




Dell Monitor

D2421H/D2721H/D2421DS

User's Guide

Monitor Model: D2421H/D2721H/D2421DS
Regulatory Model: D2421Ho/D2721Ho/D2421DSo



-  **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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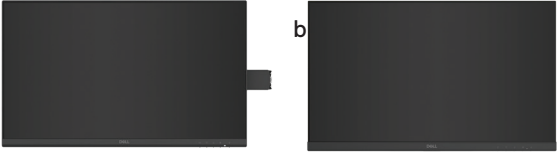
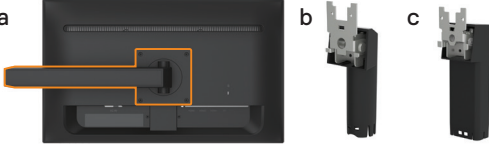
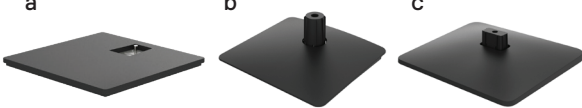





About Your Monitor

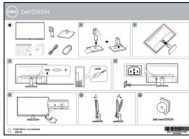
Package Contents

Your monitor ships with all the components shown below. Ensure that you have received all the components and [Contact Dell](#) if anything is missing.

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

| | |
|---|---|
|  | <p>Display</p> <ul style="list-style-type: none"> a. D2421DS b. D2421H/D2721H |
|  | <p>Stand Riser</p> <ul style="list-style-type: none"> a. D2421DS b. D2421H c. D2721H |
|  | <p>Stand base</p> <ul style="list-style-type: none"> a. D2421DS b. D2421H c. D2721H |
|  | <p>Screws x 2 (D2721H)</p> |
|  | <p>Power Cable</p> |
|  | <p>HDMI Cable</p> |





Quick Setup Guide
Safety and Regulatory
Information

Product Features

The Dell D2421H/D2721H/D2421DS flat-panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) Panel with LED backlight. The monitor features include:

- **D2421H:** 60.5 cm (23.8 in.) diagonal viewable image size, 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- **D2721H:** 68.6 cm (27 in.) diagonal viewable image size, 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- **D2421DS:** 60.5 cm (23.8 in.) diagonal viewable image size, 2560 x 1440 resolution, full-screen support for lower resolutions.
- Tilt adjustment capability.
- Removable pedestal and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- **D2421H/D2721H:** Digital connectivity with HDMI and Analog connectivity with VGA.
- **D2421DS:** Digital connectivity with DisplayPort and HDMI.
- Height adjustment and pivot capability for D2421DS.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Security lock slot.
- RoHS compliant.
- 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. TÜV-certified ComfortView feature is designed to reduce the amount of blue light emitted from the monitor to help optimize eye comfort.
- Arsenic-free glass and Mercury-free for the panel only.
- 0.5 W standby power when in the sleep mode.



Identifying Parts and Controls

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

D2421H

Front view



| Label | Description |
|-------|---|
| 1 | Function buttons (For more information, see Operating the Monitor) |
| 2 | Power On/Off button |
| 3 | LED indicator |

Back view



Back View with Monitor Stand

| Label | Description | Use |
|-------|------------------------------|--|
| 1 | VESA mounting holes (100 mm) | Supports optional mounting of the monitor using a VESA mount or arm. |
| 2 | Security lock slot | Secures monitor with security lock (security lock not included). |



| | | |
|---|--|--|
| 3 | Regulatory rating label with Barcode serial number | Lists the regulatory approvals. Refer to this label if you need to contact Dell for technical support. |
| 4 | Stand release button | Release stand from monitor. |

Bottom View



| Label | Description | Use |
|-------|--------------------|---|
| 1 | AC power connector | To connect the monitor power cable. |
| 2 | HDMI connector | To connect your computer to the monitor using a HDMI cable. |
| 3 | VGA connector | To connect your computer to the monitor using a VGA cable. |
| 4 | Earphone connector | To connect your earphone |

D2721H

Front view



| Label | Description |
|-------|---|
| 1 | Function buttons (For more information, see Operating the Monitor) |



| | |
|---|---------------------|
| 2 | Power On/Off button |
| 3 | LED indicator |

Back view



Back View with Monitor Stand

| Label | Description | Use |
|-------|--|--|
| 1 | VESA mounting holes (100 mm) | Supports optional mounting of the monitor using a VESA mount or arm. |
| 2 | Security lock slot | Secures monitor with security lock (security lock not included). |
| 3 | Regulatory rating label with Barcode serial number | Lists the regulatory approvals. Refer to this label if you need to contact Dell for technical support. |
| 4 | Stand release button | Release stand from monitor. |

Bottom View



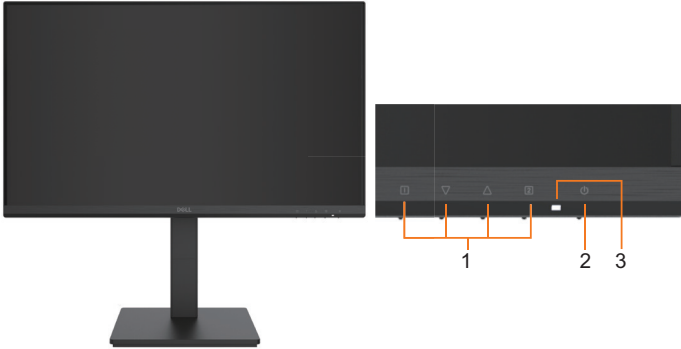
| Label | Description | Use |
|-------|--------------------|-------------------------------------|
| 1 | AC power connector | To connect the monitor power cable. |



| | | |
|---|----------------|---|
| 2 | HDMI connector | To connect your computer to the monitor using a HDMI cable. |
| 3 | VGA connector | To connect your computer to the monitor using a VGA cable. |

D2421DS

Front view



| Label | Description |
|-------|---|
| 1 | Function buttons (For more information, see Operating the Monitor) |
| 2 | Power On/Off button |
| 3 | LED indicator |

Back view



Back View with Monitor Stand



| Label | Description | Use |
|-------|--|--|
| 1 | VESA mounting holes (100 mm) | Supports optional mounting of the monitor using a VESA mount or arm. |
| 2 | Security lock slot | Secures monitor with security lock (security lock not included). |
| 3 | Regulatory rating label with Barcode serial number | Lists the regulatory approvals. Refer to this label if you need to contact Dell for technical support. |

Bottom View



| Label | Description | Use |
|-------|--------------------|---|
| 1 | AC power connector | To connect the monitor power cable. |
| 2 | HDMI connector | To connect your computer to the monitor using a HDMI cable. |
| 3 | DP connector | To connect your computer to the monitor using a DP cable. |

