

# Dell UltraSharp 27 4K USB-C Monitor -U2720Q/U2720QM User's Guide

Model: U2720Q/U2720QM  
Regulatory model: U2720Qt





**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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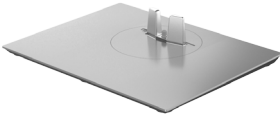




# About Your Monitor





## Package Contents

Your monitor ships with 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 monitor. Some features or media may not be available in certain countries.

	Monitor
	Stand riser
	Stand base
	Power cable (varies by country)
	USB Type-C cable (C to C)



	USB Type-C cable (C to A)
	DP cable (DP to DP, U2720Q only)
	HDMI cable (U2720QM only)
	<ul style="list-style-type: none"> <li>• Quick Setup Guide</li> <li>• Safety, Environmental, and Regulatory Information</li> <li>• Factory Calibration Report</li> </ul>

## Product Features

The **Dell UltraSharp U2720Q/U2720QM** monitor has an active matrix, thinfilm transistor (TFT), liquid crystal display (LCD), and LED backlight. The monitor features include:

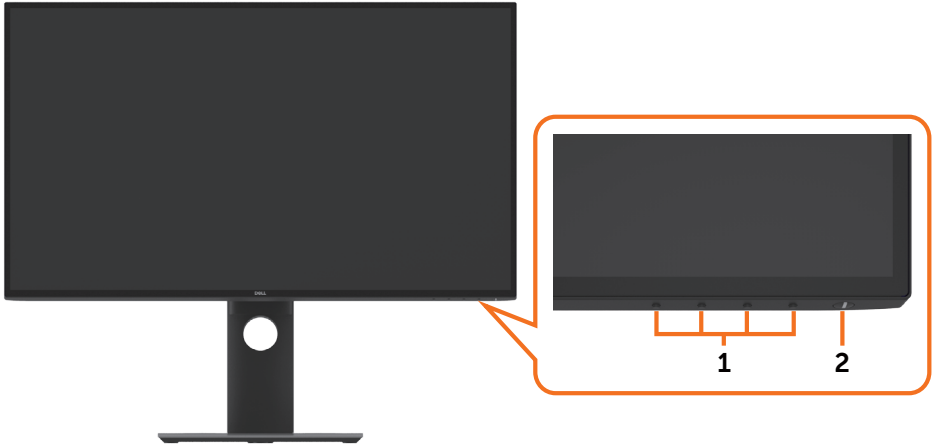
- 68.47 cm (27 in.) active area display (Measured diagonally) 3840 x 2160 (16:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angles with 99% sRGB color with an average Delta E<2.
- Tilt, swivel, pivot and vertical extension adjustment capabilities.
- Removable pedestal and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier set up with an elegant viewing experience.
- Extensive digital connectivity with DP helps future-proof your monitor.
- Single USB Type-C to supply power (PD 90 W) to compatible notebook while receiving video signal.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and OSD buttons lock.
- Security lock slot.
- ≤ 0.3 W in Standby Mode.
- DisplayHDR 400.
- Optimize eye comfort with a flicker-free screen.

**NOTE:** The possible long-term effects of blue light emission from the monitor 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 monitor to optimize eye comfort.



# Identifying Parts and Controls

## Front view



Label	Description
1	Function buttons (For more information, see <a href="#">Operating the Monitor</a> )
2	Power on/off button (with LED indicator)

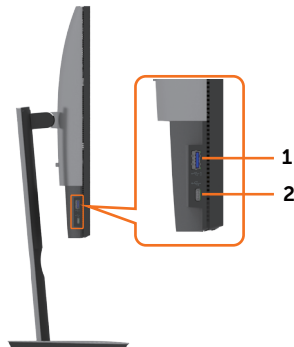




## Back View



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

## Side View

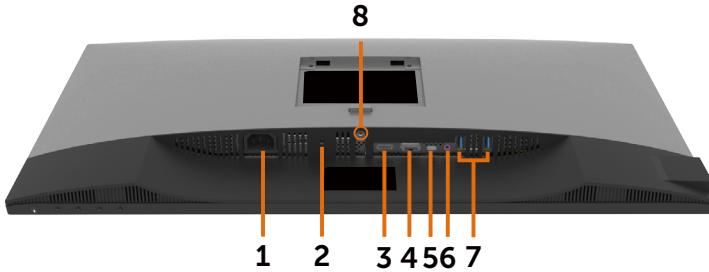


Label	Description	Use
1	USB downstream port	Port with  battery icon supports BC 1.2.
2	USB Type-C downstream port	Port with  icon supports 3 A.





## Bottom View



Label	Description	Use
1	AC power port	To connect the monitor power cable.
2	Security lock slot	Secures monitor with security cable lock (sold separately).
3	HDMI port	Connect your computer with HDMI cable.
4	DP port	Connect your computer with DP cable.
5	USB Type-C/ DisplayPort	Connect to your computer using the USB Type-C cable (C to C). The USB 3.0 Type-C port offer the fastest transfer rate and the alternate mode with DP 1.4 support the maximum resolution of 3840 x 2160 at 60 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. <b>NOTE:</b> USB Type-C is not supported on Windows versions that are prior to Windows 10.
6	Audio line-out port	Connect speakers to playback audio coming through USB Type-C or DP audio channels. Only supports 2-channel audio. <b>NOTE:</b> The audio line-out port does not support headphones.
7	USB downstream ports (2)	Connect your USB device. You can use these ports only after you have connected the USB cable (Type-C to Type-C) from the computer to the monitor.
8	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).



# Monitor Specifications

Screen type	Active matrix - TFT LCD
Panel Type	In-plane switching Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	68.47 cm (27 in.)
Active Area	
Horizontal	596.74 mm (23.49 in.)
Vertical	335.66 mm (13.21 in.)
Area	200301.7 mm <sup>2</sup> (310.47 in. <sup>2</sup> )
Pixel pitch	0.1554 mm x 0.1554 mm
Pixel per inch (PPI)	163
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	350 cd/m <sup>2</sup> (typical)
Contrast ratio	1300 to 1 (typical)
Display screen coating	Anti-glare treatment of the front polarizer (3H) hard coating
Backlight	LED
Response Time (Gray to Gray)	5 ms (FAST mode) 8 ms (NORMAL mode)
Color depth	1.07 billion colors
Color gamut*	99% sRGB 99% REC709 95% DCI-P3
Calibration accuracy	Delta E < 2 (average)
Connectivity	<ul style="list-style-type: none"> <li>• 1 x DP 1.4 (HDCP 1.4/HDCP 2.2)</li> <li>• 1 x HDMI 2.0 (HDCP 1.4/HDCP 2.2)</li> <li>• 1 x USB Type-C (Alternate mode with DisplayPort 1.4, USB 3.0 upstream port, Power Delivery PD up to 90 W)</li> <li>• 2 x USB 3.0 downstream port</li> <li>• 1 x USB 3.0 downstream port with BC1.2 charging capability at 2 A (max)</li> <li>• 1 x Analog 2.0 audio line out (3.5 mm jack)</li> <li>• 1 x USB 3.0 Type-C downstream port with charging capability at 3 A (max)</li> </ul>



Border width (edge of monitor to active area)	7.3 mm (Top) 7.3 mm (Left/Right) 9 mm (Bottom)
<b>Adjustability</b>	
Height adjustable stand	130 mm
Tilt	-5° to 21°
Swivel	-45° to 45°
Pivot	-90° to 90°
Cable management	Yes
Dell Display Manager (DDM) Compatibility	Easy Arrange and other key features
Security	Security lock slot (cable lock sold separately) Anti-theft stand lock slot (to panel)

\* At panel native only, under Custom Mode preset.

## Resolution Specifications

Horizontal scan range	30 khz to 140 khz
Vertical scan range	24 Hz to 75 Hz
Maximum preset resolution	3840 x 2160 at 60 Hz
Video display capabilities (HDMI & DP & USB Type-C alternate mode)	480i, 480p, 576i, 576p, 720p, 1080i, 1080p, 2160p



## 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	60.3	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 1200	75.0	60.0	162.0	+/+
VESA, 1680 x 1050	65.29	60.0	146.25	-/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
VESA, 1920 x 1200	74.04	60.0	154	+/-
VESA, 2048 x 1152	70.99	60.0	156.75	+/-
VESA, 2048 x 1280	78.92	60.0	174.25	+/-
CVR, 2560 x 1440	88.8	60.0	241.5	+/-
VESA, 3840 x 2160	54	24.0	297	+/-
VESA, 3840 x 2160	56.25	25.0	297	+/-
VESA, 3840 x 2160	67.5	30.0	297	+/-
VESA, 3840 x 2160	112.5	50.0	594	+/-
VESA, 3840 x 2160	135	60.0	594	+/-
VESA, 3840 x 2160	133.31	60.0	533	+/-



## Electrical Specifications

Video input signals	<ul style="list-style-type: none"> <li>• Digital video signal for each differential line Per differential line at 100 ohm impedance</li> <li>• DP/HDMI/USB Type-C signal input support</li> </ul>
Input voltage/ frequency/current	100-240 VAC / 50 or 60 Hz $\pm$ 3 Hz / 2.5 A (maximum)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)
Power Consumption	0.2 W (Off Mode) <sup>1</sup> 0.3 W (Standby Mode) <sup>1</sup> 31.5 W (On Mode) <sup>1</sup> 200 W (Max) <sup>2</sup> 25.17 W (Pon) <sup>3</sup> 80.08 kWh (TEC) <sup>3</sup>


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

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

<sup>3</sup> Pon: Power consumption of On Mode as defined in Energy Star 8.0 version.

