Dell S2718D
User's Guide

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.

2017 – 03   Rev. A00

Contents

About Your Monitor

Package Contents

Your monitor ships with the components shown below. Make sure that you have received all the components and contact Dell if something is missing.

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

	Monitor with stand
	Power cable (varies by country)
	Power adapter
	HDMI cable
	USB Type C cable (C to C)

		• Drivers and documentation media
		• Quick Setup Guide
		• Safety,Environmental,and Regulatory Information
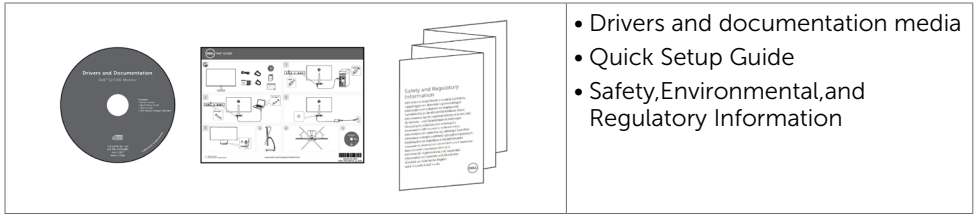
Product Features

The **Dell S2718D** monitor has an active matrix, thinfilm transistor (TFT), liquid crystal display (LCD), and LED backlight. The monitor features include:

- 68.47 cm (27-inch) viewable area display (measured diagonally). 2560 x 1440 resolution with full-screen support for lower resolutions.
- Mega dynamic contrast ratio (8,000,000:1).
- Tilt and swivel adjustment capability.
- Single USB Type-C to supply power to compatible notebook while receiving video signal and USB data.
- Plug and play capable if supported by your system.
- Optimize eye comfort with a flicker-free screen and ComfortView feature which minimizes blue light emission.
- Adapted "High Dynamic Range" appropriate for monitor usage.
- On-screen display (OSD) adjustments for easy setup and screen optimization.
- Software and documentation media includes an information file (INF), Image-color matching file (ICM), and product documentation.
- Dell display manager software (available on the disc shipped with the monitor).
- Energy saver feature for energy star compliance.
- Security-lock slot.
- Capability of switching from wide aspect to standard aspect ratio while maintaining image quality.
- BFR/PVC- Reduced(Its circuit boards are made from BFR/PVC-free laminates).
- TCO-certified displays.
- RoHS Compliant
- Arsenic-free glass and mercury-free for the panel only.
- 0.5 W standby power when in the sleep mode.
- Energy gauge shows the energy level being consumed by the monitor in real time.
- Analog backlight dimming control for flicker free display.

Identifying Parts and Controls

Front view
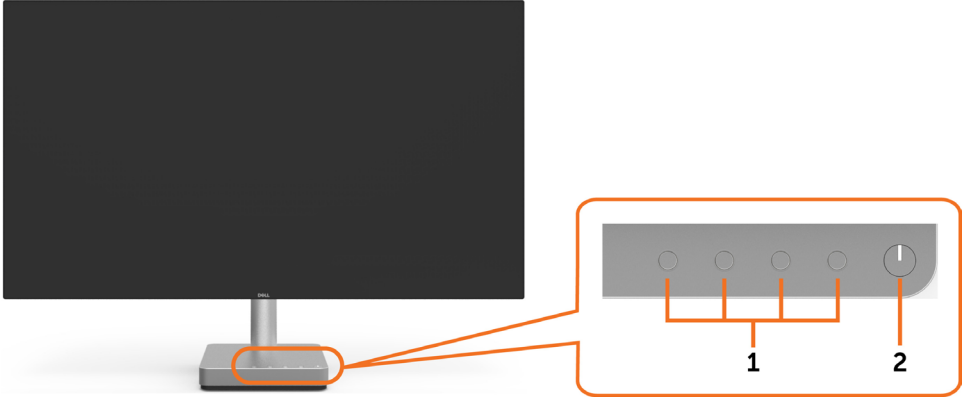
Label	Description
1	Function buttons (For more information, see Operating the Monitor)
2	Power on/off button (with LED indicator)

Back and Bottom View
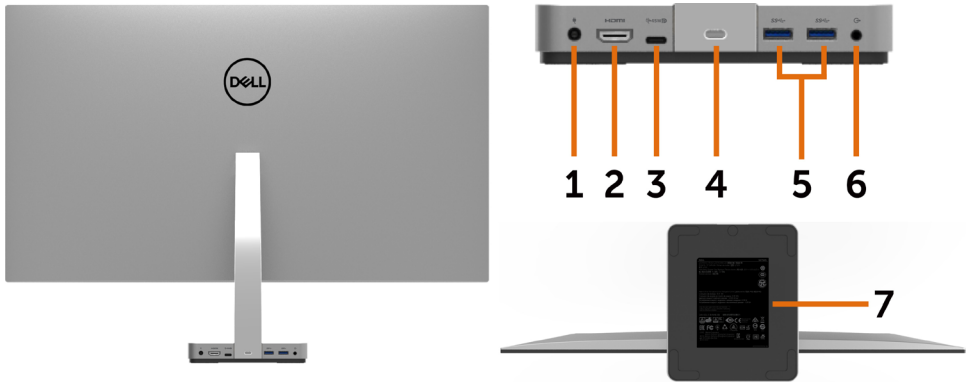
Label	Description	Use
1	DC power connector	To connect the monitor power cable.
2	HDMI connector	Connect your computer with HDMI cable.
3	USB Type C connector	Connect your computer with USB Type C cable.
4	Security-lock slot	Secures monitor with security lock (sold separately).