Monitor Specifications

Flat-Panel Specifications

| Model number | D2421H | D2721H |
|------------------------|--|--|
| Screen type | Active matrix - TFT LCD | Active matrix - TFT LCD |
| Panel type | In-Plane Switching Technology | In-Plane Switching Technology |
| Viewable image | | |
| Diagonal | 604.7 mm (23.8 in.) | 686.0 mm (27 in.) |
| Horizontal Active Area | 527.04 mm (20.76 in.) | 597.89 mm (23.54 in.) |
| Vertical Active Area | 296.46 mm (11.67 in.) | 336.31 mm (13.24 in.) |
| Area | 156246.27 mm ² (242.27 in. ²) | 201076.91 mm ² (311.67 in. ²) |
| Pixel pitch | 0.2745 x 0.2745 mm | 0.3114 x 0.3114 mm |



| | | |
|---|--|--|
| Pixel per inch (PPI) | 92 | 81 |
| Viewing angle | | |
| Horizontal | 178° (typical) | 178° (typical) |
| Vertical | 178° (typical) | 178° (typical) |
| Brightness | 250 cd/m ² (typical) | 250 cd/m ² (typical) |
| Contrast ratio | 1000 to 1 (typical) | 1000 to 1 (typical) |
| Faceplate coating | Anti-glare with hard-coating 3H hardness | Anti-glare with hard-coating 3H hardness |
| Backlight | White LED edgelight system | White LED edgelight system |
| Response Time | 5 ms (gray to gray - fast mode) 8 ms (gray to gray - normal mode) | 5 ms (gray to gray - fast mode) 8 ms (gray to gray - normal mode) |
| Color Depth | 16.7 mil colors | 16.7 mil colors |
| Color Gamut | 72% NTSC(CIE 1931) and 83% NTSC(CIE 1976) | 72% NTSC(CIE 1931) and 83% NTSC(CIE 1976) |
| Connectivity | 1x VGA, 1x HDMI 1.4, 1x Earphone (ϕ 3.5 mm) | 1x VGA, 1x HDMI 1.4 |
| Border width (edge of monitor to active area) | 6.25 mm (Side)/6.24 mm (Top)/22.26 mm (Bottom) | 6.98 mm (Side)/6.98 mm (Top)/20.90 mm (Bottom) |
| Adjustability | | |
| Height adjustable stand | N/A | N/A |
| Tilt | -5° to 20° | -5° to 20° |
| Pivot | N/A | N/A |
| Security | Security lock slot (cable lock sold separately) | Security lock slot (cable lock sold separately) |

| | |
|------------------------|--|
| Model number | D2421DS |
| Screen type | Active matrix - TFT LCD |
| Panel type | In-Plane Switching Technology |
| Viewable image | |
| Diagonal | 604.5 mm (23.8 in.) |
| Horizontal Active Area | 526.85 mm (20.74 in.) |
| Vertical Active Area | 296.35 mm (11.67 in.) |
| Area | 156132.00 mm ² (242.03 in. ²) |



| | |
|---|--|
| Pixel pitch | 0.2058 x 0.2058 mm |
| Pixel per inch (PPI) | 123 |
| Viewing angle | |
| Horizontal | 178° (typical) |
| Vertical | 178° (typical) |
| Brightness | 300 cd/m ² (typical) |
| Contrast ratio | 1000 to 1 (typical) |
| Faceplate coating | Anti-glare with hard-coating 3H hardness |
| Backlight | White LED edgelight system |
| Response Time | 5 ms (gray to gray - fast mode) 8 ms (gray to gray - normal mode) |
| Color Depth | 16.7 mil colors |
| Color Gamut | 99% sRGB(TYP) |
| Connectivity | 3x HDMI 1.4, 1x DP 1.2 |
| Border width (edge of monitor to active area) | 7.08 mm (Side)/7.02 mm (Top)/19.83 mm (Bottom) |
| Adjustability | |
| Height adjustable stand | 100 mm |
| Tilt | -3.5° to 21.5° |
| Pivot | 90° clockwise |
| Security | Security lock slot (cable lock sold separately) |

Resolution Specifications

| Model number | D2421H/D2721H | D2421DS |
|---------------------------|------------------------------|------------------------------|
| Scan range | | |
| • Horizontal | 30 kHz to 83 kHz (automatic) | 30 kHz to 83 kHz (automatic) |
| • Vertical | 50 Hz to 75 Hz (automatic) | 50 Hz to 75 Hz (automatic) |
| Maximum preset resolution | 1920 x 1080 at 60 Hz | 2560 x 1440 at 60 Hz |



| | | |
|--|--|--|
| Video display capabilities (HDMI&DP playback) | 480i, 480p, 576i, 576p, 720p, 1080i, 1080p | 480i, 480p, 576i, 576p, 720p, 1080i, 1080p |
|--|--|--|

Preset Display Modes

The following table lists the preset modes for which Dell guarantees image size and centering:

D2421H/D2721H

| Display Mode | Horizontal Frequency (kHz) | Vertical Frequency (Hz) | Pixel Clock (MHz) | Sync Polarity (Horizontal/Vertical) |
|-------------------|----------------------------|-------------------------|-------------------|-------------------------------------|
| VESA, 720 x 400 | 31.5 | 70.1 | 28.3 | -/+ |
| VESA, 640 x 480 | 31.5 | 59.9 | 25.2 | -/- |
| VESA, 640 x 480 | 37.5 | 75.0 | 31.5 | -/- |
| VESA, 800 x 600 | 37.9 | 60.3 | 40.0 | +/+ |
| VESA, 800 x 600 | 46.9 | 75.0 | 49.5 | +/+ |
| VESA, 1024 x 768 | 48.4 | 60.0 | 65.0 | -/- |
| VESA, 1024 x 768 | 60.0 | 75.0 | 78.8 | +/+ |
| VESA, 1152 x 864 | 67.5 | 75.0 | 108.0 | +/+ |
| VESA, 1280 x 1024 | 64.0 | 60.0 | 108.0 | +/+ |
| VESA, 1280 x 1024 | 80.0 | 75.0 | 135.0 | +/+ |
| VESA, 1600 x 900 | 60.0 | 60.0 | 108.0 | +/+ |
| VESA, 1920 x 1080 | 67.5 | 60.0 | 148.5 | +/+ |

