

# Dell P2423 Monitor

## User's Guide

**Model: P2423**  
**Regulatory model: P2423b**



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

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

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

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# 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.**

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit sharply.
- Always be sure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period of time.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.

For information on safety instructions, see the **Safety, Environmental, and Regulatory Information (SERI)** document that is shipped with your monitor.



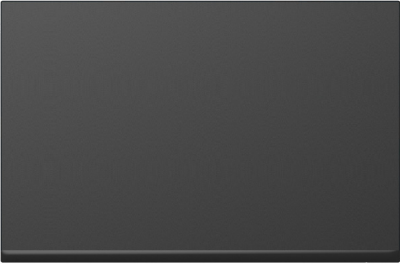



# About your monitor

## 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 setup instructions available with the stand.**

	Display
	Stand riser
	Stand base
	Power cable (varies by country)



	<p>DisplayPort 1.2 cable (DisplayPort to DisplayPort, 1.80 meters)</p>
	<p>VGA cable (Japan only, 1.80 meters)</p>
	<p>USB 3.2 Gen1 (5 Gbps) upstream cable (enables the USB ports on the monitor, 1.80 meters)</p>
	<ul style="list-style-type: none"> <li>• Quick Setup Guide</li> <li>• Safety, Environmental, and Regulatory Information</li> </ul>






## Product features

The **Dell P2423** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- 60.96 cm (24 in.) viewable area (measured diagonally).  
1920 x 1200 (16:10) 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.
- Video connectivity with DVI, DisplayPort, HDMI and VGA.
- Tilt, swivel, height and pivot adjustment capabilities.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Equipped with 1 USB Type B upstream port and 4 SuperSpeed USB 5 Gbps (USB 3.2 Gen1) Type-A downstream ports.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and joystick buttons lock.
- Security lock slot.
- Stand lock.
- ≤ 0.3 W in Standby Mode.
- Optimize eye comfort with a flicker-free screen and low blue light feature.
- 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**).

 **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



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



## Back view



**Back view with monitor stand**

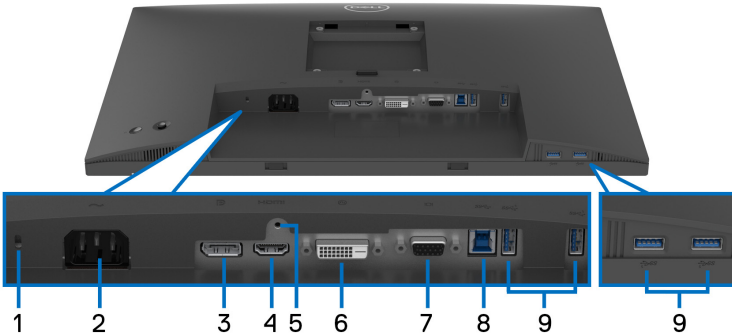
Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA Cover)	Wall-mount the monitor using VESA-compatible wall mount kit (100 mm x 100 mm).
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support.
5	Power On/Off button	To turn the monitor on or off.
6	Joystick	Use to control the OSD menu. For more Information, see <a href="#">Operating the monitor</a> .
7	Cable-management slot	Use to organize cables by inserting them through the slot. But this does not accommodate DVI cable.



## Side view



## Bottom view



**Bottom view without monitor stand**

Label	Description	Use
<b>1</b>	Security lock slot (based on Kensington Security Slot™)	Secures the monitor with a security lock (security lock not included).
<b>2</b>	Power connector	Connect the power cable (shipped with your monitor).
<b>3</b>	DisplayPort	Connect your computer with the DisplayPort cable (shipped with your monitor).



<b>4</b>	HDMI port	Connect your computer with the HDMI cable.
<b>5</b>	Stand lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
<b>6</b>	DVI port	Connect your computer with the DVI cable.
<b>7</b>	VGA connector	Connect your computer with the VGA cable (shipped with your monitor, for Japan only).
<b>8</b>	SuperSpeed USB 5 Gbps (USB 3.2 Gen1) upstream port	Connect the USB cable that came with your monitor to the computer. Once this cable is connected, you can use the USB connectors on the monitor.
<b>9</b>	SuperSpeed USB 5 Gbps (USB 3.2 Gen1) downstream port (4)	Connect your USB 3.2 Gen1 (5 Gbps) device.* <b>NOTE:</b> To use these ports, you must connect the USB cable (shipped with your monitor) to the USB-upstream port on the monitor and to your computer.

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



## Monitor specifications

Model	P2423
Screen type	Active matrix - TFT LCD
Panel technology	In-Plane Switching Technology
Aspect ratio	16:10
Viewable image	
Diagonal	609.60 mm (24 in.)
Width (active area)	518.40 mm (20.41 in.)
Height (active area)	324.00 mm (12.76 in.)
Total area	167961.60 mm <sup>2</sup> (260.34 in. <sup>2</sup> )
Pixel pitch	0.270 mm x 0.270 mm
Pixel per inch (PPI)	94
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	300 cd/m <sup>2</sup> (typical)
Contrast ratio	1000 to 1 (typical)
Faceplate coating	Anti-glare treatment of the polarizer (Haze 25%, 3H)
Backlight	White LED edgelight system
Response time	8 ms (Normal mode) 5 ms (Fast mode)
Color depth	16.7 million colors
Color gamut	sRGB 99% (typical)



Connectivity	<ul style="list-style-type: none"> <li>· 1 x DisplayPort version 1.2 (HDCP 1.4)</li> <li>· 1 x HDMI port version 1.4 (HDCP 1.4)</li> <li>· 1 x DVI port</li> <li>· 1 x VGA port</li> <li>· 1 x SuperSpeed USB 5 Gbps (USB 3.2 Gen1) upstream port</li> <li>· 4 x SuperSpeed USB 5 Gbps (USB 3.2 Gen1) downstream port</li> </ul>
Border width (edge of monitor to active area)	6.30 mm (Top) 6.30 mm (Left/Right) 17.80 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	P2423
Horizontal scan range	30 kHz to 83 kHz (automatic)
Vertical scan range	56 Hz to 76 Hz (automatic)
Maximum preset resolution	1920 x 1200 at 60 Hz

## Supported video modes

Model	P2423
Video display capabilities (VGA & DVI & HDMI & DisplayPort playback)	480p, 576p, 720p, 1080i, 1080p, FHD



## Preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal /Vertical)
720 x 400	31.50	70.10	28.30	-/+
VESA, 640 x 480	31.50	59.90	25.20	-/-
VESA, 640 x 480	37.50	75.00	31.50	-/-
VESA, 800 x 600	37.90	60.30	40.00	+/+
VESA, 800 x 600	46.90	75.00	49.50	+/+
VESA, 1024 x 768	48.40	60.00	65.00	-/-
VESA, 1024 x 768	60.00	75.00	78.80	+/+
VESA, 1152 x 864	67.50	75.00	108.00	+/+
1280 x 720	45.00	59.90	74.25	-/+
1280 x 720	56.50	74.80	95.75	-/+
VESA, 1280 x 1024	64.00	60.00	108.00	+/+
VESA, 1280 x 1024	80.00	75.00	135.00	+/+
VESA, 1600 x 1200	75.00	60.00	162.00	+/+
VESA, 1920 x 1080	67.50	60.00	148.50	+/+
1920 x 1200	74.00	60.00	154.00	+/+





