Dell Canvas 27

User's Guide

Model: Dell Canvas 27
Regulatory model: Z01C

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 Dell Canvas 27

Package Contents

Your Dell Canvas 27 ships with the components shown below. Make sure that you have received all the components and contact Dell if something is missing.

NOTE: Some items may be optional and may not ship with your Dell Canvas 27. Some features or media may not be available in certain countries.

	Dell Canvas 27
	Power cable
	Power adapter
	mini HDMI to HDMI cable
	USB cable (Type-C to Type-C)
	USB cable (Type-C to Type-A)

	mini DP to DP cable
	mini DP to mini DP cable
	Canvas Pen
	Nib holder
	Dial totem
	Cleaning cloth
	• Quick Start Guide • Safety,Environmental,and Regulatory Information • Factory Calibration Report

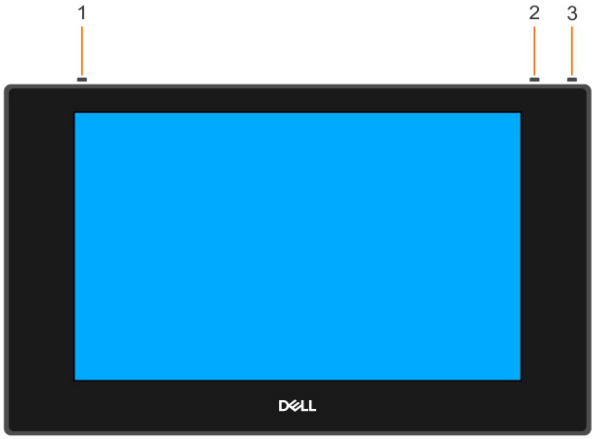
Product Features

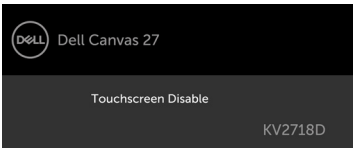
The **Dell Canvas 27** features include:

- Thin film transistor (TFT), liquid crystal display (LCD), and LED backlight.
- 68.47 cm (27-inch) active area display (measured diagonally) 2560 x 1440 (16:9 aspect ratio) resolution, plus full-screen support for lower resolutions.
- mini HDMI, USB Type-C and mini DP connector ports.
- Optional Video Electronics Standards Association (VESA) mounting bracket and Stand.
- Plug-and-play when paired with a host system powered by the Windows 10 Creators (Version 1703) or higher update.
- Optimize eye comfort with a flicker-free screen.
- The possible long-term effects of blue light emission from the display may cause damage to the eyes, including eye fatigue or digital eye strain. ComfortView feature is designed to reduce the amount of blue light emitted from the display to optimize eye comfort. Select “ComfortView” preset mode by OSD menu to enable this feature.
- On-Screen Display (OSD) touch adjustments for easy set-up and screen optimization.
- Asset management capability.
- Energy Gauge shows the energy level being consumed by the Dell Canvas 27 in real time.
- 0.5 W standby power when in sleep mode.

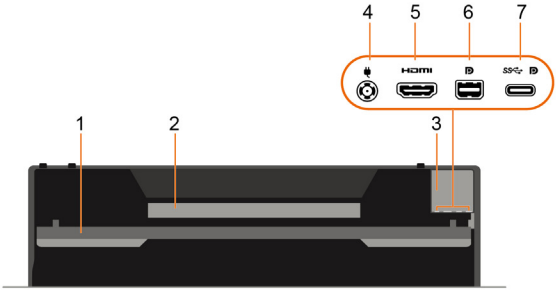
Identifying Parts and Controls

Front view



Label	Description
1	Touchscreen button **NOTE: The Touchscreen button is set to 'ON' by default. You can use the Touchscreen button to turn off the functionality.** 
2	OSD (On Screen Display) button (For more information, see Operating the Dell Canvas 27)
3	Power on/off button (with LED indicator)

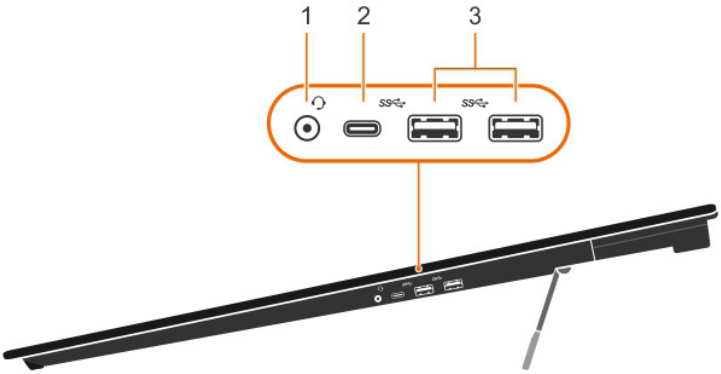
Back View



Label	Description	Use
1	Kickstand	Provides support to the Dell Canvas screen to place it in a fixed position.
2	Regulatory label	Lists the regulatory approvals.
3	Barcode, serial number, and service tag label	Refer to this label if you need to contact Dell for technical support.
4	DC power connector	To connect the Dell Canvas 27 power cable.
5	mini HDMI connector	When a mini HDMI cable is connected it can only be used as a monitor.
6	mini DP connector	When a mini DP cable is connected it can only be used as a monitor.
7	USB Type-C host system connectivity	• When a Type-C to Type-C cable is connected from the Dell Canvas to the host computer, it supports USB 3.0 for data and DP for video if host system supports DP Alt mode. • In this case (Connect C to A cable) - the user may need either Label 5 (HDMI) or Label 6 (DP) video signal for full function support.

NOTE: Remove the port cover to connect your cables. Replace the port cover once all cables are connected.

Side View



Label	Description	Use
1	Audio Jack (3.5 mm)	⚠**WARNING: Excessive sound pressure from earphones or headphones can cause hearing damage or loss.**
2	USB 3.0 Type-C downstream port	Can be used in these two examples: a. The downstream port USB connector supports USB and charging (BC 1.2) function. b. When using downstream port USB connector then must connect the USB cable from upstream Type-C port to host system. (USB cable can be Type-C to Type-C or Type-C to Type-A cable.)
3	USB 3.0 Type-A downstream ports	

NOTE: If a user is connecting a phone or tablet to the downstream ports, then they need to use the cable that came with their device to make the connection.

Dell Canvas 27 Specifications

Panel Specifications

Screen type	Active matrix - TFT LCD
Panel Type	In-plane switching Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	68.47 cm (27 inches)
Active Area	
Horizontal	598.74 mm (23.57 inches)
Vertical	337.66 mm (13.29 inches)
Area	202170.5 mm^2 (313.36 $inches^2$)
Pixel pitch	0.2331 mm x 0.2331 mm
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	270 cd/m² (typical)
Contrast ratio	1000 to 1 (typical)
Dynamic contrast ratio	8,000,000:1
Backlight	White LED, EDGELIGHT system
Response Time	14 ms typical (G to G)
Color depth	1.07 Billion colors, 10 Bit
Color gamut	AdobeRGB sRGB Rec709 DCI-P3 109% CIE1931 124% CIE1976
Host connectivity	· 1 x USB Type-C upstream port (support DP Alt mode) · 1 x mDP · 1 x mini HDMI
Downstream connectivity	· 1 x Audio jack · 1 x USB 3.0 Type-C downstream port · 2 x USB 3.0 Type-A downstream port
Cable management	Yes

EMR pen

Technology	**Electro-magnetic Resonance**
Active Area	1 mm larger than Display AA on each side
Resolution	0.01 mm (2540 ppi)
Coordinate Accuracy	±0.4 mm (see Note 1 and 2)
Coordinate Deviation When Tilting Pen	±0.3 mm (tilted ±50° from vertical) (see Note 3)
Detectable Pen tilt	up to 50° from vertical
Detectable Height	4 to 10 mm above the sensor film (see Note 1)
Position Report Rate	133 pps
Pressure Resolution	1024 levels @ full scale (Note 4)

Note 1: The Pen Digitizer Unit and pen only, at ordinary temperature.

