

Dell P2723QE Monitor

User's Guide

Monitor Model: P2723QE
Regulatory Model: P2723QEf



 **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.

Copyright © 2022 Dell Inc. or its subsidiaries. All rights reserved. Dell, EMC, and other trademarks are of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

2022 - 02

Rev. A00

Contents

About your monitor	6
Package contents	6
Product features.....	8
Identifying parts and controls	9
Front view	9
Back view	10
Side view	10
Bottom view	11
Monitor specifications.....	12
Resolution specifications.....	13
Supported video modes	13
Preset display modes	14
Electrical specifications.....	15
Physical characteristics.....	16
Environmental characteristics	17
Pin assignments	18
Universal Serial Bus (USB) interface.....	21
SuperSpeed USB 5Gbps (USB 3.2 Gen1)	21
USB 3.2 Gen1 (5Gbps) downstream port	21
RJ45 Connector LED Status:.....	23
Plug and play capability	24
LCD monitor quality and pixel policy	24
Handling and Moving Your Display	24
Maintenance guidelines	26
Cleaning your monitor	26



Setting up the monitor27

- Attaching the stand 27**
- Connecting your monitor 30**
 - Connecting the HDMI cable (optional) 31
 - Connecting the DisplayPort (DisplayPort to DisplayPort) cable 31
 - Connecting the USB Type-C cable (C to C)..... 32
 - Connecting the USB Type-C cable (C to A) 32
 - Connecting the RJ45 cable (optional) 33
- Dell Power Button Sync (DPBS) 34**
 - Connecting the monitor for DPBS for the first time 36
 - Using DPBS function..... 37
 - System ON/OFF with power button..... 38
 - Shutdown with 4 seconds Power Button press 39
 - Force shutdown with 10 seconds Power Button press..... 39
 - Connecting the monitor for USB-C..... 40
- Organizing your cables 42**
- Removing the monitor stand 43**
- VESA wall mounting (optional) 44**

Operating your monitor45

- Power on the monitor 45**
- Using the back panel controls 45**
 - Back panel button 47
- Using the On-Screen Display (OSD) menu 48**
 - Accessing the menu system 48
 - OSD warning message..... 61



Setting the maximum resolution.....	65
Using the tilt, swivel, and vertical extension	66
Tilt, swivel.....	66
Vertical extension	66
Rotating the monitor.....	67
Rotate clockwise.....	67
Rotate counterclockwise	68
Adjusting the rotation display settings of your system.	69
Troubleshooting	70
Self-test	70
Built-in diagnostics	72
Common problems.....	73
Product specific problems	76
Universal Serial Bus (USB) specific problems	78
Appendix	79
FCC notices (U.S. only) and other regulatory information	79
Contact Dell	79
EU product database for energy label and product information sheet	79



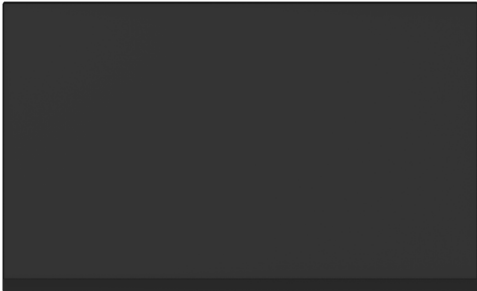
About your monitor

Package contents

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

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

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

	Display
	Stand riser
	Stand base



	Power cable (varies by country)
	DisplayPort cable (DisplayPort to DisplayPort)
	*USB Type-C® to Type-C Gen2 cable (1.0 m)
	USB Type-C to Type-A cable (1.8 m)
	• Quick Start Guide • Safety, Environmental, and Regulatory Information • Velcro Strap

 **NOTE: *USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.**



Product features

The **Dell P2723QE** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight.

The monitor features include:

- 68.47 cm (27.0 in.) viewable area (measured diagonally).
3840 x 2160 (16:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angle to allow viewing from a sitting or standing position.
- Color gamut of 99% sRGB.
- Digital connectivity with Type-C, DisplayPort and HDMI.
- Tilt, swivel, height, and rotate adjustment capabilities.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Equipped with one Type-C upstream port and four USB downstream ports.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for easy set-up and screen optimization.
- Power and OSD buttons lock.
- Security lock slot.
- Stand lock.
- ≤ 0.5 W in Standby Mode.
- Optimize eye comfort with a flicker-free screen.
- The monitor adopts flicker-free technology, which clears the eye visible flicker, brings comfort viewing experience and preventing users suffer from eye strain and fatigue.
- The monitor uses Low Blue Light panel and is in compliance with TUV Rheinland (Hardware Solution) at factory reset/default setting mode (**Preset mode: Standard**).
- Decreases the level of hazard blue light emitted from the screen to make viewing more comfortable for your eyes.
- Single USB Type-C to supply power (PD 90 W) to compatible notebook while receiving video signal.

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



Identifying parts and controls

Front view



Back view



Label	Description	Use
1	LED indicator	Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.
2	Power On/Off button	To turn the monitor on or off.
3	Joystick	Use it to control the OSD menu.



Back view



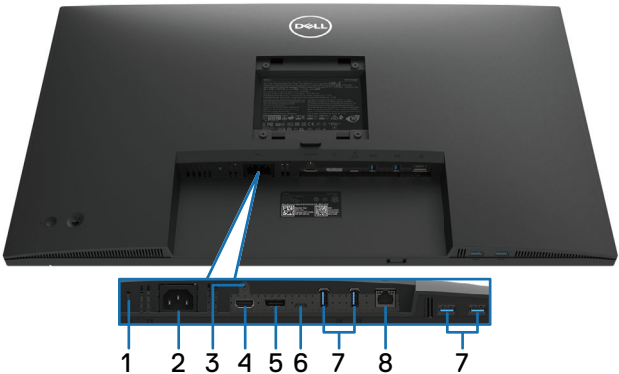
Back view with monitor stand

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA Cover)	Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm).
2	Regulatory label	Lists of regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support.
5	Cable-management slot	Use to organize cables by inserting them through the slot.

Side view



Bottom view



Bottom view without monitor stand

Label	Description	Use
1	Security lock slot (based on Kensington Security Slot™)	Secures monitor with security cable lock (sold separately)
2	Power connector	Connect the power cable (shipped with your monitor).
3	Stand lock	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
4	HDMI port	Connect your computer with the HDMI 2.0 cable.
5	DisplayPort	Connect your computer with the DisplayPort cable (shipped with your monitor).
6	USB Type-C	Connect to your computer using the USB Type-C cable (C to C). The alternate mode with DP 1.4 support the maximum resolution of 3840 X 2160 at 60 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. NOTE: USB-C is not supported on Windows versions that are prior to Windows 10.
7	SuperSpeed USB 5Gbps (USB 3.2 GEN1) Type-A downstream port x 4	Port with  icon supports 5 V/ 0.9 A. Connect your USB device. You can use these ports only after you have connected the USB cable from the computer to the monitor. NOTE: To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).
8	RJ-45 connector	Connect Internet. You can surf Internet via RJ45 only after you have connected the USB cable (A to C or C to C) from the computer to the monitor.



Monitor specifications

Model	P2723QE
Screen type	UHD TFT LCD
Panel technology	In-Plane Switching Technology
Aspect ratio	16:9
Viewable image	
Diagonal	684.67 mm (26.96 in.)
Width (active area)	596.74 mm (23.49 in.)
Height (active area)	335.66 mm (13.21 in.)
Total area	200301.75 mm ² (310.47 in. ²)
Pixel pitch	0.1554 mm x 0.1554 mm
Pixel per inch (PPI)	163
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	350 cd/m ² (typical)
Contrast ratio	1,000 to 1 (typical)
Faceplate coating	AG type, 3H hard coating, Haze 25
Backlight	White LED edgelight system
Response time	
Normal mode	8 ms
Fast mode	5 ms
Color depth	1.07 Billion colors
Color gamut	sRGB 99% (CIE 1931)



Connectivity	• 1 x DP 1.4 (in) port (HDCP 1.4, HDCP 2.3) • 1 x HDMI 2.0 port (HDCP 1.4, HDCP 2.3) • 1 x USB-C (USB 3.2 Gen 1 (5Gbps) upstream port, Power Delivery PD up to 90 W) • 4 x SuperSpeed USB 5Gbps (USB 3.2 Gen1) downstream port • 1 x RJ45
Border width (edge of monitor to active area)	7.40 mm (Top) 7.40 mm (Left/Right) 17.67 mm (Bottom)
Adjustability	
Height adjustable stand	150 mm
Tilt	-5° to 21°
Swivel	-45° to 45°
Pivot	-90° to 90°
Dell Display Manager compatibility	Easy Arrange and other key features
Security	Security lock slot (cable lock sold separately)

Resolution specifications

Model	P2723QE
Horizontal scan range	15 kHz to 135 kHz (automatic)
Vertical scan range	24 Hz to 86 Hz (automatic)
Maximum preset resolution	3840 x 2160 at 60 Hz

Supported video modes

Model	P2723QE
Video display capabilities (HDMI & DP & USB Type-C alternate mode)	480p, 576p, 720p, 1080p, 2160p (HDMI only)



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	59.9	25.2	-/-
VESA, 640 x 480	37.5	75	31.5	-/-
VESA, 800 x 600	37.9	60.3	40	+/+
VESA, 800 x 600	46.9	75	49.5	+/+
VESA, 1024 x 768	48.4	60	65	-/-
VESA, 1024 x 768	60	75	78.8	+/+
VESA, 1152 x 864	67.5	75	108	+/+
VESA, 1280 x 1024	64	60	108	+/+
VESA, 1280 x 1024	80	75	135	+/+
VESA, 1600 x 900	60	60	108	+/+
VESA, 1920 x 1080	67.5	60	148.5	+/+
VESA, 2048 x 1280	78.9	59.9	174.3	+/-
VESA, 2560 x 1440	88.8	60	241.5	+/-
VESA, 3840 x 2160	67.5	30	297	+/-
VESA, 3840 x 2160	135	60	594	+/-
VESA, 3840 x 2160	133.3	60	533.3	+/-



Electrical specifications

Model	P2723QE
Video input signals	• USB Type-C/DisplayPort, 600 mV for each differential line, 100 Ω input impedance per differential pair • HDMI 2.0, 600 mV for each differential line, 100 Ω input impedance per differential pair • DisplayPort 1.4, 600 mV for each differential line, 100 Ω input impedance per differential pair
AC input voltage/frequency/current	100 VAC to 240 VAC/50 Hz or 60 Hz $\pm$ 3 Hz/2.5 A
Inrush current	• 120 V: 30 A (Max.) at 0°C (cold start) • 240 V: 60 A (Max.) at 0°C (cold start)
Power Consumption	0.2 W (Off Mode) ¹ 0.2 W (Standby Mode) ¹ 26 W (On Mode) ¹ 169 W (Max) ² 23.7 W (P _{on}) ³ 74.49 kWh (TEC) ³

¹As defined in EU 2019/2021 and EU 2019/2013

²Max brightness and contrast setting with maximum power loading on all USB ports.