## Electrical specifications

Model	P2423
Video input signals	<ul style="list-style-type: none"> <li>• Analog RGB, 0.7 V <math>\pm</math> 5%, positive polarity at 75 <math>\Omega</math> input impedance</li> <li>• Digital DVI-D TMDS, 600 mV for each differential line, positive polarity at 50 <math>\Omega</math> input impedance</li> <li>• HDMI 1.4, 600 mV for each differential line, 100 <math>\Omega</math> input impedance per differential pair</li> <li>• DisplayPort 1.2, 600 mV for each differential line, 100 <math>\Omega</math> input impedance per differential pair</li> </ul>
AC input voltage/frequency/current	100 VAC to 240 VAC / 50 Hz or 60 Hz $\pm$ 3 Hz / 1.5 A
Inrush current	<ul style="list-style-type: none"> <li>• 120 V: 30 A (Max.) at 0°C (cold start)</li> <li>• 240 V: 60 A (Max.) at 0°C (cold start)</li> </ul>
Power consumption	<ul style="list-style-type: none"> <li>• 0.2 W (Off mode)<sup>1</sup></li> <li>• 0.3 W (Standby Mode)<sup>1</sup></li> <li>• 14.8 W (On mode)<sup>1</sup></li> <li>• 48 W (Max.)<sup>2</sup></li> <li>• 12.85 W (Pon)<sup>3</sup></li> <li>• 40.76 kWh (TEC)<sup>3</sup></li> </ul>

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

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

<sup>3</sup> Pon: Power consumption of On mode as defined in Energy Star 8.0 version. TEC: Total energy consumption in kWh as defined in Energy Star 8.0 version.

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and shall have no obligation to update such information.

Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.





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

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



## Physical characteristics

Model	P2423
<b>Signal cable type</b>	<ul style="list-style-type: none"> <li>• Digital: DisplayPort, 20 pins</li> <li>• Digital: HDMI, 19 pins (cable not included)</li> <li>• Digital: DVI-D, 24 pins (cable not included)</li> <li>• Analog: D-Sub, 15 pins (cable not included, except for Japan)</li> <li>• Universal Serial Bus: USB, 9 pins</li> </ul>
<p><b>NOTE:</b> Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. As Dell does not have control over the different cable suppliers in the market, the type of material, connector and process used to manufacture these cables, Dell does not guarantee video performance on cables that are not shipped with your Dell monitor.</p>	
<b>Dimensions (with stand)</b>	
Height (extended)	510.80 mm (20.11 in.)
Height (compressed)	364.00 mm (14.33 in.)
Width	531.00 mm (20.90 in.)
Depth	179.57 mm (7.07 in.)
<b>Dimensions (without stand)</b>	
Height	348.10 mm (13.70 in.)
Width	531.00 mm (20.90 in.)
Depth	53.26 mm (2.10 in.)



<b>Stand dimensions</b>	
Height (extended)	410.80 mm (16.17 in.)
Height (compressed)	364.00 mm (14.33 in.)
Width	245.00 mm (9.65 in.)
Depth	179.57 mm (7.07 in.)
Base	245.00 mm x 173.00 mm (9.65 in. x 6.81 in.)
<b>Weight</b>	
Weight with packaging	7.71 kg (17.00 lb)
Weight with stand assembly and cables	5.56 kg (12.26 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.52 kg (7.76 lb)
Weight of stand assembly	1.71 kg (3.77 lb)
Front frame gloss	Black frame 2-4 gloss units



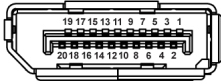
## Environmental characteristics

<b>Model</b>	<b>P2423</b>
<b>Compliant standards</b>	
<ul style="list-style-type: none"><li>ENERGY STAR certified monitor</li><li>EPEAT registered where applicable. EPEAT registration varies by country. See <a href="http://www.epeat.net">www.epeat.net</a> for registration status by country.</li><li>RoHS-compliant</li><li>TCO Certified &amp; TCO Certified Edge</li><li>BFR/PVC Free monitor (excluding external cables)</li><li>Arsenic-free glass and Mercury-free for the panel only</li></ul>	
<b>Temperature</b>	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	<ul style="list-style-type: none"><li>Storage: -20°C to 60°C (-4°F to 140°F)</li><li>Shipping: -20°C to 60°C (-4°F to 140°F)</li></ul>
<b>Humidity</b>	
Operating	10% to 80% (non-condensing)
Non-operating	<ul style="list-style-type: none"><li>Storage: 5% to 90% (non-condensing)</li><li>Shipping: 5% to 90% (non-condensing)</li></ul>
<b>Altitude</b>	
Operating	5000 m (16404 ft) (maximum)
Non-operating	12192 m (40000 ft) (maximum)
<b>Thermal dissipation</b>	<ul style="list-style-type: none"><li>163.78 BTU/hour (maximum)</li><li>54.59 BTU/hour (typical)</li></ul>



## Pin assignments

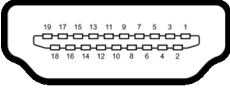
### DisplayPort connector



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



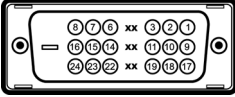
## HDMI connector



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



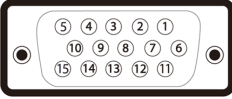
## DVI connector



Pin number	24-pin side of the connected signal cable
1	TMDS RX2-
2	TMDS RX2+
3	TMDS Ground
4	Floating
5	Floating
6	DDC Clock
7	DDC Data
8	Floating
9	TMDS RX1-
10	TMDS RX1+
11	TMDS Ground
12	Floating
13	Floating
14	+5 V/+3.3 V power
15	Self test
16	Hot Plug Detect
17	TMDS RX0-
18	TMDS RX0+
19	TMDS Ground
20	Floating
21	Floating
22	TMDS Ground
23	TMDS Clock+
24	TMDS Clock-



## VGA connector



Pin number	15-pin side of the connected signal cable
1	Video-Red
2	Video-Green
3	Video-Blue
4	GND
5	Self-test
6	GND-R
7	GND-G
8	GND-B
9	Computer 5 V/3.3 V
10	GND-sync
11	GND
12	DDC data
13	H-sync
14	V-sync
15	DDC clock

## Plug and play capability

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





## Universal Serial Bus (USB) interface

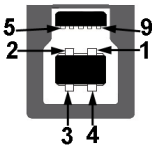
This section gives you information about the USB ports that are available on the monitor.