Note 2: The pen held vertically at 7 mm high from sensor film.

Note 3: The pen held in the center of the active area.

Note 4: UP pen only.

Touch

Type	Projected Capacitive System
Panel Diagonal	27 inch
Active Area	
Horizontal	598.74 mm (23.57 inches)
Vertical	337.66 mm (13.29 inches)
Area	202170.5 mm^2 (313.36 $inches^2$)
Input Method	Dell Canvas pen, bare finger and totem
Touch point	20 touch-points
Touch response time	35 ms
Touch method	Single and multi finger
Operating system	Windows 10 Creators Update

OS Compatibility

OS	Canvas Hardware	Canvas Software	Support
Windows 10 Creators Update	Fully validated and supported, but not WHQL submitted	Fully validated and supported	Fully supported
Windows 10 - Pre Creators Update	Validated, but not WHQL submitted	Not validated	Tech Support provided, will recommend latest Win 10
Windows 8 (all flavors)	Validated, but not WHQL submitted	Not validated	No Tech Support
Windows 7 (all flavors)	Validated, but not WHQL submitted	Not validated	No Tech Support
Linux / Ubuntu / CentOS	Not validated	Not validated	No Tech Support

NOTE: Windows Hardware Quality Labs testing or WHQL Testing is Microsoft's testing process which involves running a series of tests on third-party hardware or software, and then submitting the log files from these tests to Microsoft for review.

Specification of Bluetooth module

BlueSlim2
Main Chipset: BlueCore® CSR8510A10

Operating Frequency (Transmit)	2402-2480 MHz
Operating Frequency (Receive)	2402-2480 MHz
Type of Modulation	Basic Data Rate: 1Mbps (GFSK) Enhanced Data Rate: 2Mbps (DQPSK); 3Mbps (8-DPSK) Bluetooth Low Energy: 1Mbps (GFSK)
Channel Spacing	Basic Data Rate: 1MHz Enhanced Data Rate: 1MHz Bluetooth Low Energy: 2MHz
RF Output Power (EIRP)	Basic Data Rate: 2.81 dBm Enhanced Data Rate: 0.58 dBm Bluetooth Low Energy: 3.16 dBm
Bandwidth	Basic Data Rate: 1 MHz Enhanced Data Rate: 1.3 MHz Bluetooth Low Energy: 1 MHz
Emission Designation	Class2
Emission Class	Basic Data Rate: F1D Enhanced Data Rate: G1D Bluetooth Low Energy: F1D
Number of Channel	Basic Data Rate: 79 Channels Enhanced Data Rate: 79 Channels Bluetooth Low Energy: 40 Channels
Spurious Emission Transmitter	-43.57 dBm
Spurious Emission Receiver	-56.35 dBm
Antenna Gain	-4.51 (dBi)
Antenna Polarization	Y
Made In Country	Taiwan

The product contains BlueSlim board, National Telecommunications Administration approved code is 202789-17-02265.

Resolution Specifications

Horizontal scan range	30 kHz to 88 kHz
Vertical scan range	50 Hz to 75 Hz
Maximum preset resolution	2560 x 1440 at 60 Hz
Video display capabilities (Type-C DP Alt mode, mini DP & mini HDMI playback)	480p, 576p, 720p, 1080i, 1080p

Preset Display Modes

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/ Vertical)
720 x 400	31.5	70.0	28.3	-/+
VESA, 640 x 480	31.5	60.0	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 800 x 600	37.9	60.0	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 1200	75.0	60.0	162.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
VESA, 2048 x 1080	26.27	24	58.22	+/-
VESA, 2048 x 1080	66.58	60	147.16	+/-
VESA, 2560 x 1440	88.8	60.0	241.5	+/-

NOTE: Recommend that extended desktop should be used for best results. Generally, the computer should automatically select the best resolution. In clone mode, resolution differences may result in some distortion.

Electrical Specifications

Video input signals	Digital video signal for each differential line Per differential line at 100 ohm impedance mini HDMI/mini DP/USB Type-C signal input support
AC/DC adapter:	
Input voltage/ frequency/ current	100-240V AC / 50 or 60 Hz ± 3 Hz / 1.8A (maximum)
Output voltage/current	Output: 19.5V DC / 6.67 A (130 W Max.)
Inrush current	115/230V: 140 A (Max.) with Chroma 61504 or other 3KV AC source for test.

Brand	**Manufacturer**	**Model**
Dell	Delta	DA130PM130
Dell	Chicony	HA130PM130

Physical Characteristics

Connector type	· mini HDMI connector · mini DP connector · Audio jack · USB 3.0 Type-C downstream port · USB 3.0 and DP Type-C upstream port · USB 3.0 Type-A downstream port
Signal cable type (in-box)	mini DP to DP, 2.5 M cable mini DP to mini DP, 2.5 M cable Mini HDMI to HDMI, 2.5 M cable USB Type-C to Type-C 1 M cable USB Type-C to Type-A 2.5 M cable
Dimensions	
Height	792.0 mm (31.18 inches)
Width	446.26 mm (17.57 inches)
Depth	24.5 mm (0.96 inches)
Weight	
Weight with packaging	13.8 kg (30.42 lb)
Middle frame gloss	4~6 GU

Environmental Characteristics

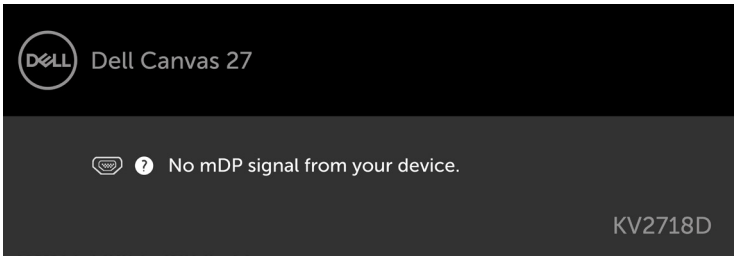
Compliant Standards	
RoHS Compliant	yes
Temperature	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non-operating	–20 °C to 60 °C (–4 °F to 140 °F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	5% to 90% (non-condensing)
Altitude	
Operating	5,000 m (16,404 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	168.9 BTU/hour (maximum) 163.8 BTU/hour (typical)

Power Management Modes

If you have VESA's DPM-compliant video card or software installed in your PC, the Dell Canvas 27 can automatically reduce its power consumption when not in use. This is referred to as power save mode*. If the computer detects input from the keyboard, mouse, or other input devices, the Dell Canvas 27 automatically resumes functioning. The following table shows the power consumption and signaling of this automatic power saving feature.

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	White	49.5 W (maximum)** 48 W (typical)
Active-off mode	Inactive	Inactive	Off	White (Glowing)	Less than 0.5 W
Switch off	-	-	-	Off	Less than 0.5 W

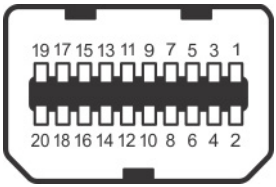
The OSD operates only in the normal operation mode. If you press any button in the active-off mode, the following message is displayed:



*Zero power consumption in OFF mode can only be achieved by disconnecting the DC main cable from the Dell Canvas 27.
**Maximum power consumption with maximum luminance.
Activate the computer and the Dell Canvas 27 to gain access to the OSD.

