Dell UltraSharp 27 USB-C Hub Monitor – U2724D

User's Guide

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

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

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

Contents

Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your monitor.

NOTE: Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

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.

WARNING: The possible long-term effect of listening to audio at high volume through the headphones (on monitor that support it) may cause damage to your hearing ability.

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure 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 crystals of the display.
- Connect the power cable from the monitor to a wall outlet that is near and accessible.
- Do not place and use the monitor on a wet surface or near water.
- 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.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

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

The following table provides the list of components that are shipped with your monitor. If any component is missing, contact Dell. For more information, see **Contacting Dell**.

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

✏️ **NOTE: If you are connecting a stand that you purchased from any other source, follow the setup instructions that were included with the stand.**

	Display
	Stand riser
	Stand base
	Power cable (varies by country)
	DisplayPort 1.8 M cable (DisplayPort to DisplayPort)
	USB-C 1.0 M cable (A to C)

			• Quick Setup Guide • Safety, Environmental, and Regulatory Information • Factory Calibration Report

Product features

The **Dell UltraSharp U2724D** 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.) active area display (Measured diagonally) 2560 x 1440 (16:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angles with 100% sRGB, BT.709, Display P3 ≥ 98% and DCI-P3 ≥ 98% color with an average Delta E < 2.
- Tilt, swivel, pivot and vertical extension adjustment capabilities.
- Removable pedestal stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Auto Brightness function automatically adjusts monitor brightness and color temperature based on the detected ambient light, and multiple Dell monitors with the Auto Brightness function could synchronize their brightness and color temperature level.
- Ultra-thin bezel minimizes the bezel gap during multi-monitor usage, enabling easier set up with an elegant viewing experience.
- Extensive digital connectivity with DP helps future-proof your monitor.
- Plug and play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and OSD buttons lock.
- Security lock slot.
- ≤ 0.3 W in Off Mode.
- The monitor support VRR (Variable refresh rate) function, get higher frame rates and help reduce screen tearing in games.
- The monitor support DRR (Dynamic refresh rate)function, DRR works with all Windows11 tasks, allowing you to automatically increase the refresh rate (for a smoother experience)while using the PC or NB to writing or scrolling, and lower the refresh rate when you don't need it, which saves more power.
- Supports Picture by Picture (PBP) and Picture in Picture (PIP) Select mode.

- The Monitor allows multiple monitors that are daisy chained via DisplayPort to synchronize a pre-defined group of OSD settings in the background by Multi-Monitor Sync (MMS).
- Premium Panel Exchange for peace of mind.
- Optimize eye comfort with a flicker-free screen and low blue light feature to minimizes hazard blue light emission.
- This monitor uses a low blue light panel. When the monitor is reset to factory settings or default setting, it is in compliance with TÜV Rheinland's hardware low blue light certification.*

Blue light ratio:

The ratio of light in the range from 415nm-455nm compared to 400nm-500nm shall be less than 50%.

Category	Blue light ratio
1	≤20%
2	20% < R ≤ 35%
3	35% < R ≤ 50%

- Decreases the level of hazard blue light emitted from the screen to make viewing more comfortable for your eyes without distortion of color accuracy.
- 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.

* This monitor is in compliance with TÜV Rheinland hardware low blue light certification under Category 2.

⚠ **WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, which includes but is not limited to eye fatigue and digital eye strain. 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
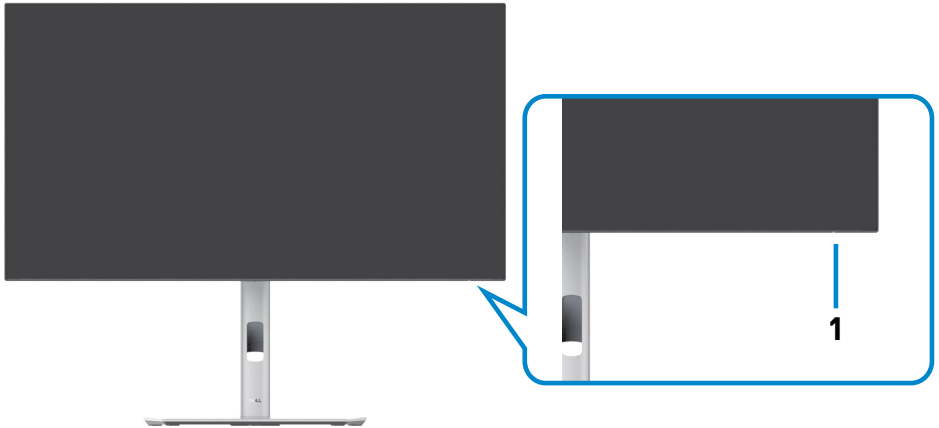
Label	Description	Use
1	Power LED indicator	Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in Standby Mode.

Top view

Label	Description	Use
1	Ambient light sensor	Detects ambient light and adjusts the brightness of the display accordingly. For more information, see **Auto Brightness** and **Auto Color Temp.**. **NOTE:** If the Ambient light sensor detects abnormal change in the light level, see **Ambient light detection anomaly**.

Back view

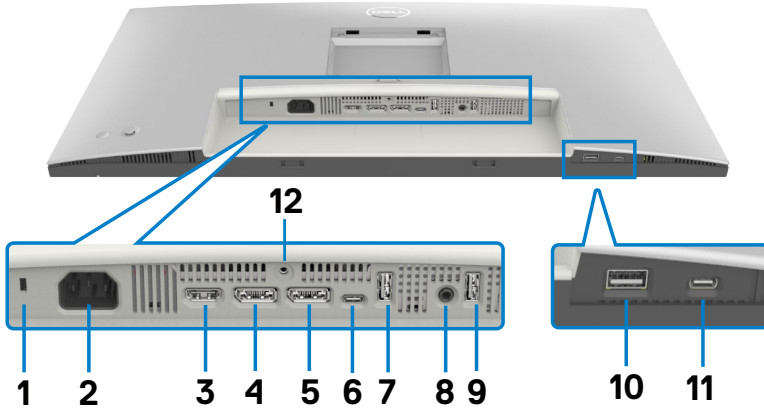| Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm-behind attached VESA cover)	Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm).
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	Power On / Off button	To turn the monitor on or off.
5	Joystick	Use it to control the OSD menu. For more information, see **Operating the monitor**.
6	Mac address, Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.
7	Cable-management slot	Use to organize cables by inserting them through the slot.

Bottom view

Label	Description	Use
1	Security lock slot	Secures monitor with security cable lock (sold separately).
2	∼ Power connector	Connect the power cable.
3	HꓷMI HDMI port	Connect your computer with the HDMI cable.
4	D DisplayPort (in)	Connect your computer with the DisplayPort cable.
5	D DisplayPort (out)	DP output for MST (Multi-Stream Transport) capable monitor. To enable MST, refer to instruction on section **Connecting the monitor for DP MST function**.
6	USB-C upstream port	Connect to your computer using the USB cable (A to C or C to C). Once the USB cable is connected, you can use the USB downstream connectors on the monitor. **NOTE:** The USB-C port supports data only, not for video input.
7,9,10	Super speed USB 10 Gbps (USB 3.2 Gen2) (3)	Connect your USB device. You can use these ports only after you have connected the USB cable (A to C or C to C) from the computer to the monitor. Port with battery icon supports Battery Charging Rev. 1.2.

8	⟶ (icon) Audio line-out port	Connect speakers to playback audio through HDMI or DisplayPort audio channels. Only two-channel audio is supported. **NOTE:** The audio line-out port does not support headphones.
11	⟵ (icon) 10 USB-C downstream port	Port with ⟵ icon supports 5 V / 3 A. Connect your USB device. You can use this port only after you have connected the USB cable (A to C or C to C) from the computer to the monitor.
12	Stand lock	Lock the stand to the monitor using a M3 x 8 mm screw (screw not included).