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

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

 **NOTE: This monitor is SuperSpeed USB 5 Gbps (USB 3.2 Gen1) compatible.**

### USB 3.2 Gen1 (5 Gbps) upstream connector



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



## USB 3.2 Gen1 (5 Gbps) downstream connector




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

### USB ports

- 1 USB Type-B upstream - rear
- 2 USB Type-A downstream - rear
- 2 USB Type-A downstream - bottom

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

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



## LCD monitor quality and pixel policy

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

## Ergonomics

△ **CAUTION: Improper or prolonged usage of keyboard may result in injury.**

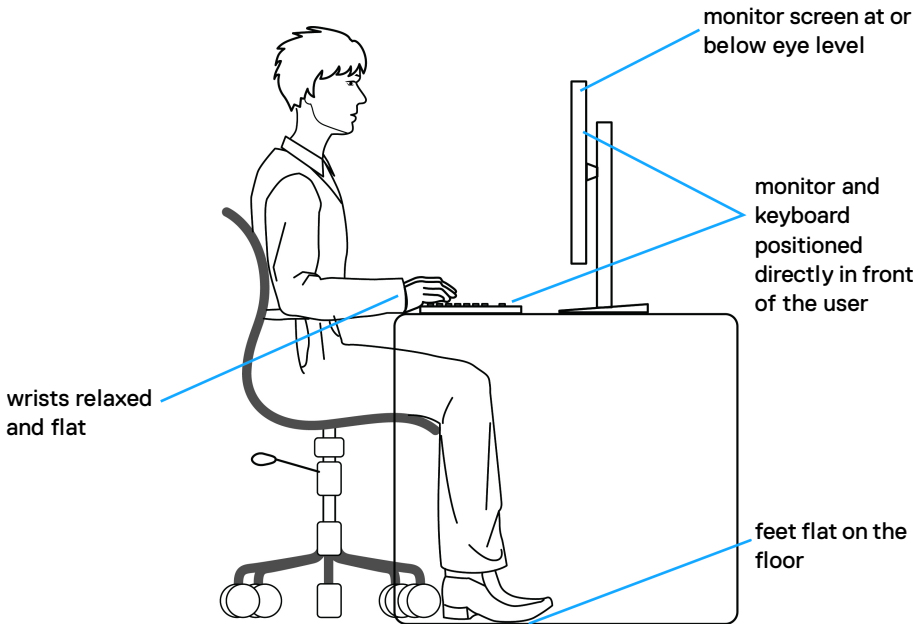
△ **CAUTION: Viewing the monitor screen for extended periods of time may result in eye strain.**

For comfort and efficiency, observe the following guidelines when setting up and using your computer workstation:

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are commercially available to help you correctly position your keyboard.
- 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.
- Make sure that the monitor screen is at eye level or slightly lower when you are sitting in front of the monitor.
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.



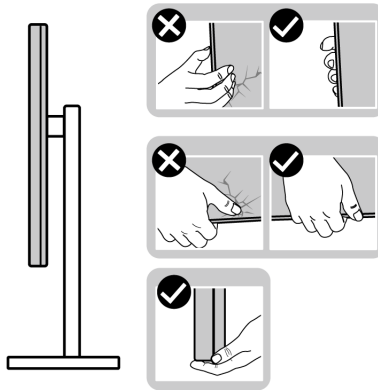
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms rest naturally on both sides.
- Ensure that your feet are resting flat on the floor.
- When sitting, make sure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair's height or use a footrest if necessary to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended periods of time. Try to stand or get up and walk around at regular intervals.
- Keep the area under your desk clear of obstructions and cables or power cords that may interfere with comfortable seating or present a potential trip hazard.



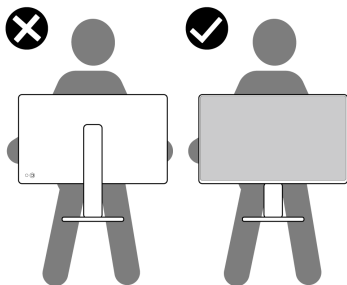
## Handling and moving your display

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.



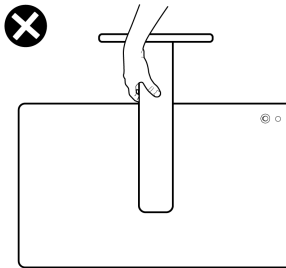
- When lifting or moving the monitor, ensure the screen is facing away from you and do not press on the display area to avoid any scratches or damage.



- 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

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

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

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

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


- To clean 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, 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 damage 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.**

- If you notice white powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.



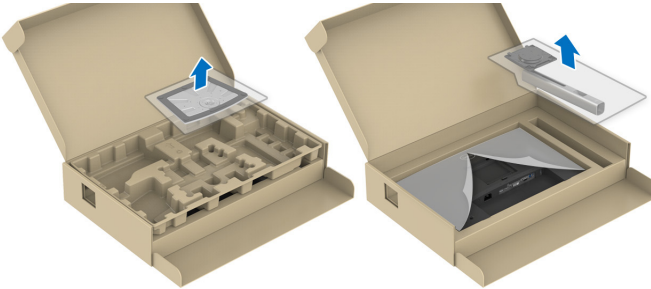
# Setting up the monitor


## Attaching the stand

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

To attach the monitor stand:

1. Remove the stand base and stand riser from the packaging cushion.



-  **NOTE: The graphics are used for the purpose of illustration only. The appearance of the package cushion may vary.**
2. Insert the stand base blocks fully into the stand slot.
  3. Lift the screw handle and turn the screw clockwise.
  4. After fully tightening the screw, fold the screw handle flat within the recess.





5. Lift the protective cover, as shown, to access the VESA area for stand assembly.



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

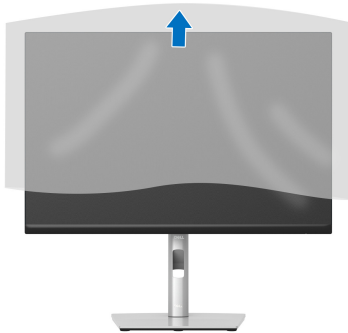


7. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.








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

8. Remove the protective cover from the monitor.



## Connecting your monitor

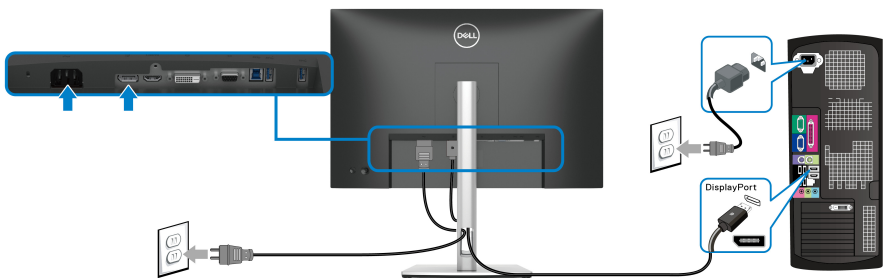
-  **WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).
-  **NOTE:** Dell monitors are designed to work optimally with Dell supplied inbox cables. Dell does not guarantee the video quality and performance when using non-Dell cables.
-  **NOTE:** Route the cables through the cable-management slot before connecting them.
-  **NOTE:** Do not connect all cables to the computer at the same time.
-  **NOTE:** The graphics are used for the purpose of illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

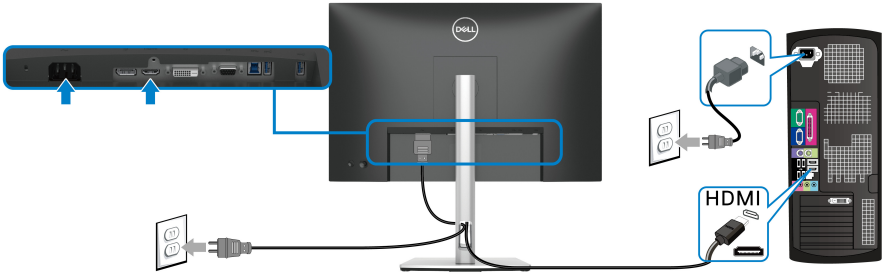
1. Turn Off your computer and disconnect the power cable.
2. Connect the DisplayPort, HDMI, VGA or DVI cable from your monitor to the computer.
3. Connect the USB 3.2 Gen1 upstream port on the monitor and an appropriate USB 3.2 Gen1 port on your computer with the supplied USB cable (see [Bottom view](#) for details).
4. Connect the USB 3.2 Gen1 peripherals to the USB 3.2 Gen1 downstream ports on the monitor.
5. Plug the power cables for your computer and monitor into a nearby outlet.
6. Turn On the monitor and the computer.