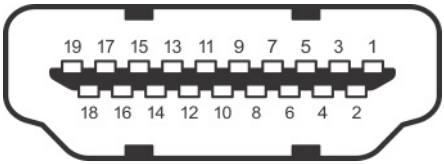
Pin Assignments

mini DP connector



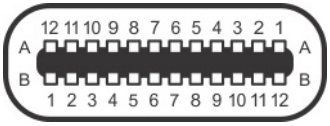
Pin number	20-pin side of the connected signal cable
1	GND
2	Hot Plug Detect
3	ML3 (n)
4	CONFIG1
5	ML3 (p)
6	CONFIG2
7	GND
8	GND
9	ML2 (n)
10	ML0 (n)
11	ML2 (p)
12	ML0 (p)
13	GND
14	GND
15	ML1 (n)
16	AUX (p)
17	ML1 (p)
18	AUX (n)
19	GND
20	DP_PWR

mini HDMI connector



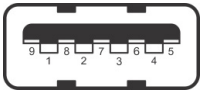
Pin number	19-pin side of the connected signal cable
1	TMDS Data2 Shield
2	TMDS Data 2+
3	TMDS Data 2-
4	TMDS Data 1 Shield
5	TMDS Data 1+
6	TMDS Data 1-
7	TMDS Data 0 Shield
8	TMDS Data 0+
9	TMDS Data 0-
10	TMDS Clock Shield
11	TMDS Clock+
12	TMDS Clock-
13	DDC/CEC Ground
14	CEC
15	SCL
16	SDA
17	Reserved
18	+5 V Power
19	Hot Plug Detect

USB 3.0 Type-C Connector (1 x downstream and 1 x upstream)



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

USB 3.0 Type-A downstream port

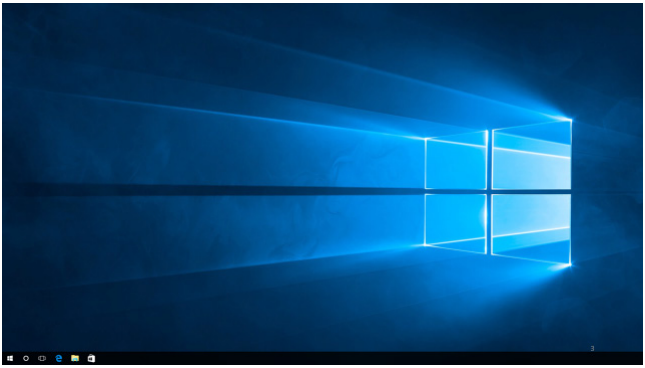


Pin number	Signal name
1	VBUS
2	D-
3	D+
4	GND
5	StdA_SSRX-
6	StdA_SSRX+
7	GND_DRAIN
8	StdA_SSTX-
9	StdA_SSTX+
Shell	Shield

Plug-and-Play

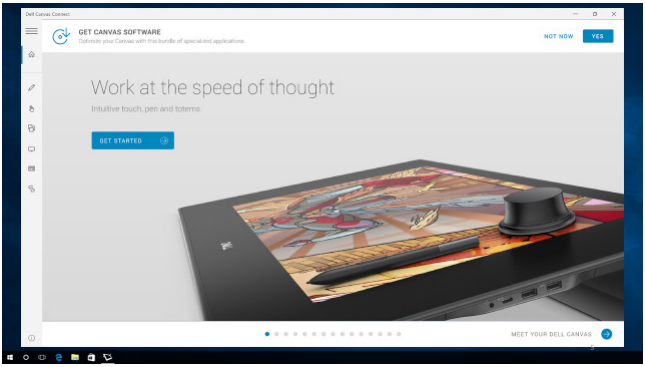
1. Turn on the Dell Canvas 27 and wait for the Canvas screen to be displayed.

2. The Windows 10 screen appears.



3. The Canvas Connect Windows Store application downloads in the background. Please wait until the Canvas Connect application appears in the Recently Added list or search for “Canvas Connect” in your Start Menu. Launch the Canvas Connect application.

4. Click “**Yes**” on the “**Get Canvas Software**” banner on the home page of the Canvas Connect application to download the Canvas Installer. Users are redirected to the Canvas Installer support page and they can “Download” the Installer to get their Canvas software bundle. The Canvas Installer application helps the user get all the new software, drivers, and firmware. Updates to these components are also delivered via the Canvas Installer as and when they are available.



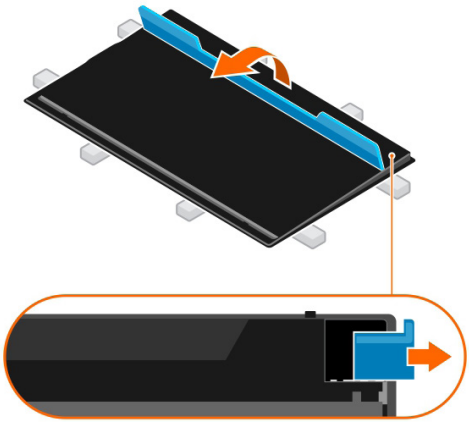
LCD Monitor Quality and Pixel Policy

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

Setting Up the Dell Canvas 27

Removing the IO cover

CAUTION: Place Dell Canvas 27 on a flat, clean, and soft surface to avoid scratching the display panel.



To remove the IO cover:

- The mylar or the protective cover should not be removed while placing face down.
- Open the kickstand.
- Open the IO cover as shown above.

Connecting Your Dell Canvas 27

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

To connect your Dell Canvas 27 to the computer:

1. Turn off your computer.
2. Connect the USB Type-C cable from your Dell Canvas 27 to the host computer.
3. Connect the mini HDMI to HDMI or mini DP to mini DP or mini DP to DP cable from your Dell Canvas 27 to the computer.
4. Switch on your Dell Canvas 27.

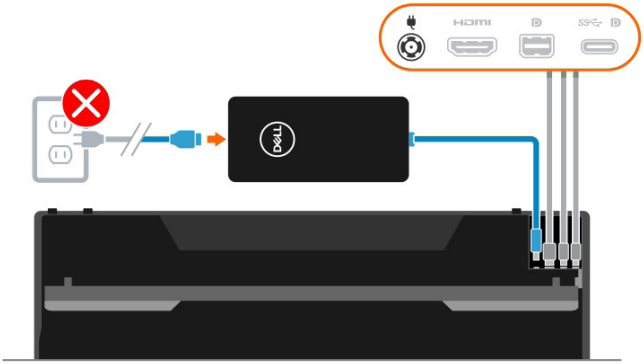
NOTE: Your Dell Canvas 27 requires USB and video signals to properly function. Some host computers have USB Type-C ports that are architected to carry DisplayPort signals. When connecting your Dell Canvas 27 to this type of port, you will only need a single cable to deliver USB and video. If your host computer does not have USB Type-C, or the USB Type-C port does not carry DisplayPort, then you will need to connect both USB (either Type-C to Type-C or Type-C to Type-A) and a video connection via either the Mini HDMI or mDP port on the Dell Canvas 27 to your host computer.