5	USB downstream ports	Connect your USB device. You can only use this connector after you have connected the USB Type C cable to the computer and USB Type C connector on the monitor.
6	Audio line-out port	Connect speakers to playback audio coming through HDMI or DP audio channels through USB type C. Only supports 2-channel audio. **NOTE:** The audio line-out port does not support headphones. ⚠**WARNING: Excessive sound pressure from earphones or headphones can cause hearing damage or loss.**
7	Regulatory label,Barcode, serial number, and Service Tag label	Lists the regulatory approvals,Refer to this label if you need to contact Dell for technical support. **NOTE:** The location of rating label under the stand base.

Monitor Specifications

Screen type	Active matrix - TFT LCD
Panel Type	In-plane switching Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	68.47 cm (27 inches)
Active Area	
Horizontal	569.736 mm (22.43 inches)
Vertical	335.664 mm (13.21 inches)
Area	191239.86 mm^2 (296.30 inches^2)
Pixel pitch	0.2331 mm x 0.2331 mm
Pixel per inch (PPI)	109
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	300 cd/m^2 (typical)
Contrast ratio	1000 to 1 (typical) 8,000,000 to 1 (dynamic contrast on)
Faceplate coating	Low haze treatment of the front polarizer (3H)
Backlight	White LED, EDGELIGHT system
Response Time (Gray to Gray)	6 ms (FAST mode) 8 ms (NORMAL mode)
Color depth	16.7 million colors
Color gamut	99% sRGB
Connectivity	• 1 x HDMI2.0 with HDCP2.2(combine HDMI1.4 with HDCP 1.4) • 2 x USB 3.0 downstream port • 1 x Analog 2.0 audio line out (3.5mm jack) • 1x USB Type C (Alternate mode with DP1.2, USB 3.1 upstream port ,Power Delivery PD up to 45W)
Border width (edge of monitor to active area)	7.50 mm (Top) 7.50 mm (Left/Right) 8.05 mm (Bottom)
Adjustability	
Tilt Swivel	-5° to 21° -45° to 45°
Dell Display Manager (DDM) Compatibility	Easy Arrange and other key features
Security	Security lock slot (cable lock sold separately)

Resolution Specifications

Horizontal scan range	30 kHz to 88 kHz (DP/HDMI1.4) 30 kHz to 140 kHz (HDMI2.0)
Vertical scan range	48 Hz to 75 Hz (DP/HDMI1.4/HDMI2.0)
Maximum preset resolution	2560 x 1440 at 60 Hz
Video input capabilities (DP & HDMI playback)	480p,576p, 720p,1080p (DP/HDMI1.4/HDMI2.0) 2160p(HDMI2.0)

Preset Display Modes

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
720 x 400	31.5	70.0	28.3	-/+
VESA, 640 x 480	31.5	60.0	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 800 x 600	37.9	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
CVT, 2560 x 1440	88.8	60.0	241.5	+/-

Electrical Specifications

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

AC/DC adapter:	
Input voltage/ frequency/current	100-240 VAC / 50 or 60 Hz $\pm$ 3 Hz / 1.8A (maximum)
Output voltage/current	Output: 19.5 VDC /6.67 A
Inrush current	No function error,no damage

Brand	Manufacturer	Model	Polarity
Dell	Delta	HA130PM130	⊖—⦿—⊕
Dell	Chicony	DA130PM130	⊖—⦿—⊕

Physical Characteristics

Connector type	• HDMI connector • Audio line-out • USB Type C connector • USB 3.0 downstream connector
Signal cable type	USB Type C to Type C 1.8 M cable HDMI 1.8 M cable
Dimensions (with stand)	
Height	453.2 mm (17.84 inches)
Width	611.8 mm (24.10 inches)
Depth	180.4 mm (7.10 inches)
Dimensions (without stand)	
Height	351.3 mm (13.83 inches)
Width	611.8 mm (24.10 inches)
Depth	20.7 mm (0.81 inches)
Stand dimensions	
Height	265.5 mm (10.45 inches)
Width	150.0 mm (5.91 inches)
Depth	180.4 mm (7.10 inches)
Weight	
Weight with packaging	10.30 kg (22.71 lb)
Weight with stand assembly and cables	6.85 kg (15.10 lb)

Environmental Characteristics

| Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	−20°C to 60°C (−4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	5% to 90% (non-condensing)
Altitude	
Operating	5,000 m (16,404 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	119.5 BTU/hour (maximum)
	102.4 BTU/hour (typical)

Power Management Modes

If you have VESA's DPM-compliant video 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.