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

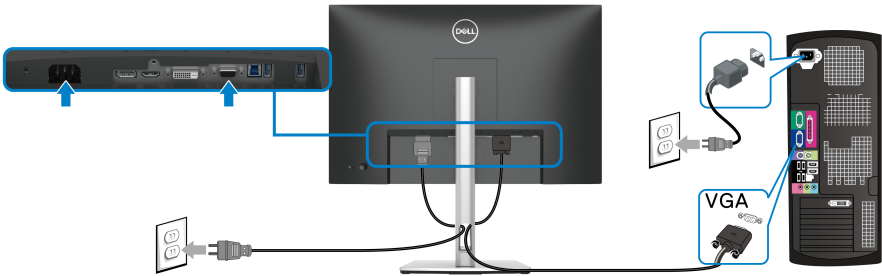
### Connecting the DisplayPort (DisplayPort to DisplayPort) cable



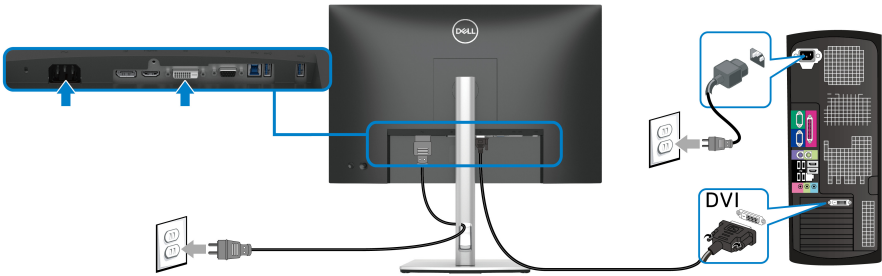
### Connecting the HDMI cable (optional)



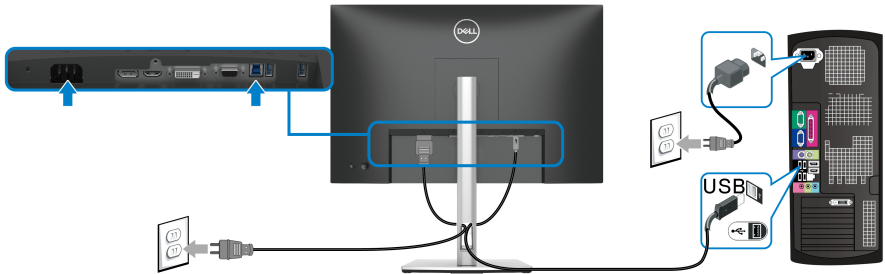
### Connecting the VGA cable (optional)



### Connecting the DVI cable (optional)



## Connecting the USB 3.2 Gen1 (5 Gbps) cable



## Organizing your cables



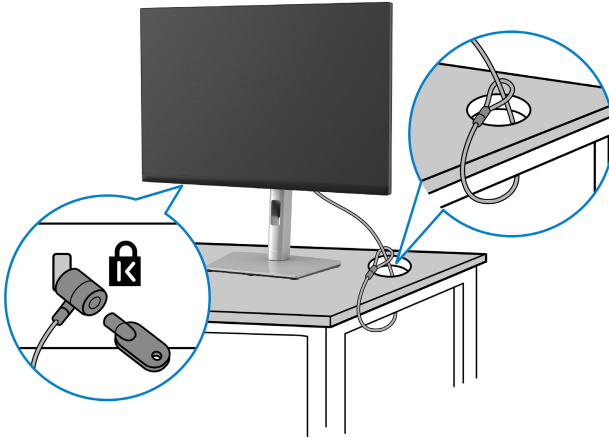
After attaching all the necessary cables to your monitor and computer (see [Connecting your monitor](#) for cable attachment), organize the cables as shown above.



## Securing your monitor using Kensington lock (optional)

The security lock slot is located at the bottom of the monitor (see [Security lock slot \(based on Kensington Security Slot™\)](#)). Secure your monitor to a table using the Kensington security lock.



For more information on using the Kensington lock (sold separately), see the documentation that is shipped with the lock.



**NOTE:** The image is for the purpose of illustration only. The appearance of the lock may vary.



## Removing the monitor stand

-  **NOTE:** To prevent scratches on the LCD screen when removing the stand, ensure that the monitor is placed on a soft, clean surface.
-  **NOTE:** The following instructions are applicable only for removing the stand that was shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions available 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 14.08 kg.**

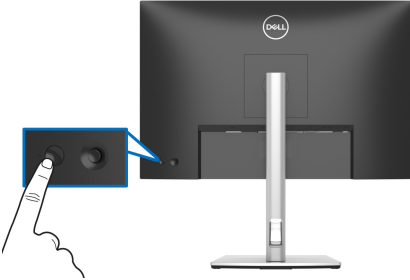




# Operating the monitor

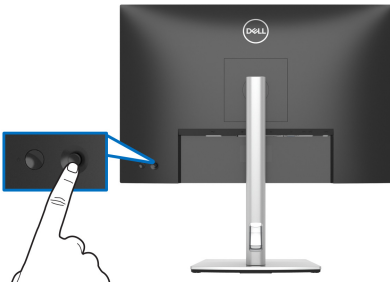
## Power on the monitor

Press the power button to turn On the monitor.



## Using the joystick control

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



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

---

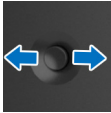
### Joystick

### Description

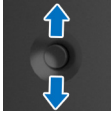


- When there is no OSD on the screen, press the joystick to launch the Menu Launcher. See [Accessing the Menu Launcher](#).
- When the OSD is displayed, press the joystick to confirm the selection or save the settings.





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



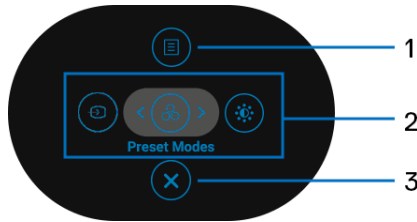
- For 2-way (up and down) directional navigation.
- Toggles between the menu items.
- Increases (up) or decreases (down) the parameters of selected menu item.

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

### Accessing the Menu Launcher

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

To select a function, move the joystick.



The following table describes the Menu Launcher functions:

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



---

2



**Shortcut functions**

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

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

---

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

3



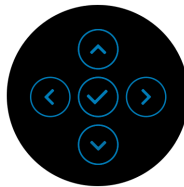
**Exit**

To exit the Menu Launcher.