³ P_{on} : Power consumption of On Mode as defined in Energy Star 8.0 version.

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

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



NOTE: This monitor is ENERGY STAR certified.



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



Physical characteristics

Model	P2723QE
Signal cable type	• DP to DP 1.8 m cable • USB Type-C (C to C) 1.0 m cable • USB Type-C (C to A) 1.8 m cable
NOTE: Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. As Dell does not have control over the different cable suppliers in the market, the type of material, connector and process used to manufacture these cables, Dell does not guarantee video performance on cables that are not shipped with your Dell monitor.	
Dimensions (with stand)	
Height (extended)	535.20 mm (21.07 in.)
Height (compressed)	385.20 mm (15.17 in.)
Width	611.60 mm (24.08 in.)
Depth	185.00 mm (7.28 in.)
Dimensions (without stand)	
Height	360.70 mm (14.20 in.)
Width	611.60 mm (24.08 in.)
Depth	52.10 mm (2.05 in.)
Stand dimensions	
Height (extended)	428.30 mm (16.86 in.)
Height (compressed)	381.50 mm (15.02 in.)
Width	268.00 mm (10.55 in.)
Depth	185.00 mm (7.28 in.)
Weight	
Weight with packaging	9.68 kg (21.33 lb)
Weight with stand assembly and cables	7.21 kg (15.90 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	5.05 kg (11.13 lb)
Weight of stand assembly	1.78 kg (3.92 lb)
Middle frame gloss	2-4
Front bezel gloss	2-4



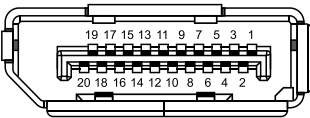
Environmental characteristics

Model	P2723QE
Compliant standards	
• ENERGY STAR certified monitor • EPEAT registered where applicable. EPEAT registration varies by country. See https://www.epeat.net for registration status by country. • RoHS-compliant • TCO Certified & TCO Certified Edge • BFR/PVC free monitor (excluding external cables) • Meets NFPA 99 leakage current requirements. • Arsenic-free glass and Mercury-free for the panel only	
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating Storage / Shipping	-20°C to 60°C (-4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating Storage / Shipping	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	• 577.98 BTU/hour (maximum) • 81.05 BTU/hour (typical)



Pin assignments

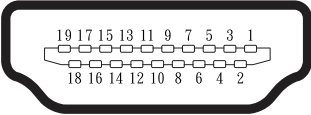
DisplayPort connector



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



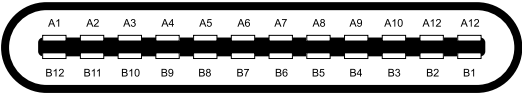
HDMI connector



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



USB Type-C port



Pin	Signal	Pin	Signal
A1	GND	B12	GND
A2	SSTXp1	B11	SSTXp1
A3	SSTXn1	B10	SSTXn1
A4	VBUS	B9	VBUS
A5	CC1	B8	SSU2
A6	Dp1	B7	Dn1
A7	Dn1	B6	Dp1
A8	SBU1	B5	CC2
A9	VBUS	B4	VBUS
A10	SSRXn2	B3	SSRXn2
A11	SSRXp2	B2	SSRXp2
A12	GND	B1	GND



Universal Serial Bus (USB) interface

This section gives you information about the USB ports that are available on the monitor.

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

Your computer has the following USB ports:

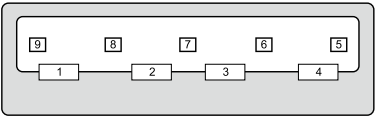
- 4 downstream - SuperSpeed USB 5Gbps (USB 3.2 Gen1)

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

SuperSpeed USB 5Gbps (USB 3.2 Gen1)

Transfer speed	Data rate	Maximum power supported (each port)
SuperSpeed	5 Gbps	4.5 W
High speed	480 Mbps	4.5 W
Full speed	12 Mbps	4.5 W

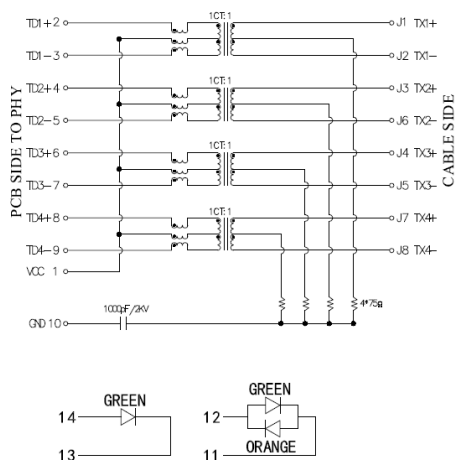
USB 3.2 Gen1 (5Gbps) downstream port



Pin number	Signal
1	VBUS
2	D-
3	D+
4	GND
5	StdA_SSRX-
6	StdA_SSRX+
7	GND_DRAIN
8	StdA_SSTX-
9	StdA_SSTX+
Shell	Shield



RJ45 Port (Connector Side)



Pin	Signal	Pin	Signal
1	CT	8	TD4+
2	TD1+	9	TD4-
3	TD1-	10	GND
4	TD2+	11	GREEN_ ORANGE
5	TD2-	12	GREEN_ ORANGE
6	TD3+	13	GREEN
7	TD3-	14	GREEN

Driver Installation

Install the Realtek USB GBE Ethernet Controller Driver available for your system. This is available for download at <https://www.dell.com/support> under the “Driver and download” section.

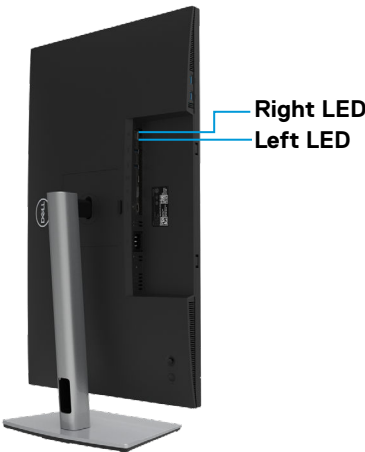
Network (RJ45) data rate via USB-C max speed is 1000 Mbps.

NOTE: This LAN port is 1000Base-T IEEE 802.3az compliant, supporting Mac Address (Printed on model label) Pass-thru (MAPT), Wake-on-LAN (WOL) from standby mode (S3 only) and UEFI*PXE Boot function, these 3 features depend on BIOS setting and OS version.

* UEFI stands for Unified Extensible Firmware Interface.



RJ45 Connector LED Status:



LED	Color	Description
Right LED	Amber or Green	Speed indicator: • Amber On - 1000 Mbps • Green On - 100 Mbps • Off - 10 Mbps
Left LED	Green	Link / Activity indicator: • Blinking - Activity on the port. • Green On - Link is being established. • Off - Link is not established.

 **NOTE: RJ45 cable is non in-box standard accessory.**



Plug and play capability

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

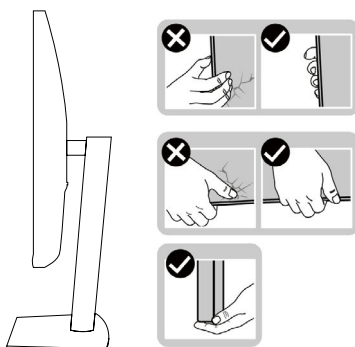
LCD monitor quality and pixel policy

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 about Dell Monitor Quality and Pixel Policy, see <http://www.dell.com/pixelguidelines>.

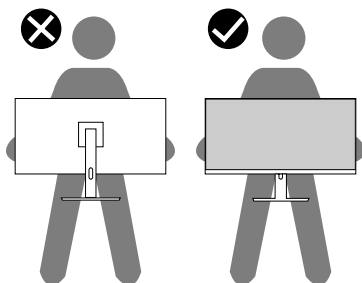
Handling and Moving Your Display

To ensure the monitor is handled safely when lifting or moving it, follow the guidelines mentioned below:

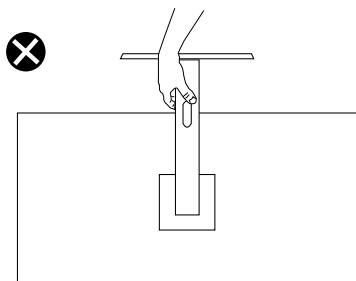
- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting or moving the monitor.



- When lifting or moving the monitor, ensure the screen is facing away from you and do not press on the display area to avoid any scratches or damage.



- When transporting the monitor, avoid any sudden shock or vibration to it.
- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. This may result in accidental damage to the monitor or cause personal injury.



Maintenance guidelines

Cleaning your monitor

△ **CAUTION:** Read and follow the [Safety instructions](#) before cleaning the monitor.

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

Improper cleaning methods can result in physical damage to Dell monitors. Physical defects may affect the screen and body of the monitor.

Follow the instructions in the list below when cleaning the monitor:

- To clean the Dell Monitor screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the Dell Monitor screen.

△ **CAUTION:** Do not use detergents of any kind or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air.

- **Do not directly spray the cleaning solution or even water on the surface of the monitor.** Directly spraying liquid onto the panel will roll down to the bottom of the panel and corrode the electronics resulting in permanent damage.
- Instead, apply solution or water to soft cloth material.

 **NOTE:** Using cleaner may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and screen surface peeling.

 **NOTE:** Monitor damages due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). **CID is not covered under the standard Dell warranty.**



Setting up the monitor

Attaching the stand

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

To attach the monitor stand:

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



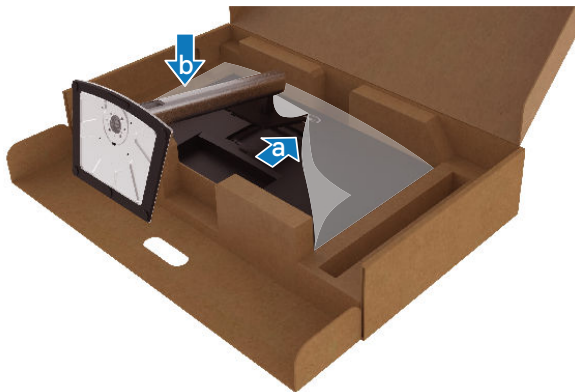
3. Insert the stand base blocks fully into the stand slot.
4. Lift the screw handle and turn the screw clockwise.
5. After fully tightening the screw, fold the screw handle flat within the recess.