D2421DS

| Display Mode | Horizontal Frequency (kHz) | Vertical Frequency (Hz) | Pixel Clock (MHz) | Sync Polarity (Horizontal/Vertical) |
|-----------------|----------------------------|-------------------------|-------------------|-------------------------------------|
| VESA, 720 x 400 | 31.5 | 70.1 | 28.3 | -/+ |
| VESA, 640 x 480 | 31.5 | 59.9 | 25.2 | -/- |
| VESA, 640 x 480 | 37.5 | 75.0 | 31.5 | -/- |



| | | | | |
|-------------------|------|------|-------|-----|
| VESA, 800 x 600 | 37.9 | 60.3 | 40.0 | +/+ |
| VESA, 800 x 600 | 46.9 | 75.0 | 49.5 | +/+ |
| VESA, 1024 x 768 | 48.4 | 60.0 | 65.0 | -/- |
| VESA, 1024 x 768 | 60.0 | 75.0 | 78.8 | +/+ |
| VESA, 1152 x 864 | 67.5 | 75.0 | 108.0 | +/+ |
| VESA, 1280 x 1024 | 64.0 | 60.0 | 108.0 | +/+ |
| VESA, 1280 x 1024 | 80.0 | 75.0 | 135.0 | +/+ |
| VESA, 1600 x 900 | 60.0 | 60.0 | 108.0 | +/+ |
| VESA, 1920 x 1080 | 67.5 | 60.0 | 148.5 | +/+ |
| VESA, 1920 x 1200 | 74.0 | 60.0 | 154.0 | +/+ |
| VESA, 2560 x 1440 | 88.8 | 60.0 | 241.5 | +/- |

Electrical Specifications

| | |
|--|---|
| Model number | D2421H |
| Video input signals | <ul style="list-style-type: none"> Analog RGB: 0.7 V ± 5 %, 75 ohm input impedance HDMI 1.4 (HDCP 1.4), 150 mV=V_p-p=<1560 mV for each differential line, 100 ohm input impedance per differential pair |
| Synchronization input signals | Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green) |
| AC input voltage / frequency / current | 100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 0.8 A (typical) |
| Inrush current | 120 V: 30 A (Max.) 240 V: 60 A (Max.) |

| | |
|-------------------------------|---|
| Model number | D2721H |
| Video input signals | <ul style="list-style-type: none"> Analog RGB: 0.7 V ± 5 %, 75 ohm input impedance HDMI 1.4 (HDCP 1.4), 150 mV=V_p-p=<1560 mV for each differential line, 100 ohm input impedance per differential pair |
| Synchronization input signals | Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green) |



| | |
|--|--|
| AC input voltage / frequency / current | 100 VAC to 240 VAC / 50 Hz or 60 Hz \pm 3 Hz / 1.0 A (typical) |
| Inrush current | 120 V: 30 A (Max.) 240 V: 60 A (Max.) |

| | |
|--|--|
| Model number | D2421DS |
| Video input signals | <ul style="list-style-type: none"> • HDMI 1.4 (HDCP 1.4), 150 mV=V_{p-p}=<1560 mV for each differential line, 100 ohm input impedance per differential pair • DisplayPort 1.2 (HDCP 1.4), 120mV min.(For HBR) 50 mV min. (For HBR2) for each differential line, 100 ohm input impedance per differential pair |
| Synchronization input signals | Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green) |
| AC input voltage / frequency / current | 100 VAC to 240 VAC / 50 Hz or 60 Hz \pm 3 Hz / 0.8 A (typical) |
| Inrush current | 120 V: 30 A (Max.) 240 V: 60 A (Max.) |

Physical Characteristics

The following table lists the monitor's physical characteristics:

| Model number | D2421H | D2721H |
|-----------------------------|--|--|
| Signal cable type | <ul style="list-style-type: none"> • Analog: D-Sub, 15 pins • Digital: HDMI, 19 pins | <ul style="list-style-type: none"> • Analog: D-Sub, 15 pins • Digital: HDMI, 19 pins |
| Dimensions: (with stand) | | |
| Height | 393.7 mm (15.50 in.) | 478.5 mm (18.84 in.) |
| Width | 539.5 mm (21.24 in.) | 611.8 mm (24.09 in.) |
| Depth | 176.9 mm (6.96 in.) | 236.9 mm (9.33 in.) |
| Dimensions: (without stand) | | |
| Height | 325.3 mm (12.81 in.) | 364.2 mm (14.34 in.) |
| Width | 539.5 mm (21.24 in.) | 611.8 mm (24.09 in.) |
| Depth | 40.8 mm (1.61 in.) | 47.6 mm (1.87 in.) |
| Stand dimensions: | | |
| Height | 176.4 mm (6.94 in.) | 186.9 mm (7.36 in.) |
| Width | 199.9 mm (7.87 in.) | 272.7 mm (10.74 in.) |
| Depth | 176.9 mm (6.96 in.) | 236.9 mm (9.33 in.) |



| | | |
|---|-------------------|-------------------|
| Weight: | | |
| Weight with packaging | 4.9 Kg (10.80 lb) | 6.0 Kg (13.23 lb) |
| Weight with stand assembly and cables | 3.8 Kg (8.38 lb) | 4.8 Kg (10.58 lb) |
| Weight without stand assembly (For wall mount or VESA mount considerations - no cables) | 3.2 Kg (7.05 lb) | 4.0 Kg (8.82 lb) |
| Weight of stand assembly | 0.3 Kg (0.66 lb) | 0.5 Kg (1.10 lb) |

| | |
|---|---|
| Model number | D2421DS |
| Signal cable type | <ul style="list-style-type: none"> • Digital: DisplayPort, 20 pins • Digital: HDMI, 19 pins |
| Dimensions: (with stand) | |
| Height (extended) | 505.7 mm (19.91 in.) |
| Height (compressed) | 405.7 mm (15.97 in.) |
| Width | 541.0 mm (21.30 in.) |
| Depth | 211.6 mm (8.33 in.) |
| Dimensions: (without stand) | |
| Height | 323.2 mm (12.72 in.) |
| Width | 541.0 mm (21.30 in.) |
| Depth | 44.9 mm (1.77 in.) |
| Stand dimensions: | |
| Height (extended) | 391.9 mm (15.43 in.) |
| Height (compressed) | 347.22 mm (13.67 in.) |
| Width | 214.6 mm (8.45 in.) |
| Depth | 211.6 mm (8.33 in.) |
| Base | 214.6 mm x 211.6 mm (8.45 in. x 8.33 in.) |
| Weight: | |
| Weight with packaging | 7.0 Kg (15.43 lb) |
| Weight with stand assembly and cables | 5.9 Kg (13.01 lb) |
| Weight without stand assembly (For wall mount or VESA mount considerations - no cables) | 3.5 Kg (7.72 lb) |
| Weight of stand assembly | 2.1 Kg (4.63 lb) |



Environmental Characteristics

| | |
|---|--|
| Model number | D2421H/D2721H/D2421DS |
| Temperature • Operating • Non-operating | 0°C to 50°C (32°F to 122°F) Storage: -20°C to 60°C (-4°F to 140°F) Shipping: -20°C to 60°C (-4°F to 140°F) |
| Humidity • Operating • Non-operating | 20 % to 90 % (non-condensing) Storage: 5 % to 90 % (non-condensing) Shipping: 5 % to 90 % (non-condensing) |
| Altitude • Operating • Non-operating | 5,000 m (16,404 ft) max 12,191 m (40,000 ft) max |

| | | | |
|---------------------|--|---|--|
| Model number | D2421H | D2721H | D2421DS |
| Thermal dissipation | 75.06 BTU/hour (maximum) 68.24 BTU/hour (typical) | 95.53 BTU/hour (maximum) 85.3 BTU/hour (typical) | 119.42 BTU/hour (maximum) 102.36 BTU/hour (typical) |