Monitor specifications

Screen type	Active matrix - TFT LCD
Panel Type	In-plane switching Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	68.47 cm (27 in.)
Active Area	
Horizontal	596.74 mm (23.49 in.)
Vertical	335.66 mm (13.22 in.)
Area	200301.74 mm^2 (310.47 in.^{2})
Pixel pitch	0.2331 mm x 0.2331 mm
Pixel per inch (PPI)	108.97
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	350 cd/m² (typical)
Contrast ratio	2000 to 1 (typical)
Display screen coating	Anti-glare treatment of the front polarizer (3H) hard coating
Backlight	LED
Response Time (Gray to Gray)	5 ms (Fast mode) 8 ms (Normal mode)
Color depth	1.07 billion colors
Color gamut	100% sRGB 100% BT.709 98% Display P3 98% DCI-P3
Calibration accuracy	Delta E < 2 (average) (sRGB, BT.709, Display P3, DCI-P3)

DELL

Connectivity	• 1 x DP 1.4 (DRR for Microsoft Windows) (Supports 2 x QHD 120Hz 8 bit) • 1 x DP out • 1x HDMI (HDCP 1.4)(Supports up to QHD 2560 x 1440 120Hz TMDS, VRR as per specified in HDMI2.1)* • 1 x USB-C upstream (Data only, USB 3.2 Gen 2, 10 Gbps) • 2 x USB-A (USB 3.2 Gen 2 10 Gbps) • 1 x audio lineout Quick Access: • 1 x USB-A (USB 3.2 Gen 2 10 Gbps with BC 1.2) • 1 x USB-C downstream (USB 3.2 Gen 2 10 Gbps, 15 W)
Border width (edge of monitor to active area)	
Top Left/Right Bottom	7.75 mm 7.75 mm 9.10 mm
Adjustability	
Height adjustable stand	150.00 mm
Tilt	-5º to 21º
Swivel	-45º to 45º
Pivot	-90º to 90º
Cable management	Yes
Dell Display Manager (DDM) Compatibility	Easy Arrange and other key features
Security	Security lock slot (cable lock sold separately)

* Not supporting the HDMI2.1 optional specification, including HDMI Ethernet Channel (HEC), Audio Return Channel (ARC), standard for 3D format and resolutions, standard for 4K digital cinema resolution, HDR, Fixed Rate Link (FRL), Enhanced audio return channel (eARC), Quick Media Switching (QMS), Quick Frame Transport (QFT), Auto Low Latency Mode (ALLM), Display Stream Compression (DSC), and Source-Based Tone Mapping (SBTM). HDMI2.1 supports Variable Refresh Rate (VRR).

Resolution specifications

Horizontal scan range	30 kHz to 178 kHz
Vertical scan range	48 Hz to 120 Hz
Default preset resolution	2560 x 1440 at 60 Hz
Maximum preset resolution	2560 x 1440 at 120 Hz
Video display capabilities (HDMI & DP mode and alternate mode)	480p, 576p, 720p, 1080i (HDMI only), 1080p

Preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/ Vertical)
VGA, 720 x 400	31.469	70.08	28.322	-/+
VGA, 640 x 480	31.469	59.94	25.175	-/-
VESA, 640 x 480	37.500	75.00	31.5	-/-
VESA, 800 x 600	37.879	60.317	40	+/+
VESA, 800 x 600	46.875	75.00	49.5	+/+
VESA, 1024 x 768	48.363	60.004	65	-/-
VESA, 1024 x 768	60.023	75.029	78.75	+/+
MAC, 1152 x 864	67.50	75.00	108	+/+
VESA, 1280 x 720	45.00	60.00	74.25	+/+
VESA, 1280 x 1024	64.00	60.02	108	+/+
VESA, 1280 x 1024	79.976	75.025	135	+/+
CVT, 1600 x 1200	65.00	60.00	175.5	+/+
VEST, 1600 x 900	60.00	60.00	108	+/+
CVT, 1920 x 1080	67.5	60.00	148.5	+/+
CVT, 1920 x 1080	135.00	120.00	297	+/-
CVT 2048 x 1080	66.66	60.00	147.18	+/-
CVT, 2560 x 1440	88.787	59.951	241.5	+/-
CVT 2560 x 1440	110.30	75.00	304.24	+/-
CVT 2560 x 1440	177.60	120.00	488.4	+/-

(DELL)

DP Multi-Stream Transport (MST) modes

MST Source Monitor	Maximum number of external monitors that can be supported
2560 x 1440/60 Hz (8 bit)	4
2560 x 1440/120 Hz (8 bit)	2

Electrical specifications

Video input signals	· Digital video signal for each differential line Per differential line at 100 ohm impedance · DP/HDMI signal input support
Input voltage/ frequency/current	100-240 VAC / 50 or 60 Hz ± 3 Hz / 1.6 A (maximum)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.) Inrush current is measured at an ambient temperature of 0ºC (cold start.).
Power Consumption	0.3 W (Off Mode)[1] 0.5 W (Standby Mode)[1] 23.9 W (On Mode)[1] 85 W (Max)[2] 17.1 W (P_{on})[3] 54.4 kWh (TEC)[3]

[1] As defined in EU 2019/2021 and EU 2019/2013.

[2] Max 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

|	
Signal cable type	• DP to DP 1.8 M cable
	• USB 3.2 Gen 2 (A to C) 1.0 M cable
Dimensions (with stand)	
Height (extended)	535.58 mm (21.09 in.)
Height (compressed)	385.58 mm (15.18 in.)
Width	612.24 mm (24.10 in.)
Depth	192.28 mm (7.57 in.)
Dimensions (without stand)	
Height	352.51 mm (13.88 in.)
Width	612.24 mm (24.10 in.)
Depth	50.12 mm (1.97 in.)
Stand dimensions	
Height (extended)	428.30 mm (16.86 in.)
Height (compressed)	381.50 mm (15.02 in.)
Width	272.80 mm (10.74 in.)
Depth	192.28 mm (7.57 in.)
Base	272.80 mm x 189.00 mm
	(10.74 in. x 7.44 in.)
Weight	
Weight with packaging	9.40 kg (20.72 lb)
Weight with stand assembly and cables	6.56 kg (14.46 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	4.49 kg (9.90 lb)
Weight of stand assembly	1.75 kg (3.86 lb)

Environmental characteristics

| 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.	
· TCO Certified & TCO Certified Edge.	
· RoHS Compliant.	
· BFR/PVC Free monitor (excluding external cables).	
· Arsenic-Free glass and Mercury-Free for the panel only.	
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	−20°C to 60°C (−4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	5% to 90% (non-condensing)
Altitude	
Operating	5,000 m (16,404 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	290.0 BTU/hour (maximum)
	81.6 BTU/hour (on mode)

Pin assignments

DP port
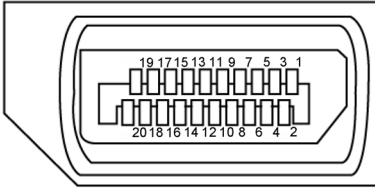
Pin number	20-pin side of the connected signal cable
1	Lane3(-)
2	GND
3	Lane3(+)
4	Lane2(-)
5	GND
6	Lane2(+)
7	Lane1(-)
8	GND
9	Lane1(+)
10	Lane0(-)
11	GND
12	Lane0(+)
13	CONFIG1
14	CONFIG2
15	AUX CH (+)
16	GND
17	AUX CH (+)
18	Hot Plug Detect
19	Return
20	DP_PWR

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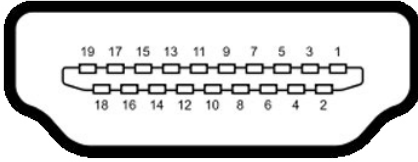
Pin number	19-pin side of the connected signal cable
1	TMDS DATA 2+
2	TMDS DATA 2 SHIELD
3	TMDS DATA 2-
4	TMDS DATA 1+
5	TMDS DATA 1 SHIELD
6	TMDS DATA 1-
7	TMDS DATA 0+
8	TMDS DATA 0 SHIELD
9	TMDS DATA 0-
10	TMDS CLOCK+
11	TMDS CLOCK SHIELD
12	TMDS CLOCK-
13	CEC
14	Reserved (N.C. on device)
15	DDC CLOCK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

USB-C port

USB Type-C receptacle
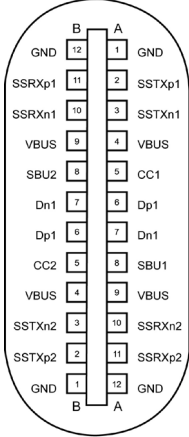
typically connected to a charger through a Type-C cable

Pin	Signal	Pin	Signal
A1	GND	**B12**	GND
A2	SSTXp1	**B11**	SSRXp1
A3	SSTXn1	**B10**	SSRXn1
A4	VBUS	**B9**	VBUS
A5	CC1	**B8**	SBU2
A6	Dp1	**B7**	Dn1
A7	Dn1	**B6**	Dp1
A8	SBU1	**B5**	CC2
A9	VBUS	**B4**	VBUS
A10	SSRXn2	**B3**	SSTXn2
A11	SSRXp2	**B2**	SSTXp2
A12	GND	**B1**	GND

Universal Serial Bus (USB)

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

📝 **NOTE: Up to 2 A on USB downstream port (port with ⚡ battery icon) with BC 1.2 compliance devices; up to 0.9 A on the other USB downstream ports; up to 3 A on USB-C downstream port (port with ⚡ icon) with 5 V / 3 A compliance devices.**

Your monitor has the following USB ports:
- 1 USB-C upstream port (data only) - at bottom.
- 1 USB-C downstream port - at Quick Access.
- 3 super speed USB 10 Gbps (USB 3.2 Gen 2) Type-A downstream ports- 2 at bottom, 1 at Quick Access.