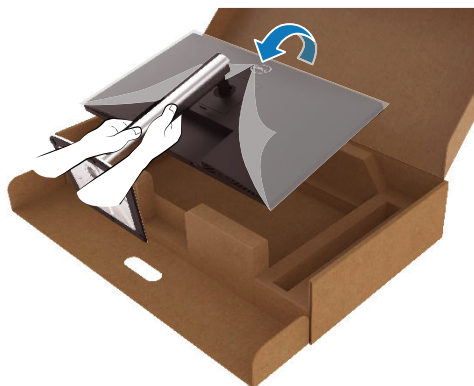
6. Lift the EPE bag, as shown, to expose the VESA area for stand assembly.



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

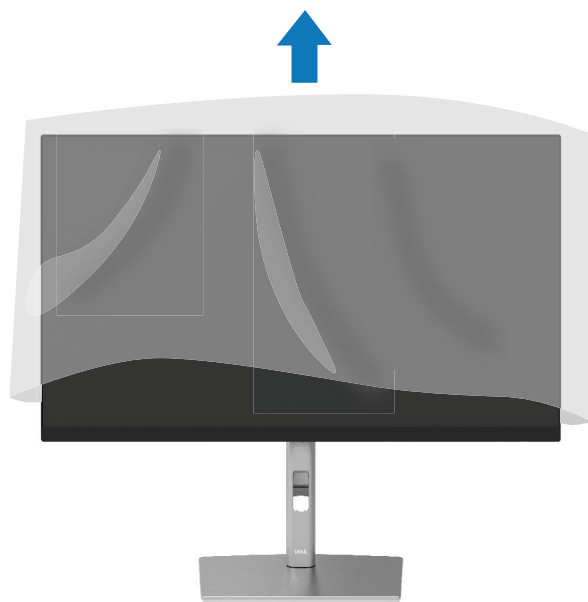


8. Place the monitor upright.



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

9. Remove the EPE bag from the monitor.



Connecting your monitor

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

 **WARNING:** For your safety, be sure that the grounded power outlet you plug the power cord into easily accessible to operator and located as close to the equipment as possible.

To disconnect power from the equipment, unplug the power cord from the power outlet by grasping the plug firmly. Never pull on the cord.

 **WARNING:** A certified power supply cord has to be used with this equipment. The relevant national installation and/or equipment regulations shall be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75mm² or H05VVH2-F2 3G 0.75mm²) shall be used. An alternative flexible cord is synthetic rubber.

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

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

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

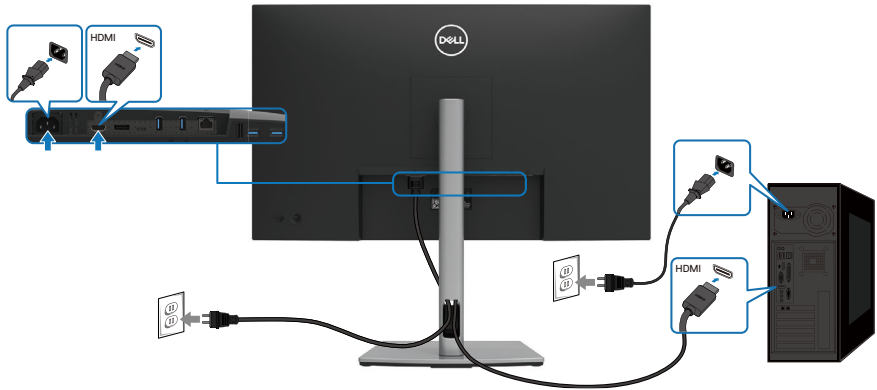
 **NOTE:** The graphics are used for the purpose of illustration only. Appearance of the computer may vary.

To connect your monitor to the computer:

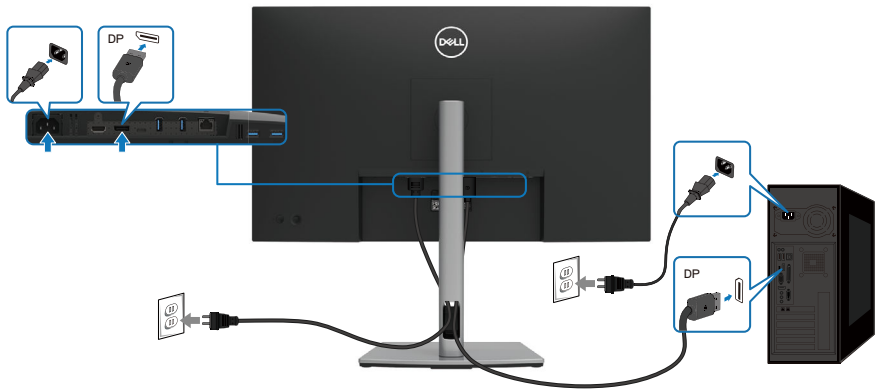
1. Turn Off your computer and disconnect the power cable.
2. Connect the DisplayPort, HDMI, or Type-C cable from your monitor to the computer.
3. Switch on your monitor.
4. Select the correct input source at monitor OSD Menu and turn on your computer.



Connecting the HDMI cable (optional)



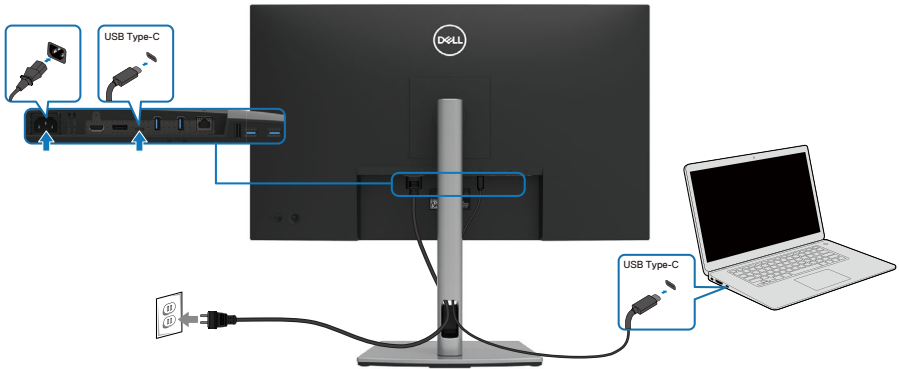
Connecting the DisplayPort (DisplayPort to DisplayPort) cable



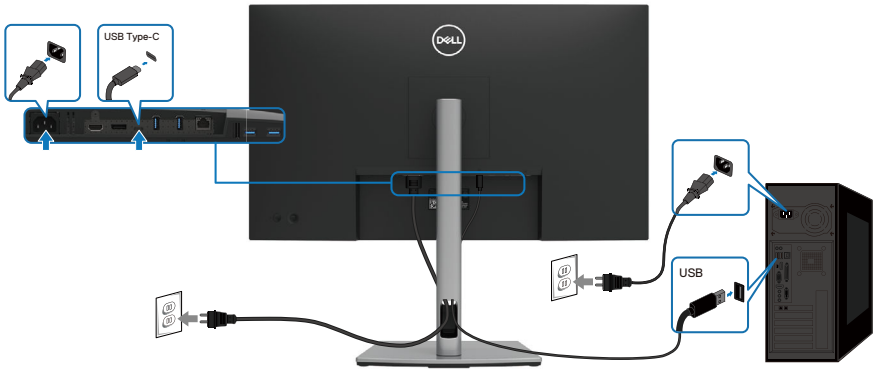
Connecting the USB Type-C cable (C to C)

The USB Type-C port on your monitor:

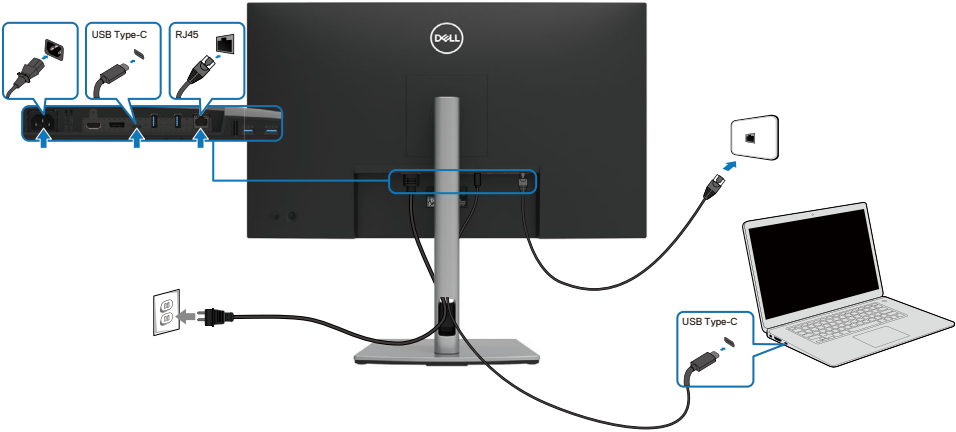
- Can be used as USB Type-C or DisplayPort 1.4, alternatively.
- Supports USB Power Delivery (PD), with profiles up to 90 W.



Connecting the USB Type-C cable (C to A)

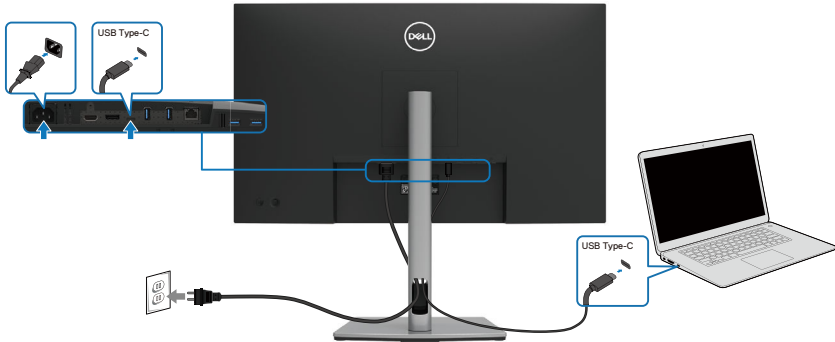


Connecting the RJ45 cable (optional)



Dell Power Button Sync (DPBS)

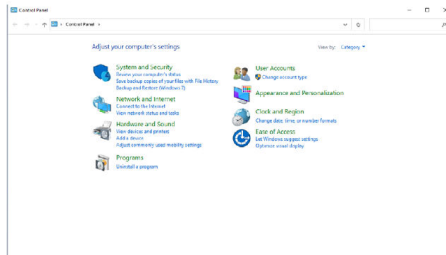
Your monitor is designed with Dell Power Button Sync (DPBS) feature to allow you to control PC system power state from the monitor power button. This feature is only supported with Dell platform which has built-in DPBS function, and is only supported over USB-C interface.