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	White	35 W (maximum)** 30 W (typical)
Active-off mode	Inactive	Inactive	Off	White (Glowing)	Less than 0.5 W
Switch off	-	-	-	Off	Less than 0.3 W

Energy Star	Power Consumption
P_{ON}	23.5 W***
E_{TEC}	74.61 kWh****

The OSD operates only in the normal operation mode. If you press any button in the active-off mode, one of the following message is displayed:
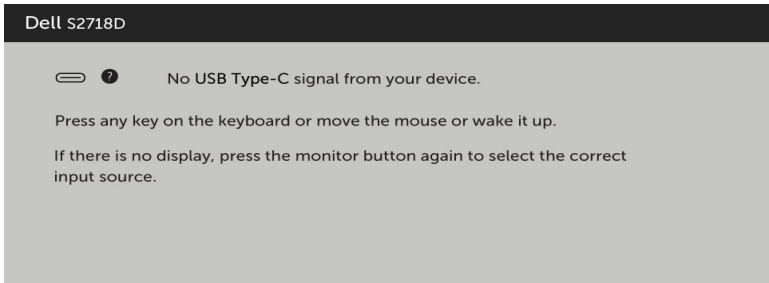
*Zero power consumption in OFF mode can only be achieved by disconnecting the AC mains cable from the monitor.

**Maximum power consumption with maximum luminance.

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

****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.

Activate the computer and the monitor to gain access to the OSD.
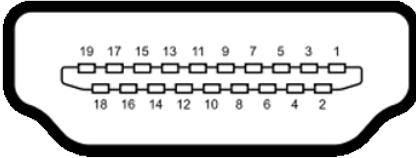
NOTE: This monitor is **ENERGY STAR** -compliant.

Pin Assignments

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

USB Type C Connector
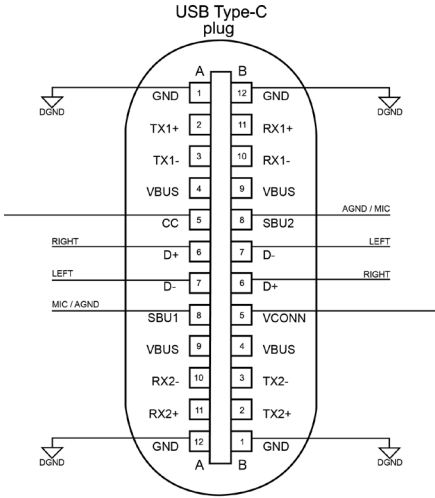
Pin	Signal Assignment	Pin	Signal Assignment
A1	GND	B12	GND
A2	TX1+	B11	RX1+
A3	TX1-	B10	RX1-
A4	VBUS	B9	VBUS
A5	CC	B8	SBU2
A6	D +	B7	D -
A7	D -	B6	D +
A8	SBU1	B5	VCONN
A9	VBUS	B4	VBUS
A10	RX2-	B3	TX2-
A11	RX2+	B2	TX2+
A12	GND	B1	GND

Plug-and-Play

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 computer 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.

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 LCD Monitor Pixel Policy, see Dell support site at: http://www.dell.com/support/monitors.

Setting Up the Monitor

Using the Tilt and Swivel

Tilt and Swivel

You can tilt the monitor for the most comfortable viewing angle.
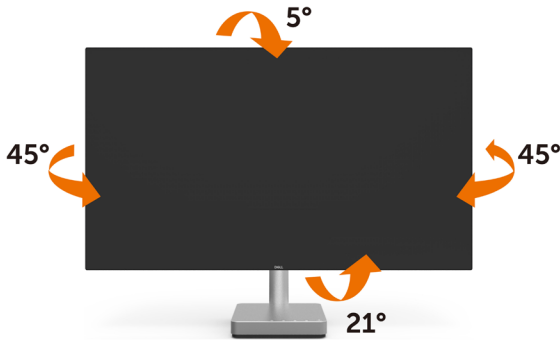
Connecting Your Monitor

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

To connect your monitor to the computer:

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

Connecting the HDMI cable
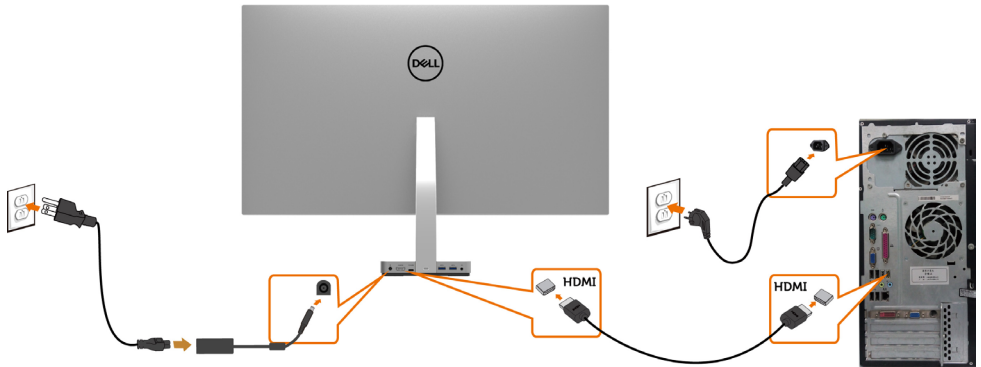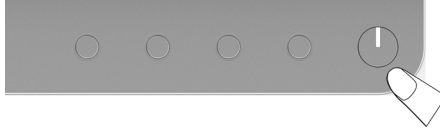