Power Charging Port - the ports with ⚡ battery icon supports fast current charging capability if the device is BC 1.2 compatible. The USB-C downstream port with ⚡ icon supports fast current charging capability if the device is 5 V / 3 A compatible.

📝 **NOTE: The monitor's USB ports work only when the monitor is on or in Standby Mode. On in Standby Mode, if the USB cable (A to C or C to C) is plugged in, the USB ports can work normally. Otherwise, follow the OSD setting of Other USB Charging, if the setting is "On in Standby Mode" then USB work normally, otherwise USB is disabled. If you turn off the monitor and then turn it on, the attached peripherals may take a few seconds to resume normal functionality.**

Super speed USB 10 Gbps (USB 3.2 Gen 2) device

Transfer speed	Data rate	Maximum power consumption (each port)
Super speed+	10 Gbps	4.5 W
Hi-Speed *	480 Mbps	4.5 W
Full speed *	12 Mbps	4.5 W

* Device speed when High Resolution is selected.

USB-C upstream
- Data Super Speed+ 10Gbps (USB 3.2 Gen 2)

Plug-and-Play capability

You can connect the monitor to 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 computer can configure itself and optimize the monitor settings. Most monitor installations are automatic; you can select different settings if desired. For more information about changing the monitor settings, see **Operating the monitor**.

LCD monitor quality and pixel policy

During the LCD monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information on Dell Monitor Quality and Pixel Policy, see **https://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.

monitor screen at or below eye level

monitor and keyboard positioned directly in front of the user

wrists relaxed and flat

feet flat on the floor
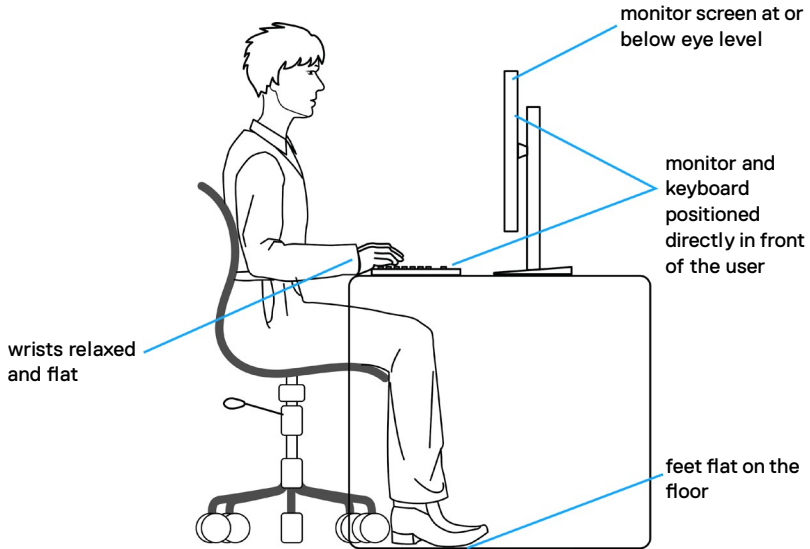
Handling and moving your display

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.
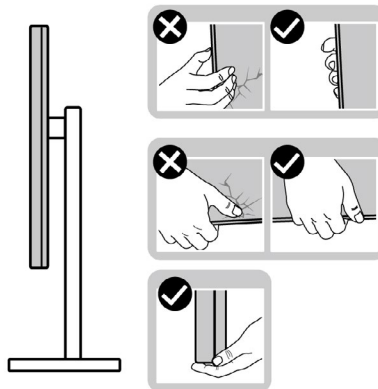
- When lifting or moving the monitor, ensure the screen is facing away from you and do not press on the display area to avoid any scratches or damage.
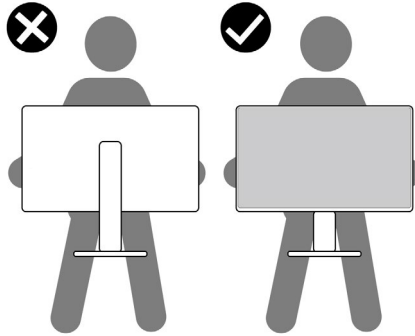
- When transporting the monitor, avoid any sudden shock or vibration to it.
- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. This may result in accidental damage to the monitor or cause personal injury.
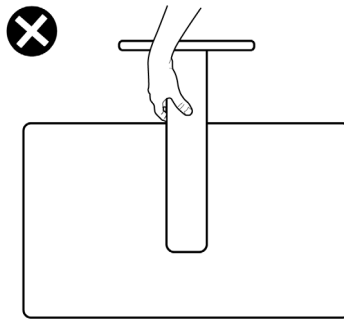
Maintenance guidelines

Cleaning your monitor

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

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

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

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your Dell monitor. If available, use a screen-cleaning tissue or solution suitable for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.

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

⚠️ **WARNING: Do not directly spray the cleaning solution or even water directly on the surface of the monitor. Doing so will allow liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.**

⚠️ **CAUTION: Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.**

📝 **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.**

- 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 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.
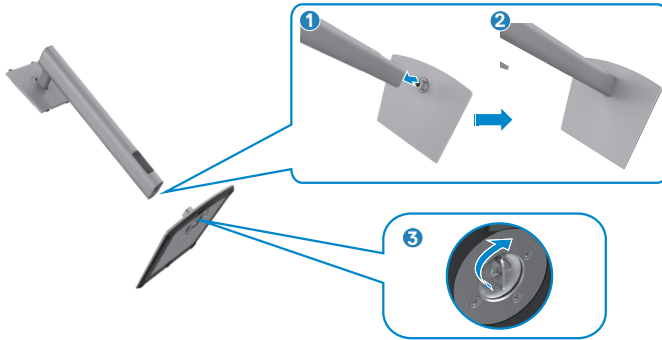
To attach the monitor stand:

1. Open the front flap of the box to get the stand riser and stand base.
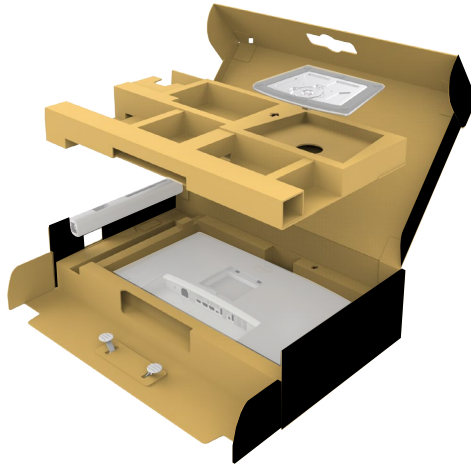
2. Align and place the stand riser on the stand base.

3. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.

4. Close the screw handle.

5. Open the protective cover on the monitor to access the VESA slot on the monitor.

6. Carefully insert the tabs on the stand riser into the slots on the display back-cover and press down the stand assembly to snap it into place.
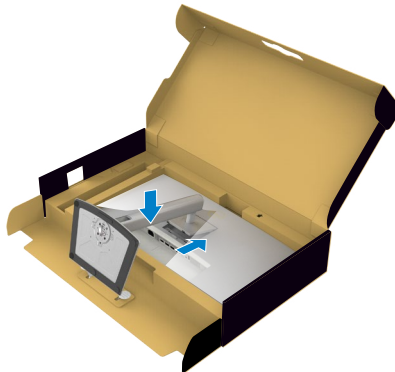
7. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.

NOTE: Hold the stand riser firmly when lifting the monitor to avoid any accidental damage.

8. Lift the protective cover from the monitor.
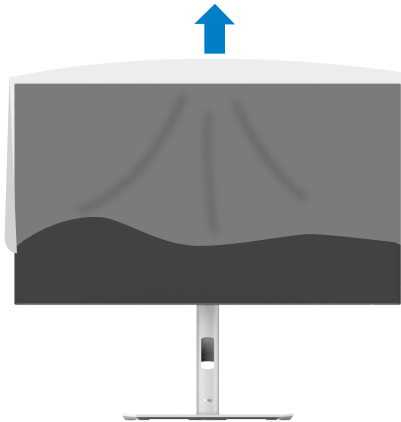
Using the tilt, swivel, and vertical extension

NOTE: The following instructions are applicable only for 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 and vertical extension

With the stand attached to the monitor, you can tilt the monitor for the most comfortable viewing angle.
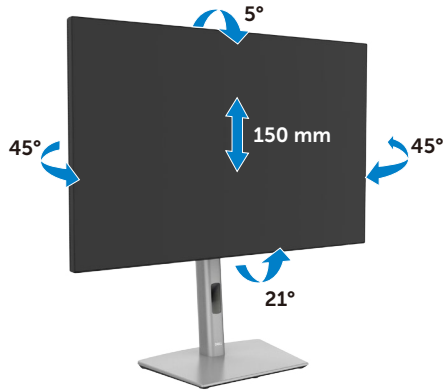
NOTE: The stand is detached when the monitor is shipped from the factory.