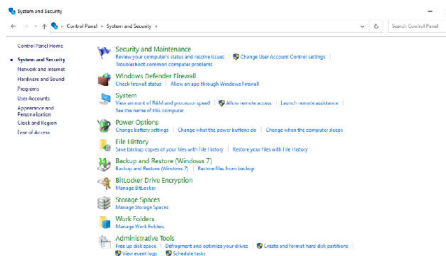
To make sure the DPBS function works for the first time, perform the following steps on the DPBS supported platform in the **Control Panel** first.

 **NOTE: DPBS only supports the USB Type-C upstream port.**

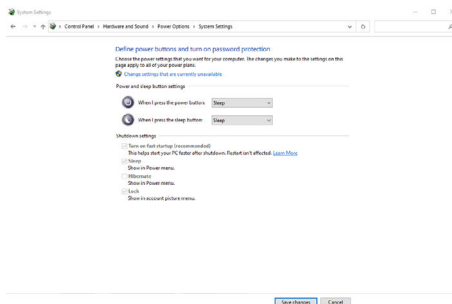
1. Go to **Control Panel**.



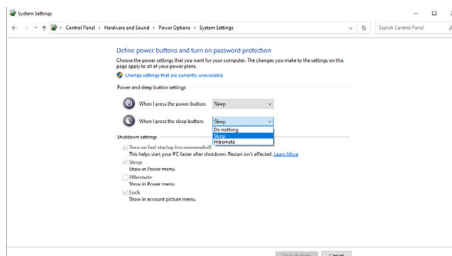
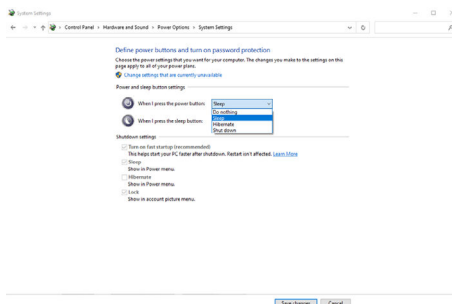
2. Select **Hardware and Sound**, followed by **Power Options**.



3. Go to **System Settings**.



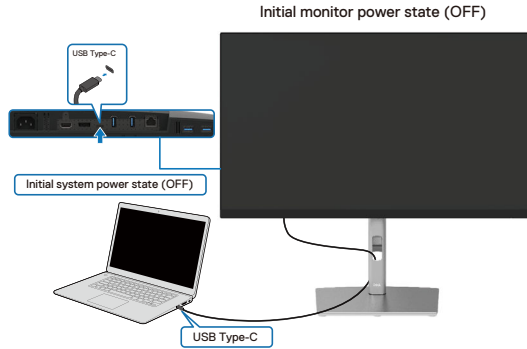
4. In the drop-down menu of **When I press the power button**, there are a few options for selection namely **Do nothing/Sleep/Hibernate/Shut down**, and you can select **Sleep/Hibernate/Shut down**.



NOTE: Do not select “Do nothing”, otherwise the monitor power button will not be able to sync with PC system power state.



Connecting the monitor for DPBS for the first time



For the first time setting up the DPBS function, please follow below steps:

1. Make sure both the PC and the monitor are OFF.
2. Press the monitor power button to turn ON the monitor.
3. Connect the USB-C cable from the PC to the monitor.
4. Both the monitor and PC will turn ON normally. If not, press either the monitor power button or PC power button to boot up the system.

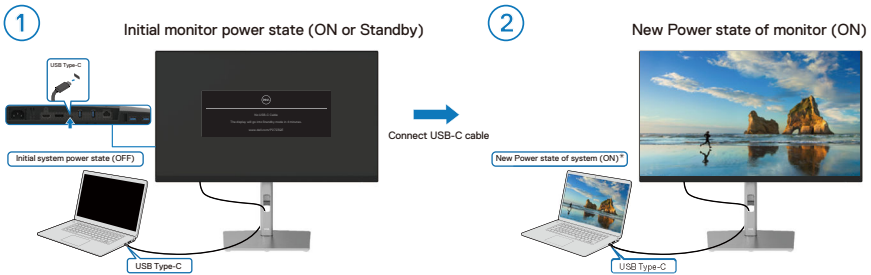
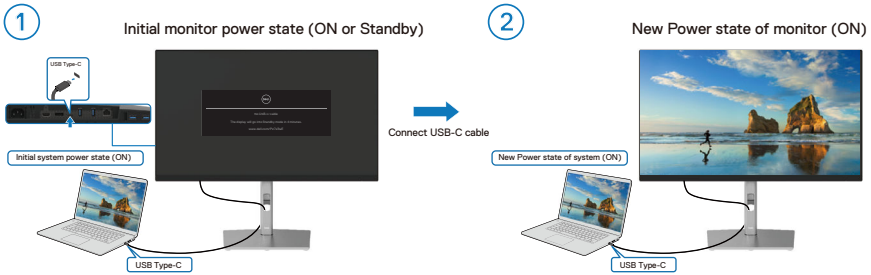
- NOTE: Ensure to check the Dell PC for DBPS supportability.**
- NOTE: When the monitor and PC are both at power OFF state at first time, it is recommended that you turn ON the monitor first, then connect the USB Type-C cable from the PC to the monitor.**



Using DPBS function

Waking on the USB-C cable

When you connect the USB-C cable, the Monitor/PC state is as follows:

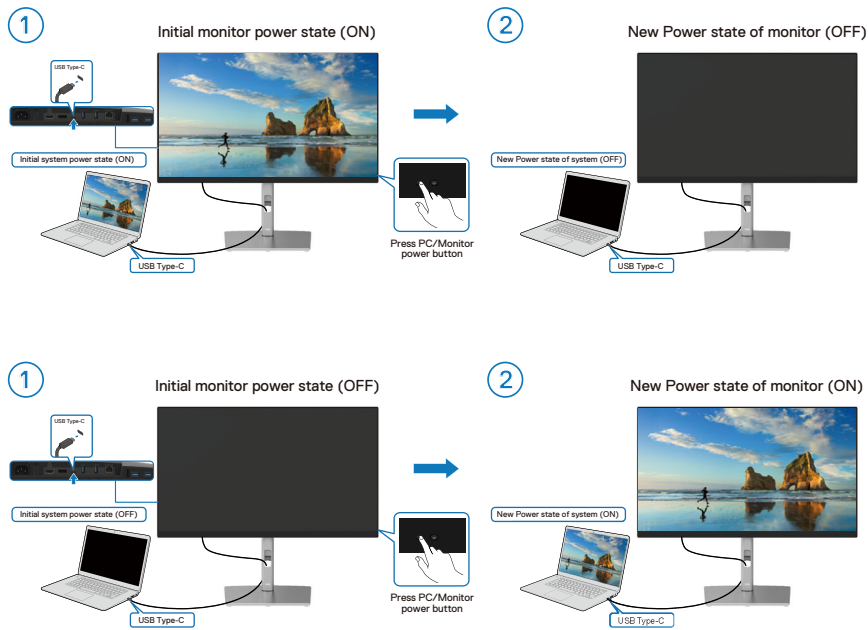


* Not all Dell PC systems support to wake up the platform via the monitor.



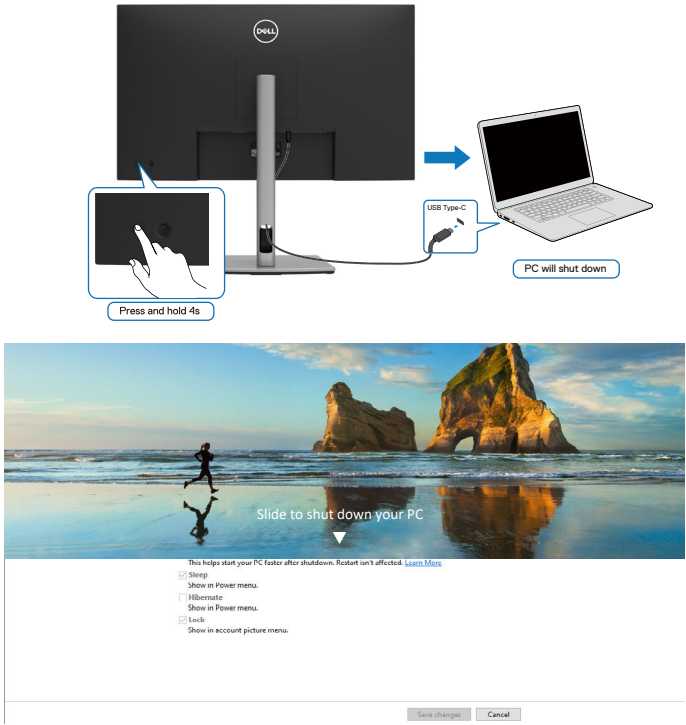
System ON/OFF with power button

When you press the monitor power button or PC power button, the Monitor/PC state is as follows:



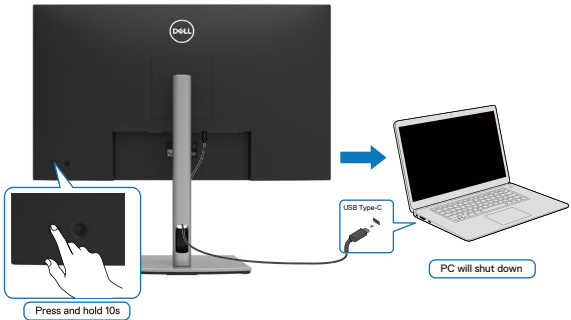
Shutdown with 4 seconds Power Button press

When the monitor and the PC power state are both ON, **press and hold the monitor power button for 4 seconds**, the screen prompt will ask if you would like to shut down the PC.



Force shutdown with 10 seconds Power Button press

When it necessary to force shut down the system, **press and hold the monitor power button for 10 seconds**.