Compliant standards

| | |
|--|------------------------------|
| Model number | D2421H/D2721H/D2421DS |
| RoHS Compliant | yes |
| BFR/PVC free Monitor (excluding external cables) | no |

Power Management Modes

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

D2421H

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power Consumption |
|------------------|-----------------|---------------|--------|-----------------|------------------------------------|
| Normal operation | Active | Active | Active | BLUE | 22 W (maximum)** 20 W (typical) |



| | | | | | |
|-----------------|----------|----------|-------|--------|-------------------|
| Active-off mode | Inactive | Inactive | Blank | ORANGE | Less than 0.5 W |
| Switch off | - | - | - | Off | Less than 0.5 W * |

| | |
|-----------------------------------|----------|
| Power Consumption P _{on} | 14.7 W |
| Total Energy Consumption (TEC) | 45.7 kWh |

D2721H

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power Consumption |
|------------------|-----------------|---------------|--------|-----------------|------------------------------------|
| Normal operation | Active | Active | Active | BLUE | 28 W (maximum)** 25 W (typical) |
| Active-off mode | Inactive | Inactive | Blank | ORANGE | Less than 0.5 W |
| Switch off | - | - | - | Off | Less than 0.5 W * |

| | |
|-----------------------------------|----------|
| Power Consumption P _{on} | 16.7 W |
| Total Energy Consumption (TEC) | 52.0 kWh |

D2421DS


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

| | |
|-----------------------------------|----------|
| Power Consumption P _{on} | 16.8 W |
| Total Energy Consumption (TEC) | 52.2 kWh |

NOTE:

P_{on} : Power consumption of On Mode measured with reference to Energy Star test method.

TEC : Total energy consumption in kWh measured with reference to Energy Star test method.

The OSD operates only in the normal operation mode. In the active-off mode, you only could press  button into Input Source.

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

** Maximum power consumption with max luminance and contrast.

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered

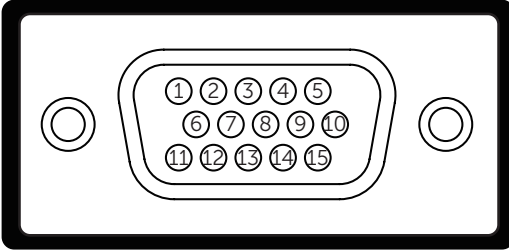


and shall have no obligation to update such information. Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

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

Pin Assignments

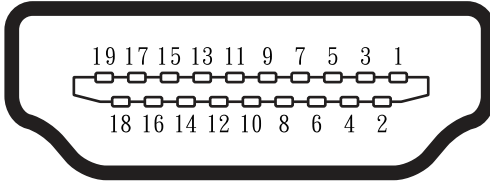
VGA connector



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



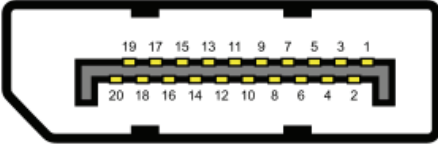
HDMI connector



| Pin number | 19-pin Side of the Connected Signal Cable |
|------------|---|
| 1 | TMDS DATA 2+ |
| 2 | TMDS DATA 2 SHIELD |
| 3 | TMDS DATA 2- |
| 4 | TMDS DATA 1+ |
| 5 | TMDS DATA 1 SHIELD |
| 6 | TMDS DATA 1- |
| 7 | TMDS DATA 0+ |
| 8 | TMDS DATA 0 SHIELD |
| 9 | TMDS DATA 0- |
| 10 | TMDS CLOCK |
| 11 | TMDS CLOCK SHIELD |
| 12 | TMDS CLOCK- |
| 13 | No Connection |
| 14 | No Connection |
| 15 | DDC CLOCK (SCL) |
| 16 | DDC DATA (SDA) |
| 17 | GND |
| 18 | +5 V POWER |
| 19 | HOT PLUG DETECT |



DP connector



| Pin number | 20-pin side of the connected signal cable |
|------------|---|
| 1 | ML_LANE3_N |
| 2 | GND |
| 3 | ML_LANE3_P |
| 4 | ML_LANE2_N |
| 5 | GND |
| 6 | ML_LANE2_P |
| 7 | ML_LANE1_N |
| 8 | GND |
| 9 | ML_LANE1_P |
| 10 | ML_LANE0_N |
| 11 | GND |
| 12 | ML_LANE0_P |
| 13 | GND |
| 14 | GND |
| 15 | AUX_CH_P |
| 16 | GND |
| 17 | AUX_CH_N |
| 18 | HPD |
| 19 | RETURN |
| 20 | DP_PWR |



Plug and Play

You can install the monitor in any Plug and Play compatible system. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so that the 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.

LCD Monitor Quality & Pixel Policy

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



Setting Up the Monitor

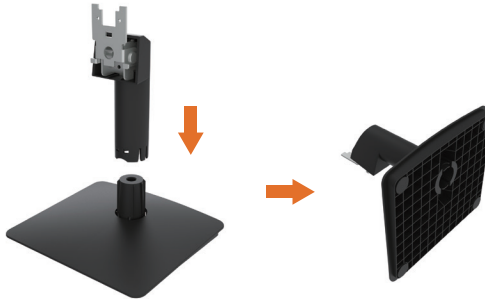
Connecting the stand

- 🔪 NOTE: The stand is not installed at the factory when shipped. (D2421H/D2721H)
- 🔪 NOTE: The stand is installed at the factory when shipped. (D2421DS)
- 🔪 NOTE: The graphics are used for the purpose of illustration only. Appearance on the computer may vary.
- 🔪 NOTE: The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

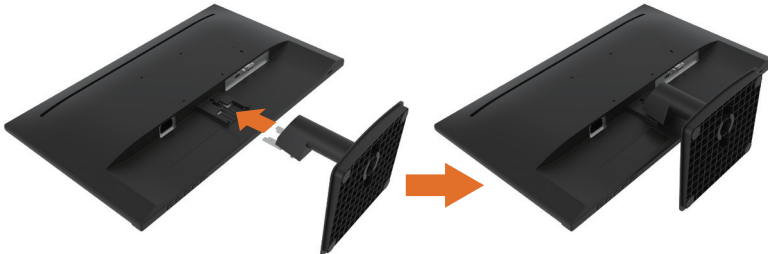
To attach the monitor stand:

D2421H

1. Assemble the stand riser to stand base.
 - a. Place the monitor stand base on a stable table top.
 - b. Slide the monitor stand body in the downward direction into the stand base until it clicks into place.