Rotating the display

Before you rotate the display, extend the display vertically until the top of the stand riser and then tilt the display backwards until the maximum to avoid hitting the bottom edge of the display.

NOTE: To toggle the display setting on your Dell computer between landscape and portrait when rotating the display, download and install the latest graphics driver. To download, go to https://www.dell.com/support/drivers and search for the appropriate driver.

NOTE: When the display is in portrait mode, you may experience performance degradation when using graphic-intensive applications such as 3D gaming.

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 AMD 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 www.dell.com/support and download the latest driver for your graphics card.

Organizing your cables

When connecting the necessary cables (for more information, see **Connecting your monitor**), route the cables through the cable-management slot.

If your cable is not able to reach your PC, you may connect directly to the PC without routing through the slot on the monitor stand.

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 the Dell-supplied cables inside the box. Dell does not guarantee the video quality and performance if non-Dell cables are used.**

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

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

🖊 **NOTE: The images are 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 HDMI/DisplayPort cable from your monitor to the computer.
3. Turn on your monitor.
4. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

🖊 **NOTE: Default setting is DisplayPort 1.4. A DisplayPort 1.1 Graphic card may not display normally. Please refer to Product specific problems - No image when using DP connection to the PC to change default setting.**
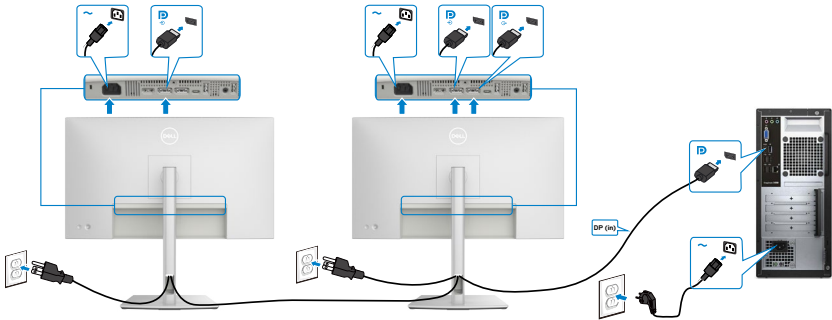
Connecting the HDMI cable

Connecting the DP cable
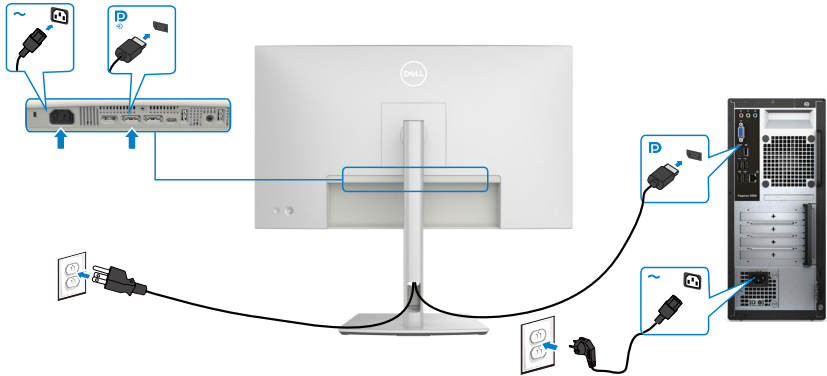
Connecting the monitor for DP Multi-Stream Transport (MST) function

NOTE: Supports the DP MST feature. To make use of this feature, your PC Graphics Card must be certified to at least DP1.2 with MST option.

NOTE: Remove the rubber plug when using DP out connector.

Connecting the USB-C cable (A to C)

NOTE: This connection only data is available and no video. Need another video connection for display.

Securing your monitor using Kensington lock (optional)

The security-lock slot is located at the bottom of the monitor (see **Security-lock 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.
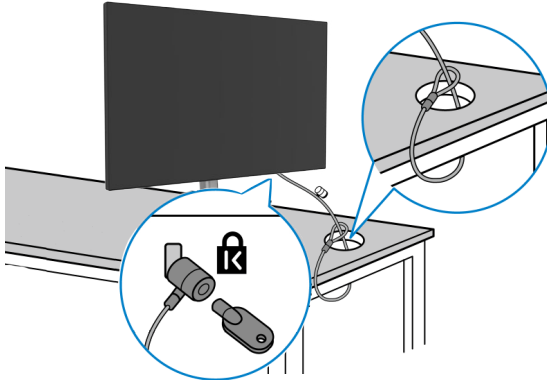
NOTE: The image is for the purpose of illustration only. The appearance of the lock may vary.

Removing the monitor stand

⚠️ **CAUTION: To prevent scratches on the LCD screen when removing the stand, ensure that the monitor is placed on a soft surface and handle it carefully.**

📝 **NOTE: The following steps are specifically for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are 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.
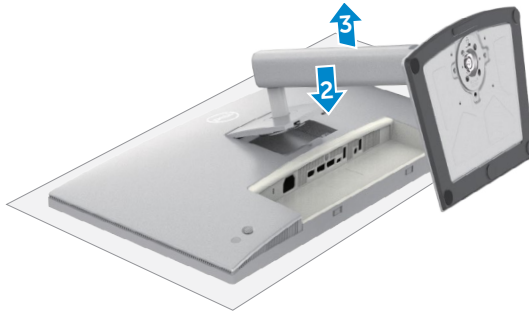
VESA wall mounting (optional)
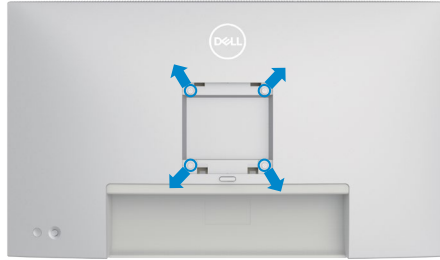
NOTE: Use M4 x 11 mm screws to connect the monitor to the wall-mounting kit.

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

1. Place the monitor 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 17.96 kg (39.60 lb) .

Operating the monitor

Turn on the monitor

Press the ⬤ button to turn on the monitor.

Using the joystick control

To modify the OSD adjustments using the joystick control on the rear end of the monitor, do the following:

1. Press the Joystick to open the OSD Menu Launcher.
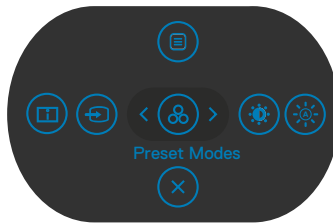2. Move the Joystick up/down/left/right to toggle between the OSD menu options.

Joystick functions

Function	Description
	Press Joystick to open the OSD Menu Launcher.
	For right and left navigation.
	For up and down navigation.

Using the Menu Launcher

Press the Joystick to open the OSD Menu Launcher.

Menu Launcher

- Toggle the Joystick **Up** to open the **Main Menu**.
- Toggle the Joystick **Left** or **Right** to select the desired **Shortcut Keys**.
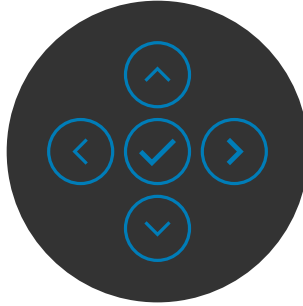- Toggle the Joystick **Down** to **Exit**.

Menu Launcher details

The following table describes the Menu Launcher icons:

Menu Launcher icon	Description
Main Menu	Opens the On-Screen Display (OSD). See **Using the main menu**.
Display Info **(Shortcut key 1)**	Use this button to choose from a list of **Display Info**.
Input Source **(Shortcut key 2)**	Sets the **Input Source**.
Preset Modes **(Shortcut key 3)**	Allows to choose from a list of **Preset color modes**.
Brightness/Contrast **(Shortcut key 4)**	To directly access the **Brightness/Contrast** adjustment sliders.
Auto Brightness **(Shortcut key 5)**	Use this button to turn on/ off **Auto Brightness** function.
Exit	Exits from the OSD main menu.

Rear-panel button

Use the joystick on the rear of the monitor to adjust the image settings.

Front panel		Description
1 **Up** **Down**		Use the **Up** (increase) and **Down** (decrease) buttons to adjust items in the OSD menu.
2 **Previous**		Use the **Previous** button to go back to the previous menu.
3 **Next**		Use the **Next** button to confirm your selection.
4 **Tick**		Use the **Tick** button to confirm your selection.