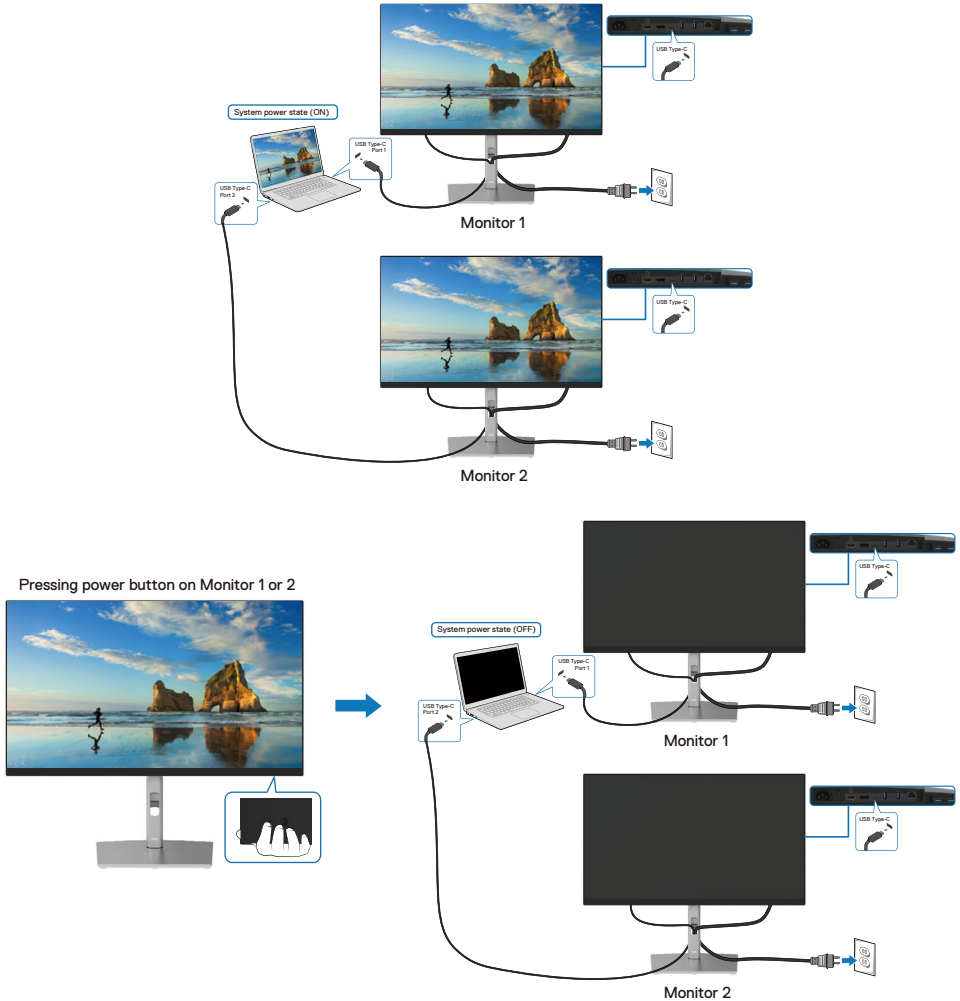
Connecting the monitor for USB-C

If the Dell PC* has more than two USB-C ports, the power state of each connected monitor will sync with the PC.

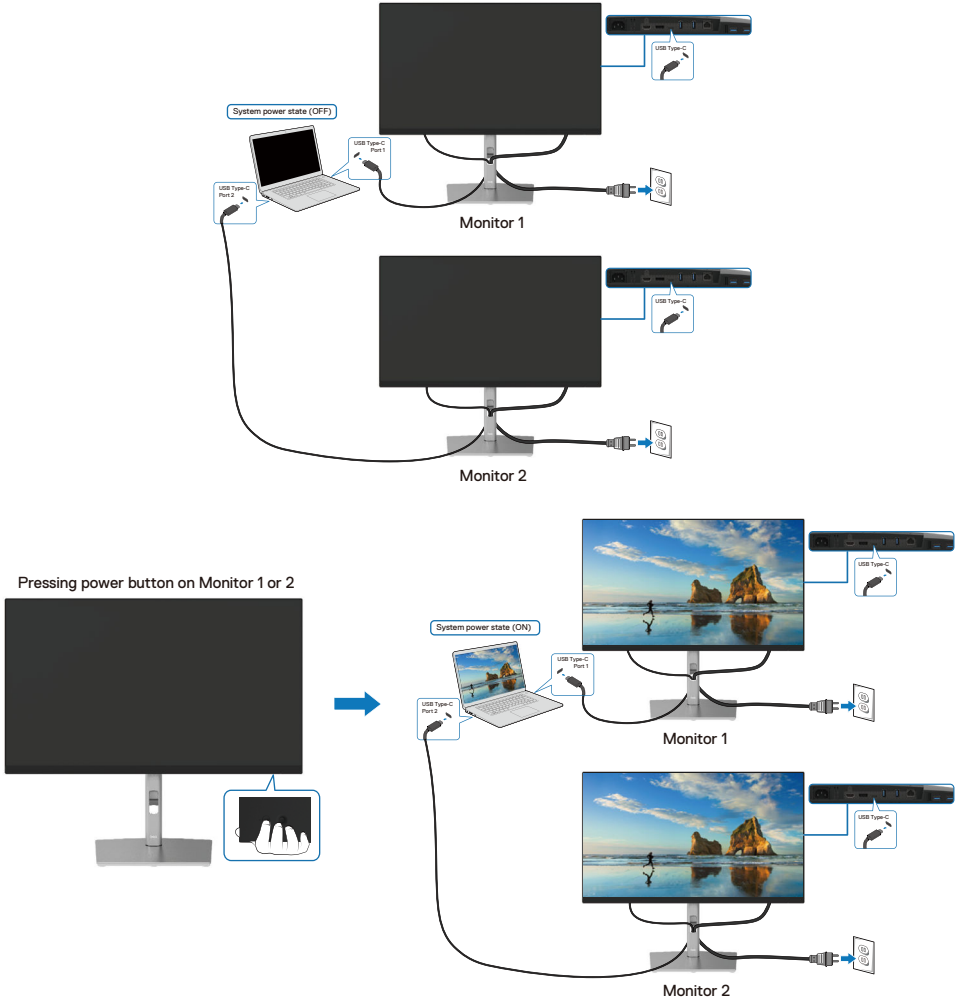
For example, when the PC and two monitors are in an initial ON power state, pressing the power button on Monitor 1 or Monitor 2 will turn OFF the PC, Monitor 1, and Monitor 2.

*Ensure to check the Dell PC for DPBS support.

 **NOTE: DPBS only supports the USB Type-C upstream port.**



Ensure to set **USB-C Charging 90 W** to **On in Off Mode**. When the PC and two monitors are in an initial OFF power state, pressing the power button on Monitor 1 or Monitor 2 will turn ON the PC, Monitor 1, and Monitor 2.



Organizing your cables

After attaching all necessary cables to your monitor and computer, (See [Connecting your monitor](#) for cable attachment) organize all cables as shown above.



Removing the monitor stand

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



To remove the stand:

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



VESA wall mounting (optional)



(Screw dimension: M4 x 10 mm).

Refer to the instructions that come with the VESA-compatible wall mounting kit.

1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the stand. (See [Removing the monitor stand](#))
3. Use a Phillips crosshead screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall mounting kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that shipped with the wall mounting kit.

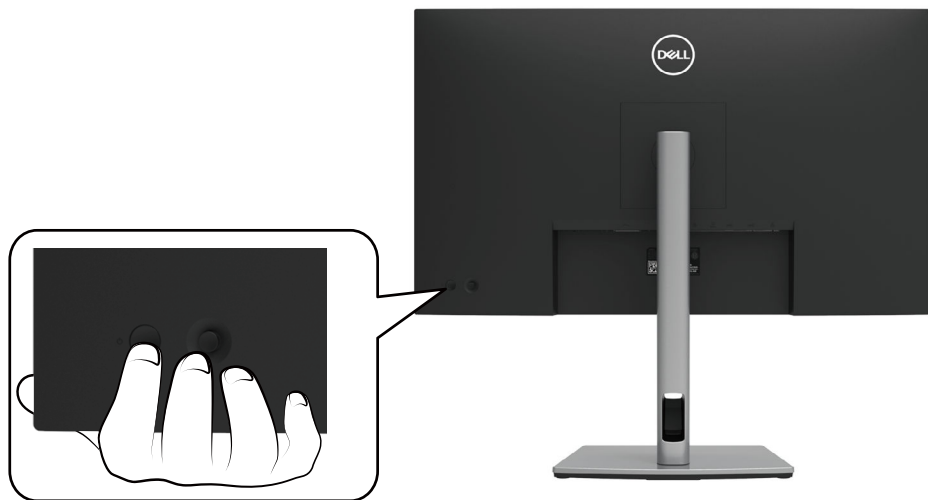
 **NOTE: For use only with UL or CSA or GS-listed wall mount bracket with minimum weight or load bearing capacity of 20.2 kg (44.53 lb).**



Operating your monitor

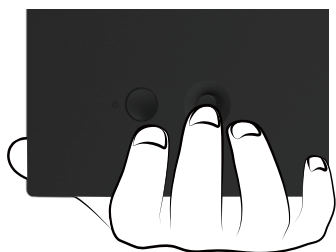
Power on the monitor

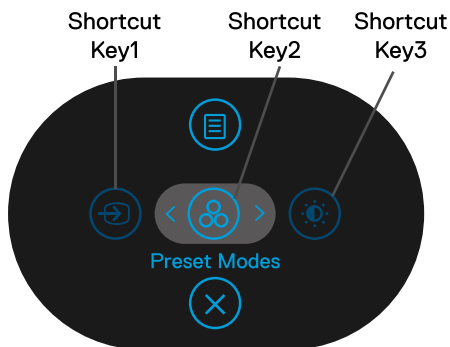
Press the Power button to turn On the monitor.



Using the back panel controls

Use the Joystick on the back of the monitor to adjust settings.





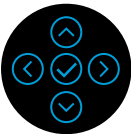
The following table describes the Joystick:

Joystick	Description
1  Shortcut key/ Input Source	Use this button to choose from a list of video signals that may be connected to your monitor.
2  Shortcut key/ Preset Modes	Use this button to choose from a list of preset color modes.
3  Shortcut key/ Brightness/Contrast	For direct access to the Brightness and Contrast menu.
4  Menu	Use the MENU button to launch the On-Screen Display (OSD). See Accessing the menu system .
5  Exit	Use this button to exit the OSD main menu.



Back panel button

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



	Joystick	Description
1	 Up	Use the Up button to adjust (increase ranges) items in the OSD menu.
2	 Down	Use the Down button to adjust (decrease ranges) items in the OSD menu.
3	 Left	For all first level in the Menu list, Left arrow will exit/close the OSD menu.
4	 Right	For all other levels except first level in the Menu list, Right arrow will go to the next level.
5	 OK	Use this OK button to confirm your selection.