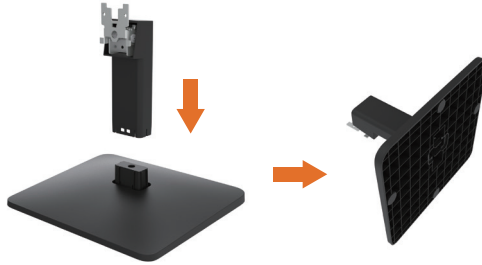


2. Attach the stand assembly to the monitor:
 - a. Place the monitor on a soft cloth or cushion near the edge of desk.
 - b. Align the stand assembly bracket to the monitor groove.
 - c. Insert the bracket towards monitor until it locks in place.

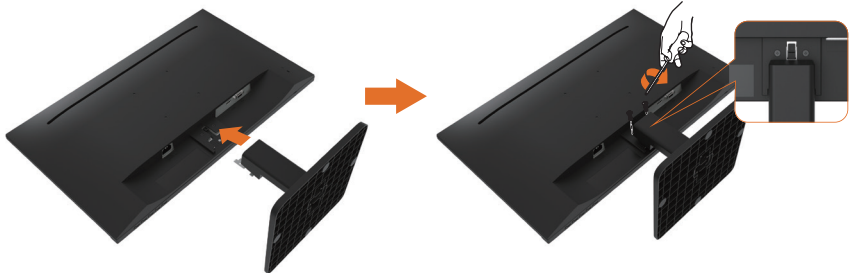


D2721H

1. Assemble the stand riser to stand base.
 - a. Place the monitor stand base on a stable table top.
 - b. Slide the monitor stand body in the downward direction into the stand base until it clicks into place.

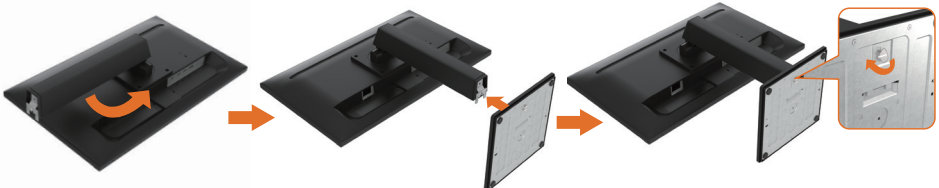



2. Attach the stand assembly to the monitor:
 - a. Place the monitor on a soft cloth or cushion near the edge of desk.
 - b. Align the stand assembly bracket to the monitor groove.
 - c. Use a screwdriver to fully tighten the two screws to the top of the stand.



D2421DS

1. Remove the monitor's protective cover and place the monitor with its display side facing downward.
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.



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



Using the Tilt and Vertical Extension

Tilt

With the stand assembly, you can tilt the monitor for the most comfortable viewing angle.

D2421H



D2721H



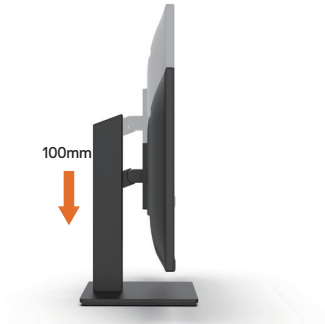
D2421DS



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

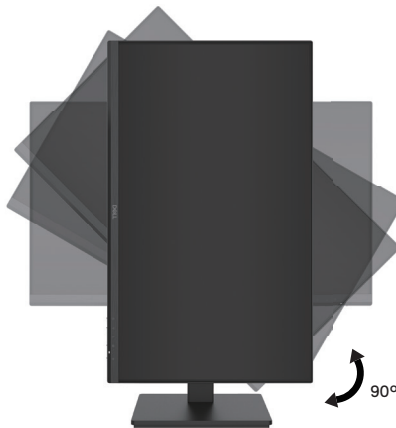
Vertical Extension

 **NOTE:** The stand extends vertically up to 100 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 and fully tilted up to avoid hitting the bottom edge of the monitor.



Connecting Your Monitor

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

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

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

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the black VGA or HDMI or DP cable to the corresponding video port on the back of your computer.
3. Connect the Earphone port.(D2421H)

Connecting VGA/HDMI Cable and Earphone D2421H



Connecting VGA/HDMI Cable D2721H

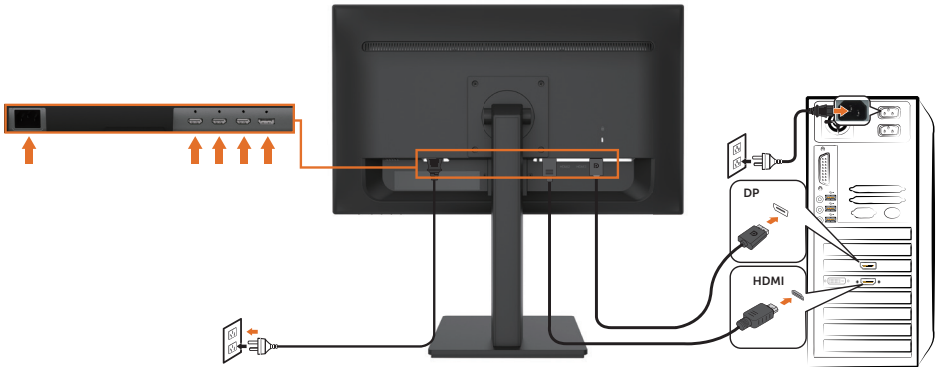
D2721H








Connecting HDMI/DP Cable

D2421DS



Removing the Monitor Stand

-  **NOTE:** To prevent scratches on the screen when removing the stand, ensure that the monitor is placed on a soft and clean surface.
-  **NOTE:** The following procedure is applicable for the stand that shipped with your monitor.
-  **NOTE:** The graphics are used for the purpose of illustration only. Appearance on the computer may vary.

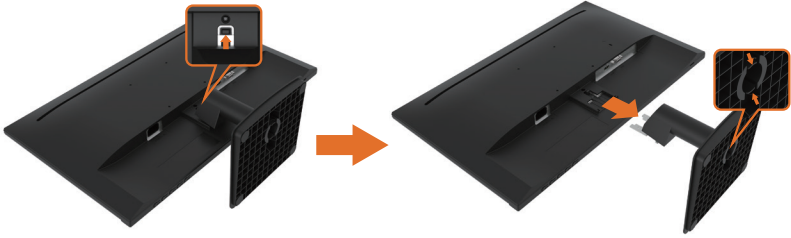
To remove the stand:

D2421H

1. Place the monitor panel on a soft cloth or cushion.
2. Use a long screwdriver to push the release latch located in a hole just above the stand.
3. Once the latch is released, remove the stand away from the monitor.