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

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



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



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



## Physical Characteristics

Connector type	<ul style="list-style-type: none"> <li>• DP connector</li> <li>• HDMI connector</li> <li>• USB Type-C connector</li> <li>• Audio line-out</li> <li>• USB 3.0 downstream port connector x 3 (Port with  battery icon supports BC 1.2.)</li> <li>• USB 3.0 Type-C downstream port connector x 1 (Port with  icon supports 3 A)</li> </ul>
Signal cable type	DP to DP 1.8 M cable (U2720Q only) HDMI 1.8 M cable (U2720QM only) USB Type-C (C to C) 1.0 M cable USB Type-C (C to A) 1.8 M cable
Dimensions (with stand)	
Height (extended)	525.2 mm (20.68 in.)
Height (compressed)	395.2 mm (15.56 in.)
Width	611.3 mm (24.07 in.)
Depth	185.0 mm (7.28 in.)
Dimensions (without stand)	
Height	356.0 mm (14.02 in.)
Width	611.3 mm (24.07 in.)
Depth	49.7 mm (1.96 in.)
Stand dimensions	
Height (extended)	418.4 mm (16.47 in.)
Height (compressed)	369.4 mm (14.54 in.)
Width	245.0 mm (9.65 in.)
Depth	185.0 mm (7.28 in.)
Weight	
Weight with packaging	9.6 kg (21.16 lb)
Weight with stand assembly and cables	6.6 kg (14.55 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	4.4 kg (9.70 lb)



Weight of stand assembly	1.8 kg (3.97 lb)
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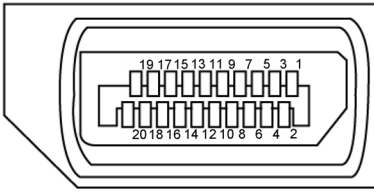
## Environmental Characteristics

Compliant Standards	
<ul style="list-style-type: none"> <li>• ENERGY STAR certified Monitor</li> <li>• EPEAT registered where applicable. EPEAT registration varies by country. See <a href="http://www.epeat.net">www.epeat.net</a> for registration status by country.</li> <li>• TCO Certified Display</li> <li>• RoHS Compliant</li> <li>• BFR/PVC Free monitor (excluding external cables)</li> <li>• Meets NFPA 99 leakage current requirements</li> <li>• Arsenic-Free glass and Mercury-Free for the panel only</li> </ul>	
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	682.6 BTU/hour (maximum) 107.55 BTU/hour (typical)



# Pin Assignments

## DP port

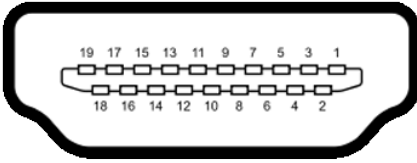


Pin number	20-pin side of the connected signal cable	Pin number	20-pin side of the connected signal cable
1	ML3(n)	11	GND
2	GND	12	ML0(p)
3	ML3(p)	13	CONFIG1
4	ML2(n)	14	CONFIG2
5	GND	15	AUX CH (p)
6	ML2(p)	16	GND
7	ML1(n)	17	AUX CH (n)
8	GND	18	Hot Plug Detect
9	ML1(p)	19	Return
10	ML0(n)	20	DP_PWR





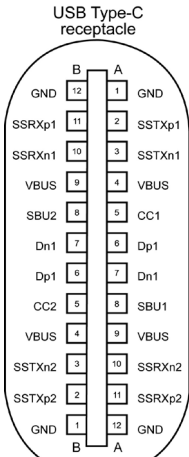
## HDMI port



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



## USB Type-C port





typically connected to a charger through a Type-C cable

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





## Universal Serial Bus (USB)

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

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

Your computer has the following USB ports:

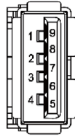
- 4 downstream - 2 at left side, 2 at bottom

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

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

Transfer speed	Data rate	Maximum power consumption (each port)
SuperSpeed	5 Gbps	4.5 W
Hi-Speed	480 Mbps	2.5 W
Full speed	12 Mbps	2.5 W

### USB downstream port



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



## Plug-and-Play

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



## LCD Monitor Quality and Pixel Policy

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



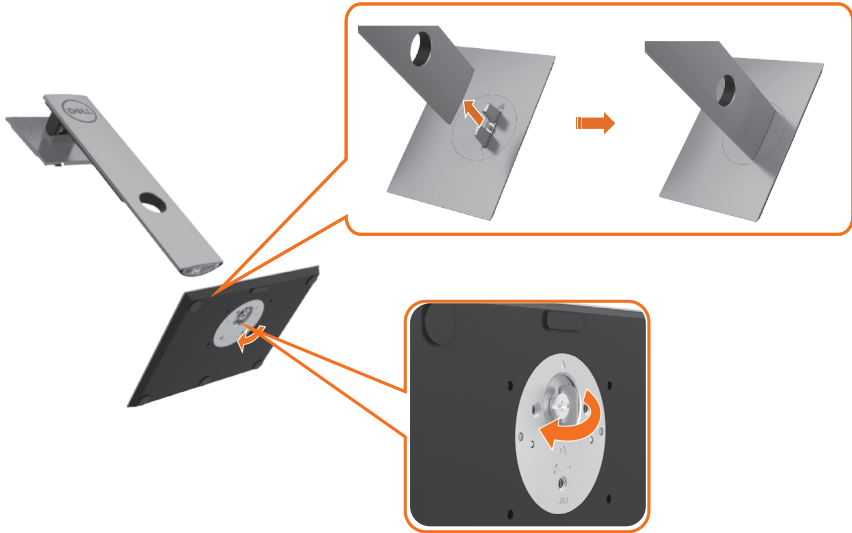
# Setting Up the Monitor

## Attaching the Stand

-  **NOTE:** The stand riser and stand base are detached when the monitor is shipped from the factory.
-  **NOTE:** The procedure below is applicable for the default stand. If you purchased any other stand, see the documentation shipped with the stand to set it up.

To attach the monitor stand:

- 1 Align the stand base protruded blocks to the matching slot on the stand.
- 2 Insert the stand base blocks fully into the stand slot.
- 3 Lift the screw handle and turn the screw clockwise.
- 4 After fully tightening the screw, fold the screw handle flat within the recess.



**5** Lift the cover, as shown, to expose the VESA area for stand assembly.



**6** Attach the stand assembly to the monitor.


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



## 7 Place the monitor upright.

- Hold the monitor stand firmly with both hands.
- Lift the monitor carefully to prevent it from slipping or falling.



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

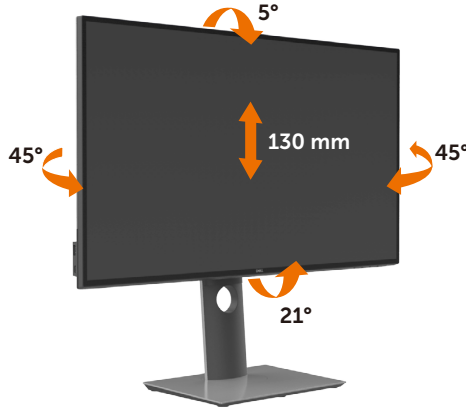


# Using the Tilt, Swivel, and Vertical Extension

**NOTE:** This is applicable for a monitor with a stand. If you purchased any other stand, refer to the respective stand setup guide for set up instructions.

## Tilt, Swivel and Vertical Extension

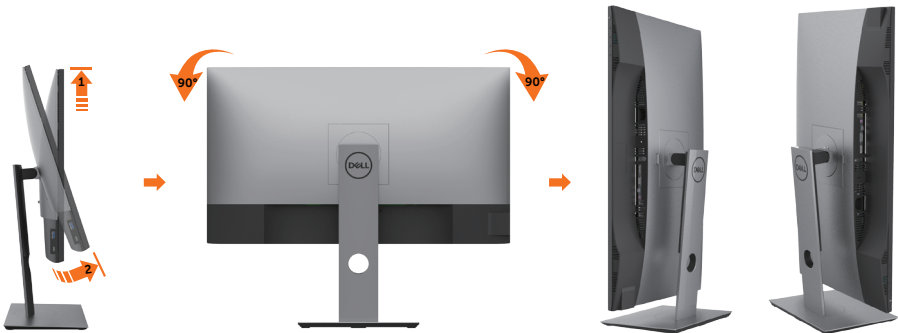
With the stand attached to the monitor, you can tilt the monitor for the most comfortable viewing angle.