Using the main menu

Icon	Menu and submenu	Description
	Brightness/ Contrast	Adjust the **Brightness**, **Contrast**, **Auto Brightness**, **Auto Brightness Range Level**, **Auto Color Temp.**, **Primary Monitor for Sync** and **Reset Brightness/ Contrast** functions.
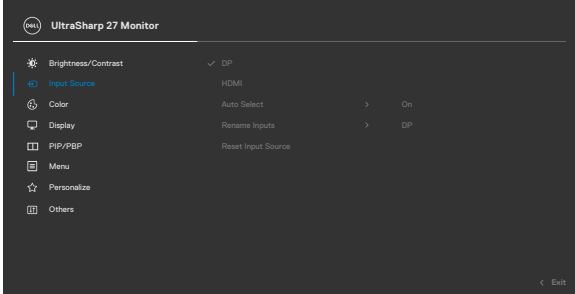
	Brightness	Adjusts the luminance of the backlight (Range: 0 - 100).
		Move the Joystick **Up** to increase brightness.
		Move the Joystick **Down** to decrease brightness.
	Contrast	Adjust the **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary.
		Move the Joystick **Up** to increase contrast and Move the Joystick **Down** to decrease contrast (Range: 0 - 100).
		The **Contrast** function adjusts the degree of difference between darkness and lightness on the monitor screen.
	Auto Brightness	Turns on the **Auto Brightness** and adjusts the monitor brightness setting according to the ambient light.

Icon	Menu and submenu	Description
	Auto Brightness Range Level	When **Auto Brightness** is turned on, adjust the range level of the Auto Brightness. **NOTE:** When **Auto Brightness** is turned off, this function is not available.
	Auto Color Temp.	Turns on **Auto Color Temp** and adjusts the monitor RGB color settings in accordance with the ambient light.
	Primary Monitor for Sync	When either **Auto Brightness** or **Auto Color Temp**. is turned on and multiple Dell monitors that support this function are connected through **MST**, the monitors will adjust their brightness or RGB settings according to the ambient light condition detected by the primary monitor. **NOTE:** The selected monitor in Dell Display Manager (DDM) is the primary monitor. To change the primary monitor, select the preferred monitor in DDM. Refer to the DDM user guide for details. **NOTE:** When **Auto Brightness** and **Auto Color Temp**. are both turned off, this function is not available. **NOTE:** If the primary or secondary monitor breaks off from the MST, it also breaks off from the monitor sync.
	Reset Brightness/ Contrast	Resets all settings under the **Brightness/ Contrast** menu to the factory defaults.

Icon	Menu and submenu	Description
	Input Source	Selects between different video inputs that are connected to your monitor.
	DP	Select **DP** input when you are using the **DP (DisplayPort)** connector. Press the Joystick button to confirm the selection.
	HDMI	Select the **HDMI** input when you are using the **HDMI** connector. Press the Joystick button to confirm the selection.
	Auto Select	Allows you to scan for available input sources. Press ⊘ to select this function.
	Rename Inputs	Allows you to **Rename Inputs**.
	Reset Input Source	Resets all settings under the **Input Source** menu to the factory defaults. Press ⊘ to select this function.

Icon	Menu and submenu	Description

 Color — Adjusts the color setting mode.
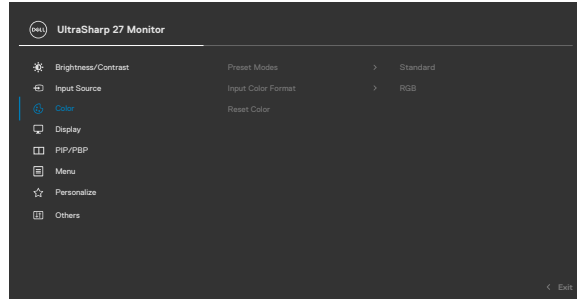
Preset Modes — When you select Preset Modes, you can choose **Standard, Movie, Game, Color Temp., Color Space** or **Custom Color** from the list.
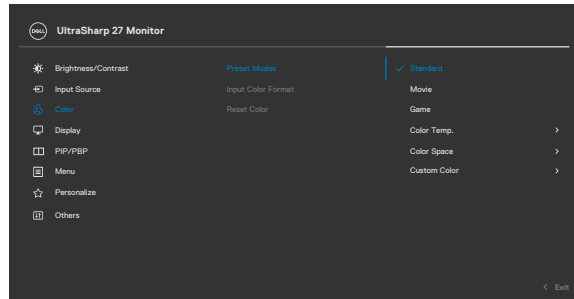
- ◆ **Standard:** Default Color setting, this monitor uses a low blue light panel, and is certified by TUV to reduce blue light output and create a more relaxing and less stimulating image while reading content on the screen.

- ◆ **Movie:** Ideal for movies.

- ◆ **Game:** Ideal for most gaming applications.

- ◆ **Color Temp.:** The screen appears warmer with a red/yellow tint with slider set at 5,000K or cooler with blue tint with slider set at 10,000K.

Icon	Menu and submenu	Description
		◆ **Color Space:** Allows users to select the color space: **sRGB, BT.709, DCI-P3, Display P3**.
		◆ **Custom Color:** Allows you to manually adjust the color settings. Press the Joystick left and right buttons to adjust the Red, Green, and Blue 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:** Select this option if your media player supports only YCbCr output.
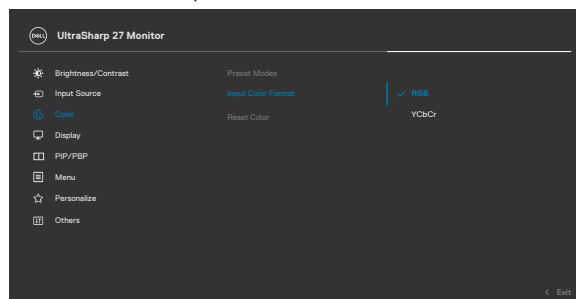
	Reset Color	Resets your monitor's color settings to the factory defaults. Press ⊙ to select this function.

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

Aspect Ratio	Adjust the image ratio to **16:9, Auto Resize, 4:3, 1:1**.
Sharpness	Makes the image look sharper or softer.
	Move the Joystick up and down to adjust the sharpness from '0' to '100'.
Response Time	Allows you to set the **Response Time** to **Normal** or **Fast**.
	Off: Disables Smart HDR function.
	NOTE: The possible peak luminance during HDR mode is 400-nits (typical). The actual value and duration during HDR playback might vary accordingly to the video content.
MST	DP Multi Stream Transport, Set to **ON** enables MST (DP out), Set to **OFF** disables MST function.
	NOTE: When DP upstream cable and DP downstream cable is connected, monitor will set MST = ON automatically, this action will only be done once after Factory Reset or Display Reset. Please refer to **Connecting the monitor for DP Multi-Stream Transport (MST) function**.

Icon	Menu and submenu	Description
	Multi-Monitor Sync	Multi-Monitor Sync allows multiple monitors that are daisy chained via DisplayPort to synchronize a pre-defined group of OSD settings in the background.
		An OSD option, "**Multi-Monitor Sync**" will be created in Display Menu to allow user to enable / disable syncing.
	Reset Display	Resets all settings under the **Display** menu to the factory defaults.
		Press ⊘ to select this function.
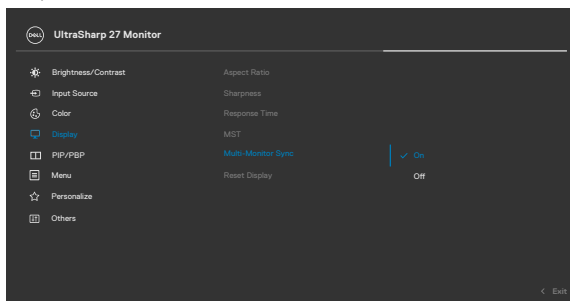
Icon	Menu and submenu	Description
⊞	**PIP/PBP**	This function brings up a window displaying image from another input source.
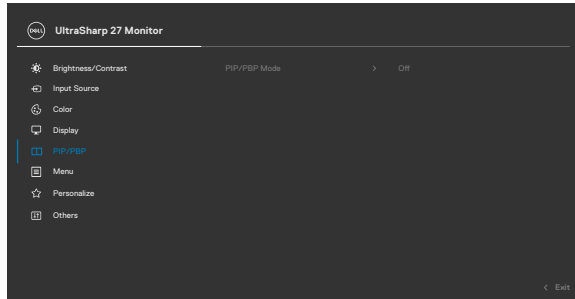
Main Window	Sub-Window	
	HDMI	DP
HDMI	√	√
DP	√	√

NOTE: The images under PBP will be displayed at the center of the screen, not full screen.