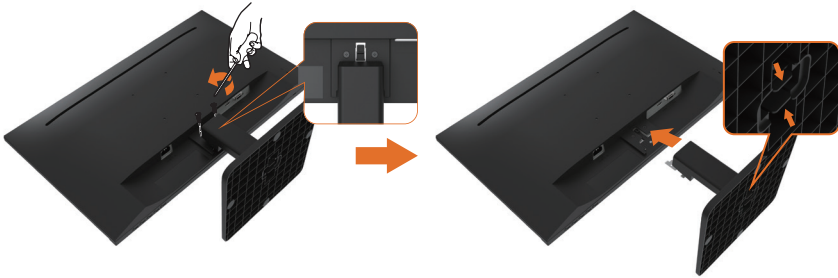


4. Press the tenons inwardly and pull the base from stand to remove.



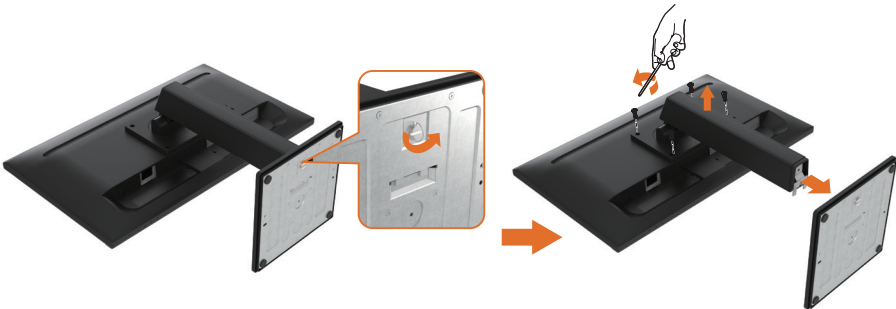
D2721H

1. Place the monitor panel on a soft cloth or cushion.
2. Use a screwdriver to loosen the two screws at the top of the stand, Use a long screwdriver to push the release latch located in a hole just above the stand.
3. Once the latch is released, remove the stand away from the monitor.
4. Press the tenons inwardly and pull the base from stand to remove.



D2421DS

1. Place the monitor panel on a soft cloth or cushion.
2. Loosen the screw from the base.
3. Use a screwdriver to loosen the four screws at the back of the monitor.
4. Lift the stand up and away from the monitor.



Wall Mounting (Optional)



NOTE: (Screw dimension: M4 x 10 mm). Refer to the instructions that come with the VESA-compatible base mounting kit.


1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the stand.
3. Remove 4 screws from wall hanging hole. (D2421H/D2721H)
4. Attach the mounting bracket from the wall mounting kit to the LCD.
5. Mount the LCD on the wall by following the instructions that came with the base mounting kit.

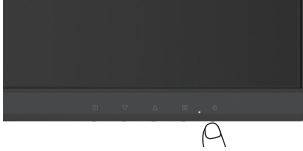
NOTE: For use only with UL-listed wallD-mount bracket with minimum weight/load bearing capacity of 9.6 Kg (21.16 lb) for D2421H, 12.0 Kg (26.46 lb) for D2721H, 10.8 Kg (23.81 lb) for D2421DS.



Operating the Monitor

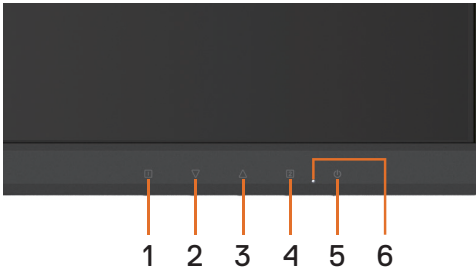
Power On the Monitor





Press the  button to turn on the monitor.





Using the Front-Panel Controls

Use the keys on the front of the monitor to adjust the settings.





| Front-Panel | Button | Description |
|-------------|---|--|
| 1 |  | Use this button to launch the on-screen display (OSD). See Accessing the Menu System. |
| | | Use this button to go back to the main menu or exit the OSD main menu. |
| 2 |  | Use this button to select the next item down the list or decrease the setting value. |
| | | When not in OSD menu, directly enters Contrast/Brightness. |
| 3 |  | Use this button to select the next item up the list or increase the setting value. |
| | | When not in OSD menu, directly enters Color Vision Mode. |
| 4 |  | Use this button to select the OSD menu. |
| | | When not in OSD menu, directly enters Input Source from a list of VGA, HDMI, Auto (D2421H/D2721H). When not in OSD menu, directly enters Input Source from a list of HDMI1, HDMI2, HDMI3, DP, Auto (D2421DS). |




| | | |
|---|---|--|
| 5 |  | Use the Power button to turn the monitor On and Off. |
| 6 |  | The blue LED indicates the monitor is On and fully functional. |

Using the OSD Lock function




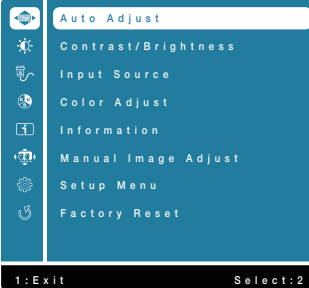
| Button | Description |
|---|---|
|  | OSD Lock, press 10 seconds to lock, repeat press 10 seconds to unlock(when not in OSD menu) |
|  | Power Lock, press 10 seconds to lock, repeat press 10 seconds to unlock(when not in OSD menu) |

Using the On-Screen Display (OSD) Menu

Accessing the Menu System

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

Press the  button to open the OSD menu and display the main menu.

| Icon | Menu and Submenus | Description |
|---|-------------------------------------|---|
|  | Auto Adjust (D2421H/ D2721H) | <p>Adjust the Horizontal Position, Vertical Position, Phase (Fine Tune) and Clock (H. Size) of the screen.</p> <p> NOTE: Only available for D-SUB input.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>D2421H</p>  </div> <div style="text-align: center;"> <p>D2721H</p>  </div> </div> |





Contrast/ Brightness

Use the **Contrast/Brightness** menu to adjust the Contrast/
Brightness/DCR/ECO.

D2421H



D2721H



D2421DS



Contrast

Adjust brightness first, and adjust contrast only if you need further adjustment.
Press the Δ key to increase contrast and press ∇ the key to decrease contrast (min 0 ~ max 100).

Brightness

Brightness adjusts the luminance of the backlight(min 0 ~ max 100).
Press the ∇ button to decrease brightness.
Press the Δ button to increase brightness.

DCR

To set DCR function on/off. If DCR on, brightness should be at 100 and should not be adjustable.

ECO

To control ECO function on/off. If ECO on, brightness should be at 20 and should not be adjustable. DCR should not be adjustable.