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

## Rotating the 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.



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


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






# Adjusting the Rotation Display Settings of Your System

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

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

## To adjust the Rotation Display Settings:

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

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



# Connecting Your Monitor

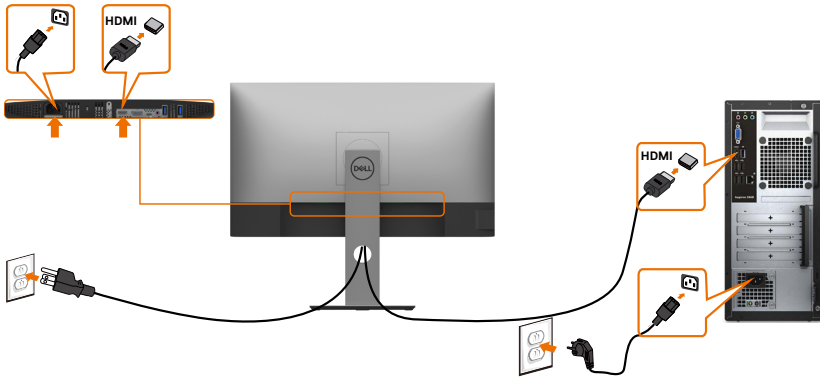
**⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

To connect your monitor to the computer:

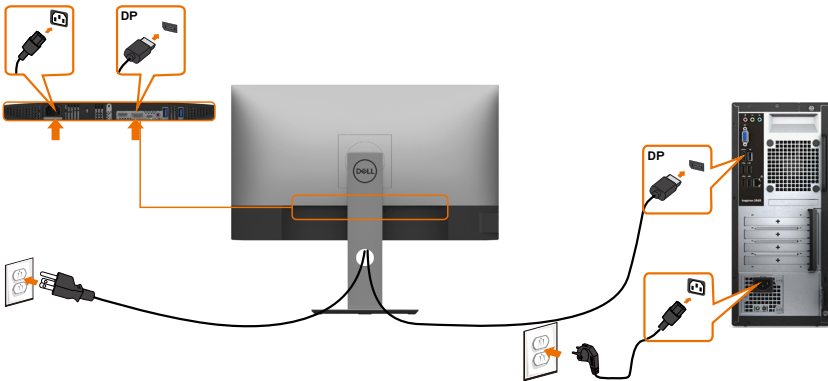
- 1 Turn off your computer.
- 2 Connect the DP/HDMI/USB type-C cable from your monitor to the computer.
- 3 Switch on your monitor.
- 4 Select the correct input source at monitor OSD Menu and turn on your computer.

**🔩 NOTE:** U2720Q/U2720QM default setting is DP 1.4. A DP 1.1 Graphic card may not display normally. Please refer to “[product specific problems – No image when using DP connection to the PC](#)” to change default setting.

## Connecting the HDMI cable



## Connecting the DP cable



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



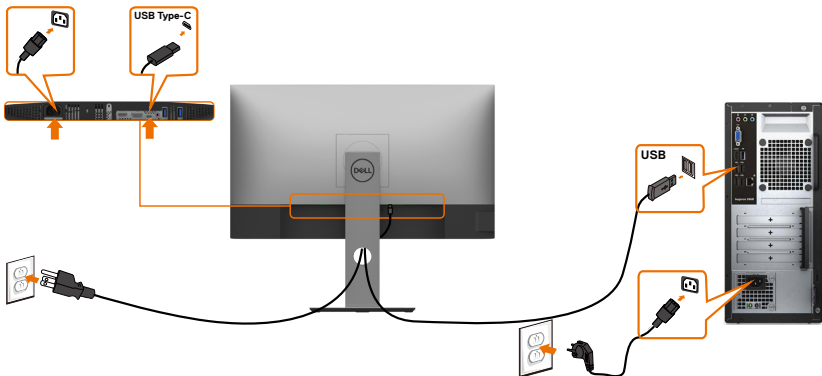
The USB Type-C port on your monitor:

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

**NOTE:** Regardless of the power requirement/actual power consumption of your laptop, or the remaining power runtime in your battery, the Dell U2720Q/U2720QM monitor is designed to supply power delivery of up to 90 W to your laptop.

Rated power (on laptops that have USB Type-C with PowerDelivery)	Maximum charging power
45 W	45 W
65 W	65 W
90 W	90 W
130 W	Not supported

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



## Requirements to view or play HDR content

### Through Ultra BluRay DVD or Game consoles


Ensure that the DVD player and Game consoles used are HDR-capable (for example Panasonic DMP-UB900, Microsoft Xbox One S, and Sony PS4 Pro). Download and install an appropriate graphics card driver for computer applications.

### Through computer that supports HDR content

Ensure that the graphics card used is HDR-capable (HDMI version 2.0a/DP1.4/USB-C 1.4 HDR compliant), and also ensure that HDR graphics driver is installed. HDR-capable player application must be used, for example, Cyberlink PowerDVD 17, Microsoft Movies & TV app.

For example, Dell XPS 8910 and Alienware Aurora R5 are bundled with the following graphic cards.

<b>Dell Graphics driver with HDR support</b>	For downloading the latest graphics driver that supports HDR playback on your desktop or laptop, see Dell support site at <a href="http://www.dell.com/support/monitors">www.dell.com/support/monitors</a> .
<b>NVIDIA</b>	HDR-capable NVIDIA graphics cards include GTX1070, GTX1080, P5000, P6000, and so on. For a full range of HDR-capable NVIDIA graphics cards, see the NVIDIA website <a href="http://www.nvidia.com">www.nvidia.com</a> . Driver that supports Full Screen Playback mode (for example, computer games, UltraBluRay players), HDR on Win10 Redstone 2 OS: 384.76 or later.
<b>AMD</b>	HDR-capable AMD graphics cards include RX480, RX470, RX460, WX7100, WX5100, WX4100, and so on. For a full range of HDR-capable AMD graphics cards, see <a href="http://www.amd.com">www.amd.com</a> . Check the HDR driver support information and download the latest driver from <a href="http://www.amd.com">www.amd.com</a> .
<b>Intel (Integrated Graphics)</b>	HDR-capable system: CannonLake or later Suitable HDR player: Windows 10 Movies and TV app OS with HDR support: Windows 10 Redstone 3 Driver with HDR support: For more information about the latest HDR drivers, see <a href="http://downloadcenter.intel.com">downloadcenter.intel.com</a> .

 **NOTE:** HDR playback through OS, for example, playback of HDR in a window within desktop requires Windows 10 Redstone 2 or later with appropriate player applications like PowerDVD17. Playing back protected content requires appropriate DRM software and/or hardware like Microsoft Playready™. For HDR support information, see Microsoft website.



## Organizing Your Cables



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

## Removing the Monitor Stand



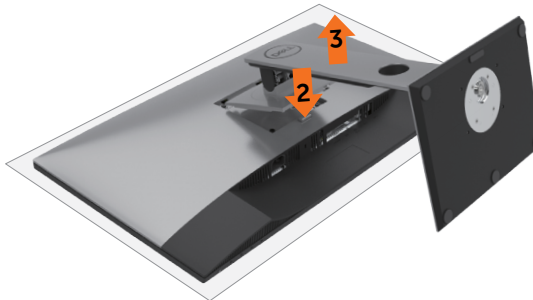
**CAUTION:** To prevent scratches on the LCD screen while removing the stand, make sure that the monitor is placed on a soft, clean surface.



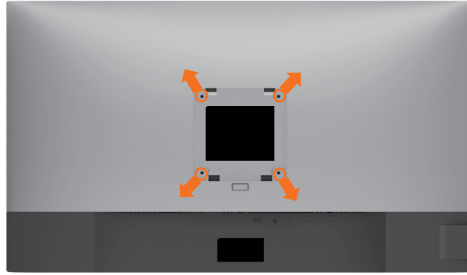
**NOTE:** The procedure below is applicable for the default stand. If you purchased any other stand, see the documentation shipped with the stand to set it up.


To remove the stand:

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




## Wall Mounting (Optional)



 **NOTE:** Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit.

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

- 1 Place the monitor on a soft cloth or cushion on a stable, flat table.
- 2 Remove the stand.
- 3 Use a Phillips crosshead screwdriver to remove the four screws securing the plastic cover.
- 4 Attach the mounting bracket from the wall mounting kit to the monitor.
- 5 Mount the monitor on the wall 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 17.6 kg (38.80 lb).

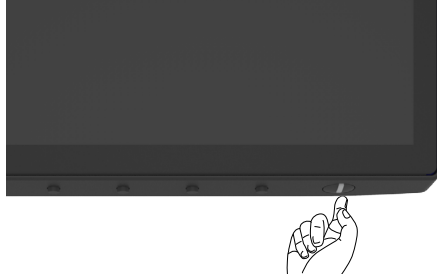


# Operating the Monitor

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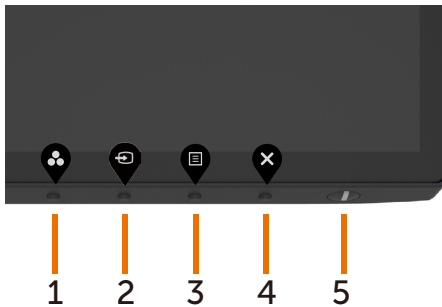
## Turning on the Monitor

Press the  button to turn on the monitor.








## Using the Front Panel Controls

Use the control buttons at the bottom edge of the monitor to adjust the characteristics of the image being displayed. As you use these buttons to adjust the controls, an OSD shows the numeric values of the characteristics as they change.



The following table describes the front panel buttons:

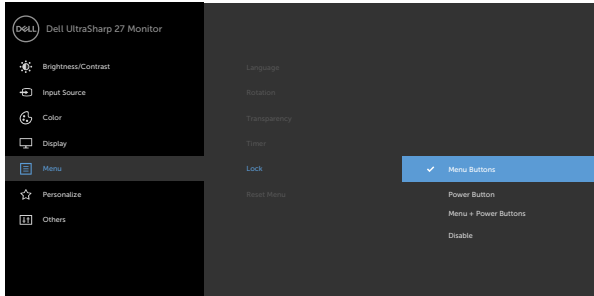
Front-Panel Button	Description
1  <b>Shortcut key: Preset Modes</b>	Use this button to choose from a list of preset color modes.
2  <b>Shortcut key: Input Source</b>	Use this button to choose from a list of Input Source.
3  <b>Menu</b>	Use this menu button to launch the on-screen display (OSD) and select the OSD menu. See <a href="#">Accessing the Menu System</a> .
4  <b>Exit</b>	Use this button to go back to the main menu or exit the OSD main menu.
5  <b>Power Button (with power-status light)</b>	To turn the monitor on or off. Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in Standby Mode.