Connecting the mini HDMI to HDMI cable

Connecting the mini DP (mini DP to mini DP) / DP (mini DP to DP) cable

Connecting the USB Type-C to Type-C cable

Connecting power to the Dell Canvas 27



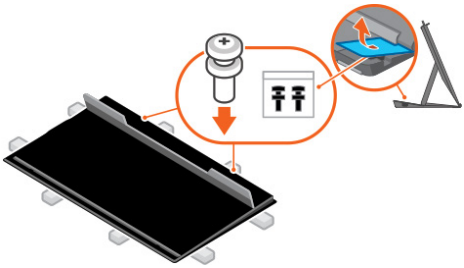
Connecting power adapter to wall socket and powering on

Organizing Your Cables

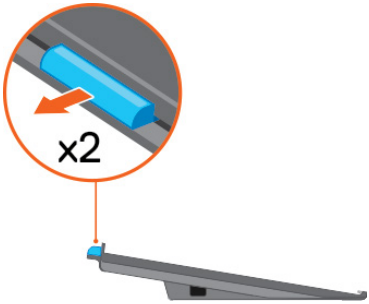
After attaching all necessary cables to your Dell Canvas 27 and the host computer,

(see Connecting Your Dell Canvas 27 for cable attachment) organize all cables as shown above.

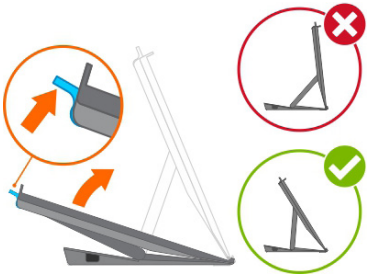
Stand (Optional)



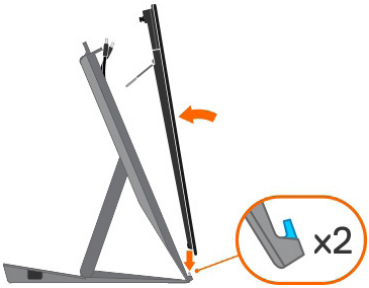
- Use a Phillips crosshead screwdriver to tighten screws to Dell Canvas 27.



- Remove the BarLock

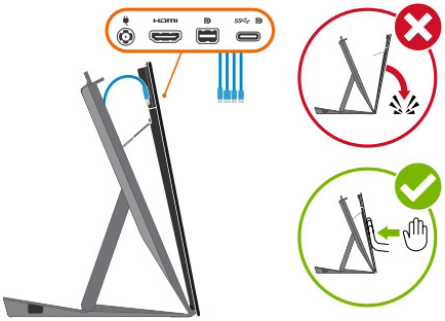


- Follow the direction of the arrow and press the riser latch to open the stand.

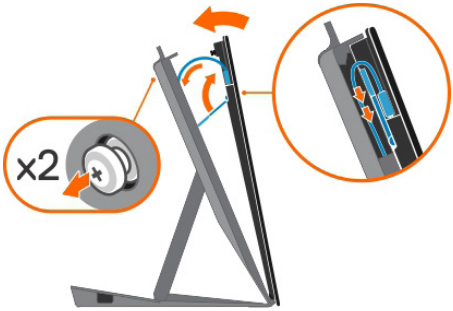


- Follow the arrow-printing indicator (▼) on the Dell Canvas 27 back cover to place the Dell Canvas 27 on the Stand.

NOTE: Ensure to place the Dell Canvas 27 screen and the Stand in an angle slightly less than 90 degrees to avoid the system falling forward before it is secured.

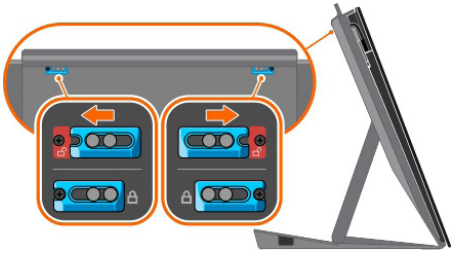


- Plug in the cables into Dell Canvas 27.



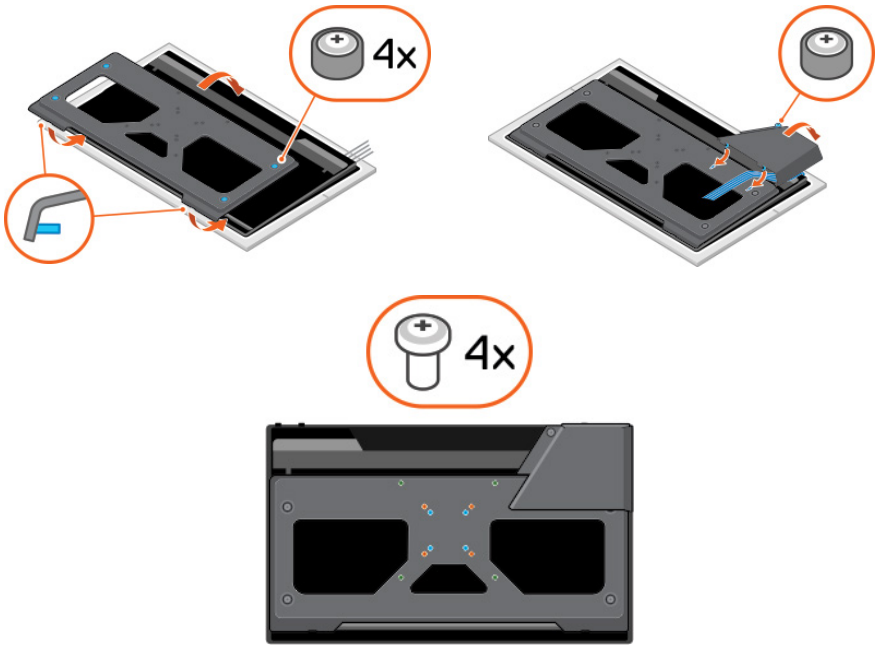
- Close the FlipStand.
- Ensure the two screws are firmly fixed to the screw holes and that the stand and Canvas fit together.

- Replace the Clearwater Display IO cover.



- Slide the latch on either side of stand's back.

VESA wall mounting (Optional)



NOTE: Use M4 x 8 mm screws to connect the monitor to the wall-mounting kit. Wall mount Dell Canvas 27 using VESA-compatible wall mount kit (75 x 75 mm / 100 x 100mm / 200 x 200 mm). Refer to the instructions that come with the VESA-compatible wall mounting kit.

1. Place the Dell Canvas 27 on a soft cloth or cushion on a stable, flat table.
2. Attaching the VESA (optional purchase):

   a, Place the VESA mount on the back of Dell Canvas 27.

   Use a Phillips crosshead screwdriver to tighten the screws.

   b, Follow the direction of the arrow and push the VESA cover until it snaps into place.

   c, Use a Phillips crosshead screwdriver to tighten the screws.
3. Attach the mounting bracket from the wall mounting kit to the Dell Canvas 27.
4. Mount the Dell Canvas 27 on the wall by following the instructions that comes with the wall mounting kit.

NOTE: For use only with UL or CSA or GS-listed wall mount bracket with minimum weight/load bearing capacity of 9.5 kg (20.94 lb).

Operating the Dell Canvas 27

Turning on the Dell Canvas 27

Press the power button to turn on the Dell Canvas 27. The white LED indicates the Dell Canvas 27 is On and fully functional. A glowing white LED indicates DPMS Power Save Mode.

Using the On Screen Display (OSD) button

Press the OSD button located next to the power button to enable the OSD input. An OSD shows the numeric values of the characteristics as they change when you select these icons.