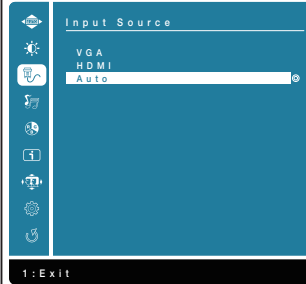




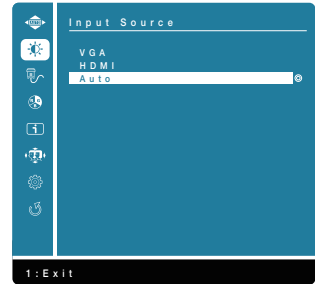
Input Source

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

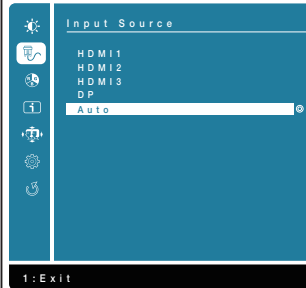
D2421H



D2721H



D2421DS



VGA

Select **VGA** input when you are using the analog (VGA) connector. Push ∇ / \triangle to select the VGA input source.

HDMI

Select **HDMI** input when you are using the HDMI connector. Push ∇ / \triangle to select the HDMI input source.

DP

Select **DP** input when you are using the DP connector. Push ∇ / \triangle to select the DP input source.

Auto

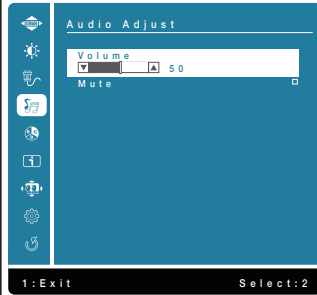
Select **Auto** to scan for available input signals.





Audio Adjust (only for D2421H)

Use the Audio Settings menu to adjust the audio settings. When input source is VGA, “Audio Adjust” option on “Main Menu” can’t be selected.



Volume

Push ∇ / \triangle to adjust the earphone output scale.

Mute

To set or reset the mute function.



Color Adjust

When you select **Color Adjust**, you can choose Cool, Normal, Warm, ComfortView, User Color and Color Vision Mode from the list.

D2421H




D2721H



D2421DS



| | | |
|---|--------------------------|---|
| | Cool | Adds blue to screen image for cooler white. |
| | Normal | Adds red to screen image for warmer white and richer red. |
| | Warm | Adds green to screen image for a darker color. |
| | ComfortView | Optimize eye comfort with a TÜV-certified flicker-free screen. Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes. NOTE: To reduce the risk of eye strain and neck/arm/back/shoulders pain from using the monitor for long periods of time, we suggest that you: <ul style="list-style-type: none"> • Set the screen about 20~28 in. (50~70 cm) from your eyes. • Blink frequently to moisten or lubricate your eyes. • Take regular 20-minute breaks every two hours. • Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks. • Perform stretches to relieve tension in the neck/arm/back/shoulders during the breaks. |
| | User Color | Individual adjustments for red (R), green (G), blue (B). Each step will increase / decrease value by 1. |
| | Color Vision Mode | Provides an optimum display environment depending on the contents displayed. To select Standard, Scenery, Game, Cinema, Text mode. When it is not under Standard mode, "Contrast/Brightness" option on "Main Menu" can't be selected. |
|  | Information | When you select Information , displays the data about Model Name, Input Source, Resolution, H. Frequency, V. Frequency, Pixel Clock, Service Tag. |

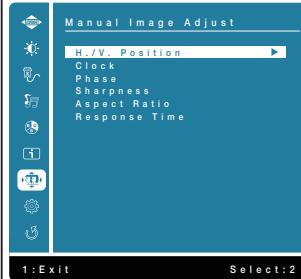




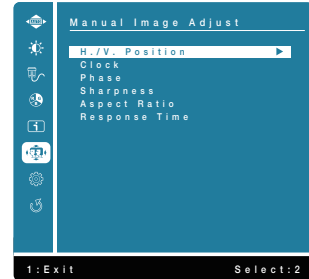
Manual Image Adjust

When you select **Manual Image Adjust**, you can choose H./V. Position, Clock, Phase, Sharpness, Aspect Ratio and Response Time from the list. (D2421H/D2721H)

D2421H

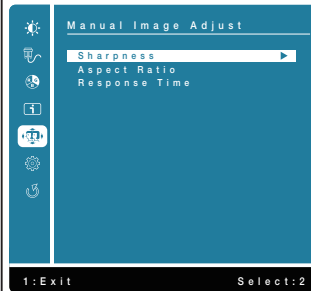


D2721H





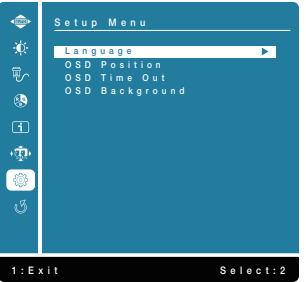


When you select **Manual Image Adjust**, you can choose Sharpness, Aspect Ratio and Response Time from the list. (D2421DS)

D2421DS



| | |
|-----------------------|--|
| H./V. Position | To adjust the horizontal and vertical position of the video. |
| Clock | The Phase and Pixel Clock adjustments allow you to adjust your monitor to your preference. |
| Phase | If satisfactory results are not obtained using the phase adjustment, use the Clock (coarse) adjustment and then use Phase (fine), again. |
| Sharpness | To select the picture sharpness of display. |
| Aspect Ratio | To adjusts the video mode between Full Screen or 4:3 |
| Response Time | Increase response time of panel. (Off/Normal/Fast) |



| | | |
|---|-----------------------|--|
|  | Setup Menu | <p>When you select Setup Menu, you can choose Language Select, OSD Position, OSD Time Out and OSD Background from the list.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="378 220 684 534"> <p>D2421H</p>  </div> <div data-bbox="703 220 1009 534"> <p>D2721H</p>  </div> </div> <div style="margin-top: 10px;"> <p>D2421DS</p>  </div> |
| | Language | Set the OSD display to languages of English, Simplified Chinese. |
| | OSD Position | Adjust the horizontal position of the OSD. Adjust the vertical position of the OSD. |
| | OSD Time Out | To set the displaying time of OSD |
| | OSD Background | Allows the user to change the OSD Transparency from 0/20/40/60/80/100. |
|  | Factory Reset | Restore all preset values to the factory default settings. |

OSD Messages

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

In the active-off mode, you only could press  button into Input Source.



If VGA or DP or HDMI cable is not connected, a floating dialog box as shown below appears. The monitor will enter sleep mode, and the LED indicates color will be orange.



See [Troubleshooting](#) for more information.