---

### Using the navigation keys

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




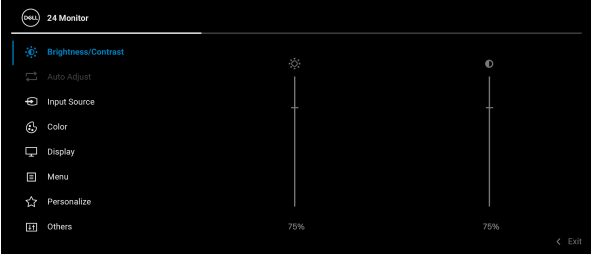

After you adjust the settings, press the joystick to save the changes before you proceed to another menu or exit the OSD menu.

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



## Accessing the menu system

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

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

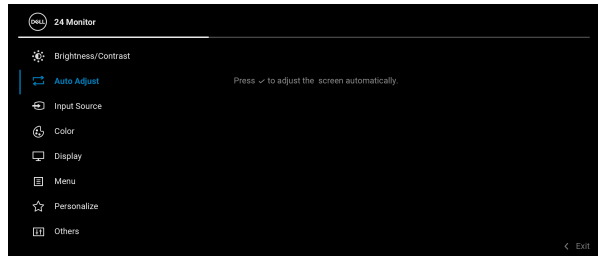




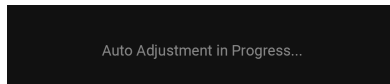
## Auto Adjust

Even though your computer recognizes your monitor on startup, the **Auto Adjust** function optimizes the display settings for use with your particular setup.

**Auto Adjust** allows the monitor to self-adjust to the incoming video signal. After using **Auto Adjust**, you can further tune your monitor by using the **Pixel Clock** (Coarse) and **Phase** (Fine) controls under **Display** settings.



The following dialog appears as the monitor automatically adjusts to the current input:



**NOTE:** In most cases, **Auto Adjust** produces the best image for your configuration.

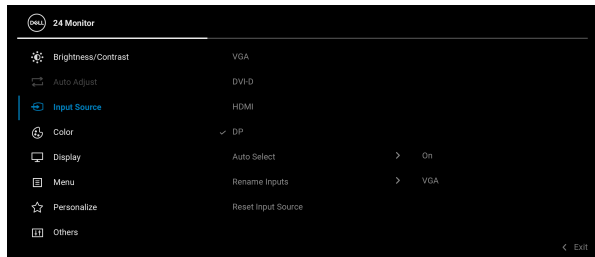
**NOTE:** **Auto Adjust** is only available when your monitor is connected using the VGA cable.





## Input Source

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



---

### VGA

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

---

### DVI-D

Select **DVI-D** input when you are using the DVI-D connector. Press the joystick to confirm the selection.

---

### HDMI

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

---

### DP

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

---

### Auto Select

Automatically scans for available input sources. The default is **On**. Press the joystick to confirm the selection.

---

### Rename Inputs

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

**NOTE:** The input names shown in the warning messages and **Display Info** will not be changed.

---

### Reset Input Source

Resets your monitor input settings to the factory settings.

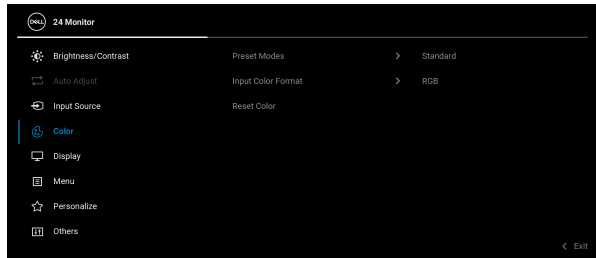
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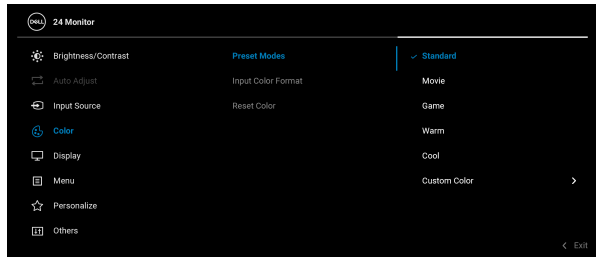
## Color

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



## Preset Modes

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



- **Standard:** This is the default setting. Using a low blue light panel, this monitor is certified by TUV to reduce blue light output and create more relaxing and less stimulating images.
- **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.



## Preset Modes

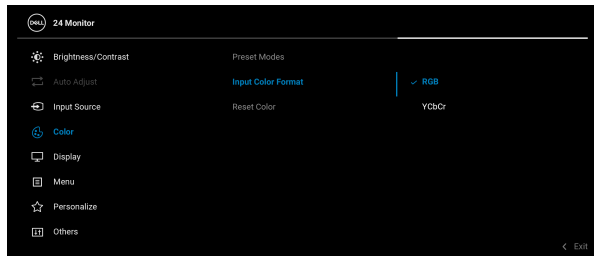
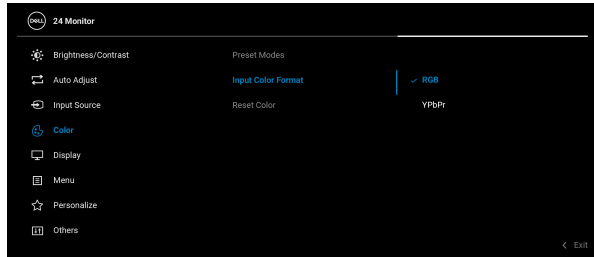
- **Cool:** Presents colors at higher color temperatures. The screen appears cooler with a blue tint.
- **Custom Color:** Allows you to manually adjust the color settings. Use the joystick to adjust the three colors (R, G, B) values and create your own preset color mode.

## Input Color Format

Allows you to set the video input mode to:

- **RGB:** Select this option if your monitor is connected to a computer or a media player that supports RGB output.
- **YCbCr/YPbPr\*:** Select this option if your media player supports YCbCr (digital)/YPbPr (analog) output.

Press the joystick to confirm the selection.



\*When VGA input is selected.





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## Hue

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

**NOTE:** The feature is available only when you select **Movie** or **Game** preset mode.

---

## Saturation

This feature can adjust the color saturation of the video image. Move the joystick to adjust the saturation level from '0' to '100'.

**NOTE:** The feature is available only when you select **Movie** or **Game** preset mode.

---

## Reset Color

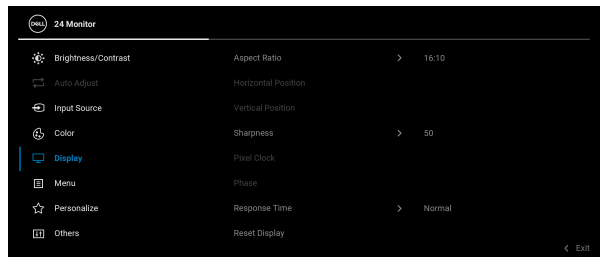
Resets your monitor's color settings to the factory settings.

---



## Display

Use **Display** to adjust the images.



---

## Aspect Ratio

Adjusts the image ratio to **16:10**, **4:3**, or **5:4**.

---

## Horizontal Position

Move the joystick to adjust the image left or right (min. 0 / max. 100).