Connecting the USB Type C cable(C to C)
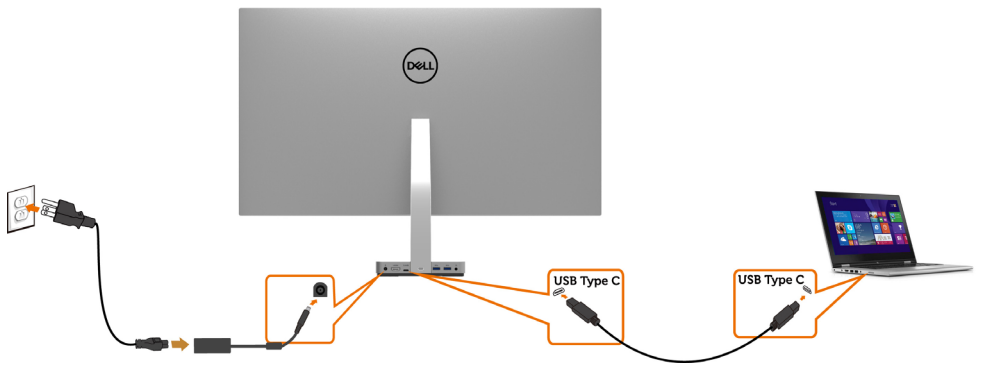
NOTE:

1 Support USB Type C Alternate mode with DP 1.2, DP1.1 is not supported.

2 Support USB PD (Power Delivery) profiles up to 45W.

3 If your Notebook required >45W to operate and the battery is drained, it may not power up or charge with S2718D USB PD.
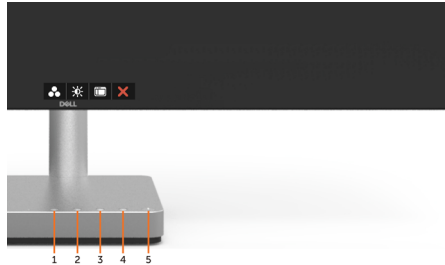
Operating the Monitor

Turning on the Monitor

Press the ⏻ button to turn on the monitor.

Using the Front Panel Controls

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

The following table describes the front panel buttons:

Front-Panel Button	Description
1 Shortcut key: **Preset Modes**	Use this button to choose from a list of preset color modes.
2 Shortcut key: **Brightness/Contrast**	Use this button to directly access the "Brightness/Contrast" bar.
3 **Menu**	Use this menu button to launch the on-screen display (OSD) and select the OSD menu. See Accessing the Menu System.
4 **Exit**	Use this button to go back to the main menu or exit the OSD main menu.
5 **Power (with power light indicator)**	Use the **Power** button to turn the monitor On and Off. The white LED indicates the monitor is On and fully functional. A glowing white LED indicates DPMS Power Save Mode.

Front-Panel Button

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

Front Panel Button		Description
1 Up Down		Use the **Up** (increase) and **Down** (decrease) keys to adjust items in the OSD menu.
2 OK		Use the **OK** button to confirm your selection.
3 Back		Use the **Back** button to go back to the previous menu.

Using the On-Screen Display (OSD) Menu

Accessing the Menu System

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

1 Press the ▦ button to launch the OSD menu and display the main menu.
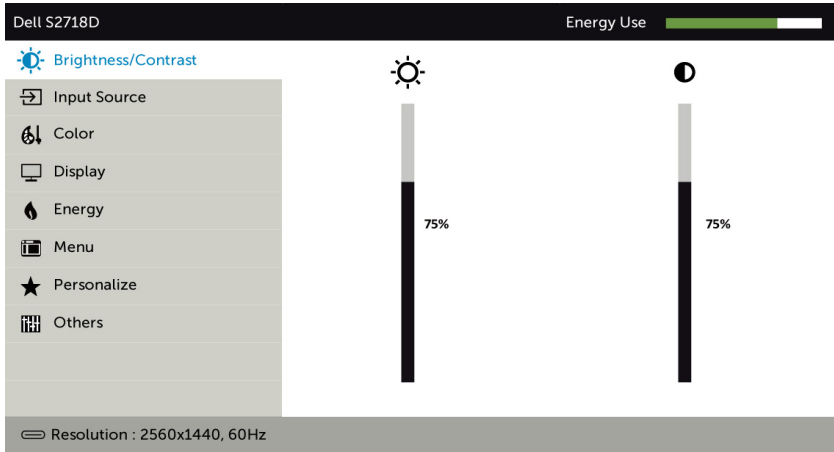
2 Press the ⌃ and ⌄ buttons to move between options. As you move from one icon to another, the option name is highlighted.