# Using the OSD Lock function

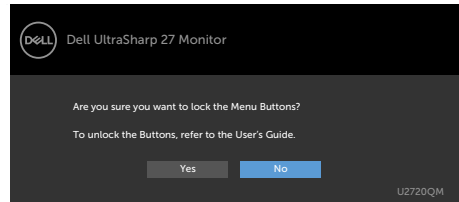
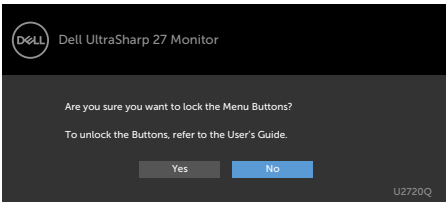
With the control buttons on the monitor locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.






1. The following message will appear:

U2720Q


U2720QM







2. Select 'Yes' to Lock the buttons, the following table describes the control icons:

Options	Description
<p>1</p>  <p><b>Menu Buttons lock</b></p>	Use this icon to lock OSD menu function.
<p>2</p>  <p><b>Power button lock</b></p>	Use this icon to lock power button from powering off.
<p>3</p>  <p><b>Menu and Power buttons lock</b></p>	Use this icon to lock OSD menu and power button from powering off.



- 4  Use this icon to run the built-in diagnostics, see [Built-in Diagnostics](#).
- 
- Built-in Diagnostics**

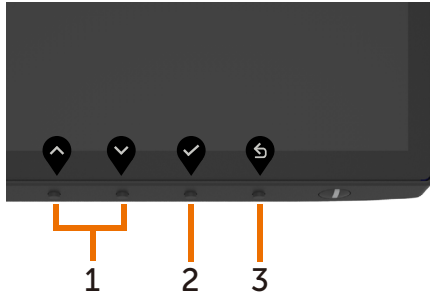
3. Hold  for 4 seconds when OSD locked, Select the following table describes the unlock icons:





Options		Description
1		Use this icon to unlock OSD menu function.
<b>Menu Buttons lock</b>		
2		Use this icon to unlock power button from powering off.
<b>Power button lock</b>		
3		Use this icon to unlock OSD menu and power button from powering off.
<b>Menu and Power buttons lock</b>		



# Front-Panel Button

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





Front Panel Button	Description
1   Up Down	Use the <b>Up</b> (increase) and <b>Down</b> (decrease) keys to adjust items in the OSD menu.
2  OK	Use the <b>OK</b> button to confirm your selection.
3  Back	Use the <b>Back</b> button to go back to the previous menu.

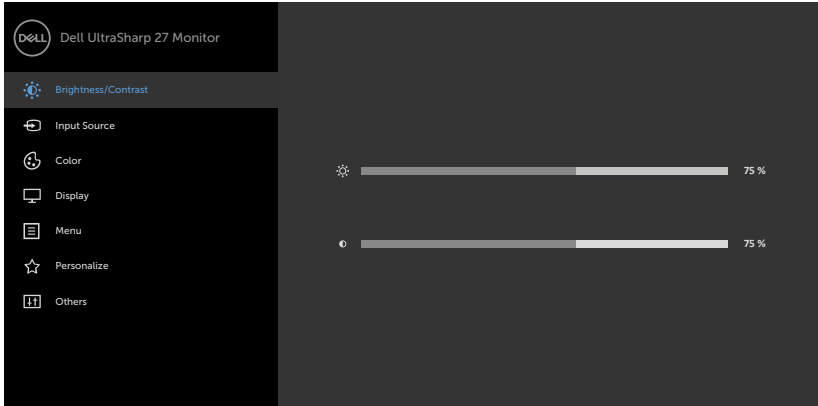














# Using the On-Screen Display (OSD) Menu

## 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 Press the  button to launch the OSD menu and display the main menu.



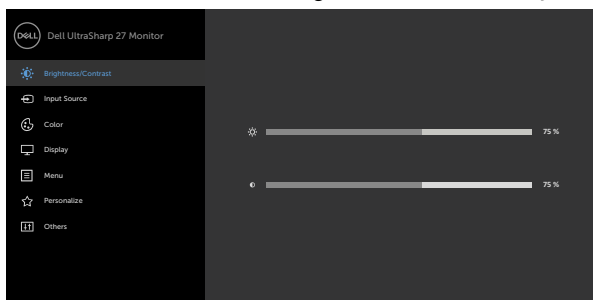
- 2 Press the  and  buttons to move between options. As you move from one icon to another, the option name is highlighted.
- 3 Press the , , or  button once to activate the highlighted option.
- 4 Press the  and  buttons to select the desired parameter.
- 5 Press  to enter the slide bar and then use the  or  button, according to the indicators on the menu, to make your changes.
- 6 Select the  to return to previous menu or  to accept and return to previous menu.




Icon	Menu and Submenus	Description
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 **Brightness/Contrast**

Use this menu to activate **Brightness/Contrast** adjustment.





**Brightness** **Brightness** adjusts the luminance of the backlight (minimum 0; maximum 100).

Press the  button to increase brightness.

Press the  button to decrease brightness.

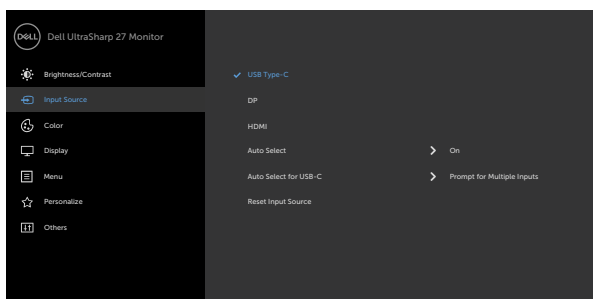
**Contrast** Adjust the **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary.





Press the  button to increase contrast and press the  button to decrease contrast (between 0 and 100).

Contrast adjusts the difference between darkness and lightness on the monitor.

 **Input Source**

Use the **Input Source** menu to select between different video inputs that are connected to your monitor.

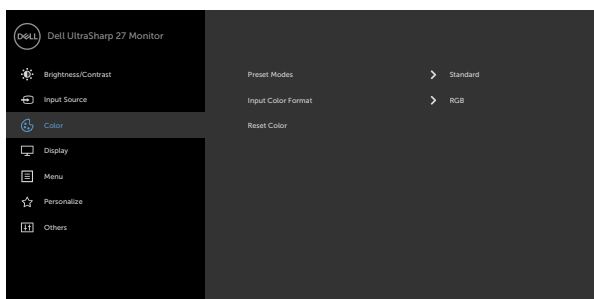


Icon	Menu and Submenus	Description
	<b>USB Type-C</b>	Select <b>USB Type-C</b> input when you are using the USB Type-C connector. Use  to select the USB Type-C input source.
	<b>DP</b>	Select <b>DP</b> input when you are using the DP (DisplayPort) connector. Use  to select the DP input source.
	<b>HDMI</b>	Select <b>HDMI</b> input when you are using the HDMI connector. Use  to select the HDMI input source.
	<b>Auto Select</b>	Use  to select <b>Auto Select</b> , the monitor scans for available input sources.
	<b>Auto Select for USB-C</b>	Allows you to set Auto Select for USB Type-C to: <ul style="list-style-type: none"> <li>• <b>Prompt for Multiple Inputs</b> : always show Switch to USB Type-C Video Input message for user to choose whether to switch or not.</li> <li>• <b>Yes</b>: The monitor always switch to USB Type-C video without asking while USB Type-C connected.</li> <li>• <b>No</b>: The monitor will NOT auto switch to USB Type-C video from another available input.</li> </ul>
	<b>Reset Input Source</b>	Resets your monitor's Input Source settings to the factory defaults.



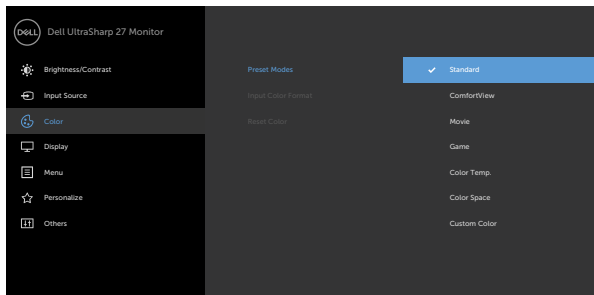
## Color

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





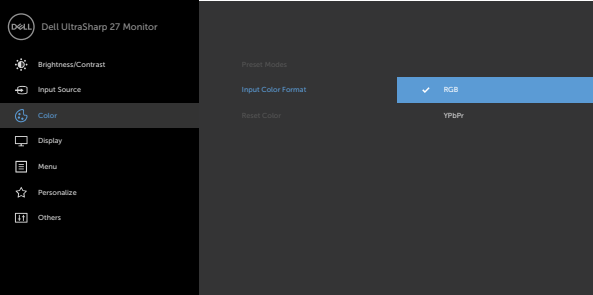








Icon	Menu and Submenus	Description
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**Preset Modes** When you select **Preset Modes**, you can choose **Standard**, **ComfortView**, **Movie**, **Game**, **Color Temp.** , **Color Space** or **Custom Color** from the list.




