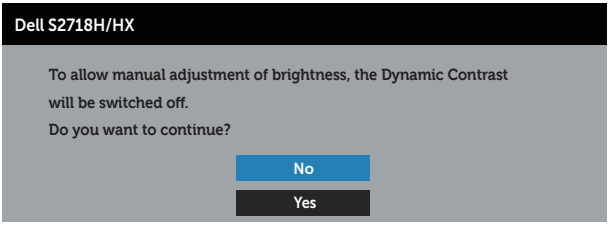
★	**Personalize**	Users can choose a feature from shortcut key 1, shortcut key 2, reset personalization, preset modes or Brightness/ Contrast and set it as a shortcut key. 
	Shortcut Key 1	User can select one of the following: preset modes, brightness/contrast, auto adjust, input source, aspect ratio, volume to set the shortcut key 1.
	Shortcut Key 2	User can select one of the following: preset modes, brightness/contrast, auto adjust, input source, aspect ratio to set the shortcut key 2.
	Reset Personalization	Allows you to restore shortcut key to the default setting.
	Others	

	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 disable. 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. To start LCD conditioning, select **Enable**. 
	Reset Other	Reset all settings under the **Others** setting menu to the factory preset values.
	Factory Reset	Reset all settings to the factory preset values.

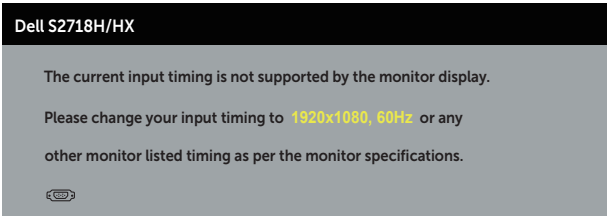
NOTE: Your monitor has a built-in feature to automatically calibrate the brightness to compensate for LED aging.

OSD warning messages

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

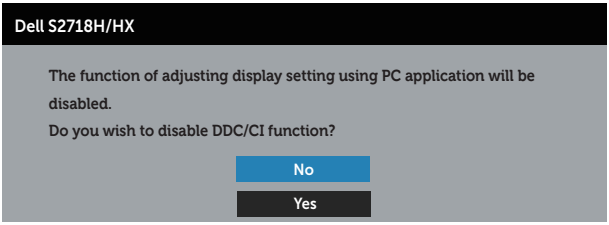


When the monitor does not support a particular resolution mode, the following message is displayed:



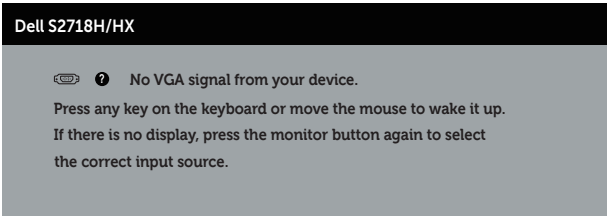
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 1920 x 1080.

Before the **DDC/CI** function is disabled, the following message is displayed:

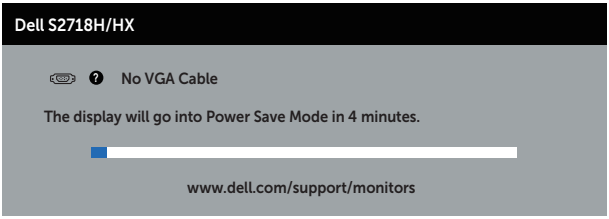


When the monitor enters the **Power Save Mode**, the following message appears:

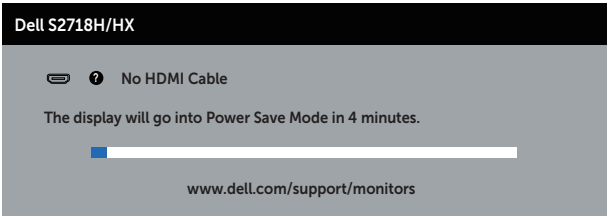
If you press any button other than the power button, the following messages will appear depending on the selected input:



If VGA or HDMI cable is not connected, a floating dialog box as shown below appears. The monitor will enter Power Save Mode after 4 minutes if left at this state.



or



See Troubleshooting for more information.

Setting up your monitor

Setting the maximum resolution (Except for Movie HDR and Game HDR)

To set the maximum resolution for the monitor:

In Windows 7, Windows 8, Windows 8.1 and Windows 10:

1. For Windows 8 and Windows 8.1, 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 **1920 x 1080**.
4. Click **OK**.

If you do not see 1920 x 1080 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 **www.dell.com/support**, enter your computer's 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.

If you have a Dell desktop or a Dell portable computer with internet access

1. Go to **www.dell.com/support**, enter your service tag, and download the latest driver for your graphics card.
2. After installing the drivers for your graphics adapter, attempt to set the resolution to **1920 x 1080** again.

NOTE: If you are unable to set the resolution to **1920 x 1080**, please contact Dell to inquire about a graphics adapter that supports these resolutions.