Icon	Menu and submenu	Description
	PIP/PBP Mode	Adjusts the PIP or PBP (Picture by Picture) mode. You can disable this feature by selecting Off.
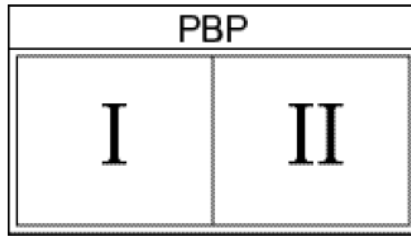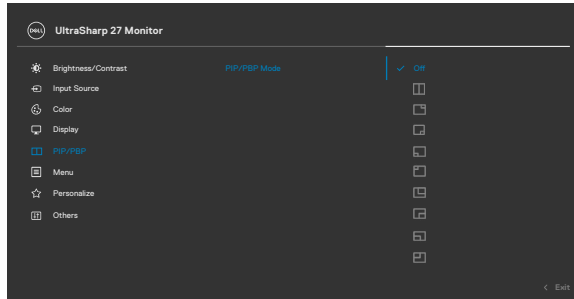
Icon	Menu and submenu	Description
▤	**Menu**	Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on.

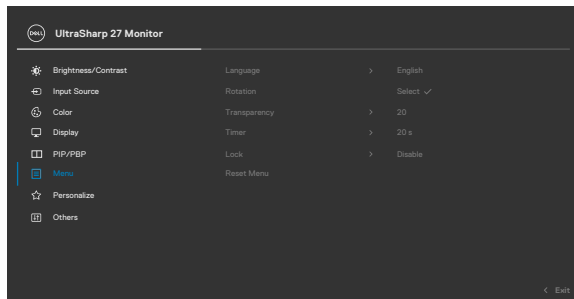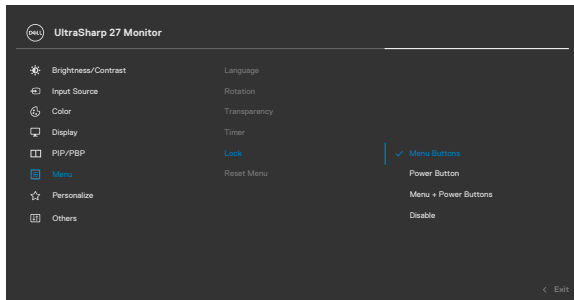| Icon	Menu and submenu	Description
	Language	Set the OSD display to one of eight languages.
		(English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).
	Rotation	Rotates the OSD by 0/90/270 degrees.
		You can press the Joystick to rotate each time.
	Transparency	Select this option to change the menu transparency by moving the Joystick up or down (Range: 0 - 100).
	Timer	**OSD Hold Time:** Sets the length of time the OSD remains active after you press a button.
		Move the Joystick to adjust the slider in 1-second increments, from 5 to 60 seconds.
	Lock	With the control buttons on the monitor locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.

	UltraSharp 27 Monitor		
☀	Brightness/Contrast	Language	
⊕	Input Source	Rotation	
⊙	Color	Transparency	
⧄	Display	Timer	
▥	PIP/PBP	Lock	✓ Menu Buttons
▤	Menu	Reset Menu	Power Button
☆	Personalize		Menu + Power Buttons
⊞	Others		Disable
			‹ Exit

- ✦ **Menu Buttons:** Through OSD to lock the Menu buttons.
- ✦ **Power Button:** Through OSD to lock the Power button.
- ✦ **Menu + Power Buttons:** Through OSD to lock the all of Menu and Power buttons.
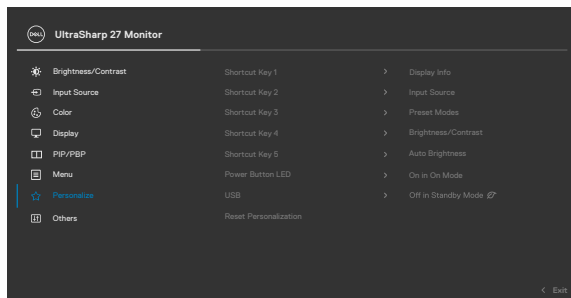- ✦ **Disable:** Move the Joystick left and hold for 4 seconds.

	Reset Menu	Resets all settings under the **Reset Menu** to the factory defaults.
		Press ⊘ to select this function.

Icon	Menu and submenu	Description
⭐	**Personalize**	

Shortcut key 1	Select from **Preset Modes**, **Brightness/Contrast**, **Auto Brightness, Auto Color Temp.**, **Input Source**, **Aspect Ratio**, **Rotation**, **PIP/PBP Mode, Video Swap, Display Info** set as shortcut key.
Shortcut key 2	
Shortcut key 3	
Shortcut key 4	
Shortcut key 5	
Power Button LED	Allows you to set the state of the power light to save energy.
USB	Allows you to enable or disable **Other USB Charging** function during monitor Standby Mode. **NOTE:** When this function is enabled, you will be able to charge your mobile phone through the USB-A cable even when the monitor is in standby mode.
Reset Personalization	Resets all settings under the **Personalize** menu to the factory preset values. Press ⊙ to select this function.

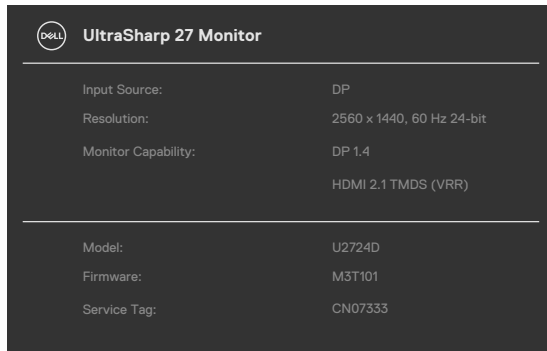| Icon	Menu and submenu	Description
	Others	Select this option to adjust the OSD settings such as the **DDC/CI**, **LCD Conditioning**, and so on.
	Display Info	Displays the monitor's current settings. Press $\odot$ to select this function.
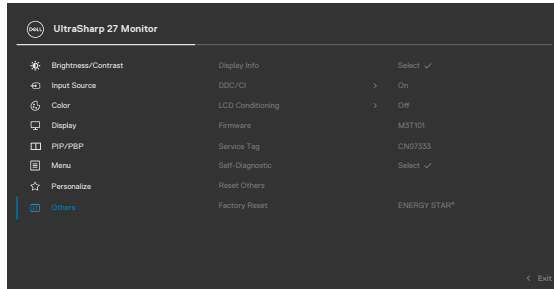
Icon	Menu and submenu	Description
	DDC/CI	**DDC/CI** (Display Data Channe l/ Command Interface) allows your monitor parameters (brightness, color balance, and etc.) to be adjustable via the software on your computer. You can disable this feature by selecting **Off**. Enable this feature for best user experience and optimum performance of your monitor.
	LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting **On**.
	Firmware	Displays the **Firmware** version of your monitor.
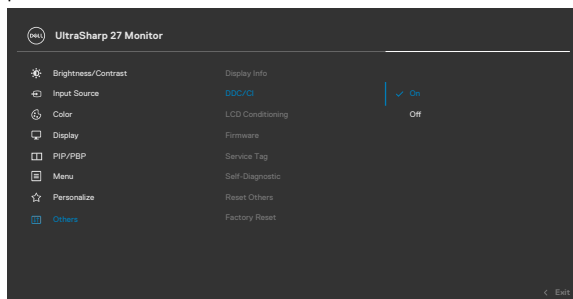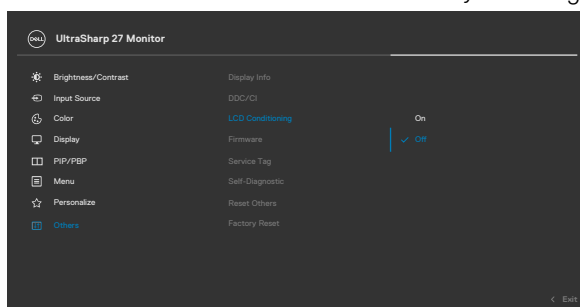
Icon	Menu and submenu	Description
	Service Tag	Displays the **Service Tag**. The Service Tag is a unique alphanumeric identifier that allows Dell to identify the product specifications and access warranty information. **NOTE:** The Service Tag is also printed on a label located at the back of the cover.
	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 defaults. Press ⊘ to select this function.
	Factory Reset	Restores all preset values to the factory default settings. These are also the settings for **ENERGY STAR®** tests.

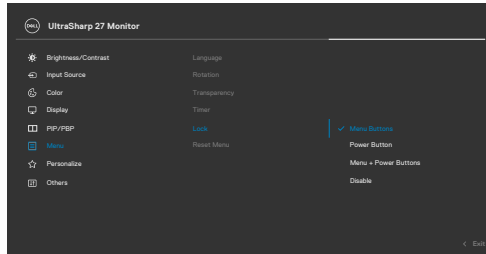# Using the OSD lock function

You can lock the front-panel control buttons to prevent access to the OSD menu and/or power button.