**NOTE:** The feature is only available for VGA input.

---

## Vertical Position

Move the joystick to adjust the image up or down (min. 0 / max. 100).

**NOTE:** The feature is only available for VGA input.

---



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<b>Sharpness</b>	This feature can make the image look sharper or softer. Move the joystick to adjust the sharpness level from '0' to '100'.
<b>Pixel Clock</b>	The <b>Phase</b> and <b>Pixel Clock</b> adjustments allow you to adjust your monitor to your preference. Move the joystick to adjust for best image quality. <b>NOTE:</b> The feature is only available for VGA input.
<b>Phase</b>	If satisfactory results are not obtained using the <b>Phase</b> adjustment, use the <b>Pixel Clock</b> (coarse) adjustment and then use <b>Phase</b> (fine) again. <b>NOTE:</b> The feature is only available for VGA input.
<b>Response Time</b>	Allows you to set the <b>Response Time</b> to <b>Normal</b> or <b>Fast</b> .
<b>Reset Display</b>	Resets all display settings to the factory preset values.

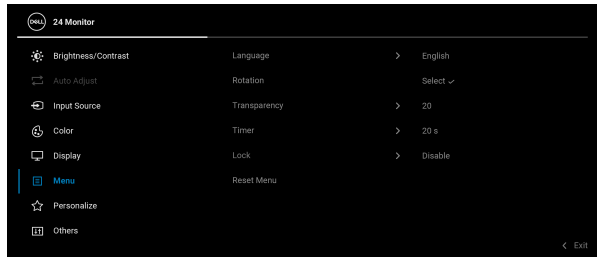
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## Menu

Adjusts 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

Press the joystick to rotate the OSD and the screen by 0/90/180/270 degrees.

You can adjust the menu according to your display rotation.

---

### Transparency

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

---

### Timer

Sets the length of time the OSD will remain active after your last operation with the joystick.

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

---



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## Lock

With the control buttons on the monitor locked, you can prevent people from accessing the controls.



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

The default setting is **Disable**.

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

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

---

## Reset Menu

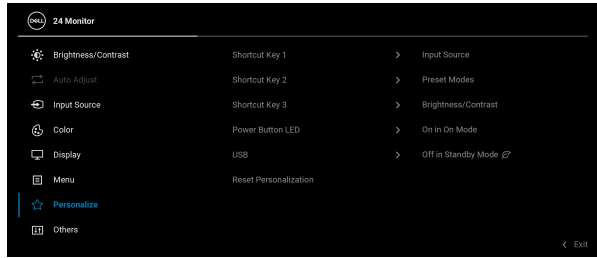
Resets all OSD settings to the factory preset values.

---





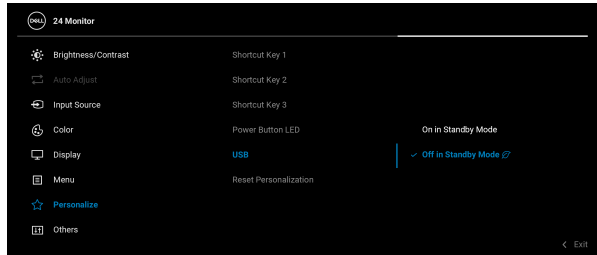
## Personalize



**Shortcut Key 1** Allows you to choose a feature from **Preset Modes**,  
**Shortcut Key 2** **Brightness/Contrast**, **Auto Adjust**, **Input Source**,  
**Shortcut Key 3** **Aspect Ratio**, **Rotation**, or **Display Info** and set it as  
a shortcut key.

**Power Button LED** Allows you to set the power LED indicator on or off to  
save energy.

**USB** Allows you to enable or disable USB function during  
monitor standby mode.



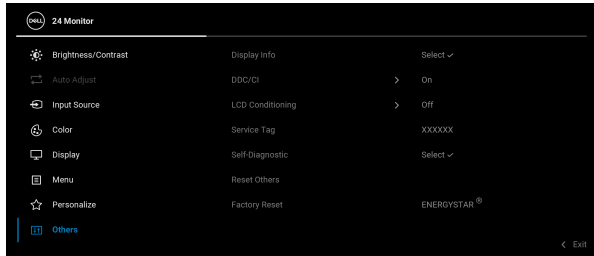
**Reset Personalization** Resets all settings under the **Personalize** menu to  
the factory preset values.





## Others

Allows you to adjust the OSD settings, such as **DDC/CI**, **LCD Conditioning**, and so on.



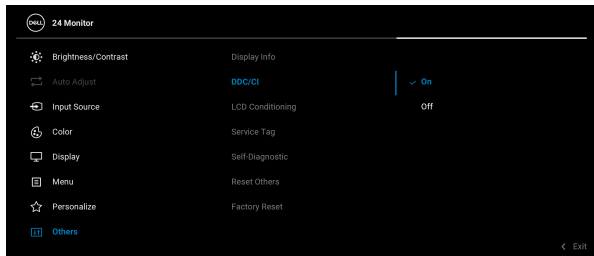
## Display Info

Displays the monitor's current settings.

### DDC/CI

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

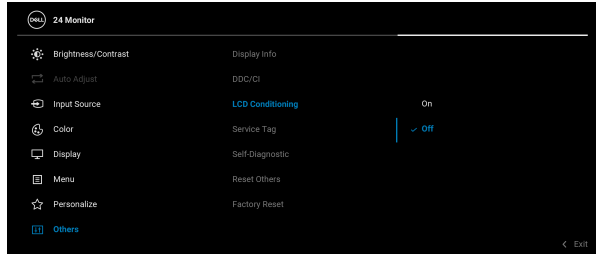
Enable this feature for best user experience and optimum performance of your monitor.



---

## LCD Conditioning

Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting **On**.



---

## Service Tag

Displays the service tag string 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

Initiates the following self-diagnostic process:

1. When initiated, a gray screen appears.
2. Carefully inspect the screen for abnormalities.
3. Move the joystick. The color of the screen changes to red.
4. Inspect the display for any abnormalities.
5. Repeat steps 3 and 4 to inspect the display in green, blue, black, white and text screens.

The test is complete when the text screen appears. Press the joystick to end the testing process.

---

## Reset Others

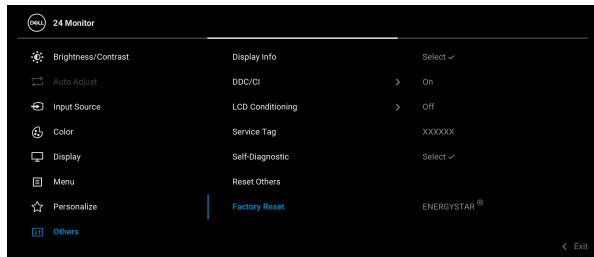
Resets all settings under the **Others** menu to the factory preset values.

---



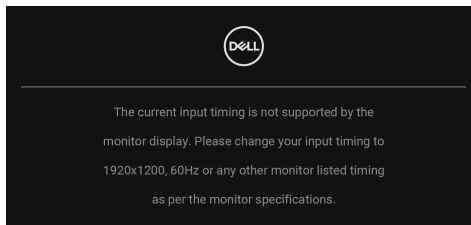
## Factory Reset

Restores 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:

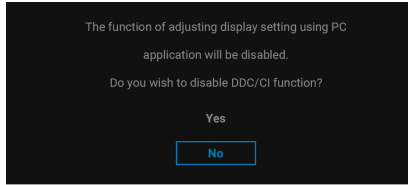


This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. The recommended mode is **1920 x 1200**.