If you have a non Dell desktop, portable computer, or graphics card

In Windows 7, Windows 8, Windows 8.1 and Windows 10:

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 **Personalization**.
3. Click **Change Display Settings**.
4. Click **Advanced Settings**.

5. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).
6. Refer to the graphic card provider website for updated driver (for example, http://www.ATI.com OR http://www.AMD.com).
7. After installing the drivers for your graphics adapter, attempt to set the resolution to **1920 x 1080** again.

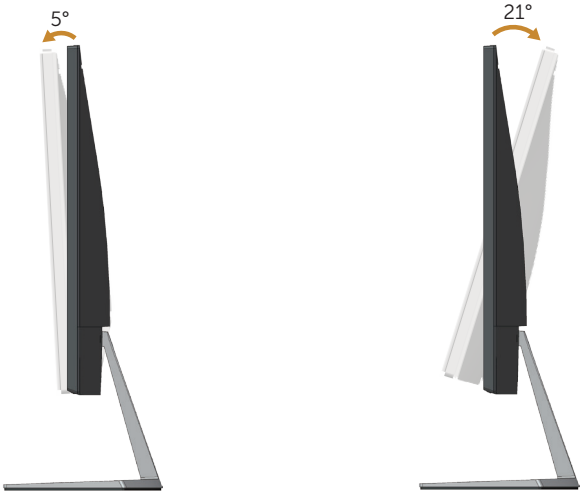
Setting the maximum resolution of Movie HDR and Game HDR

1. In Windows 7, Windows 8,Windows 8.1, Windows 10.
2. Select the OSD Movie HDR or Game HDR.
3. Right-click on desktop and click screen resolution.
4. Click the dropdown list of screen resolution and select 3840×2160.
5. Click OK.

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

Using tilt

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



Troubleshooting

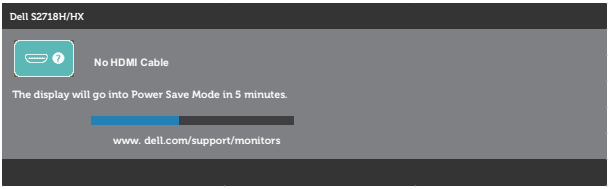
WARNING: Before you begin any of the procedures in this section, follow the Safety Instructions.

Self-Test

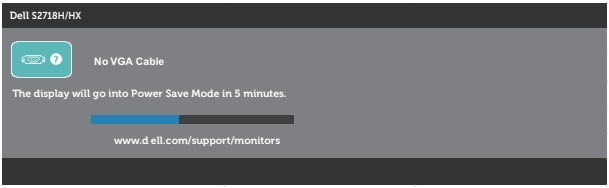
Your monitor provides a self-test feature that allows you to check if your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Disconnect all video cables from the monitor. This way, the computer doesn't have to be involved.
3. Turn on the monitor.

If the monitor is working correctly, it detects that there is no signal and one of the following message appears. While in self-test mode, the power LED remains white.



or



NOTE: This box also appears during normal system operation, if the video cable is disconnected or damaged.

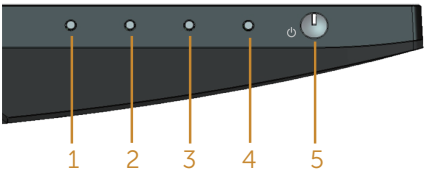
4. Turn Off your monitor and reconnect the video cable; then turn on your computer and the monitor.

If your monitor remains dark after you reconnect the cables, check your video controller and computer.

Built-in diagnostics

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

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



To run the built-in diagnostics:

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

The test is complete when the text screen appears. To exit, press Button 1 again.

If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

Common problems

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

Common Symptoms	Possible Solutions
No Video/Power LED off	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Ensure that the power button is pressed. • Ensure that the correct input source is selected via the Input Source menu.
No Video/Power LED on	• Increase brightness and contrast controls using the OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. • Ensure that the correct input source is selected via the Input Source menu.
Poor Focus	• Eliminate video extension cables. • Reset the monitor to Factory Settings (**Factory Reset**). • Change the video resolution to the correct aspect ratio.
Shaky/Jittery Video	• Reset the monitor to Factory Settings (**Factory Reset**). • Check environmental factors. • Relocate the monitor and test in another room.
Missing Pixels	• Cycle power On-Off. • Pixel that is permanently Off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: **www.dell.com/support/monitors**.
Stuck-on Pixels	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: **www.dell.com/support/monitors**.
Brightness Problems	• Reset the monitor to Factory Settings (**Factory Reset**). • Adjust brightness & contrast controls via OSD.
Geometric Distortion	• Reset the monitor to Factory Settings (**Factory Reset**). • Adjust horizontal & vertical controls via OSD.
Horizontal/Vertical Lines	• Reset the monitor to Factory Settings (**Factory Reset**). • Perform monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics.