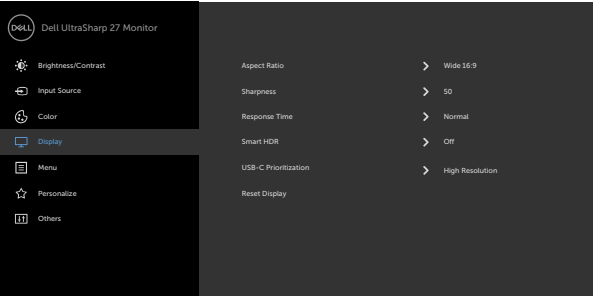




- **Standard:** Default color settings. This is the default preset mode.
- **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes.  
**NOTE:** To reduce the risk of eye strain and neck/arm/back/shoulders pain from using the monitor for long periods of time, we suggest you to :
  - Set the screen about 20 to 28 in. (50-70 cm) from your eyes.
  - Blink frequently to moisten or rewet your eyes when working with the monitor.
  - Take regular and frequent breaks for 20 minutes 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.
- **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: sRGB and DCI-P3 , the default setting is sRGB.  
**NOTE:** When you select DCI-P3 as the color space, the luminance of the backlight defaults to 48 cd/m<sup>2</sup> (typical). You can manually adjust the luminance of the backlight by using the **Brightness** function under **Brightness/Contrast** in the OSD menu.



Icon	Menu and Submenus	Description
		<ul style="list-style-type: none"> <li>• <b>Custom Color:</b> Allows you to manually adjust the color settings. Press the  and  buttons to adjust the Red, Green, and Blue values and create your own preset color mode.</li> </ul>
	<b>Input Color Format</b>	<p>Allows you to set the video input mode to:</p> <ul style="list-style-type: none"> <li>• <b>RGB:</b> Select this option if your monitor is connected to a computer (or DVD player) using the USB Type-C, DP or HDMI cable. <b>YPbPr:</b> Select this option if your DVD player supports only YPbPr output.</li> </ul>
		
		   
	<b>Hue</b>	<p>Use  or  to adjust the hue from 0 to 100.  <b>NOTE:</b> Hue adjustment is available only for Movie and Game mode.</p>
	<b>Saturation</b>	<p>Use  or  to adjust the saturation from 0 to 100.  <b>NOTE:</b> Saturation adjustment is available only for Movie and Game mode.</p>
	<b>Reset Color</b>	<p>Resets your monitor's color settings to the factory defaults.</p>





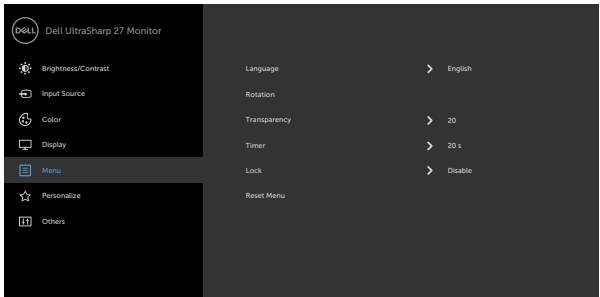
Icon	Menu and Submenus	Description
	Display	Use the <b>Display</b> menu to adjust image.
		
		
<b>Aspect Ratio</b>	Adjust the image ratio to <b>Wide 16:9, Auto Resize, 4:3, 5:4</b> .	
<b>Sharpness</b>	Makes the image look sharper or softer. Use  or  to adjust the sharpness from '0' to '100'.	
<b>Response Time</b>	Allows you to set the <b>Response Time</b> to <b>Normal</b> or <b>Fast</b> .	
<b>Smart HDR</b>	<p>Push  to switch the <b>Smart HDR</b> feature between <b>Desktop</b>, <b>Movie HDR</b>, <b>Game HDR</b>, <b>DisplayHDR</b>, and <b>Off</b>.</p> <p>Smart HDR (High Dynamic Range) automatically enhances the display output by adjusting the settings optimally to resemble life-like visuals.</p> <p><b>Desktop:</b> This is the default mode. This mode is more suitable for general usage of the monitor with a desktop computer.</p> <p><b>Movie HDR:</b> Use this mode during playback of HDR video content to expand the contrast ratio, brightness, and color palette. It matches the video quality with real life visuals.</p> <p><b>Game HDR:</b> Use this mode when playing games that support HDR to expand the contrast ratio, brightness, and color palette. It makes gaming experience more realistic as intended by game developers.</p> <p><b>DisplayHDR:</b> Best used with content that complies with DisplayHDR standards.</p> <p><b>Off:</b> Disables Smart HDR function.</p> <p><b>NOTE:</b> The possible peak luminance during HDR mode is 400-nits (typical). The actual value and duration during HDR playback might vary accordingly to the video content.</p>	







Icon	Menu and Submenus	Description
	<b>USB-C Prioritization</b>	<p><b>High Resolution:</b> This is default setting. The maximum supported resolution is 3840 x 2160@60 Hz and USB 2.0 data.</p> <p><b>High Data Speed:</b> This setting supports USB 3.0 data. For details on the maximum supported resolution, please check the Display Info Link Rate (Current) in the OSD menu. If source is HBR3, the maximum resolution is 3840 x 2160@60 Hz and USB 3.0 data. If source is HBR2, the maximum resolution is 3840 x 2160@30 Hz and USB 3.0 data.</p>
	<b>Reset Display</b>	Restores the display settings to factory defaults.

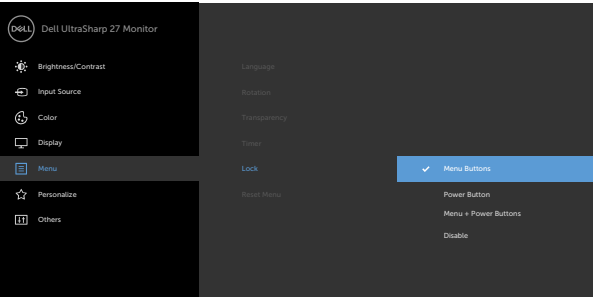







<b>Menu</b>	Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on.
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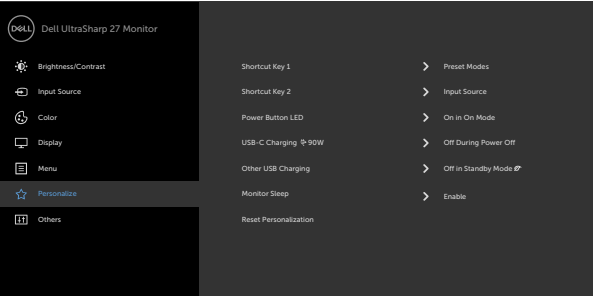


<b>Language</b>	Set the OSD display to one of eight languages. (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).
<b>Rotation</b>	Rotates the OSD by 0/90/180/270 degrees. You can adjust the menu according to your display rotation.
<b>Transparency</b>	Select this option to change the menu transparency by using  and  (min. 0 / max. 100).
<b>Timer</b>	<p><b>OSD Hold Time:</b> Sets the length of time the OSD remains active after you press a button.</p> <p>Use the  and  buttons to adjust the slider in 1-second increments, from 5 to 60 seconds.</p>



Icon	Menu and Submenus	Description
<b>Lock</b>	Controls user access to adjustments. the buttons are locked.	
		<div style="text-align: right; margin-bottom: 10px;">     </div> <ul style="list-style-type: none"> <li>• <b>Menu Buttons:</b> Through OSD to lock the Menu buttons.</li> <li>• <b>Power Button:</b> Through OSD to lock the Power button.</li> <li>• <b>Menu + Power Buttons:</b> Through OSD to lock the all of Menu and Power buttons.</li> <li>• <b>Disable:</b> Press and hold the  button on the left of the power button for 4 seconds.</li> </ul>
	<b>Reset Menu</b>	Restore the menu settings to factory defaults.



Icon	Menu and Submenus	Description
	<b>Personalize</b>	
<b>Shortcut key 1</b>	Select from <b>Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, Smart HDR, Rotation</b> set as shortcut key 1.	
<b>Shortcut key 2</b>	Select from <b>Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, Smart HDR, Rotation</b> set as shortcut key 2.	
<b>Power Button LED</b>	Allows you to set the state of the power light to save energy.	
<b>USB-C Charging 90W</b>	<p>Allows you to enable or disable <b>Always On USB Type-C Charging</b> function during monitor Power Off mode.</p> <p><b>NOTE:</b> Enabling this option on the monitor allows you to charge your notebook through the USB Type-C cable (C to C) even when the monitor is powered off.</p>	
<b>Other USB Charging</b>	<p>Allows you to enable or disable USB Type-A and USB Type-C Downstream Ports charging function during monitor standby mode.</p> <p><b>NOTE:</b> This option was previously called “USB” in older monitor firmware revisions.</p>	
<b>Monitor Sleep</b>	Select Disable to turn off this feature.	
<b>Reset Personalization</b>	Restores shortcut keys to factory defaults.	



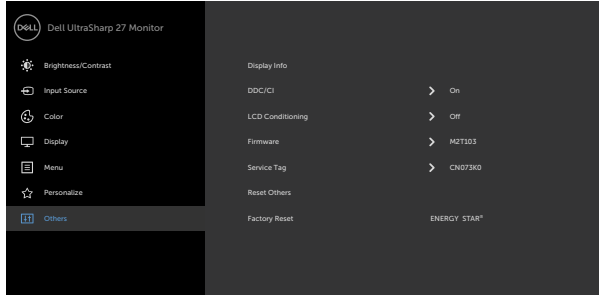
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Icon	Menu and Submenus	Description
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### Others



Select this option to adjust the OSD settings such as the **DDC/CI**, **LCD conditioning**, and so on.

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### Display Info

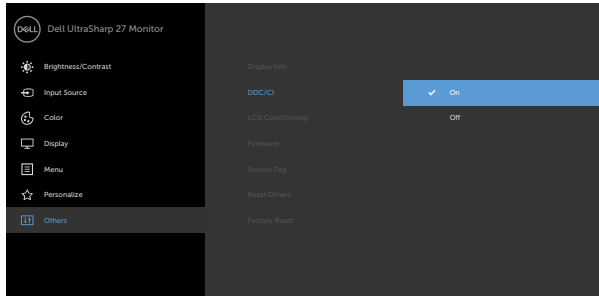
Displays the monitor's current settings.