Troubleshooting


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

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">• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.• Verify that the power outlet is functioning properly using any other electrical equipment.• Ensure that the power button is depressed fully.• Ensure that the correct input source is selected via the Input Source select button. |
| No Video/Power LED on | No picture or no brightness | <ul style="list-style-type: none">• Increase brightness & contrast controls via OSD.• Perform monitor self-test feature check.• Check for bent or broken pins in the video cable connector.• Ensure that the correct input source is selected via the Input Source select menu. |
| Poor Focus | Picture is fuzzy, blurry, or ghosting | <ul style="list-style-type: none">• Perform Auto Adjust via OSD.• Adjust the Phase and Pixel Clock controls via OSD.• Eliminate video extension cables.• Reset the monitor to Factory Reset.• Change the video resolution to the correct aspect ratio (16:9). |




| | | |
|----------------------|-------------------------------|---|
| Shaky/Jittery Video | Wavy picture or fine movement | <ul style="list-style-type: none"> • Perform Auto Adjust via OSD. • Adjust the Phase and Pixel Clock controls via OSD. • Reset the monitor to Factory Reset. • Check environmental factors. • Relocate the monitor and test in another room. |
| Missing Pixels | LCD screen has spots | <ul style="list-style-type: none"> • Cycle power on-off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. <p>For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines.</p> |
| Stuck-on Pixels | LCD screen has bright spots | <ul style="list-style-type: none"> • Cycle power on-off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. <p>For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines.</p> |
| Brightness Problems | Picture too dim or too bright | <ul style="list-style-type: none"> • Reset the monitor to Factory Reset. • Auto Adjust via OSD. • Adjust brightness & contrast controls via OSD. |
| Geometric Distortion | Screen not centered correctly | <ul style="list-style-type: none"> • Reset the monitor to Factory Reset. • Auto Adjust via OSD. • Adjust brightness & contrast controls via OSD. <p> NOTE: When using 'HDMI', the positioning adjustments are not available.</p> |





| | | |
|---------------------------|-------------------------------------|--|
| Horizontal/Vertical Lines | Screen has one or more lines | <ul style="list-style-type: none"> • Reset the monitor to Factory Reset. • Perform Auto Adjust via OSD. • Adjust Phase and Pixel Clock controls via OSD. • Perform monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. <p> NOTE: When using 'HDMI', the Pixel Clock and Phase adjustments are not available.</p> |
| Synchronization Problems | Screen is scrambled or appears torn | <ul style="list-style-type: none"> • Reset the monitor to Factory Reset. • Perform Auto Adjust via OSD. • Adjust Phase and Pixel Clock controls via OSD. • Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in the safe mode. |
| Safety-Related Issues | Visible signs of smoke or sparks | <ul style="list-style-type: none"> • Do not perform any troubleshooting steps. • Contact Dell immediately. |
| Intermittent Problems | Monitor malfunctions on & off | <ul style="list-style-type: none"> • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to Factory Reset. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode. |
| Missing Color | Picture missing color | <ul style="list-style-type: none"> • Perform monitor self-test feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector. |



| | | |
|-------------|------------------------|---|
| Wrong Color | Picture color not good | <ul style="list-style-type: none"> • Change the Color Vision Mode in the Color Adjust OSD to Graphics or Video depending on the application. • Try different User Color in Color Adjust OSD. Adjust R/G/B value in User Color OSD if the Color Vision Mode is turned off. |
|-------------|------------------------|---|

 **NOTE:** When choosing HDMI mode, the Auto Adjust function is not available.

Product-Specific Problems

| Specific Symptoms | What You Experience | Possible Solutions |
|---|--|---|
| Screen image is too small | Image is centered on screen, but does not fill entire viewing area | <ul style="list-style-type: none"> • Check the Aspect Ratio setting in the Display OSD. • Reset the monitor to Factory Reset. |
| Cannot adjust the monitor with the buttons on the front panel | OSD does not appear on the screen | <ul style="list-style-type: none"> • Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, press the  button and  button for 10 seconds to unlock (for more information, see Lock). |
| No Input Signal when user controls are pressed | No picture, the LED light is blue. When you press “up”, “down” or “Menu” key, the message “No input signal” will appear. | <ul style="list-style-type: none"> • Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. • Reset the computer or video player. |
| The picture does not fill the entire screen | The picture cannot fill the height or width of the screen | <ul style="list-style-type: none"> • Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. |




Appendix

Safety Instructions

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

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

Contact Dell

 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog. Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

To get online Monitor support content:

See www.dell.com/support/monitors

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

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

Setting Up Your Monitor

D2421H/D2721H

Setting display resolution to 1920 x 1080

For best performance, set the display resolution to 1920 x 1080 pixels by performing the following steps:

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the Dropdown list of the Screen Resolution and select 1920 x 1080.



4. Click **OK**.


In Windows 10:

1. Right-click on the desk top and click **Display Settings**.
2. Click Advanced **Display Settings**.
3. Click the drop-down menu under **Resolution** and select 1920 x 1080.
4. Click **Apply**.

If you do not see the recommended resolution as an option, you may need to update your graphics driver. Use one of the following methods to update the graphics driver:

Dell computer

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

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

Non-Dell computer

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


1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click Personalization.
3. Click Change Display Settings.
4. Click Advanced Settings.
5. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
6. Refer to the graphic card provider website for updated driver (for example, www.AMD.com or www.NVIDIA.com).
7. After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.

In Windows 10:

1. Right-click on the desktop and click Display Settings.
2. Click Advanced display settings.



3. Click Display adapter properties.
4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
5. Refer to the graphic card provider website for updated driver (for example, www.AMD.com or www.NVIDIA.com).
6. After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.

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

Setting Up Your Monitor

D2421DS

Setting display resolution to 2560 x 1440

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

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the Dropdown list of the Screen Resolution and select 2560 x 1440.
4. Click **OK**.

In Windows 10:


1. Right-click on the desk top and click **Display Settings**.
2. Click Advanced **Display Settings**.
3. Click the drop-down menu under **Resolution** and select 2560 x 1440.
4. Click **Apply**.

If you do not see the recommended resolution as an option, you may need to update your graphics driver. Use one of the following methods to update the graphics driver:



Dell computer

1. Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.
2. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

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


Non-Dell computer

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click Personalization.
3. Click Change Display Settings.
4. Click Advanced Settings.
5. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
6. Refer to the graphic card provider website for updated driver (for example, www.AMD.com or www.NVIDIA.com).
7. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

In Windows 10:

1. Right-click on the desktop and click Display Settings.
2. Click Advanced display settings.
3. Click Display adapter properties.
4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
5. Refer to the graphic card provider website for updated driver (for example, www.AMD.com or www.NVIDIA.com).
6. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

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



Maintenance Guidelines

Caring for Your Monitor

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

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

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

- To clean your antistatic screen, slightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the antistatic coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a slightly dampened, warm cloth to clean the plastics. Avoid using detergent of any kind as some detergents leave a milky film on the plastics.
- If you notice a white powder when you unpack your monitor, wipe it off with a cloth. This white powder occurs during the shipping of the monitor.
- Handle your monitor with care as a darker-colored monitor may scratch 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 power off your monitor when not in use



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