The following table describes the front panel icons:

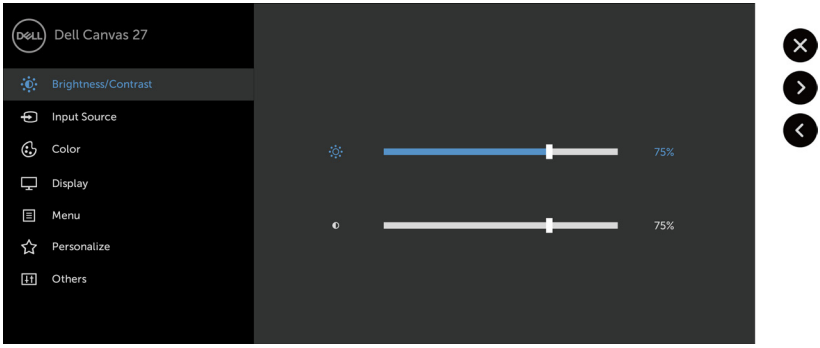
Front-Panel icon		Description
1	**Shortcut key: Preset Modes**	Touch this icon to choose from a list of preset color modes.
2	**Shortcut key: Input Source**	Touch this icon to choose from a list of Input Source.
3	**Menu**	Touch menu icon to launch the on-screen display (OSD) and select the OSD menu. See Accessing the Menu System.
4	**Exit**	Touch this icon to exit the OSD main menu.

Using the On-Screen Display (OSD) Menu

Accessing the Menu System

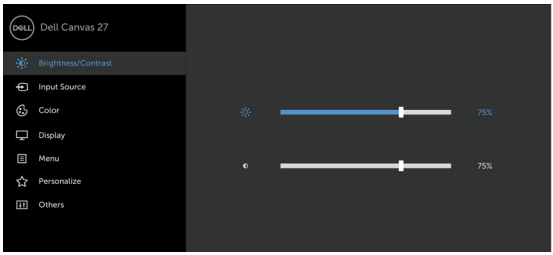
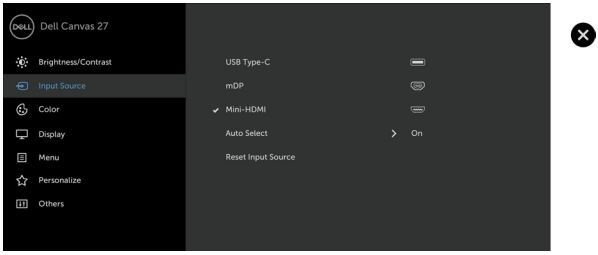
NOTE: Any changes you make using the OSD menu are automatically saved if you move to another OSD menu, exit the OSD menu, or wait for the OSD menu to disappear.

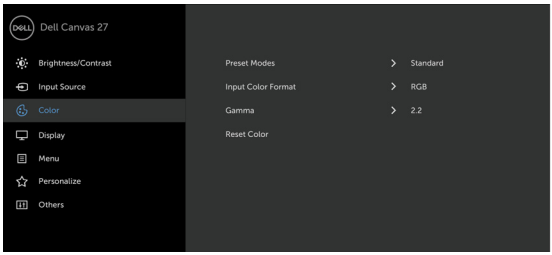
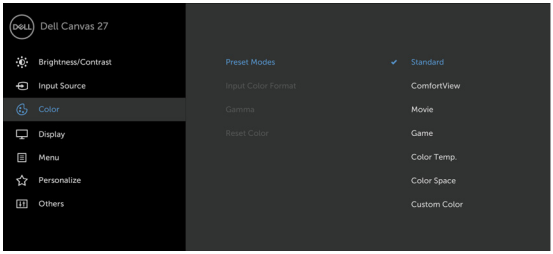
1. Touch the icon to launch the OSD menu and display the main menu.

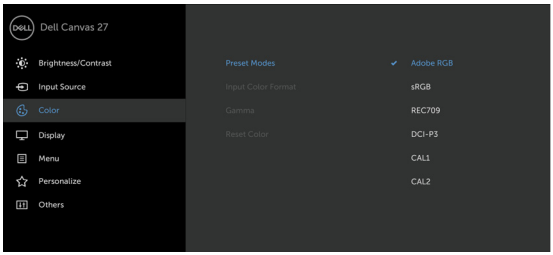


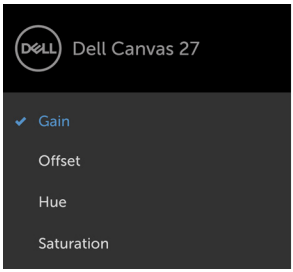
2. You can touch screen to select the desired menu.
3. Touch the and icons to select the desired parameter.
4. Touch the icon to exit the OSD main menu.

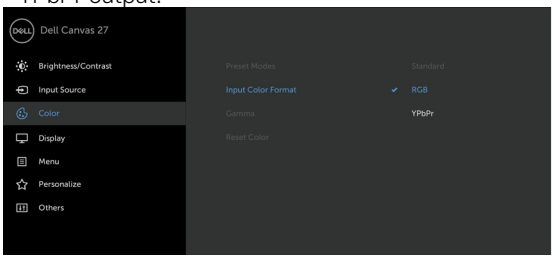
Front Panel icon			Description
1	Up	Down	Use the **Up (increase)** and **Down (decrease)** keys to adjust items in the OSD menu.
2	Right	Left	Use the **Right (increase)** and **Left (decrease)** keys to adjust items in the OSD menu.

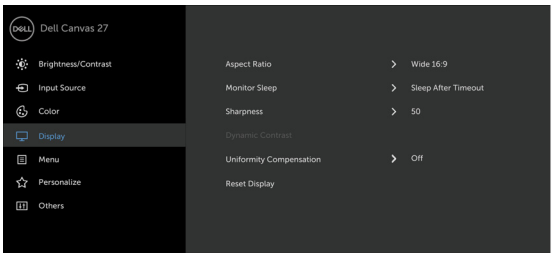
Icon	Menu and Submenus	Description
	Brightness/ Contrast	Use this menu to activate **Brightness/Contrast** adjustment. 
	Brightness	**Brightness** adjusts the luminance of the backlight (minimum 0; maximum 100). Touch the icon to increase brightness. Touch the icon to decrease brightness. **NOTE: Manual adjustment of Brightness is disabled when Dynamic Contrast is switched on.**
	Contrast	Adjust the **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary. Touch the icon to increase contrast and touch the icon to decrease contrast (between 0 and 100). Contrast adjusts the difference between darkness and lightness on the Dell Canvas 27.
	Input Source	Use the **Input Source** menu to select between different video inputs that are be connected to your Dell Canvas 27. 
	USB Type-C	Select **USB Type-C** input when you are using the USB Type-C upstream port connector.

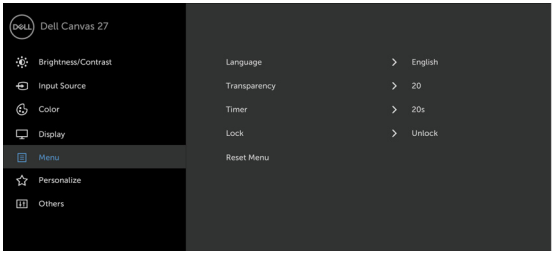
Icon	Menu and Submenus	Description
	mDP	Select **mDP** input when you are using the **mDP (mini DisplayPort)** connector.
	mini-HDMI	Select the **mini HDMI** input when you are using the **mini-HDMI** connector.
	Auto Select	Select **Auto Select**, the Dell Canvas 27 scans for available input sources.
	Reset Input Source	Resets your Dell Canvas 27's **Input Source** settings to the factory defaults.
	Color	Use the **Color** menu to adjust the color setting mode. 
	Preset Modes	When you select **Preset Modes**, you can choose **Standard, ComfortView, Movie, Game, Color Temp., Color Space, or Custom Color** from the list.  • **Standard:** Default color settings. This is the default preset mode.