3 Press the ➜ or ✓ or ✛ button once to activate the highlighted option.

4 Press the ⌃ and ⌄ buttons to select the desired parameter.

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

6 Select the ↩ to return to previous menu or ✓ to accept and return to previous menu.

Icon	Menu and Submenus	Description
	Brightness/Contrast	Use this menu to activate **Brightness/Contrast** adjustment.
	Brightness	**Brightness** adjusts the luminance of the backlight (minimum 0; maximum 100). Press the button to increase brightness. Press the button to decrease brightness. **NOTE:** Manual adjustment of **Brightness** is disabled when **Dynamic Contrast** is switched on.
	Contrast	Adjust the **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary. Press the button to increase contrast and press the button to decrease contrast (between 0 and 100). Contrast adjusts the difference between darkness and lightness on the monitor.
	Input Source	Use the **Input Source** menu to select between different video inputs that are be connected to your monitor.
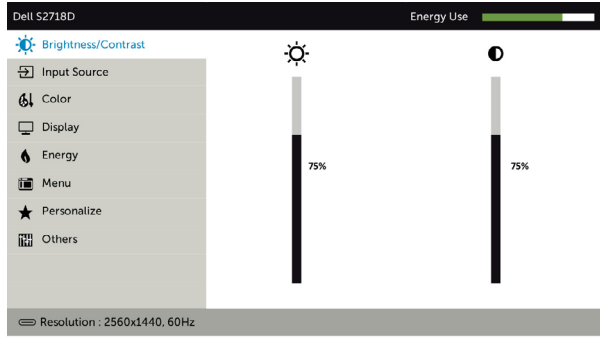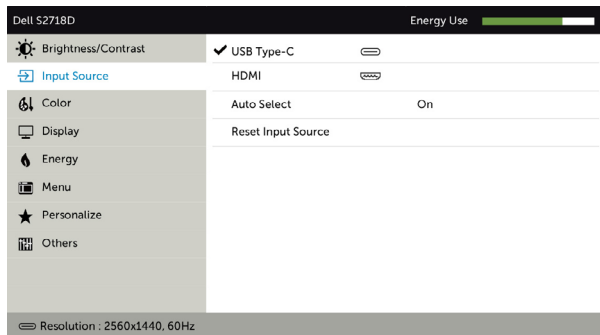
Icon	Menu and Submenus	Description
	USB Type-C	Select the **USB Type-C** input when you are using the USB Type-C connector. Use ⊙ to select the USB Type-C input source.
	HDMI	Select the **HDMI** input when you are using the HDMI connector. Use ⊙ to select the HDMI input source.
	Auto Select	Use ⊙ to select **Auto Select**, the monitor scans for available input sources.
	Reset Input Source	Resets your monitor's Input Source settings to the factory defaults.
	Color	Use the **Color** menu to adjust the color setting mode.
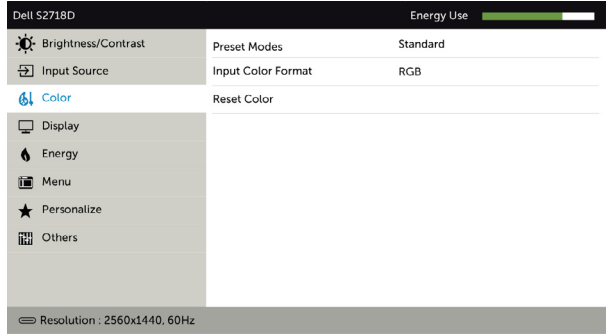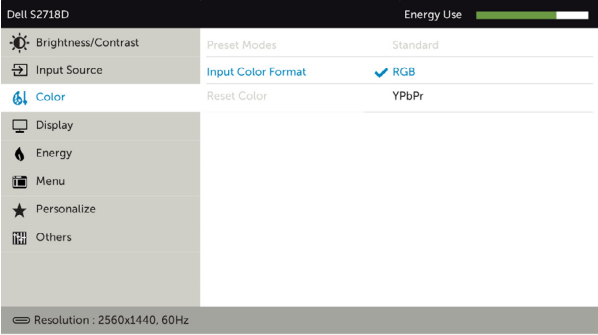
Icon	Menu and Submenus	Description
	Preset Modes	When you select **Preset Modes**, you can choose **Standard, ComfortView,Multimedia,Movie,Movie HDR ,Game,Game HDR,Warm,Cool,or Custom Color** from the list.
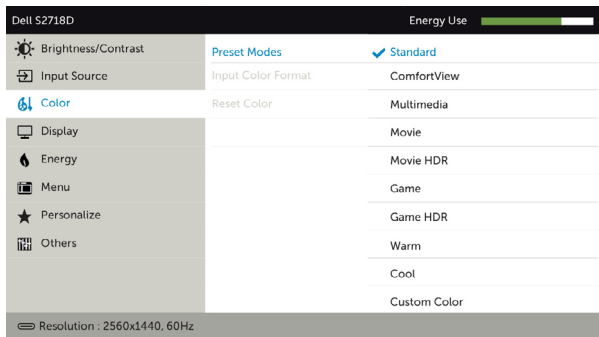
- **Standard:** Default color settings. This is the default preset mode.
- **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes.
- **Multimedia:** Ideal for multimedia applications.
- **Movie:** Loads color settings ideal for movies.
- ***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. Press the ⌃ and ⌄ buttons to adjust the Red, Green, and Blue values and create your own preset color mode.

*HDR: Adapted "High Dynamic Range" appropriate for monitor usage.

Icon	Menu and Submenus	Description
	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.
	Hue	Use ![up] or ![down] to adjust the hue from 0 to 100. **NOTE:** Hue adjustment is available only for Movie and Game mode.
	Saturation	Use ![up] or ![down] to adjust the saturation from 0 to 100. **NOTE:** Saturation adjustment is available only for Movie and Game mode.
	Reset Color	Resets your monitor's color settings to the factory defaults.

Icon	Menu and Submenus	Description
	Display	Use the **Display** menu to adjust image.

	Aspect Ratio	Adjust the image ratio to **Wide 16:9**, **Auto Resize**,or **4:3**.
	Monitor Sleep	**Sleep After Timeout**: Monitor goes into sleep after timeout.
		Never: Monitor never goes into sleep.
	Sharpness	Makes the image look sharper or softer.
		Use ⌃ or ⌄ to adjust the sharpness from '0' to '100'.
	Dynamic Contrast	Allows you to increase the level of contrast to provide sharper and more detailed image quality.
		Push the ➜ button to select the **Dynamic Contrast** "On" or "Off".
		NOTE: For **Game** and **Movie** preset mode only.
		NOTE: Dynamic Contrast provides higher contrast if you select **Game** or **Movie** preset mode.
	Response Time	Allows you to set the **Response Time** to **Normal** or **Fast**.
	Reset Display	Restores the display settings to factory defaults.