Use the lock menu to lock the button(s)

    1. Select one of the following options.

    The following message appears.
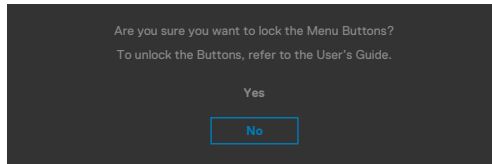
    2. Select **Yes** to lock buttons. Once locked, pressing any control button will display the lock icon 🔒 .

Use the joystick to lock the button(s)

Press the left directional navigation of Joystick for four seconds, a menu appears on the screen.
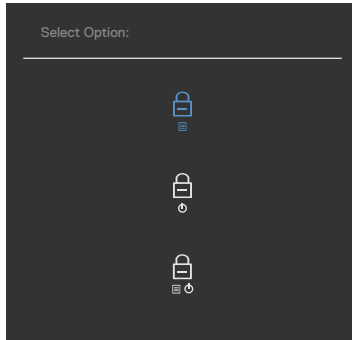
Select one of the following options:

Options		Description
1	🔒 **Menu button lock**	Use this option to lock OSD menu function.
2	🔒 **Power button lock**	Use this option to lock power button. This will prevent the user to turn off the monitor using the power button.
3	🔒 **Menu and power button lock**	Use this option to lock OSD menu and power button to turn off the monitor.

Use the joystick to unlock the button(s)

Press the left directional navigation of Joystick for four seconds until a menu appears on the screen. The following table describes the options to unlock the front-panel control buttons.

Select Option:
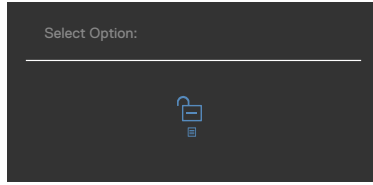
Options		Description
1	 **Menu button unlock**	Use this option to unlock OSD menu function.
2	 **Power button unlock**	Use this option to unlock power button to turn off the monitor.
3	 **Menu and power button unlock**	Use this option to unlock OSD menu and power button to turn off the monitor.

Initial Setup

Select OSD items of **Factory Reset** in **Other** feature, the following message appears:

Are you sure you want to reset to default settings?

Yes

No
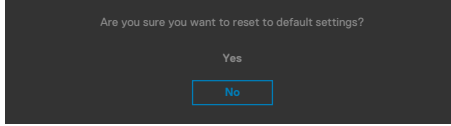
When you select **Yes** to reset to default settings, the following messages appear:

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Select 'Yes' to enable the following function(s):
· USB Charging

Yes

No

When 'Yes' is selected, power consumption will
increase. When 'No' is selected, it will comply
with ENERGY STAR requirements.
Individual settings of the functions can be
changed in the Menu.

UltraSharp 27 Monitor

Would you like to switch on the
Auto Brightness function?

Yes

No
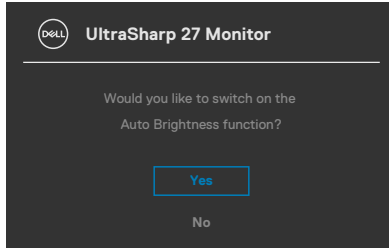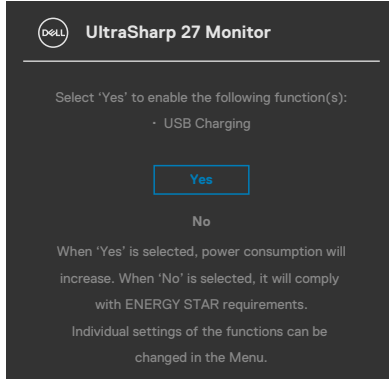
OSD warning messages

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

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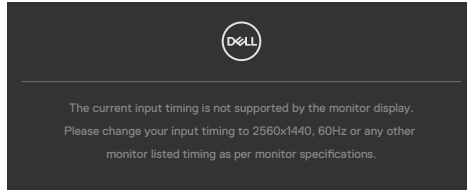
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See **Monitor specifications** for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is **2560 × 1440**.

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

The function of adjusting display setting using PC application will be disabled.
Do you wish to disable DDC/CI function?

Yes

No
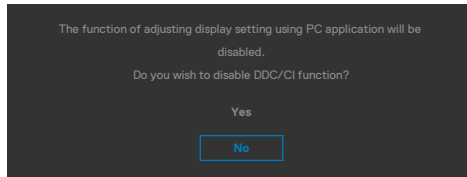
When the monitor enters the **Standby Mode**, the following message appears:

Going into Standby mode...
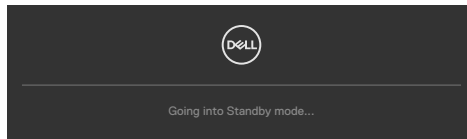
Activate the computer and wake up the monitor to gain access to the **OSD**.

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

No DP Signal form your device.
Press any key on the keyboard to wake up.
If there is no display, press the monitor joystick to select input source.
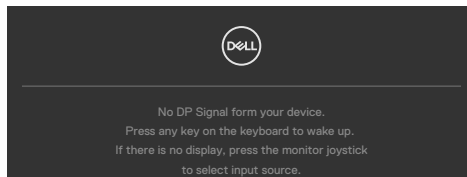
If the monitor connects with two ports or more, when the **Auto** Input Source is selected, it will turn to the next port with signal.

		✓	
Auto	DP	HDMI	
			‹ Exit
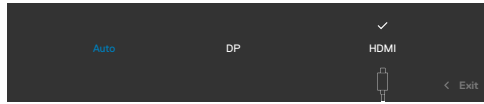
Select OSD items of **On in Standby Mode** in **Personalize** feature, the following message appears:

Changing to this setting (without ∅ symbol) will increase
power consumption. Do you want to continue?

Yes

No
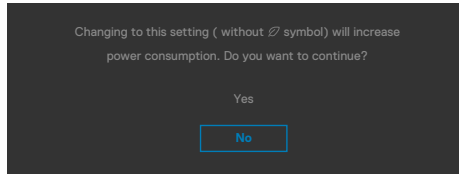
If you adjust the **Brightness** level above the default level over 75%, the following message appears:

Adjusting to this value will increase power consumption above the
default level. Do you want to continue?

Yes

No
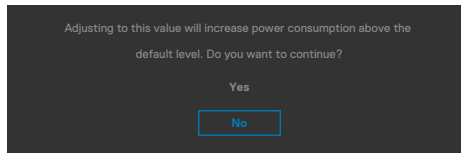
- When you select **Yes**, the power message is displayed only once.

- When you select **No**, the power warning message will pop-up again.

- The power warning message appears again only when you perform **Factory Reset** from the OSD menu.

When **Auto Brightness** is on, if you adjust the brightness level, the following message appears:

Auto Brightness is currently enabled.
Do you wish to disable it to carry on?

Yes

No
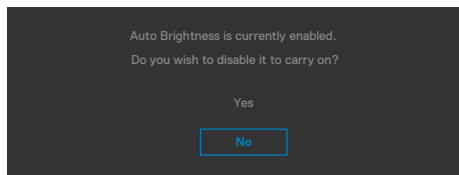
If either DP or HDMI input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

No DP Cable
The display will go into Standby Mode in 4 minutes.
www.dell.com/U2724D

or

No HDMI Cable
The display will go into Standby Mode in 4 minutes.
www.dell.com/U2724D
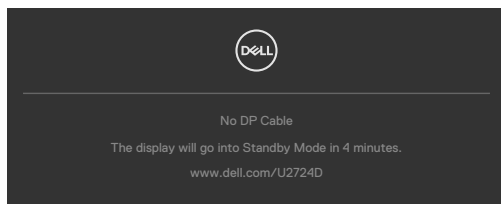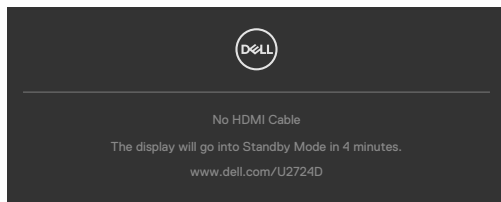
See **Troubleshooting** for more information.

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 **U2724D.**
4. Click the **Screen resolution** drop-down list and select **2560 x 1440**.
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 that you select **U2724D**.
3. Click the **Display settings** drop-down list and select **2560 x 1440**.
4. Click **Keep changes**.

If you do not see **2560 x 1440** 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 **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 non-Dell computer and download the latest graphic card drivers.
· Go to the graphics card's website and download the latest graphic card drivers.

Setting the maximum refresh rate

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

To set the maximum refresh rate 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 to select **U2724D**.
4. Click **Advanced settings**.
5. Click the **Monitor** tab.
6. Click the dropdown list of **Screen refresh rate** and select **120 Hz**.
7. Click **OK**.

In Windows 10:

1. Right-click on the desktop and click **Display settings**.
2. Click **Advanced display settings**.
3. If you have more than one monitor connected, ensure to select **U2724D**.
4. Click the dropdown list of **Refresh rate** and select **120 Hz**.
5. Click **Keep changes**.