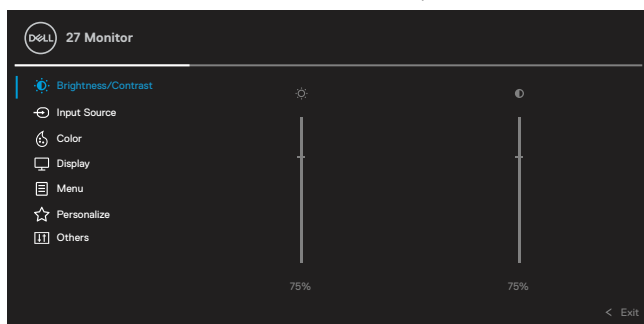


Using the On-Screen Display (OSD) menu

Accessing the menu system

 **NOTE:** If you change the settings and then either proceed to another menu or exit the OSD menu, the monitor automatically saves those changes. The changes are also saved if you change the settings and then wait for the OSD menu to disappear.

1. Select the  icon to launch the OSD and display the main menu.

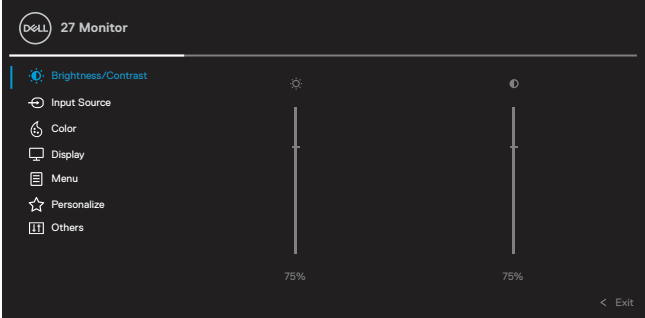


2. Press the  or  buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
3. Press the  or  button once to activate the highlighted option.

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

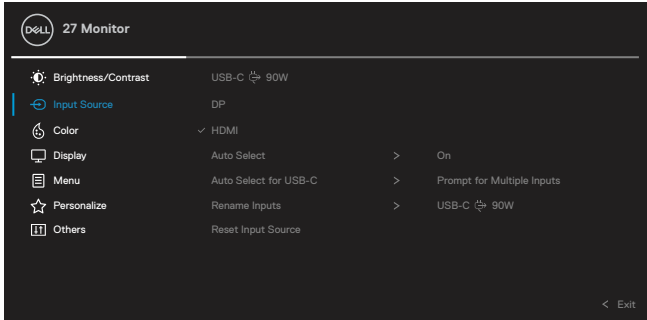
4. Press the  or  to select the desired parameter.
5. Press  to enter the submenu and then use the  or  directional Joystick, according to the indicators on the menu, to make your changes.
6. Select the  to return to the main menu.



Icon	Menu and submenus	Description
	Brightness/Contrast	Use this menu to activate Brightness/Contrast adjustment.
		
		
Brightness	Brightness	Brightness adjusts the luminance of the backlight. Press the  button to increase the brightness and press the  button to decrease the brightness (min. 0 / max. 100).
Contrast	Contrast	Adjusts the Brightness first, and then adjust the Contrast only if further adjustment is necessary. Press the  button to increase the contrast and press the  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.



Icon	Menu and submenus	Description
	Input Source	Use the Input Source menu to select between the different video signals that may be connected to your monitor.



*USB-C® 90 W	Select the USB-C input when you are using the USB-C connector. Press the  button to confirm the selection.
DP	Select the DP input when you are using the DisplayPort (DP) connector. Press the  button to confirm the selection.
HDMI	Select the HDMI input when you are using the HDMI connector. Press the  button to confirm the selection.
Auto Select	Turning on the function allows you to scan for available input sources.
Auto Select for USB-C	Allows you to set Auto Select for USB-C to: • Prompt for Multiple Inputs: Always displays the “Switch to USB-C Video Input” message for you to choose whether to switch or not. Yes: switch to USB-C Video input No: Stay on the current input. • Yes: Always switches to USB-C video input (without asking) when the USB Type-C cable is connected. • No: Never automatically switches to USB-C video input when the USB Type-C cable is connected. Press the joystick to confirm the selection. NOTE: The option is available only when Auto Select is on.

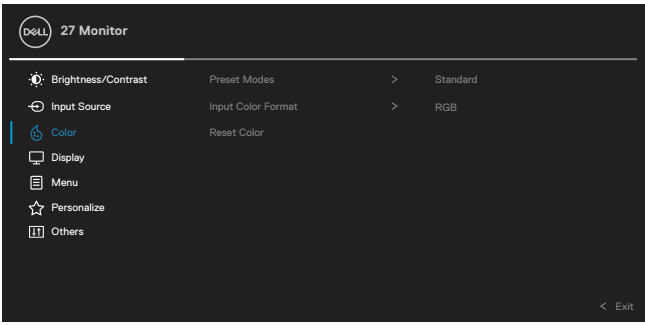


Icon	Menu and submenus	Description
	Rename Inputs	Allows you to rename the name of each input source.
	Reset Input Source	Resets your monitor input settings to the factory settings.



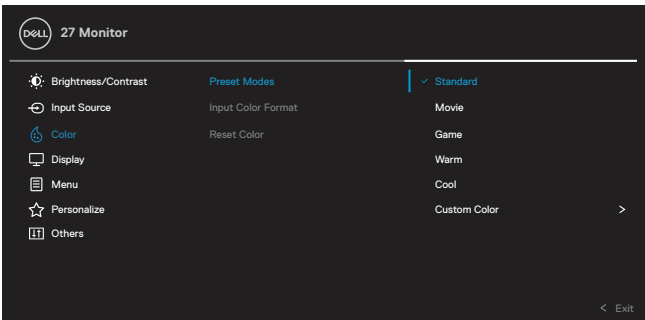
Color

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





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





- **Standard:** Loads the monitor's default color settings. This is the default preset mode.



Icon	Menu and submenus	Description
	Preset Modes	WARNING: The possible long-term effects of blue light emission from the monitor may cause personal injury such as digital eye strain, eye fatigue and damage to the eyes. Using monitor for extended periods of time may also cause pain in parts of body such as neck, arm, back and shoulder. To reduce the risk of eye strain and neck/arm/back/shoulder pain from using the monitor for long periods of time, we suggest you to: 1. Set the distance of the screen between 20 to 28 in. (50 - 70 cm) from your eyes. 2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor. 3. Take regular and frequent breaks for 20 minutes every two hours. 4. Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks. 5. Perform stretches to relieve tension in the neck, arm, back, and shoulders during the breaks. • Movie: Loads color settings ideal for movies. • Game: Loads color settings ideal for most gaming applications. • Warm: Presents colors at lower color temperatures. The screen appears warmer with a red/yellow tint. • Cool: Presents colors at higher color temperatures. The screen appears cooler with a blue tint. • Custom Color: Allows you to manually adjust the color settings. Use the arrow buttons to adjust the three colors (R, G, B) values and create your own preset color mode.



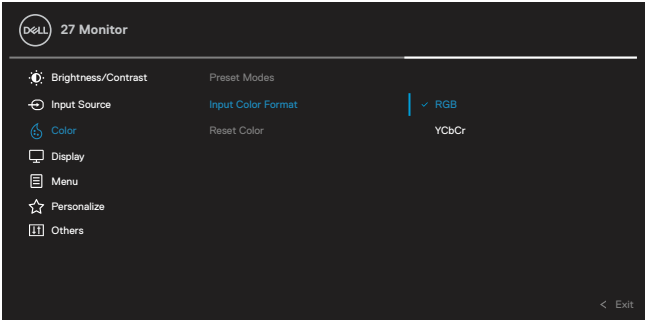
Icon	Menu and submenus	Description
------	-------------------	-------------

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 media player) using the USB-C, DisplayPort, or HDMI cable.
- **YCbCr**: Select this option if your media player supports only YCbCr output.

Press the  button to confirm the selection.



Hue

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

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

Saturation

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

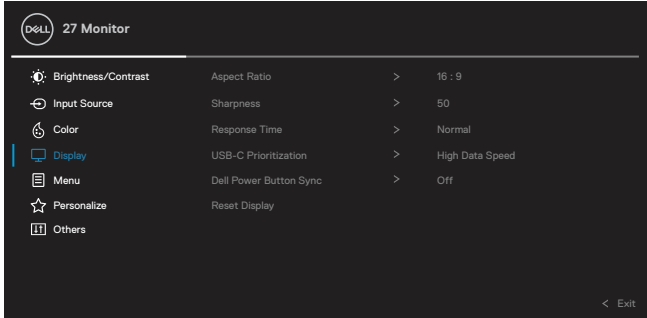
NOTE: Saturation adjustment is available only when you select **Movie** or **Game** preset mode.

Reset Color

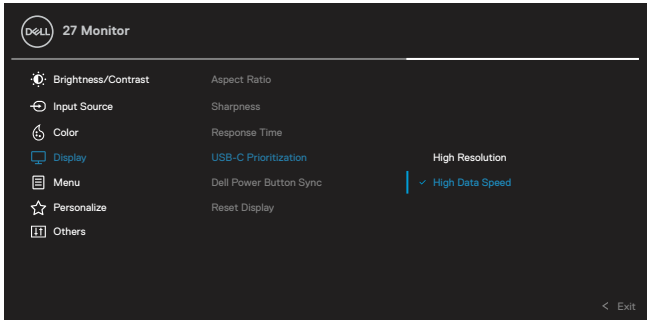
Resets your monitor's color settings to the factory settings.



Icon	Menu and submenus	Description
	Display	Use the Display menu to adjust images.



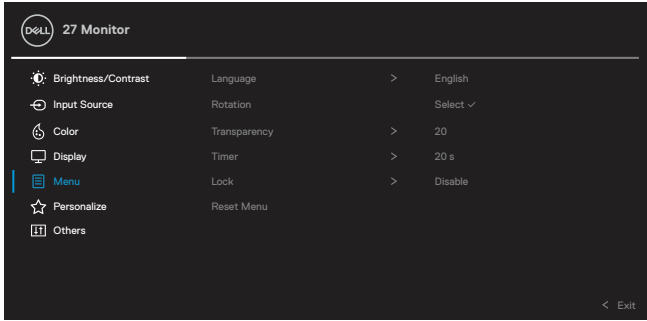
Aspect Ratio	Adjusts the image ratio to 16:9 , Auto resize , 4:3 or 5:4 .
Sharpness	This feature can make the image look sharper or softer. Use  or  to adjust the sharpness from '0' to '100'.
Response Time	Allows you to set the Response Time to Normal or Fast .
USB-C Prioritization	Allows you to specify the priority to transfer the data with high resolution (High Resolution) or high speed (High Data Speed) when using the USB-C port/DP alt mode.