Icon	Menu and Submenus	Description
	Energy	
	Power Button LED	Allows you to set the state of the power light to save energy.
	USB	Allows you to enable or disable USB charger function during monitor standby mode. **NOTE:** USB ON/OFF under standby mode is only available when the USB Type-C cable is unplugged. This option will be greyed out when the USB Type-C cable plugs in.
	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.
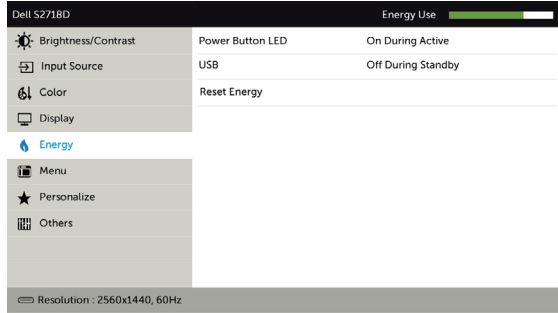
Icon	Menu and Submenus	Description
	Language	Set the OSD display to one of eight languages.
		(English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).
	Transparency	Select this option to change the menu transparency by using ⌃ and ⌄ (min. 0 / max. 100).
	Timer	**OSD Hold Time:** Sets the length of time the OSD remains active after you press a button.
		Use the ⌃ and ⌄ buttons 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:
		Lock function – Either soft lock (through OSD menu) or hard lock (Press and hold the exit button 6 sec)
		Unlock function – Only hard unlock (Press and hold the exit button 6 sec)
	Reset Menu	Restore the menu settings to factory defaults.
★	**Personalize**	Select from **Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio** set as shortcut key.

Dell S2718D		Energy Use ▬▬▬▬▬▯
☀ Brightness/Contrast	Shortcut Key 1	Preset Modes
⇥ Input Source	Shortcut Key 2	Brightness/Contrast
🎨 Color	Reset Personalization	
☐ Display		
🔋 Energy		
📋 Menu		
★ Personalize		
▦ Others		

⊑ Resolution : 2560x1440, 60Hz

⌃ ⌄ → ✕
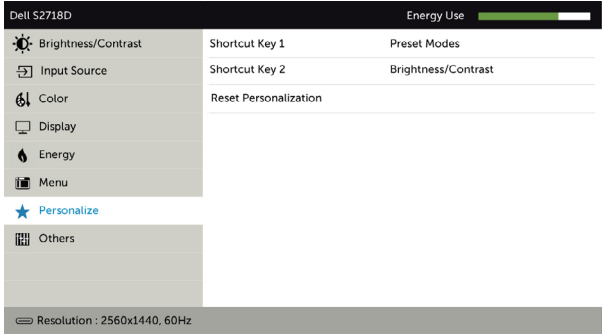
Icon	Menu and Submenus	Description
	Reset Persona-lization	Restores shortcut keys to factory defaults.

Icon	Menu and Submenus	Description
	Other	
		Select this option to adjust the OSD settings, such as the **DDC/CI**, **LCD conditioning**, and so on.
	DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer.
		Select **Disable** to turn off this feature.
		Enable this feature for best user experience and optimum performance of your monitor.
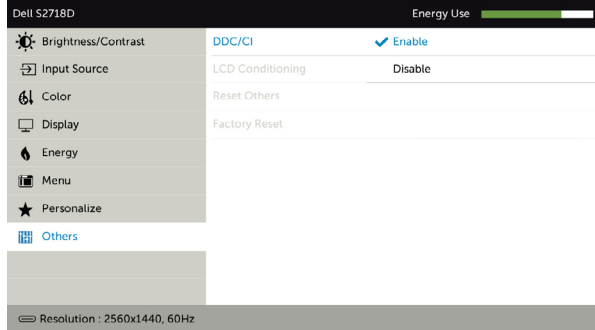
Icon	Menu and Submenus	Description
	LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. Select **Enable** to start the process.
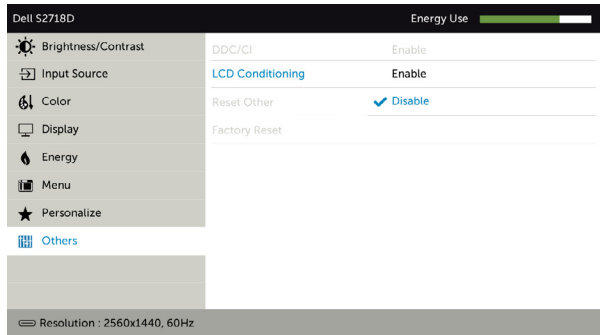
	Reset Others	Restores other settings, such as **DDC/CI**, to factory defaults.
	Factory Reset	Restores all OSD settings to the factory defaults.