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### DDC/CI

**DDC/CI** (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer. Select **Off** to turn off this feature.

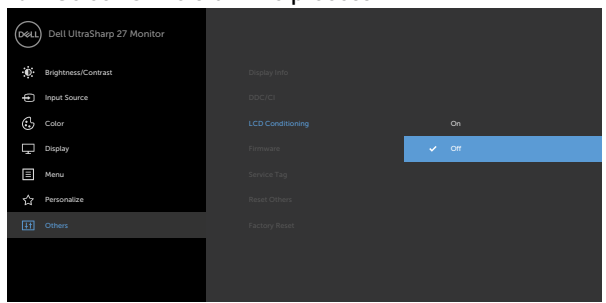
Enable this feature for best user experience and optimum performance of your monitor.



Icon	Menu and Submenus	Description
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**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 **On** to start the process.

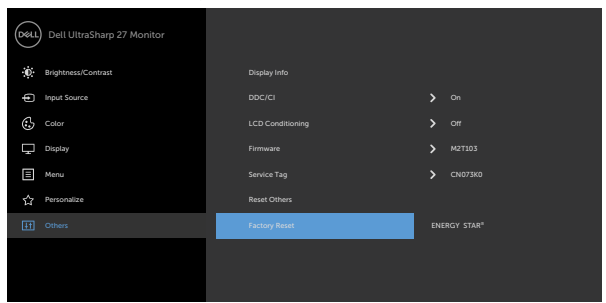


<b>Firmware</b>	Firmware version.
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<b>Service Tag</b>	<p>Displays the Service Tag. The Service Tag is a unique alphanumeric identifier that allows Dell to identify the product specifications and access warranty information.</p> <p><b>NOTE:</b> The Service Tag is also printed on a label located at the back of the cover.</p>
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<b>Reset Others</b>	Restores other settings, such as <b>DDC/CI</b> , to factory defaults.
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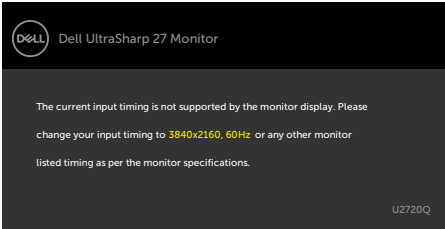
<b>Factory Reset</b>	Restores all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests.
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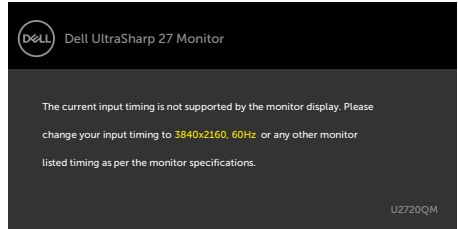
# OSD Warning Messages

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

## U2720Q



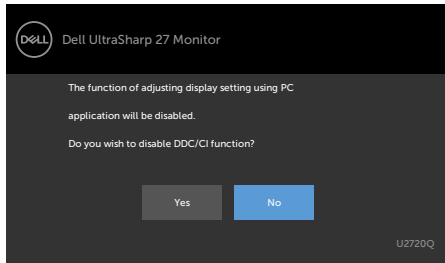
## U2720QM



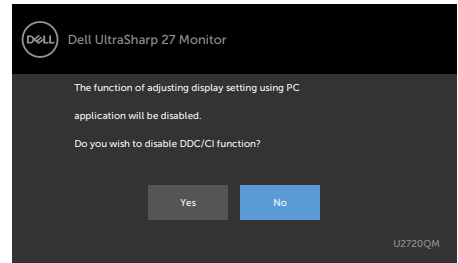
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor Specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 3840 x 2160.

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

## U2720Q

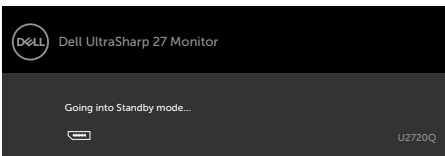


## U2720QM

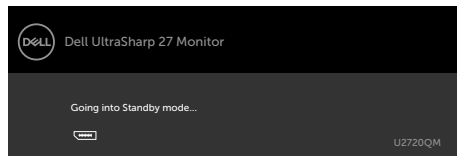


When the monitor enters the **Standby** mode, the following message will appear:

## U2720Q



## U2720QM

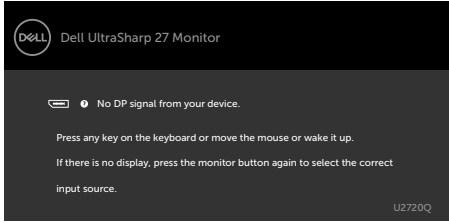


Activate the computer and wake up the monitor to gain access to the [OSD](#).

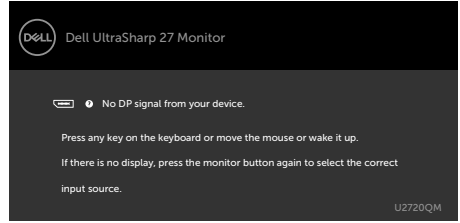


If you press any button other than the power button, the following messages will appear depending on the selected input:

### U2720Q

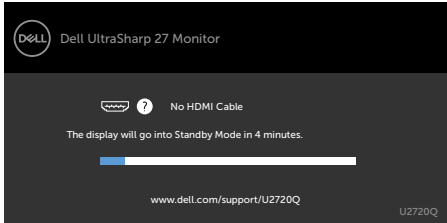


### U2720QM



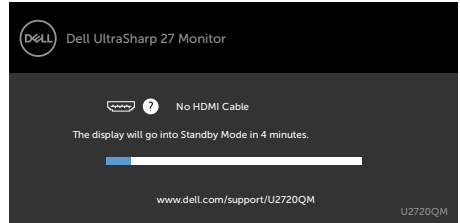
If either HDMI, DP and USB Type-C input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

### U2720Q

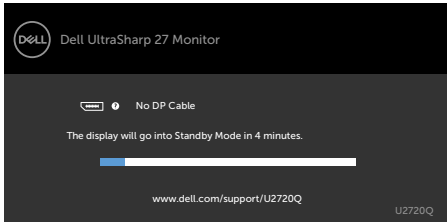


or

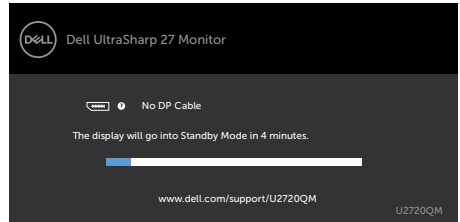
### U2720QM



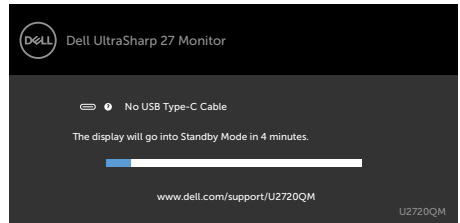
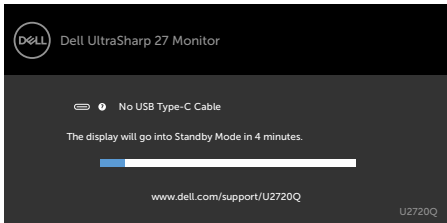
or



or



or

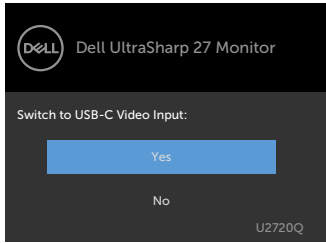




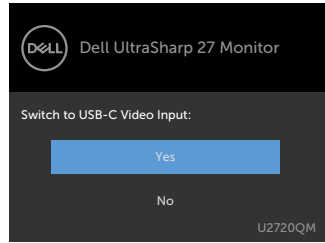
A message is displayed while the cable supporting DP alternate mode is connected to the monitor under the following conditions:


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

**U2720Q**



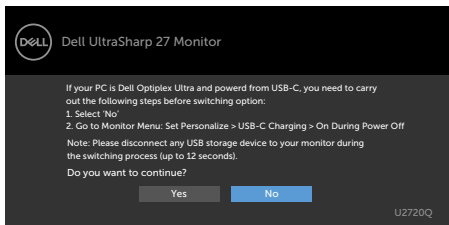
**U2720QM**



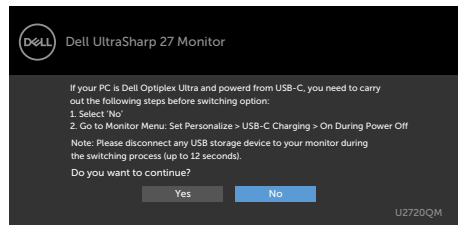
If **USB-C Charging**  **90 W** item is set to **Off During Power Off**:

- When you select OSD items of **USB-C Prioritization** to **High Resolution** in Display feature, the following message will appear:

**U2720Q**

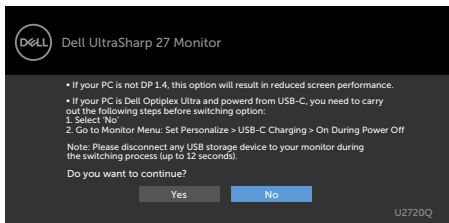


**U2720QM**

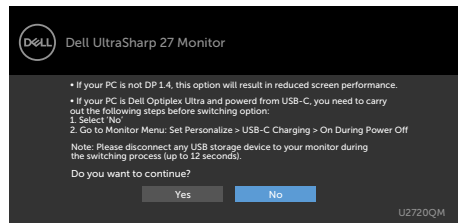



- When you select OSD items of **USB-C Prioritization** to **High Data Speed** in Display feature, the following message will appear:

**U2720Q**

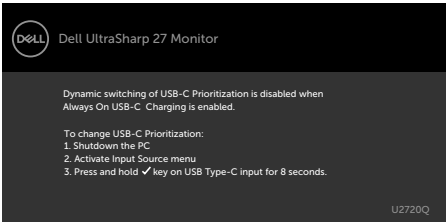


**U2720QM**

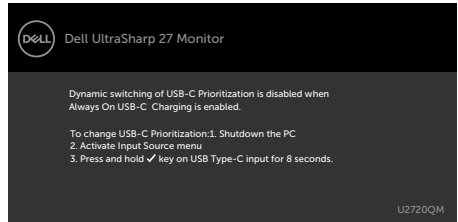


If **USB-C Charging**  **90 W** is set to **On During Power Off**, when you select OSD item of **USB-C Prioritization to High Resolution** or **High Data Speed** in Display feature, the following message will appear:

### U2720Q



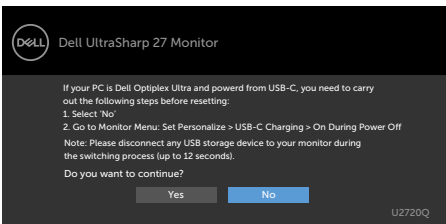
### U2720QM



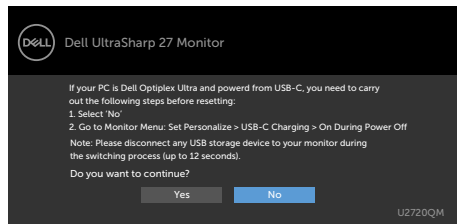
When **USB-C Charging**  **90 W** is set to **Off During Power Off** and **USB-C Prioritization** is set to **High Data Speed**:

- Select OSD items of **Factory Reset** in **Other** feature, the following message will appear:

### U2720Q

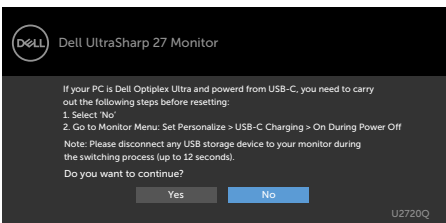


### U2720QM



- Select OSD items of **Display Reset** in **Display** feature, the following message will appear:

### U2720Q

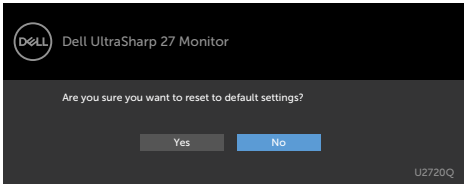


### U2720QM

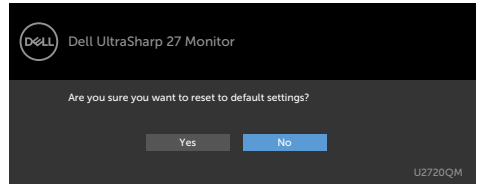


When **USB-C Charging** is set to **On During Power Off** and **USB-C Prioritization** is set to **High Data Speed**, select OSD items of **Factory Reset** in **Other feature**, the following message will appear:

### U2720Q

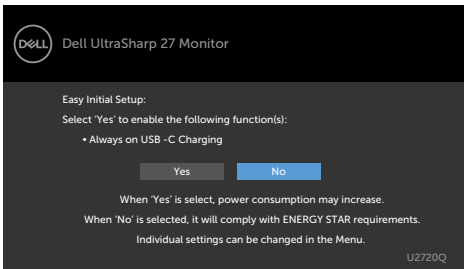


### U2720QM

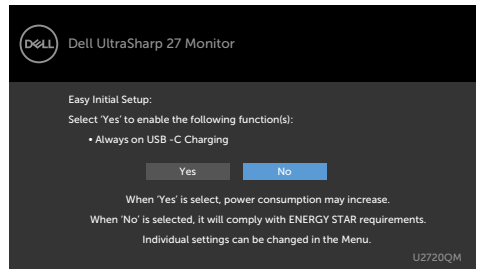


When you select 'Yes' to reset to default settings, the following message will appear:

### U2720Q

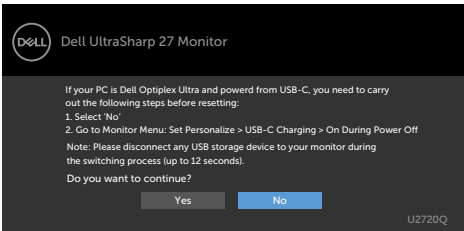


### U2720QM

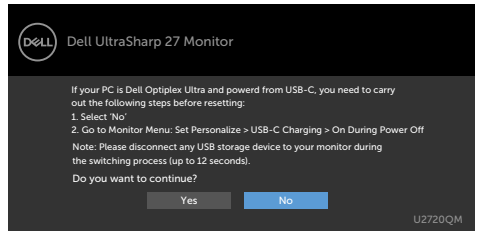


When you select 'No', then do the second **Factory Reset**, the following message will appear:

### U2720Q

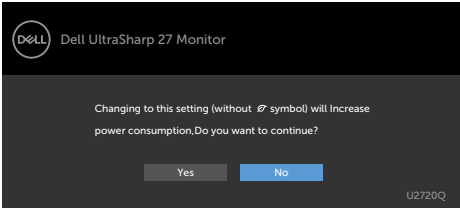


### U2720QM

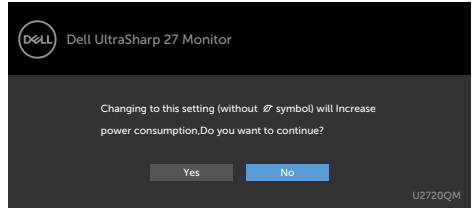


Select OSD items of On in **Standby Mode** in Personalize feature, the following message will appear:

### U2720Q

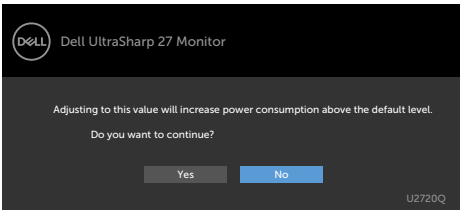


### U2720QM

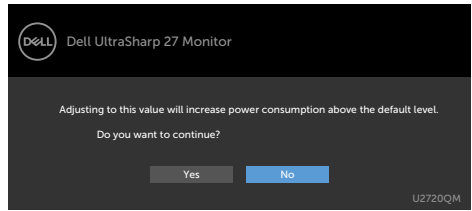


If adjust the Brightness level above the default level over 75%, the following message will appear:

### U2720Q



### U2720QM



See [Troubleshooting](#) for more information.



# Troubleshooting

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

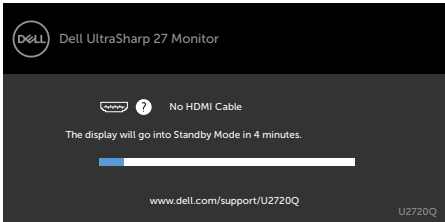
## Self-Test

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

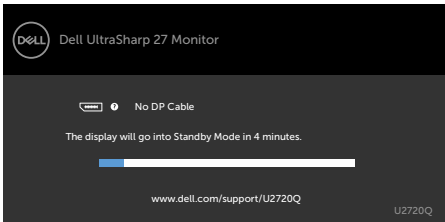
- 1 Turn off both your computer and the monitor.
- 2 Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
- 3 Turn on the monitor.

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

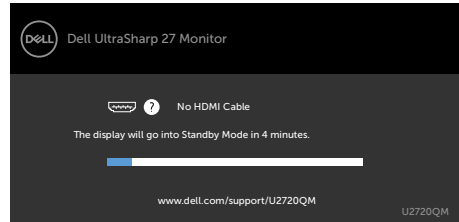
### U2720Q



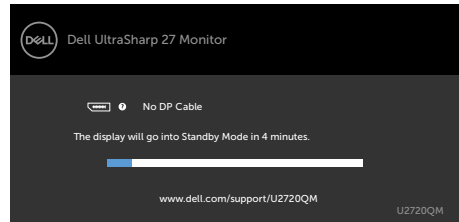
or



### U2720QM

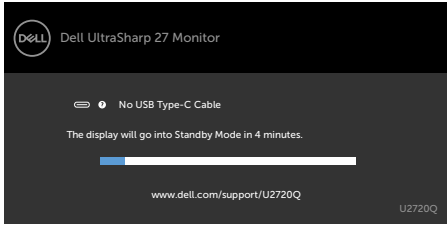


or



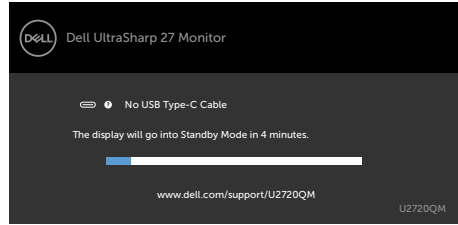
U2720Q

or



U2720QM

or




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

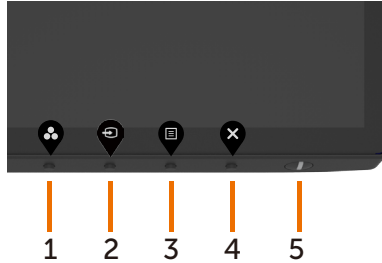
If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.