Icon	Menu and submenus	Description
	Dell Power Button Sync	Allow you to control PC system power state from the monitor power button. NOTE: This feature is only supported with Dell platform which has built-in DPBS function, and is only supported over USB-C interface.
	Reset Display	Resets all display settings to the factory preset values.

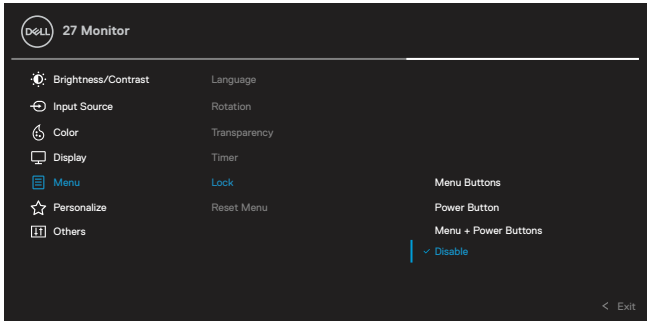


Menu Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on.



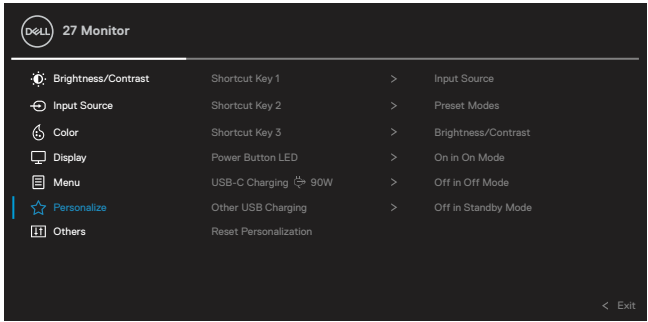
Language	Sets the OSD display to one of the eight languages: English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese.
Rotation	Rotates the OSD by 90 degrees counter-clockwise and anticounter-clockwise. You can adjust the menu according to your Display Rotation .
Transparency	Select this option to change the menu transparency by pressing the  and  buttons (min. 0 / max. 100).
Timer	Sets the length of time the OSD will remain active after the last time you pressed a button. Use  or  to adjust the slider in 1 second increments, from 5 to 60 seconds.



Icon	Menu and submenus	Description
	Lock	With the control buttons on the monitor locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.   • Menu Buttons: All Menu/function buttons (except the Power button) are locked and not accessible by the user. • Power Button: Only the Power button is locked and not accessible by the user. • Menu + Power Buttons: Both the Menu/function & Power buttons are locked and not accessible by the user. The default setting is Disable. NOTE: To unlock the button(s), press-and-Hold in Up or Down or Left or Right direction for 4 secs.
	Reset Menu	Resets all OSD settings to the factory preset values.



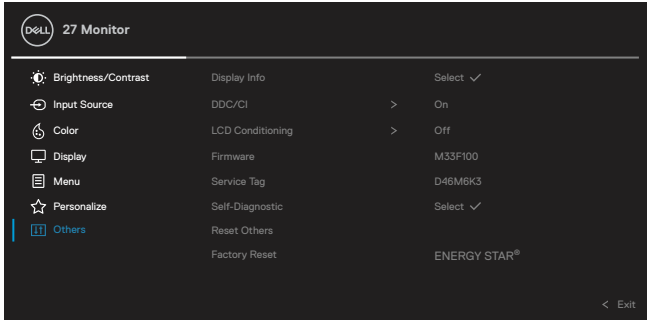
Icon	Menu and submenus	Description
	Personalize	Selecting this option allows you to set three shortcut keys and power LED indicator function.



Shortcut Key 1	Allows you to choose a feature from Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, Rotation or Display Info , and set it as a shortcut key.
Shortcut Key 2	
Shortcut Key 3	
Power Button LED	Allow you to set the power LED indicator on or off to save energy.
USB-C Charging  90 W	Allows you to enable or disable Always On USB-C Charging function during monitor Power Off mode. Note: Enabling this option on the monitor allows you to charge your notebook through the USB-C cable (C to C) even when the monitor is powered off.
Other USB Charging	Allows you to enable or disable USB-A & USB-C Downstream Ports charging function during monitor standby mode. Note: This option was previously called "USB" in older monitor firmware revisions.
Reset Personalization	Resets all settings under the Personalize menu to the factory preset values.

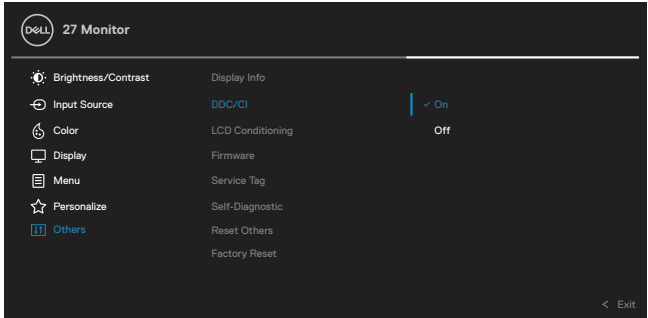


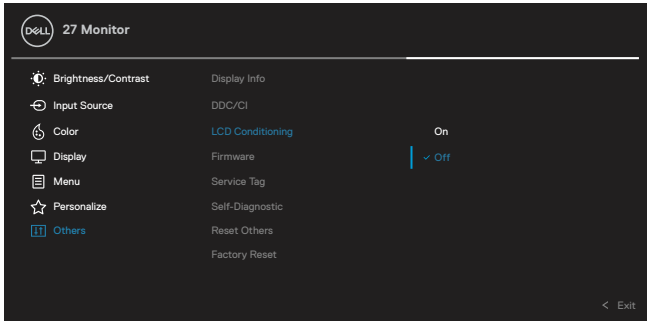
Icon	Menu and submenus	Description
	Others	Select this option to adjust the OSD settings, such as DDC/CI , LCD Conditioning , and so on.



Display Info	Displays the monitor's current settings.
---------------------	--

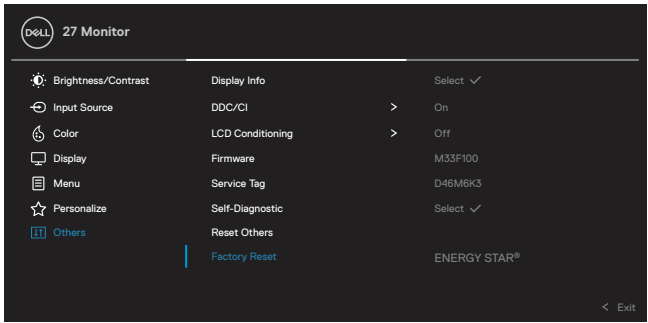
DDC/CI	DDC/CI (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, and etc.) to be adjustable via the software on your computer. You can disable this feature by selecting Off . Enable this feature for best user experience and optimum performance of your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



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. You can enable this feature by selecting On .
		
		
	Firmware	Firmware version.
	Service Tag	Displays the service tag of your monitor. This string is required when you look for phone support, check your warranty status, update drivers on Dell's website, etc.
	Self-Diagnostic	Use this option to run the built-in diagnostics, see Built-in diagnostics .
	Reset Others	Resets all settings under the Others menu to the factory preset values.

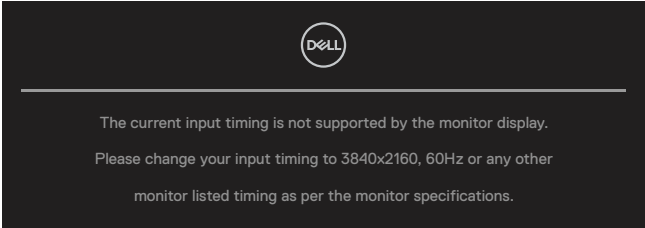


Icon	Menu and submenus	Description
	Factory Reset	Restore all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests.



OSD warning message

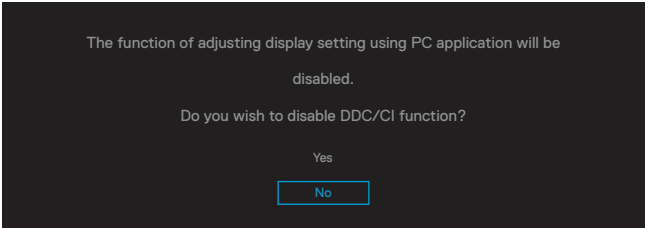
When the monitor does not support a particular resolution mode, you will see the following message:



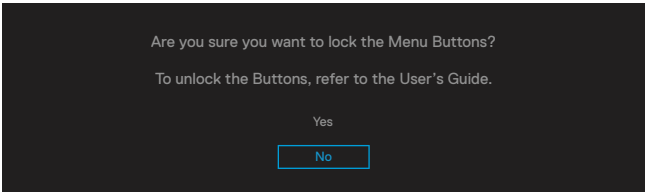
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 3840 x 2160.

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

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



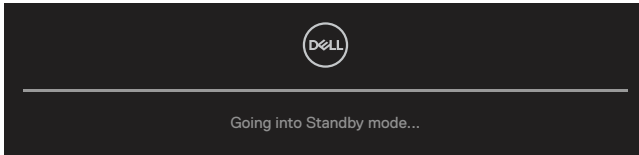
You will see the following message before the **Lock** function is activated:



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



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

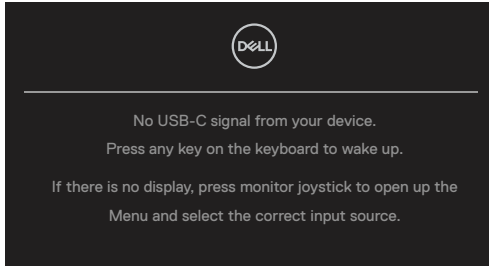


Activate the computer and wake up the monitor to gain access to the **OSD**.

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

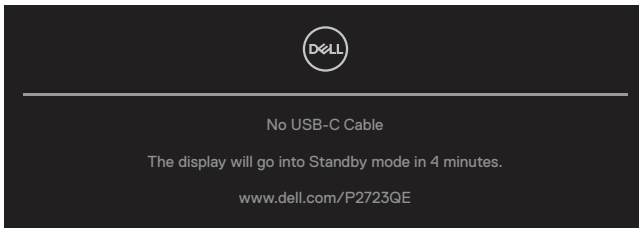
The OSD functions only in the normal operation mode. If you press any button other than the power button during the Active-off mode, the following message will appear depending on the selected input:

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



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

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



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

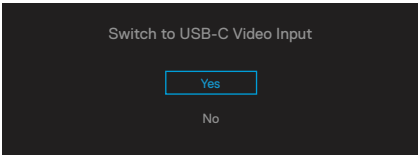


The following Power Warning Message box applies to **Brightness** functions for the first time when you adjust the Brightness level above the default level.