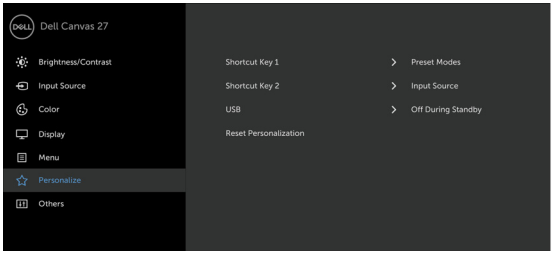
Icon	Menu and Submenus	Description
		• **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes. **NOTE: To reduce the risk of eye strain and neck/arm/back/ shoulders pain from using the display for long periods of time, we suggest you to :** · Set the screen about 20 to 28 inches (50-70 cm) from your eyes. · Blink frequently to moisten or rewet your eyes when working with the display. · Take regular and frequent breaks for 20 minutes every two hours. · Look away from your display 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. • **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. • **Color Space:** Allows users to select the color space:Adobe RGB, sRGB, REC709, DCI-P3, CAL1 and CAL2.  – **Adobe RGB:** This mode matches Adobe RGB standard. – **sRGB:** This mode matches sRGB standard. – **REC709:** This mode matches REC709 standard. – **DCI-P3:** This mode reproduces DCI-P3 digital cinema color standard. **NOTE: Accuracy of Adobe RGB, sRGB, REC709, DCI-P3, CAL1 and CAL2 are optimized for RGB input color format.**

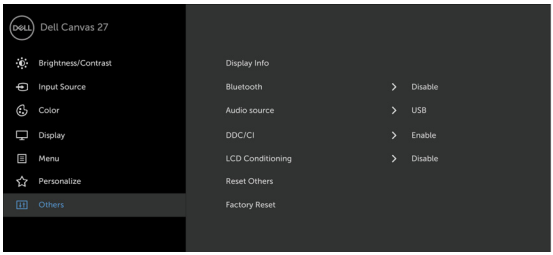
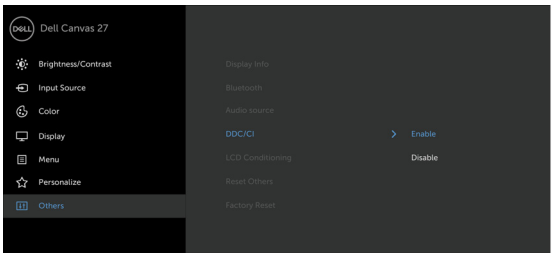
Icon	Menu and Submenus	Description
		• **Custom Color:** Allows you to manually adjust the color settings. Touch the ❯ and ❮ icons to adjust the Red, Green, and Blue values and create your own preset color mode. Select the **Gain, Offset, Hue, Saturation**.  – **Gain:** Select it to adjust input RGB signal gain level (default value are 100). – **Offset:** Select it to adjust RGB black-level offset value (default value are 50) to control your Dell Canvas 27 base color. – **Hue:** Select it to adjust RGBCMY hue value individually (default value are 50). – **Saturation:** Select it to adjust RGBCMY saturation value individually (default value are 50).

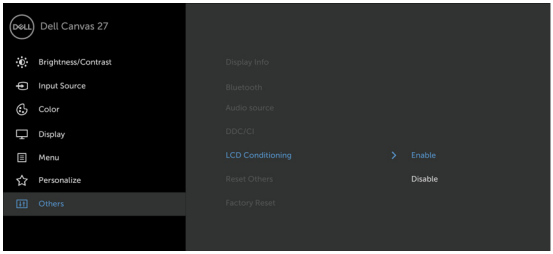
Icon	Menu and Submenus	Description
	Input Color Format	Allows you to set the video input mode to: • **RGB:** Select this option if your Dell Canvas 27 is connected to a computer (or DVD player) using the mini HDMI to HDMI, mini DP-mini DP or mini DP-DP cable. • **YPbPr:** Select this option if your DVD player supports only YPbPr output. 
	Gamma	Allows you to set the display Gamma according to your system.
	Hue	Use or to adjust the hue from 0 to 100. NOTE: Hue adjustment is available only for Movie and Game mode.
	Saturation	Use or to adjust the saturation from 0 to 100. NOTE: Saturation adjustment is available only for Movie and Game mode.
	Reset Color	Resets your Dell Canvas 27's color settings to the factory defaults.

Icon	Menu and Submenus	Description
	Display	Use the **Display** menu to adjust image. 
	Aspect Ratio	Adjust the image ratio to **Wide 16:9, Auto Resize,4:3,** or **1:1**.
	Monitor Sleep	**Sleep After Timeout:** Dell Canvas 27 goes into sleep after timeout. **Never:** Dell Canvas 27 never goes into sleep.
	Sharpness	Makes the image look sharper or softer. Use or to adjust the sharpness from '0' to '100'.
	Dynamic Contrast	Allows you to increase the level of contrast to provide sharper and more detailed image quality. Touch screen to select the **Dynamic Contrast** "On" or "Off". NOTE: For Game and Movie preset mode only. NOTE: Dynamic Contrast provides higher contrast if you select Game or Movie preset mode.
	Uniformity Compen-sation	Select screen brightness and color uniformity compensation settings. **Off** is factory setting by default. **Uniformity Compensation** adjusts different areas of the screen with respect to the center to achieve uniform brightness and color over the entire screen.
	Reset Display	Restores the display settings to factory defaults.

Icon	Menu and Submenus	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. 
	Language	Set the OSD display to one of eight languages. (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).
	Transparency	Select this option to change the menu transparency by using and (min. 0 / max. 100).
	Timer	**OSD Hold Time:** Sets the length of time the OSD remains active after you press a button. Use the and icons to adjust the slider in 1-second increments, from 5 to 60 seconds.
	Lock	Controls user access to adjustments. When **Lock** is selected, no user adjustments are allowed. All touch key are locked. NOTE: **Lock function –** Either soft lock (through OSD menu) or hard lock (Press and hold OSD button located next to the power button 6 sec) **Unlock function –** Only hard unlock (Press and hold OSD button located next to the power button 6 sec)
	Reset Menu	Restore the menu settings to factory defaults.

Icon	Menu and Submenus	Description
	Personalize	Select from **Preset Modes, Brightness/Contrast, Input Source or Aspect Ratio** and set as shortcut key. 
	USB	Allows you to enable or disable USB downstream ports **charger** function during Dell Canvas 27 standby mode. NOTE: USB ON/OFF under standby mode is only available when the USB Type-C upstream cable is unplugged. This option will be greyed out when the USB Type-C upstream cable is plugged in.
	Reset Personalization	Restores shortcut keys to factory defaults.

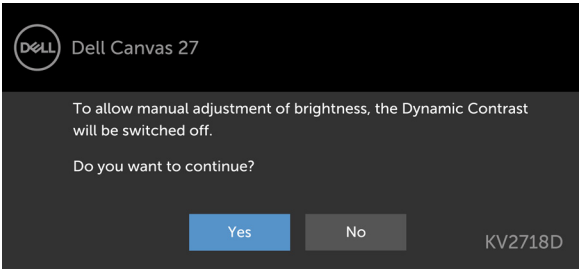
Icon	Menu and Submenus	Description
	Other	 Select this option to adjust the OSD settings, such as the **DDC/CI, LCD conditioning,** and so on.
	Display Info	Displays the Dell Canvas 27's current settings.
	Bluetooth	Select **Enable** to turn on this feature. **NOTE: Canvas Bluetooth cannot be used if the connected system has an active Bluetooth module (Only 1 Bluetooth device can be supported by the OS).**
	Audio source	Allows you to set the audio source from the **mini-HDMI / mDP** or **USB**.
	DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) allows you to adjust the Dell Canvas 27 settings using software on your computer. Select **Disable** to turn off this feature. Enable this feature for best user experience and optimum performance of your Dell Canvas 27. 