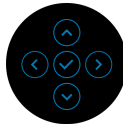
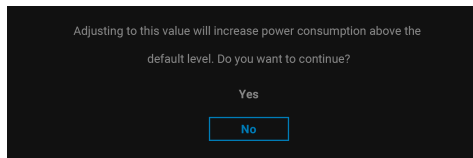




You will see the following message before the **DDC/CI** function is disabled:

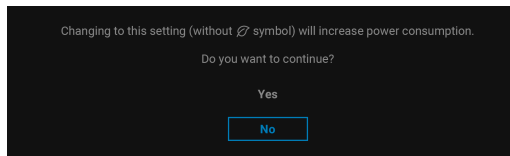



When you adjust the **Brightness** level above the default level for the first time, the following message appears:



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

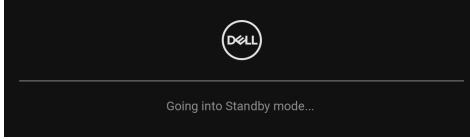
When you change the default **USB** setting for the first time, the following message appears:



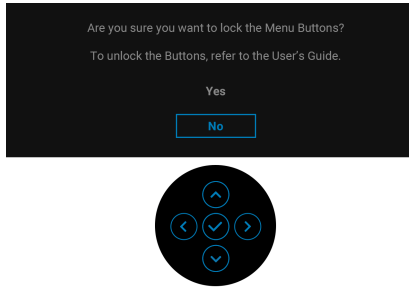
 **NOTE: If you select Yes, the message will not appear the next time you change the USB setting. When you perform a factory reset, the message will appear again.**



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

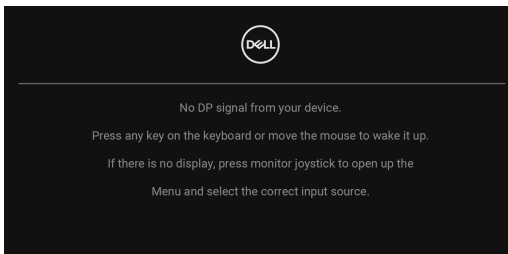


Activate the computer and wake up the monitor to gain access to the [OSD](#). You will see the following message before the **Lock** function is activated:



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

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

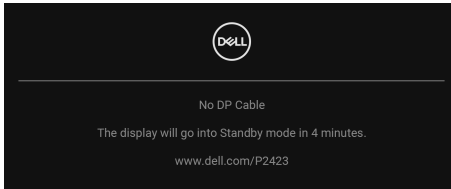


Activate the computer and the monitor to gain access to the [OSD](#).

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

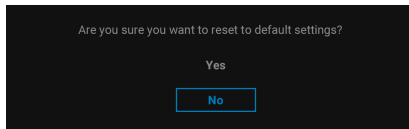


If VGA, DVI-D, DisplayPort, or HDMI input is selected and the corresponding cable is not connected, the following message will appear:

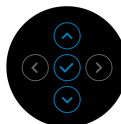
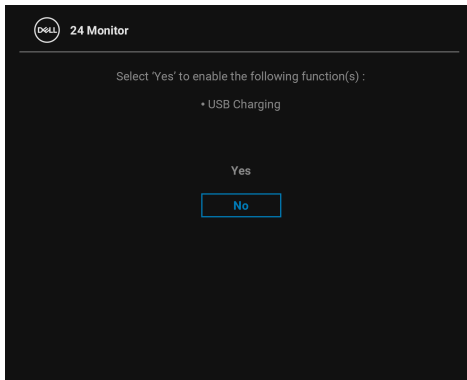


**NOTE:** The message may be slightly different according to the selected input signal.

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



If you select **Yes** to reset to default settings, the following message appears:



See [Troubleshooting](#) for more information.



## Setting the maximum resolution

 **NOTE: The steps may vary slightly depending on the version of Windows you have.**

To set the maximum resolution for the monitor:

In Windows 8.1:

1. For Windows 8.1, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen resolution**.
3. If you have more than one monitor connected, ensure that you select **P2423**.
4. Click the **Screen Resolution** dropdown list and select **1920 x 1200**.
5. Click **OK**.

In Windows 10 and Windows 11:

1. Right-click on the desktop and click **Display settings**.
2. If you have more than one monitor connected, ensure to select **P2423**.
3. Click the **Resolution** dropdown list and select **1920 x 1200**.
4. Click **Keep changes**.

If you do not see 1920 x 1200 as an option, you must update your graphics driver to the latest version. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or laptop:

- 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 (laptop 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.

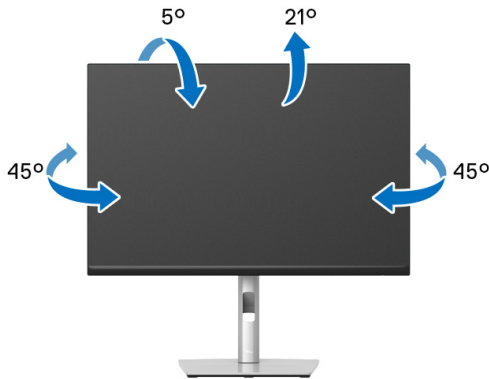


## Using the tilt, swivel, and vertical extension

**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 setup instructions available with the stand.

### Tilt, swivel

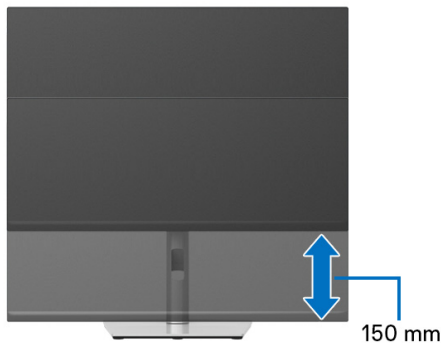
With the stand attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.



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

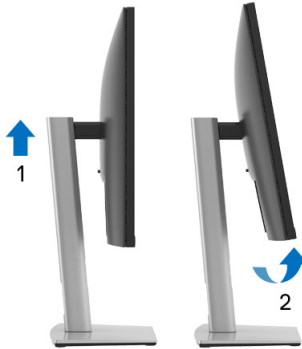
### Vertical extension

**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 [www.dell.com/support](http://www.dell.com/support) and see the Download section for Video Drivers for latest driver updates.
-  **NOTE:** When in the Portrait View Mode, you may experience performance degradation in graphic-intensive applications (3D Gaming and etc.).




## Adjusting the rotation display settings of your system

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

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

To adjust the Rotation Display Settings:

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

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





# Troubleshooting

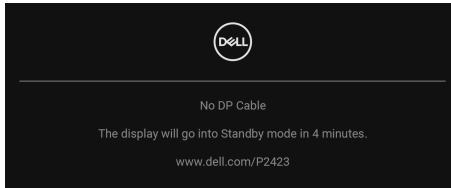
**⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

## Self-test

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

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the computer.
3. Turn on the monitor.