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

OSD Warning Messages

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

Dell S2718D
To allow manual adjustment of brightness, the Dynamic Contrast will be switched off. Do you want to continue?
No
Yes

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

Dell S2718D
The current input timing is not supported by the monitor display. Please change your input timing to 2560x1440, 60Hz or any other monitor listed timing as per the monitor specifications.
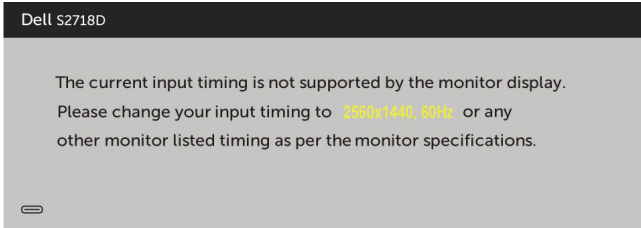
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor Specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 2560 x 1440.

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

Dell S2718D
The function of adjusting display setting using PC application will be disabled. Do you wish to disable DDC/CI function?
No
Yes
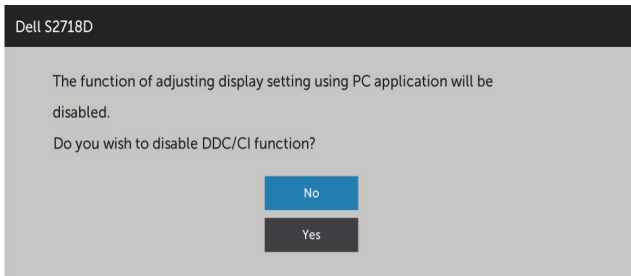
When the monitor enters the **Power Save** mode, the following message appears:

Dell S2718D
Entering Power Save Mode.
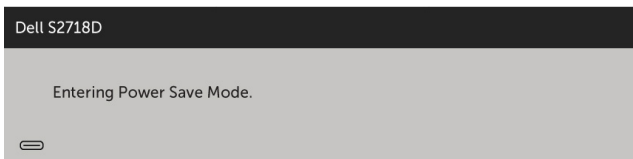
Activate the computer and wake up the monitor to gain access to the OSD.

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

Dell S2718D

No USB Type-C signal from your device.

Press any key on the keyboard or move the mouse or wake it up.

If there is no display, press the monitor button again to select the correct input source.
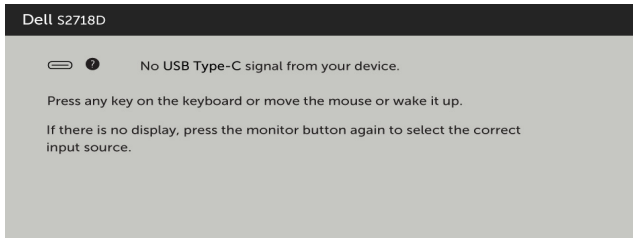
When using the wrong Adapter or Adapter connection exception,you can see the following message:

Dell S2718D

Please use the power adapter that came with your S2718D.
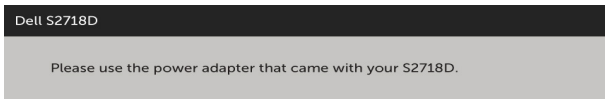
If either USB Type-C, HDMI input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

Dell S2718D

No USB Type-C Cable

The display will go into Power Save Mode in 4 minutes.

www.dell.com/support/monitors

or

Dell S2718D

No HDMI Cable

The display will go into Power Save Mode in 4 minutes.

www.dell.com/support/monitors
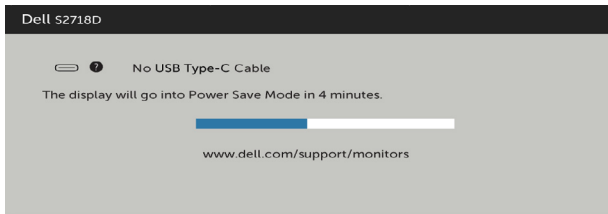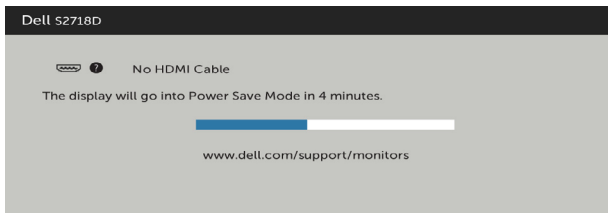
See Troubleshooting for more information.

Troubleshooting

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

Self-Test

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

1 Turn off both your computer and the monitor.
2 Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
3 Turn on the monitor.

The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.

Dell S2718D
⬜ ❓ No USB Type-C Cable
The display will go into Power Save Mode in 4 minutes.
www.dell.com/support/monitors

or

Dell S2718D
⬜ ❓ No HDMI Cable
The display will go into Power Save Mode in 4 minutes.
www.dell.com/support/monitors
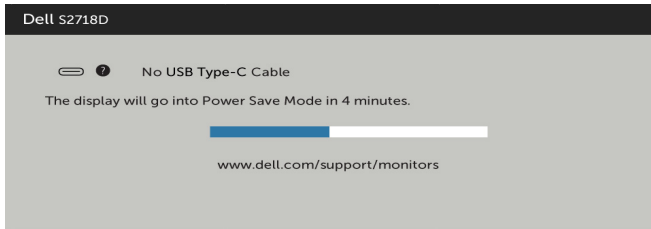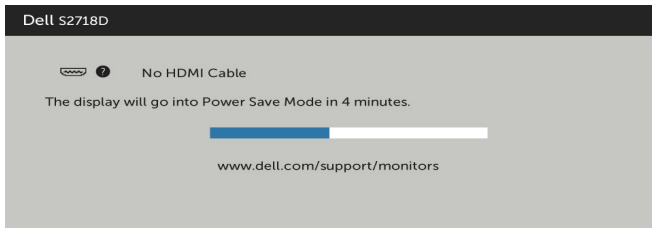
4 This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
5 Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