In Windows 11:

1. Right-click on the desktop and click **Display settings**.
2. Click **Advanced display**.
3. If you have more than one monitor connected, ensure to select **U2724D**.
4. Click the dropdown list of **Choose a refresh rate** and select **120 Hz**.
5. Click **Keep changes**.

Multi-Monitor Sync (MMS)

Multi-Monitor Sync allows multiple monitors that are daisy chained via DisplayPort to synchronize a pre-defined group of OSD settings in the background.

An OSD option, "**Multi-Monitor Sync**" is available in **Display** Menu to allow user to enable/disable syncing.

⚠ NOTE: MMS is not supported over HDMI interface.
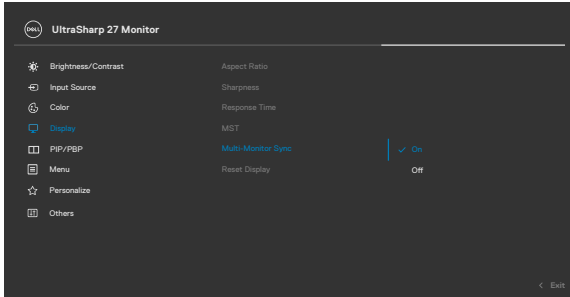
If Monitor 2 supports Multi-Monitor Sync, its MMS option will automatically be set to **On** for syncing as well.

If syncing of OSD settings across monitors is not preferred, this feature can be disabled by setting MMS option of any of the monitor to **Off**.
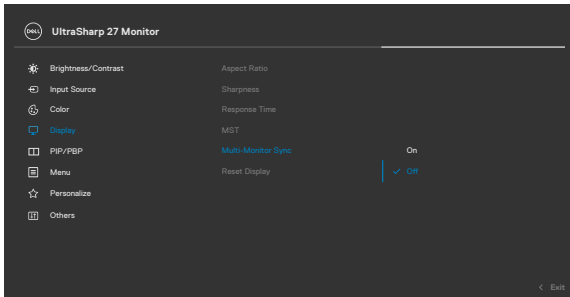
OSD Settings to be Synchronized

- Brightness
- Contrast
- Preset Modes
- Color Temperature
- Custom Color (RGB-Gain)
- Hue (Movie, Game mode)
- Saturation (Movie, Game mode)
- Response Time
- Sharpness

Setting Multi-Monitor Sync (MMS)

During initial power on or connection of new monitor, user setting synchronization start only if MMS is **On**. All monitor should synchronize settings from Monitor 1.
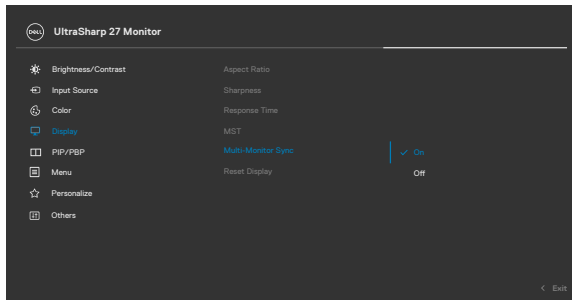
After first synchronization, subsequent syncing is driven by changes to the predefined group of OSD settings from any node in the chain. Any node may initiate the changes downstream and upstream.
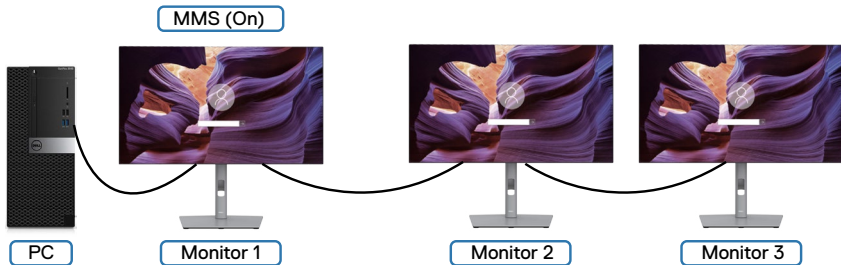
Troubleshooting

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

Self-test

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

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

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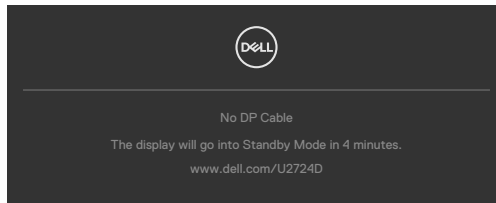ains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.

> (Dell)
>
> No DP Cable
> The display will go into Standby Mode in 4 minutes.
> www.dell.com/U2724D

or

> (Dell)
>
> No HDMI Cable
> The display will go into Standby Mode in 4 minutes.
> www.dell.com/U2724D
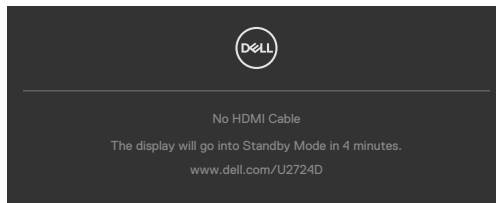
📝 **NOTE: This dialog box also appears during normal operation, if the video cable is disconnected or damaged.**

4. 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.

(Dell)

Built-in diagnostics

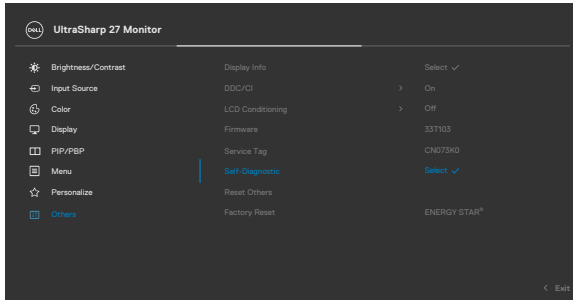Your monitor has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor, or with your computer and video card.

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Select OSD items of **Self-Diagnostics** in **Others** feature.
3. Press the Joystick button to start the diagnostics. A gray screen is displayed.
4. Observe if the screen has any defects or abnormalities.
5. Toggle the Joystick once again until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat steps 5 and 6 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

The test is complete when a text screen is displayed. To exit, toggle the Joystick control again.

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

Common problems

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

Common symptoms	What you experience	Possible solutions
No video/ Power LED off	No picture	· Ensure that the video cable connecting the monitor and the computer is properly connected and secure. · Verify that the power outlet is functioning properly using any other electrical equipment. · Ensure that you have pressed the power button properly. · 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 and contrast controls through OSD. · Perform monitor self-test feature check. · Check for bent or broken pins in the video cable connector. · Run the built-in diagnostics. For more information, see **Self-Diagnostic**. · Ensure that the correct input source is selected in the **Input Source** menu.
Missing pixels	LCD screen has spots	· Cycle power on-off. · Pixel that is permanently off is a natural defect that can occur in LCD technology. · For more information on Dell Monitor Quality and Pixel Policy, see **www.dell.com/pixelguidelines**.
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 on Dell Monitor Quality and Pixel Policy, see **www.dell.com/pixelguidelines**.
Brightness problems	Picture too dim or too bright	· Reset the monitor to factory settings. · Adjust brightness and contrast controls through OSD.

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Common symptoms	What you experience	Possible solutions
Safety related issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent problems	Monitor malfunctions on and 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. • 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	• Try different Preset Modes in Color settings OSD. • Adjust R/G/B value under Custom Color in Color menu OSD. • Change the Input Color Format to RGB or YCbCr in the Color settings OSD. • Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	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

Problem	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the **Aspect Ratio** setting in the Display menu OSD. • Reset the monitor to factory settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, move and hold the joystick forward/back/left/right for 4 seconds 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. Connect the signal cable again, 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 DP connection to the PC	Black screen	• Verify which DP standard (DP 1.1a 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.
Ambient light detection anomaly	When Auto Brightness is on, the detected ambient light drops significantly	• Check whether an object is obstructing the sensor area. • Ensure a webcam is not mounted over the sensor area. • Wipe clean any dust that may be covering the sensor area. • Ensure the display is not pivoted and placed to another monitor side-by-side.

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Universal Serial Bus (USB) specific problems

Specific symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your display is turned on. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Turn off the monitor and turn it on again. • Reboot the computer. • Certain USB devices such as portable hard drives require higher power source; connect the drive to the computer directly.
Super speed USB 3.2 Gen 2 interface is slow.	Super speed USB 3.2 Gen 2 peripherals working slowly or not working at all	• Check that your computer is USB 3.0-capable. • Some computers have USB 3.0, 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 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 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 port.

Regulatory information

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**.

EU product database for energy label and product information sheet

U2724D: https://eprel.ec.europa.eu/qr/1591641

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see **www.dell.com/contactdell**.

NOTE: Availability varies by country and product, and some services may not be available in your country.

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.