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



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

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

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

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



## Common problems

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

Common symptoms	What you experience	Possible solutions
No video/ power LED off	No picture	<ul style="list-style-type: none"><li>• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li><li>• Verify that the power outlet is functioning properly using any other electrical equipment.</li><li>• Ensure that the power button is pressed fully.</li><li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li></ul>
No video/ power LED on	No picture or no brightness	<ul style="list-style-type: none"><li>• Increase brightness and contrast controls via OSD.</li><li>• Perform monitor self-test feature check (see <a href="#">Self-test</a>).</li><li>• Check for bent or broken pins in the video cable connector.</li><li>• Run the built-in diagnostics (see <a href="#">Self-Diagnostic</a>).</li><li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li></ul>
Poor focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"><li>• Perform <b>Auto Adjust</b> via OSD.</li><li>• Adjust the <b>Phase</b> and <b>Pixel Clock</b> controls via OSD.</li><li>• Eliminate video extension cables.</li><li>• Reset the monitor to factory settings.</li><li>• Change the video resolution to the correct aspect ratio.</li></ul>



Shaky/jittery video	Wavy picture or fine movement	<ul style="list-style-type: none"> <li>• Perform <b>Auto Adjust</b> via OSD.</li> <li>• Adjust the <b>Phase</b> and <b>Pixel Clock</b> controls via OSD.</li> <li>• Reset the monitor to factory settings.</li> <li>• Check environmental factors.</li> <li>• Relocate the monitor and test in another room.</li> </ul>
Missing pixels	LCD screen has spots	<ul style="list-style-type: none"> <li>• Cycle power On-Off.</li> <li>• Pixel that is permanently Off is a natural defect that can occur in LCD technology.</li> <li>• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/pixelguidelines">www.dell.com/pixelguidelines</a>.</li> </ul>
Stuck-on pixels	LCD screen has bright spots	<ul style="list-style-type: none"> <li>• Cycle power On-Off.</li> <li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/pixelguidelines">www.dell.com/pixelguidelines</a>.</li> </ul>
Brightness problems	Picture too dim or too bright	<ul style="list-style-type: none"> <li>• Reset the monitor to factory settings.</li> <li>• Adjust brightness and contrast controls via OSD.</li> </ul>
Geometric distortion	Screen not centered correctly	<ul style="list-style-type: none"> <li>• Reset the monitor to factory settings.</li> <li>• Perform <b>Auto Adjust</b> via OSD.</li> <li>• Adjust horizontal and vertical controls via OSD.</li> <li>• When using DVI-D/HDMI/DisplayPort input, the positioning adjustments are not available.</li> </ul>



Horizontal/ vertical lines	Screen has one or more lines	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Perform <b>Auto Adjust</b> via OSD.</li> <li>Adjust the <b>Phase</b> and <b>Pixel Clock</b> controls via OSD.</li> <li>Perform monitor self-test feature check (see <a href="#">Self-test</a>) and determine if these lines are also in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the built-in diagnostics (see <a href="#">Self-Diagnostic</a>).</li> <li>When using DVI-D/HDMI/DisplayPort input, the <b>Pixel Clock</b> and <b>Phase</b> adjustments are not available.</li> </ul>
Synchronization problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Perform <b>Auto Adjust</b> via OSD.</li> <li>Adjust the <b>Phase</b> and <b>Pixel Clock</b> controls via OSD.</li> <li>Perform monitor self-test feature check (see <a href="#">Self-test</a>) to determine if the scrambled screen appears in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Restart the computer in the safe mode.</li> </ul>
Safety related issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>Do not perform any troubleshooting steps.</li> <li>Contact Dell immediately.</li> </ul>
Intermittent problems	Monitor malfunctions on and off	<ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Reset the monitor to factory settings.</li> <li>Perform monitor self-test feature check (see <a href="#">Self-test</a>) to determine if the intermittent problem occurs in self-test mode.</li> </ul>



Missing color	Picture missing color	<ul style="list-style-type: none"> <li>Perform monitor self-test feature check (see <a href="#">Self-test</a>).</li> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong color	Picture color not good	<ul style="list-style-type: none"> <li>Change the settings of the <b>Preset Modes</b> in the <b>Color</b> menu OSD depending on the application.</li> <li>Adjust the R/G/B values under <b>Custom Color</b> in the <b>Color</b> menu OSD.</li> <li>Change the <b>Input Color Format</b> to <b>RGB</b> or <b>YCbCr/YPbPr</b> in the <b>Color</b> settings OSD.</li> <li>Run the built-in diagnostics (see <a href="#">Self-Diagnostic</a>).</li> </ul>
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	<ul style="list-style-type: none"> <li>Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting.</li> <li>Alternatively, use a dynamically changing screensaver.</li> </ul>
Video ghosting or overshooting	Video ghosting, shadows or color smear while scrolling	<ul style="list-style-type: none"> <li>Change the <b>Response Time</b> in the <b>Display</b> menu OSD to <b>Normal</b> or <b>Fast</b>, depending on your application and usage.</li> </ul>

 **NOTE: Auto Adjust is only available when you use the analog (VGA) connector.**



## Product specific problems

Common symptoms	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	<ul style="list-style-type: none"><li>• Check the <b>Aspect Ratio</b> setting in the <b>Display</b> menu OSD.</li><li>• Reset the monitor to factory settings.</li></ul>
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	<ul style="list-style-type: none"><li>• Turn Off the monitor, unplug the power cord, plug it back, and then turn On the monitor.</li><li>• Check whether the OSD menu is locked. If yes, move and hold the joystick up/down/left/right for 4 seconds to unlock (for more information, see <a href="#">Lock</a>).</li></ul>
No input signal when user controls are pressed	No picture, the LED light is white	<ul style="list-style-type: none"><li>• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.</li><li>• Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.</li><li>• Reset the computer or video player.</li></ul>
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"><li>• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li><li>• Run the built-in diagnostics (see <a href="#">Self-Diagnostic</a>).</li></ul>



## Universal Serial Bus (USB) specific problems

Common symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none"> <li>• Check that your monitor is turned On.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Turn off the monitor and turn it on again.</li> <li>• Reboot the computer.</li> <li>• Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.</li> </ul>
SuperSpeed USB 5 Gbps (USB 3.2 Gen1) interface is slow	SuperSpeed USB 5 Gbps (USB 3.2 Gen1) peripherals working slowly or not working at all	<ul style="list-style-type: none"> <li>• Check that your computer is SuperSpeed USB 5 Gbps (USB 3.2 Gen1)-compatible.</li> <li>• Some computers have USB 3.2, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Reboot the computer.</li> </ul>
Wireless USB peripherals stop working when a USB 3.2 device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	<ul style="list-style-type: none"> <li>• Increase the distance between the USB 3.2 peripherals and the wireless USB receiver.</li> <li>• Position your wireless USB receiver as close as possible to the wireless USB peripherals.</li> <li>• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 port.</li> </ul>



# Appendix

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

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

## Contact Dell

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

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

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

- Online technical assistance — [www.dell.com/support/monitors](http://www.dell.com/support/monitors)
- Contacting Dell — [www.dell.com/contactdell](http://www.dell.com/contactdell)

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

**P2423:** <https://eprel.ec.europa.eu/qr/1043228>