Icon	Menu and Submenus	Description
	LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. Select **Enable** to start the process. 
	Reset Others	Restores other settings, such as **DDC/CI**, to factory defaults.
	Factory Reset	Restores all OSD settings to the factory defaults.

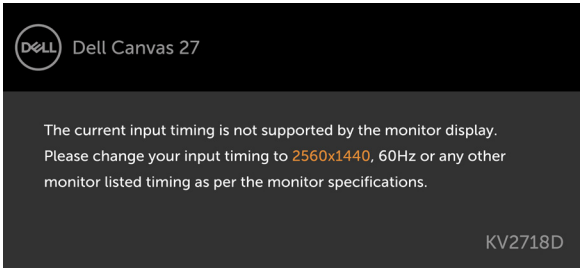
NOTE: Dell Canvas 27 has a built-in feature to automatically calibrate the brightness to compensate for LED aging.

OSD Warning Messages

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

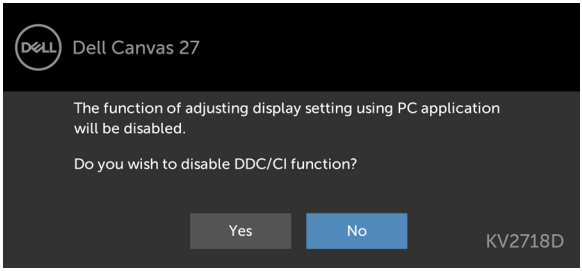


When the Dell Canvas 27 does not support a particular resolution mode, you can see the following message:

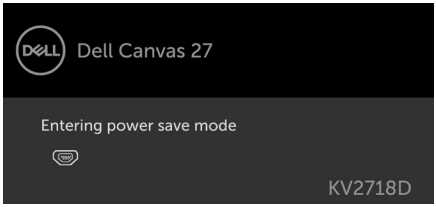


This means that the Dell Canvas 27 cannot synchronize with the signal that it is receiving from the computer. See Dell Canvas 27 Specifications for the Horizontal and Vertical frequency ranges addressable by Dell Canvas 27. Recommended mode is 2560 x 1440.

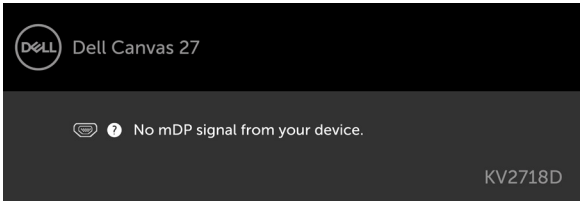
You can see the following message before the DDC/CI function is disabled:



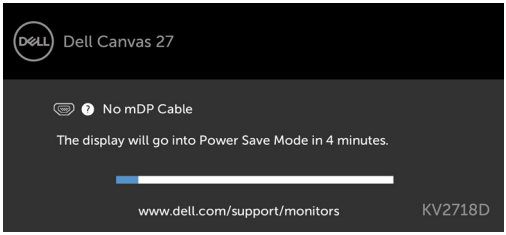
When the Dell Canvas 27 enters the Power Save mode, the following message appears:



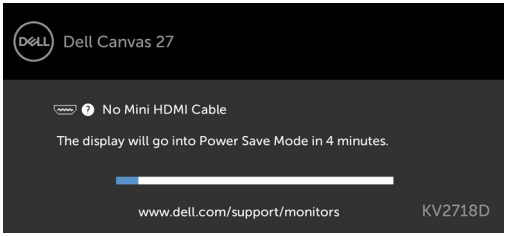
Activate the computer and wake up the Dell Canvas 27 to gain access to the OSD.
If you press any button other than the power button, the following messages will appear depending on the selected input:



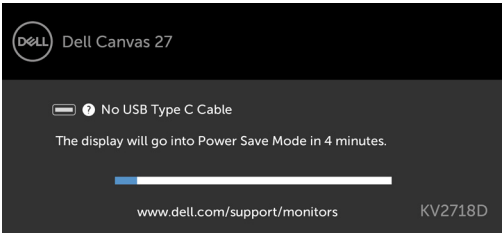
If either mini DP, mini HDMI, USB Type-C input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.



or



or



See Troubleshooting for more information.

Display, Pen, and Touch Settings

Display Settings:

1. Open Display Settings.
   a. Start > Settings > System > Display
2. Click on **Identify** to show the display number associated with each display icon.
3. Click to select a display icon and arrange the icons to match your actual physical arrangement of displays.
4. Click to select the display icon representing Dell Canvas.
5. Select the dropdown list under **Multiple Displays.**
6. Select **Extend these displays.**
7. Check the box **Make this my main display** while the Dell Canvas icon is selected to make Canvas your main display. This will ensure pen and touch are correctly associated with Canvas and make your on-screen keyboard and touchpad easy to trigger from the main display notification area at the far right of the taskbar.

Pen and Touch:

If pen or touch input shows on a display other than Dell Canvas when you are touching or using the pen on Canvas, then you need to associate the pen and touch inputs to Canvas in Windows. You can do this one of two ways:

Option 1:

1. Make Canvas the main display by opening the Display Settings.
   a. Start > Settings > System > Display
2. Select the display icon that represents the Dell Canvas.
3. Check the box **Make this my main display** while the Dell Canvas icon is selected to make Canvas your main display. This will ensure pen and touch are correctly associated with Canvas and make your on-screen keyboard and touchpad easy to trigger from the main display notification area at the far right of the taskbar.

Option 2:

1. Type **Calibrate** in the search field on the taskbar.
2. Select the search result **Calibrate the screen for pen or touch input.** This will open the Tablet PC Settings control panel.
3. Select **Dell Canvas** from the drop down list in the Display options section.
4. Click on the **Setup** button in the Configure section. This will open an interface to assign pen and touch to a display. READ THE INSTRUCTIONS CAREFULLY!
5. Press **Enter** until the configuration screen shows on Dell Canvas.
6. Touch the Canvas screen with the pen or finger to associate the input to Dell Canvas.
7. Click **OK** on the Tablet PC Settings control panel.
8. Confirm that pen and touch input are correctly working on Dell Canvas.

Audio Playback Devices:

Windows automatically switches audio output to HDMI or DP devices when they are connected regardless of whether or not they have speakers. If you audio output was switched to Dell Canvas when you connect it, you can manually switch the audio output back to the device of your choice.

1. Type **audio** in the search field on the taskbar.
2. Select Manage audio **devices** from the search results. This will open the Sound control panel.
3. On the **Playback** tab, click on the audio playback device you want to use to play audio.
4. With the correct device selected, click on the **Set Default** button.
5. Click **OK.**

Troubleshooting

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

If user does not have access to Internet, they will not get the full plug and-play experinece.

Windows 10 Enterprise users may not have access to the Windows Store if their IT department has blocked access.

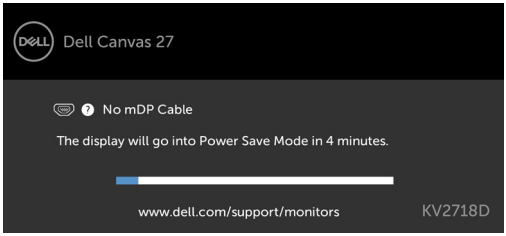
If users are unable to access the store, they can download the software directly from the drivers and downloads page for Dell Canvas on dell.com.