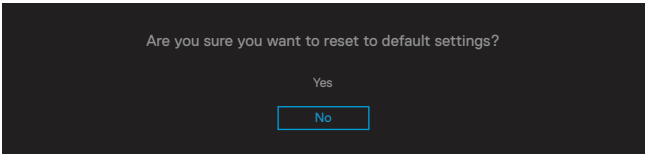


A message is displayed while the cable supporting DP alternate mode is connected to the monitor under the following conditions:

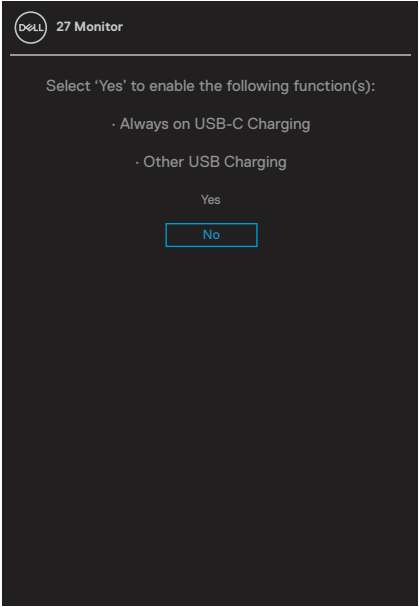
- When **Auto Select for USB-C** is set to **Prompt for Multiple Inputs**.
- When the **USB-C** cable is connected to the monitor.



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



When you select 'Yes' to reset to default settings, the following message will appear:



See [Troubleshooting](#) for more information.



Setting the maximum resolution

To set the maximum resolution for the monitor:

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

1. For Windows® 8 and Windows® 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the dropdown list of the **Screen Resolution** and select **3840 x 2160**.
4. Click **OK**.

In Windows® 10 or Windows® 11:

1. Right-click on the desktop and click **Display settings**.
2. Click **Advanced display settings**.
3. Click the dropdown list of **Resolution** and select **3840 x 2160**.
4. Click **Apply**.

If you do not see 3840 x 2160 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 <https://www.dell.com/support>, enter your service tag, and download the latest driver for your graphics card.

If you are using a non-Dell computer (portable or desktop):

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

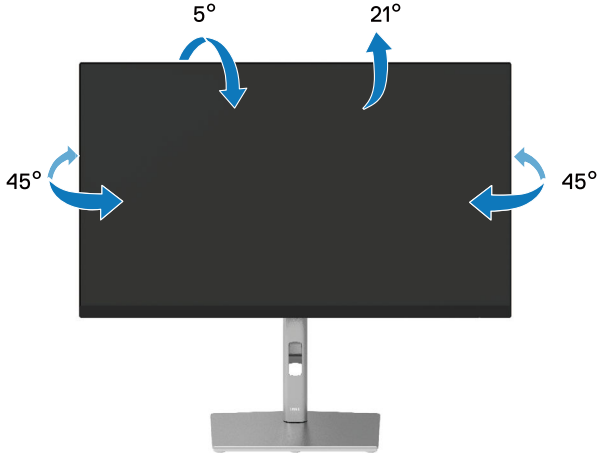


Using the tilt, swivel, and vertical extension

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

Tilt, swivel

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



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

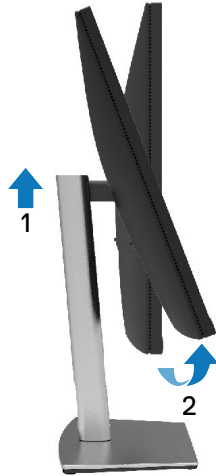
Vertical extension

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



Rotating the monitor

Before you rotate the monitor, your monitor should be fully vertically extended (**Vertical extension**) and fully tilted up to avoid hitting the bottom edge of the monitor.



Rotate clockwise



Rotate counterclockwise



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

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



Adjusting the rotation display settings of your system

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

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

To adjust the Rotation Display Settings:

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

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



Troubleshooting

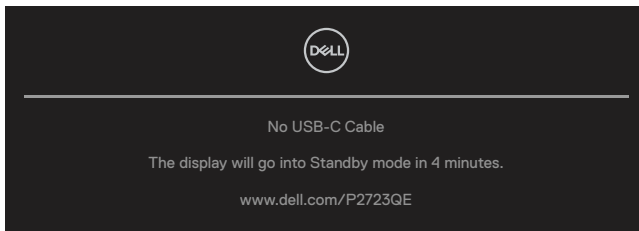
⚠ WARNING: Before you begin any of the procedures in this section, follow the [Safety instructions](#).

Self-test

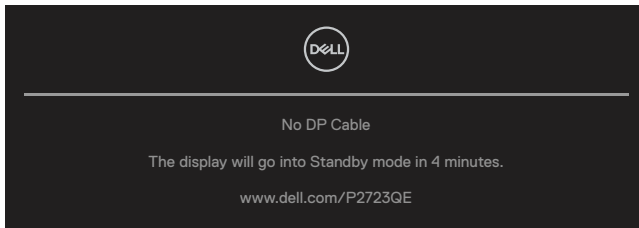
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn Off both your computer and the monitor.
2. Unplug the video cable from the computer.
3. Turn On the monitor.

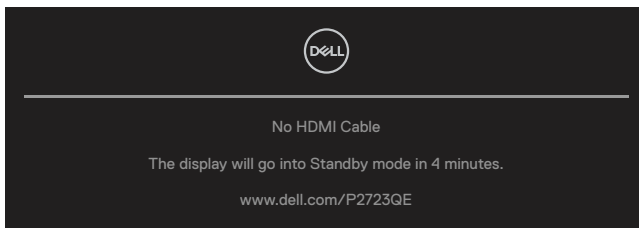
The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through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



or



or



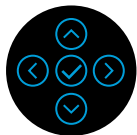
4. This message also appears during normal system operation, if the video cable becomes disconnected or damaged.
5. Turn Off your monitor and reconnect the video cable; then turn On both your computer and the monitor.

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



Built-in diagnostics

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



To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. When there is no video input, press and hold in Up or Down or Left or Right direction will be able to access the Main Menu.
3. Use up or down direction to select the Self-Diagnostic function in the **Main Menu > Others** and confirm with center key.
A gray test pattern appears at the beginning of the diagnostic program.
4. Carefully inspect the screen for abnormalities.
5. Select Up or Down or Left or Right key to change the test patterns.
6. Repeat steps 4 and 5 to inspect red, green, blue, black, white and text screens.
7. When in White color test screen, check for white color uniformity and if there white color appears greenish/reddish, etc.
8. Press Up or Down or Left or Right key to end the diagnostic program.



Common problems

The following table provides 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 pressed 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.
No video/ at HDMI/ DisplayPort/ USB-C port	When connected to some dongle/docking device at the port, there is no video when unplugging/plugging the Thunderbolt cable from the notebook	• Unplug the HDMI/DisplayPort/USB-C cable from dongle/docking device, then plug the docking Thunderbolt cable to the notebook. Plug the HDMI/DisplayPort/USB-C cable 7 seconds later.
Missing pixels	LCD screen has spots	• Cycle power On-Off. • Pixel that is permanently Off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell support site at: http://www.dell.com/pixelguidelines.



Common symptoms	What you experience	Possible solutions
Stuck-on pixels	LCD screen has bright spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell support site at: http://www.dell.com/pixelguidelines.
Brightness problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness & contrast controls via OSD.
Synchronization problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings. • 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	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.
Missing color	Picture 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	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 the Color menu OSD. • Run the built-in diagnostics.



Common symptoms	What you experience	Possible solutions
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	• Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver.



Product specific problems

Common Symptoms	What you experience	Possible Solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the Aspect Ratio setting in the Display menu OSD. • Reset the monitor to factory settings.
Cannot adjust the monitor with the Joystick on the back panel	OSD does not appear on the screen	• Turn Off the monitor, unplug the power cable, plug it back, and then turn On the monitor. • The OSD menu may be locked. Press and hold in Up or Down or Left or Right direction for 4 secs to unlock.
No Input Signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure that 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.
No image when using USB-C connection to computer, laptop, and so on	Black screen	• Verify if the USB-C interface of the device can support DP alternate mode. • Verify if the device required more than 90 W power charging. • USB-C interface of device cannot support DP alternate mode. • Set Windows to Projection mode. • Ensure that the USB-C cable is not damaged.



Common Symptoms	What you experience	Possible Solutions
No charging when using USB-C connection to computer, laptop, and so on	No charging	• Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles. • Verify if the Notebook requires a > 90 W power adapter. • If the Notebook requires a > 90 W power adapter, it may not charge with the USB-C connection. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB-C cable is not damaged.
Intermittent charging when using USB-C connection to computer, laptop, and so on	Intermittent charging	• Check if the maximum power consumption of device is over 90 W. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB-C cable is not damaged.
No image when using DP connection to the PC.	Black screen	• Verify which DP standard (DP 1.1a or DP 1.2 or DP 1.4) is your Graphics Card certified to. Download and install the latest graphics card driver. • Some DP 1.1a graphics card cannot support DP 1.4 monitors. Go to OSD menu, under Input Source selection, press and hold DP select  key for 8 secs to change the monitor setting from DP 1.4 to DP 1.1a.



Universal Serial Bus (USB) specific problems

Common Symptoms	What you experience	Possible Solutions
USB interface is not working	USB peripherals are not working	• Check that your monitor is turned On. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Switch Off and then turn On the monitor again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
SuperSpeed USB 5Gbps (USB 3.2 Gen1) interface is slow	USB 3.2 Gen1 (5Gbps) peripherals working slowly or not working at all	• Check that your computer is USB 3.2 Gen1 (5Gbps)-capable. • Some computers have USB 3.2 Gen1 (5Gbps), USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.
Wireless USB peripherals stop working when a USB 3.2 Gen1 (5Gbps) device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 3.2 Gen1 (5Gbps) peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 Gen1 (5Gbps) port.



Appendix

WARNING: Safety instructions

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

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

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

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

Contact Dell

For customers in the United States, call 800-WWW-DELL (800-999-3355).

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

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

- Online technical assistance — <https://www.dell.com/support/monitors>
- Contacting Dell — <https://www.dell.com/contactdell>

EU product database for energy label and product information sheet

P2723QE: <https://eprel.ec.europa.eu/qr/1054915>