# Built-in Diagnostics

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

 **NOTE:** You can run the built-in diagnostics only when the video cable is unplugged and the monitor 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 monitor. The monitor then goes into the self-test mode.
- 3 Press and hold **Button 4** for 4 seconds in lock Select Option. Select the self-inspection icon  and press , A gray screen appears.
- 4 Carefully inspect the screen for abnormalities.
- 5 Press **Button 1** on the front panel again. The color of the screen changes to red.
- 6 Inspect the display for any abnormalities.
- 7 Repeat steps 5 and 6 to inspect the display in green, blue, black, white, and text screens.

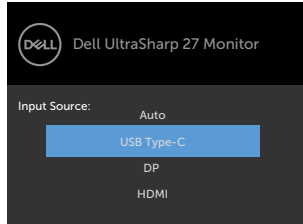
The test is complete when the text screen appears. To exit, press **Button 1** again. If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.




# Setting USB-C Prioritization when USB-C Charging is set to On During Power Off

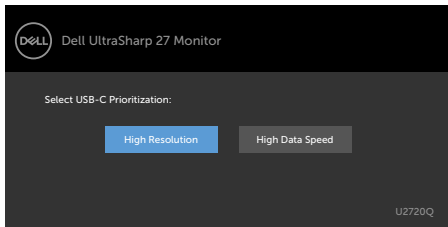
If **USB-C Charging** is set to **On During Power Off**, the monitor allows you to specify the **USB-C Prioritization** settings only when your PC is powered off.

- 1 Ensure that your PC is powered off.
- 2 Press any control button other than the power button to display the shortcut menu of **Input Source**.
- 3 Use the  or  buttons to highlight **USB Type-C**.

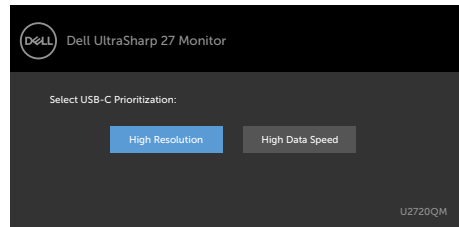




- 4 Press and hold the  button for approximately 8 seconds.
- 5 The **USB-C Prioritization** configuration message will appear.

## U2720Q



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- 6 Use the  or  button to specify the preferred transfer priority.
- 7 The setting will be effective after you turn on the PC.





# Common Problems

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

Common Symptoms	What You Experience	Possible Solutions
No Video/Power LED off	No picture	<ul style="list-style-type: none"><li>• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li><li>• Verify that the power outlet is functioning properly using any other electrical equipment.</li><li>• Ensure that the power button is depressed fully.</li><li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li></ul>
No Video/Power LED on	No picture or no brightness	<ul style="list-style-type: none"><li>• Increase brightness and contrast controls via OSD.</li><li>• Perform monitor self-test feature check.</li><li>• Check for bent or broken pins in the video cable connector.</li><li>• Run the built-in diagnostics.</li><li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li></ul>
No video at HDMI/DisplayPort/USB Type-C port	When connected to some dongle/docking device at the port, there is no video when unplugging/plugging the Thunderbolt cable from the notebook	<ul style="list-style-type: none"><li>• Unplug the HDMI/DisplayPort/USB Type C cable from dongle/docking device, then plug the docking Thunderbolt cable to the notebook. Plug the HDMI/DisplayPort/USB Type-C cable 7 seconds later.</li></ul>
Missing Pixels	LCD screen has spots	<ul style="list-style-type: none"><li>• Cycle power on-off.</li><li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li><li>• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">www.dell.com/support/monitors</a>.</li></ul>
Stuck-on Pixels	LCD screen has bright spots	<ul style="list-style-type: none"><li>• Cycle power On-Off.</li><li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li><li>• For more information on Dell Monitor Quality and PixelPolicy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">www.dell.com/support/monitors</a>.</li></ul>
Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none"><li>• Reset the monitor to factory settings.</li><li>• Adjust brightness and contrast controls via OSD.</li></ul>




Common Symptoms	What You Experience	Possible Solutions
Safety Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>• Do not perform any troubleshooting steps.</li> <li>• Contact Dell immediately.</li> </ul>
Intermittent Problems	Monitor malfunctions on & off	<ul style="list-style-type: none"> <li>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>• Reset the monitor to factory settings.</li> <li>• Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>
HDR Problems	Cannot set GFX solution into HDR mode after switching into Desktop/ Movie HDR/ Game HDR/ DisplayHDR Presets	<ul style="list-style-type: none"> <li>• Ensure your computer or graphics solution meets the minimum requirement for HDR playback and install the latest software drivers for the graphics card.</li> <li>• Ensure that the HDMI 2.0 cable that comes with the package is used.</li> <li>• If the above steps fail, choose the resolution 3840 x 2160 from the <b>Display Properties</b> to force the proper HDR signaling.</li> </ul>
Missing Color	Picture missing color	<ul style="list-style-type: none"> <li>• Perform monitor self-test.</li> <li>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>• Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong Color	Picture color not good	<ul style="list-style-type: none"> <li>• Change the settings of the <b>Preset Modes</b> in the <b>Color</b> menu OSD depending on the application.</li> <li>• Adjust R/G/B value under <b>Custom Color</b> in <b>Color</b> menu OSD.</li> <li>• Change the <b>Input Color Format</b> to PC RGB or YPbPr in the <b>Color</b> menu OSD.</li> <li>• Run the built-in diagnostics.</li> </ul>
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	<ul style="list-style-type: none"> <li>• Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting.</li> <li>• Alternatively, use a dynamically changing screensaver.</li> </ul>



# Product Specific Problems

Problem	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	<ul style="list-style-type: none"> <li>• Check the <b>Aspect Ratio</b> setting in the <b>Display</b> menu OSD.</li> <li>• Reset the monitor to factory settings.</li> </ul>
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	<ul style="list-style-type: none"> <li>• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor.</li> </ul>
No Input Signal when user controls are pressed	No picture, the LED light is white	<ul style="list-style-type: none"> <li>• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.</li> <li>• Check whether the signal cable is plugged in properly. Connect the signal cable again, if necessary.</li> <li>• Reset the computer or video player.</li> </ul>
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> <li>• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>• Run the built-in diagnostics.</li> </ul>
No image when using USB Type-C connection to computer, laptop, and so on	Black screen	<ul style="list-style-type: none"> <li>• Verify if the USB Type-C interface of the device can support DP alternate mode.</li> <li>• Verify if the device required more than 90 W power charging.</li> <li>• USB Type-C interface of device cannot support DP alternate mode.</li> <li>• Set Windows to Projection mode.</li> <li>• Ensure that the USB Type-C cable is not damaged.</li> </ul>
No charging when using USB Type-C connection to computer, laptop, and so on	No charging	<ul style="list-style-type: none"> <li>• Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles.</li> <li>• Verify if the Notebook requires a &gt;90 W power adaptor.</li> <li>• If the Notebook requires a &gt;90 W power adaptor, it may not charge with the USB Type-C connection.</li> <li>• Ensure that you use only Dell approved adaptor or the adaptor that comes with the product.</li> <li>• Ensure that the USB Type-C cable is not damaged.</li> </ul>



<b>Problem</b>	<b>What you experience</b>	<b>Possible solutions</b>
Intermittent charging when using USB Type-C connection to computer, laptop, and so on	Intermittent charging	<ul style="list-style-type: none"> <li>• Check if the maximum power consumption of device is over 90 W.</li> <li>• Ensure that you use only Dell approved adapter or the adapter that comes with the product.</li> <li>• Ensure that the USB Type-C cable is not damaged.</li> </ul>
No image when using DP connection to the PC	Black screen	<ul style="list-style-type: none"> <li>• Verify which DP standard (DP 1.1a or DP 1.4) is your Graphics Card certified to. Download and install the latest graphics card driver.</li> <li>• Some DP 1.1a graphics card cannot support DP 1.4 monitors. Go to OSD menu, under Input Source selection, press and hold DP select  key for 8 sec to change the monitor setting from DP 1.4 to DP 1.1a.</li> </ul>



# Appendix

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## 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](http://www.dell.com/regulatory_compliance).

## Contacting Dell

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

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

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

### To get online Monitor support content:

See [www.dell.com/support/monitors](http://www.dell.com/support/monitors).

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

- 1 Go to [www.dell.com/support](http://www.dell.com/support).
- 2 Verify your country or region in the Choose A Country/Region drop-down menu at the bottom-right 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.



# EU product database for energy label and product information sheet

U2720Q: <https://eprel.ec.europa.eu/qr/344909>

## Setting Up Your Monitor

### Setting Display Resolution to 3840 x 2160 (maximum)

For best performance, set the display resolution to **3840 x 2160** 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. For Windows Vista and Windows 7, skip this step.
- 2 Right-click on the desktop and click **Screen Resolution**.
- 3 Click the Dropdown list of the Screen Resolution and select **3840 x 2160**.
- 4 Click **OK**.


#### In Windows 10:

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

If you do not see 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](http://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 **3840 x 2160** again.

 **NOTE:** If you are unable to set the resolution to **3840 x 2160**, 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. For Windows Vista and Windows 7, skip this step.
- 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](http://www.amd.com) or [www.nvidia.com](http://www.nvidia.com)).
- 7 After installing the drivers for your graphics adapter, attempt to set the resolution to **3840 x 2160** 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](http://www.amd.com) or [www.nvidia.com](http://www.nvidia.com)).
- 6 After installing the drivers for your graphics adapter, attempt to set the resolution to **3840 x 2160** 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 Monitor



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



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

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

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