Synchronization Problems	• Reset the monitor to Factory Settings (**Factory Reset**). • Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in the *safe mode*.
Safety Related Issues	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent Problems	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to Factory Settings (**Factory Reset**). • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing Color	• Perform monitor self-test feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong Color	• Change the **Color Setting Mode** in the **Color Settings** OSD to **Graphics** or **Video** depending on the application. • Try different **Preset Modes** in **Color** settings OSD. Adjust **R**/**G**/**B** value in **Custom Color** in **Color** settings OSD. • Change the **Input Color Format** to **RGB** or **YPbPr** in the **Color** settings OSD. • Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	• Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power management modes). • Alternatively, use a dynamically changing screensaver.
Video Ghosting or Overshooting	• Change the **Response Time** in the **Display** OSD to **Fast** or **Normal** depending on your application and usage.
No sound coming from the speakers	• Ensure that you have set the default playback device on your system. • Ensure that the speaker cable connecting the monitor is properly connected and secure. • Turn Off the monitor, unplug the monitor power cord, replug it, and then turn On the monitor. • Adjust the Volume by "+" button and "-" button on the speaker. • Reset the monitor to Factory Settings. • Ensure the OSD audio source is correct.
No HDR from the sources	• Ensue the video source support HDR. • Ensure the monitor in the Movie HDR and Game HDR mode. • Confirm whether there is a change in the color of the screen. • Ensure the signal source support HDR.

Quick Troubleshooting Guide

A: Symptoms:	Link for Set-Up
- Speaker has No Sound **Note**: DIN Cable should be plugged into Dell Monitor DIN connector. Troubleshooting Guide: **1. Checking for DIN cable and speaker set-up.** **i.** Check the DIN plug pins are not damaged. **ii.** Check if the speaker is properly set-up. Proceed to Setting Up Your Speaker.	Setting Up Your Speaker
2. The Speaker is connected to the Dell Monitor but no sound is coming out. Go to the Link Computer Playback Default Setting. **i.** Make sure that the audio source player is playing music. **ii.** Check the computer volume and media player volume level is at desirable level and not muted. **iii.** Check the playback default setting on the computer, and ensure the default device is set.	Computer Playback Default Setting
3. Audio source playing music but no sound is coming out of the speakers. **i.** Press the Volume + button to increase the volume. **ii.** Check that the computer volume is not 0% by doing the following steps. **i.** Click the speaker icon. **ii.** Adjust the volume level on the volume bar.	Speaker and Computer Volume Controls Setting
4. Set the Volume control options by doing the following steps. **i.** Right click the speaker icon. **ii.** Select the volume control options. **iii.** Click the box: All devices currently playing sound.	Speaker and Computer Volume Controls Setting

B: Symptoms:	Link for Set-Up
- Abnormal Sound (Distorted or Buzzing) Troubleshooting Guide: **1. Abnormal sound coming out of the speaker.** **i.** Ensure that the DIN jack is properly inserted or not loose. **ii.** Unplug and plug the DIN cable to make sure it is fully seated. **iii.** Try to adjust the volume level Up and Down. **iv.** Observe if the abnormal noise will change along side with the volume level. **v.** Check if the speaker is properly seated on the monitor stand.	Setting Up Your Speaker Speaker and Computer Volume Controls Setting

C: Symptoms:	Link for Set-Up
- Low sound output level Troubleshooting Guide: **1. Audio source volume level is high.** **i.** Press the Volume + button to increase the volume.	Speaker and Computer Volume Controls Setting

D: Symptoms:	Link for Set-Up
- Unbalanced sound from the speakers Troubleshooting Guide: Check the computer Volume Balance setting by doing the following steps: **1. Check the computer Volume Balance setting by doing the following steps:** **i.** Right Click the speaker icon. **ii.** Select Playback devices. **iii.** Right Click Default Playback devices and select Properties. **iv.** Select Levels and click Balance. The L and R value must be the same.	Speaker and Computer Volume Controls Setting

Product-specific problems

Specific Symptoms	Possible Solutions
Screen image is too small	• Check the **Aspect Ratio** setting in the **Display** settings OSD. • Reset the monitor to Factory Settings (**Factory Reset**).
Cannot adjust the monitor with the buttons on the bottom of the panel	• Turn Off the monitor, unplug the power cord, plug it back, and then turn On the monitor. • Check if the OSD menu is locked. If yes, press and hold the menu button for 10 seconds to unlock. (For more information, see Lock).
No Input Signal when user controls are pressed	• Check the signal source. Ensure the computer is not in standby or sleep mode by moving the mouse or pressing any key on the keyboard. • Check if the video cable is plugged in properly. Disconnect and reconnect the video cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

Appendix

WARNING: Safety Instructions

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

For information on safety instructions, see the *Product Information Guide*.

FCC notices (U.S. Only) and other regulatory information

For FCC notices and other regulatory information, see the regulatory compliance website located at www.dell.com/regulatory_compliance.

Contacting Dell

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.

To get online Monitor support content:

1. Visit www.dell.com/support/monitors.

To contact Dell for sales, technical support, or customer service issues:

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

WARNING: For displays with glossy bezels the user should consider the placement of the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.