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

Built-in Diagnostics

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

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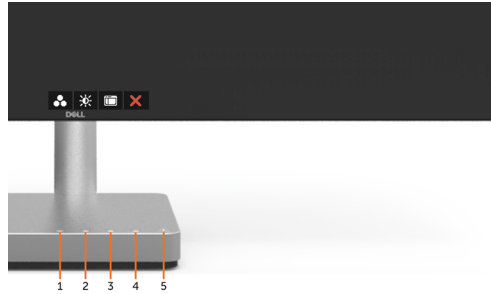
To run the built-in diagnostics:

1   Make sure 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 front panel again. The color of the screen changes to red.
6   Inspect the display for any abnormalities.
7   Repeat steps 5 and 6 to inspect the display in green, blue, black, white, and text screens.

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

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	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Ensure that the power button is depressed fully. • Ensure that the correct input source is selected in the Input Source menu.
No Video/Power LED on	No picture or no brightness	• Increase brightness & contrast controls via OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. • Ensure that the correct input source is selected in the Input Source menu.
Missing Pixels	LCD screen has spots	• Cycle power on-off. • Pixel that is permanently off is a natural defect that canoccur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: http://www.dell.com/support/monitors.
Stuck-on Pixels	LCD screen has bright spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that canoccur in LCD technology. • For more information on Dell Monitor Quality and PixelPolicy, see Dell Support site at: http://www.dell.com/support/monitors.
Brightness Problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness & contrast controls via OSD.
Safety Related Issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.

Common Symptoms	What You Experience	Possible Solutions
Missing Color	Picture missing color	• Perform monitor self-test. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	• Change the settings of the **Preset Modes** in the **Color** menu OSD depending on the application. • Adjust R/G/B value under **Custom. Color** in **Color** menu OSD. • Change the **Input Color Format** to PC RGB or YPbPr in the **Color** menu OSD. • Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	• Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power Management Modes). • Alternatively, use a dynamically changing screensaver.

Product Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the **Aspect Ratio** setting in the **Display** menu OSD. • Reset the monitor to factory settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, press and hold the button beside the power button for 6 seconds to unlock (for more information, see Lock).
No Input Signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

Specific Symptoms	What You Experience	Possible Solutions
No image when using USB Type C connection to PC or Notebook.	Black screen	• Verify if the PC or Notebook USB Type C interface can support Alternate mode DP1.2. • Verify if the Notebook required >45W power charging. • USB Type C interface of PC or Notebook can not support Alternate mode DP1.2. • The Notebook required >45W power charging.
No charging when using USB Type C connection to the Notebook	No charging	• Verify if the Notebook can support one of 5V/9V/15V/20V charging profiles. • Verify if the Notebook required >45W power charging. • The Notebook can not support 5V/9V/15V/20V charging profiles or Need >45W power charging.

Appendix

Safety Instructions

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.

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

For information on safety instructions, see the Safety, Environmental, and Regulatory Information (SERI).

FCC Notices (U.S. only) and Other Regulatory Information

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

Contacting Dell

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

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

To get online Monitor support content:

See www.dell.com/support/monitors.

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

1 Go to www.dell.com/support.

2 Verify your country or region in the Choose A Country/Region drop-down menu at the top-left corner of the page.

3 Click **Contact Us** next to the country dropdown.

4 Select the appropriate service or support link based on your need.

5 Choose the method of contacting Dell that is convenient for you.

Setting Up Your Monitor

NOTE: The maximum input resolution to **3840 x 2160** while you select movie HDR or game HDR in Color on OSD functions can be supported.

Setting Display Resolution to 2560 x 1440

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

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

1 For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.

2 Right-click on the desktop and click **Screen Resolution**.

3 Click the Dropdown list of the Screen Resolution and select 2560 x 1440.

4 Click **OK**.

In Windows 10:

1 Right-click on the desktop and click **Display Settings**.

2 Click **Advanced display settings**.

3 Click the dropdown list of **Resolution** and select 2560 x 1440.

4 Click **Apply**.

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

Dell computer

1 Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.

2 After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

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

Non-Dell computer

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

1 For Windows 8 or Windows 8.1 only, select the Desktop tile to switch
   to classic desktop.
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, AMD, Intel etc.).
6 Refer to the graphic card provider website for updated driver (for example,
   http://www.AMD.com or http://www.NVIDIA.com).
7 After installing the drivers for your graphics adapter, attempt to set the resolution
   to **2560 x 1440** again.

In Windows 10:

1 Right-click on the desktop and click **Display Settings**.

2 Click **Advanced display settings**.

3 Click **Display adapter properties.**

4 Identify your graphics controller supplier from the description at the top of the
   window (e.g. NVIDIA, AMD, Intel etc.).
5 Refer to the graphic card provider website for updated driver (for example,
   http://www.AMD.com or http://www.NVIDIA.com).
6 After installing the drivers for your graphics adapter, attempt to set the resolution
   to 2560 x 1440 again.

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

Maintenance Guidelines

Cleaning Your Monitor

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

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

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

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