Self-Test

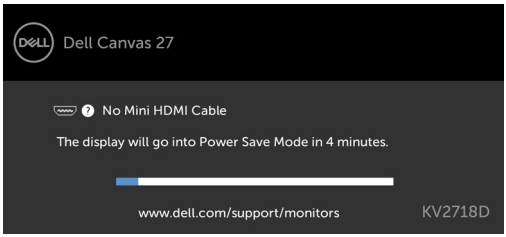
Your Dell Canvas 27 provides a self-test feature that allows you to check whether your Dell Canvas 27 is functioning properly. If your Dell Canvas 27 and computer are properly connected but the Dell Canvas 27 screen remains dark, run the Dell Canvas 27 self-test by performing the following steps:

1. Turn off both your computer and the Dell Canvas 27.
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 the computer.
3. Turn on the Dell Canvas 27.
4. Try a known good system with the Canvas.
5. Try an external display.
6. Try a different video cable between the system and the Canvas.

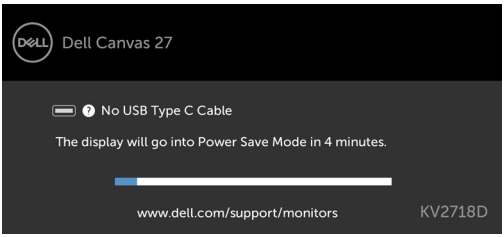
The floating dialog box should appear on-screen (against a black background), if the Dell Canvas 27 cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.



or



or



7. This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
8. Turn off your Dell Canvas 27 and reconnect the video cable; then turn on both your computer and the Dell Canvas 27.

If your Dell Canvas 27 screen remains blank after you use the previous procedure, check your video controller and computer, because your Dell Canvas 27 is functioning properly.

Built-in Diagnostics

Your Dell Canvas 27 has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your Dell Canvas 27, or with your computer and video card.

NOTE: You can run the built-in diagnostics only when the video cable is unplugged and the Dell Canvas 27 is in self-test mode.

To run the built-in diagnostics:

1. Make sure that the screen is clean (no dust particles on the surface of the screen).
2. Unplug the video cable(s) from the back of the computer or Dell Canvas 27. The Dell Canvas 27 then goes into the self-test mode.
3. Press and hold “OSD” button (at the left of power button, see Front view) over 8 seconds until diagnostic mode had been started.
4. Touch anywhere on the screen to change pattern.
5. Inspect the display for any abnormalities.

If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the Dell Canvas 27 is functioning properly. Check the video card and computer.

Common Problems

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

Common Symptoms	What You Experience	Possible Solutions
No Video/Power LED off	No picture	· Verify that the power outlet is functioning properly using any other electrical equipment. · Ensure that the power button is depressed fully. · Ensure that the video cable connecting the Dell Canvas 27 and the computer is properly connected and secure. · Ensure that the correct input source is selected in the Input Source menu.
No Video/Power LED on	No picture or no brightness	· Increase brightness & contrast controls via OSD. · Perform Dell Canvas 27 self-test feature check. · Check for bent or broken pins in the video cable connector. · Run the built-in diagnostics. · Ensure that the correct input source is selected in the Input Source menu.
Missing Pixels	LCD screen has spots	· Cycle power on-off. · Pixel that is permanently off is a natural defect that can occur in LCD technology. · For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: http://www.dell.com/support/monitors.
Stuck-on Pixels	LCD screen has bright spots	· Cycle power On-Off. · Pixel that is permanently off is a natural defect that can occur in LCD technology. · For more information on Dell Monitor Quality and PixelPolicy, see Dell Support site at: http://www.dell.com/support/monitors.
Brightness Problems	Picture too dim or too bright	· Reset the Dell Canvas 27 to factory settings. · Adjust brightness & contrast controls via OSD.
Safety Related Issues	Visible signs of smoke or sparks	· Do not perform any troubleshooting steps. · Contact Dell immediately.
Intermittent Problems	Dell Canvas 27 malfunctions on & off	· Ensure that the latest BIOS, video, Thunderbolt, and USB drivers are installed on the attached system. · Check for firmware / driver / application updates through Canvas Installer. · Try known good cables.

Common Symptoms	What You Experience	Possible Solutions
Missing Color	Picture missing color	· Perform Dell Canvas 27 self-test. · Ensure that the video cable connecting the Dell Canvas 27 to the computer is connected properly and is secure. · Check for bent or broken pins in the video cable connector. · Reset the Dell Canvas 27 to factory settings.
Wrong Color	Picture color not good	· Change the settings of the Preset Modes in the Color menu OSD depending on the application. · Adjust R/G/B value under Custom. Color in Color menu OSD. · Change the Input Color Format to PC RGB or YPbPr in the Color menu OSD. · Run the built-in diagnostics. · Reset the Dell Canvas 27 to factory settings.
Image retention from a static image left on the Dell Canvas 27 for a long period of time	Faint shadow from the static image displayed appears on the screen	· Use the Power Management feature to turn off the Dell Canvas 27 at all times when not in use (for more information, see Power Management Modes). · Alternatively, use a dynamically changing screensaver. · Enable LCD Conditioning.

Product Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	· Check the Aspect Ratio setting in the Display menu OSD. · Reset the Dell Canvas 27 to factory settings · Achieved by configured the computer for multiple displays in extended desktop mode. · Selecting the best resolution setting for the Dell Canvas 27.
Cannot adjust the Dell Canvas 27 through with touch OSD	OSD does not appear on the screen	· Turn off the Dell Canvas 27, unplug the Dell Canvas 27 power cable, plug it back, and then turn on the Dell Canvas 27. · Check whether the OSD menu is locked. If yes, press and hold the “OSD” button beside the power button for 6 seconds to unlock (for more information, see Lock).

Specific Symptoms	What You Experience	Possible Solutions
No Input Signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. • Reset the computer or video player. • Checking the multiple monitor configuration on the computer.
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 Dell Canvas 27 may display in full screen. • Run the built-in diagnostics.

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 Dell Canvas 27 is turned ON. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Switch off and then turn on the Dell Canvas 27 again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
SuperSpeed USB3.1 Gen 1 interface is slow.	SuperSpeed USB3.1 Gen 1 peripherals working slowly or not working at all	• Check that your computer is USB3.1 Gen 1-capable. • Some computers have USB3.1 Gen 1, 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.

Appendix

Safety Instructions

For displays with glossy bezels the user should consider the placement of the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.

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

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

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

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

Contacting Dell

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

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

To get online Monitor support content:

See www.dell.com/support/monitors.

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

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

Setting Up Your Dell Canvas 27

Setting Display Resolution to 2560 x 1440 (maximum)

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

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

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

In Windows 10:

1. Right-click on the desktop and click **Display Settings**.
2. Click **Advanced display settings**.
3. Click the dropdown list of **Resolution** and select 2560 x 1440.
4. Click **Apply**.

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

Dell computer

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

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

Non-Dell computer

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

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

In Windows 10:

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

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

Maintenance Guidelines

Cleaning Your Dell Canvas 27

WARNING: Before cleaning the Dell Canvas 27, unplug the Dell Canvas 27 power cable from the electrical outlet.

CAUTION: Read and follow the Safety Instructions before cleaning the Dell Canvas 27.

For best practices, follow these instructions in the list below while unpacking, cleaning, or handling your Dell Canvas 27:

- To clean your anti-static screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the anti-static coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a lightly-dampened, soft cloth to clean the monitor. Avoid using detergent of any kind as some detergents leave a milky film on the Dell Canvas 27.
- If you notice white powder when you unpack your Dell Canvas 27, wipe it off with a cloth.
- Handle your Dell Canvas 27 with care as a darker-colored Dell Canvas 27 may get scratched and show white scuff marks more than a lighter- colored Dell Canvas 27.
- To help maintain the best image quality on your Dell Canvas 27, use a dynamically changing screen saver and turn off your Dell Canvas 27 when not in use.