Dell UltraSharp 49 Curved USB-C Hub Monitor - U4924DW

User's Guide

Model: U4924DW
Regulatory model: U4924DWb

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

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

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

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Safety instructions

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

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

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

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

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystals of the display.
- Connect the power cable from the monitor to a wall outlet that is near and accessible. See Connecting your monitor.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the *User's Guide*.

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

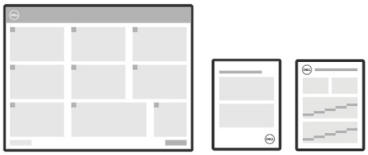
About your monitor

Package contents

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

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

	Monitor
	Stand riser
	Stand base

	Power cable (varies by country)
	DisplayPort cable (DP to DP) Cable length: 1.80 M
	HDMI cable Cable length: 1.80 M
	USB Type-C cable Cable length: 1.00 M
	USB-A to USB-C Gen2 Cable Cable length: 1.00 M
	• Quick Setup Guide • Safety, Environmental, and Regulatory Information • Factory calibration report

Product features

The **Dell U4924DW** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- 124.46 cm (49.00 in.) viewable area (measured diagonally). 5120 x 1440 (32:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angle to allow viewing from a sitting or standing position.
- Color gamut of sRGB 100%, Rec.709 100%, DCI-P3 98%, and Display P3 98% with an average Delta E < 2.
- Digital connectivity with DisplayPort, USB Type-C and HDMI (supports up to DQHD 5120 x 1440 60 Hz FRL as per specified in HDMI 2.1).
- Single USB Type-C to supply power (PD 90 W) to a compatible notebook while receiving video and data signal.
- Tilt, swivel, height adjustment, and slant adjust capabilities.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier setup with an elegant viewing experience.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Equipped with:
  - 1 USB Type-C upstream port (video and data; DP1.4 with Alternate mode, PD up to 90 W)
  - 1 USB Type-C upstream port (data only)
  - 2 SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C downstream ports
  - 1 SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-A downstream charging port
  - 4 SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-A downstream ports
- USB-C and RJ45 ports enable a single-cable, network-connected experience.
- Plug and play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Supports Picture by Picture (PBP) and Picture in Picture (PIP) Select mode.
- The built-in KVM switch allows you to control up to 2 computers from a single set of keyboard and mouse connected to the monitor.
- Supports Auto KVM for multiple input setup.
- Power and OSD buttons lock.
- Security-lock slot.
- Stand lock.

- Power consumption ≤ 0.3 W in Standby Mode.
- Built-in speakers (9 W) x 2.
- Optimize eye comfort with a flicker-free screen and ComfortView feature which minimizes blue light emission.
- The Monitor uses Low Blue Light panel and is compliant with TÜV Rheinland (Hardware Solution) at factory reset or default setting. This always on, built-in low blue light solution reduces hazardous blue light emissions, without sacrificing true-to-life colors.

⚠ **WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, which includes but is not limited to eye fatigue and digital eye strain. ComfortView Plus feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.**

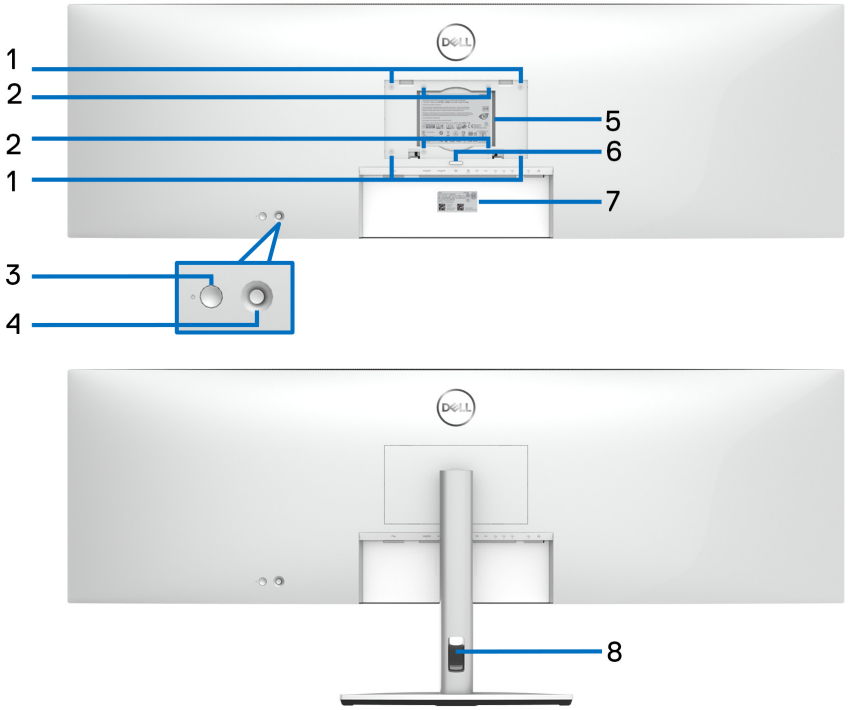
Identifying parts and controls

Front view

Label	Description	Use
1	SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C downstream ports (2)	Connect your USB device.* **NOTE:** To use these ports, you must connect the USB Type-C cable or USB Type-C to Type-A cable (shipped with your monitor) to the USB Type-C upstream port on the monitor and to your computer.
2	SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-A downstream port with Power Charging	Connect your USB device* or charge your device **NOTE:** To use this port, you must connect the USB Type-C cable or USB Type-C to Type-A cable (shipped with your monitor) to the USB Type-C upstream port on the monitor and to your computer.
3	Power LED indicator	Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.

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

Back view

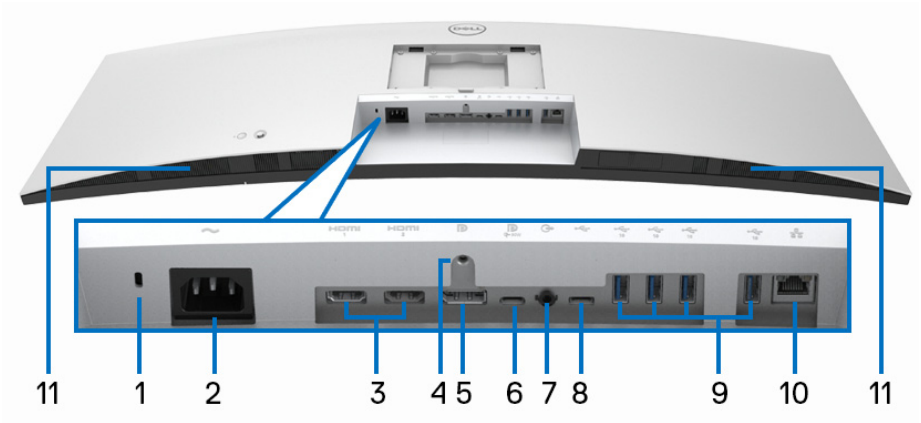


Back view with monitor stand

Label	Description	Use
1, 2	VESA mounting holes of 200 mm x 100 mm (1) and 100 mm x 100 mm (2) are supported.	For third party wall mount, it is recommended using 200 mm x 100 mm VESA-compatible wall mount kit with M4 x 10 mm screws.
3	Power On/Off button	To turn the monitor on or off.

4	Joystick	Use it to control the OSD menu. For more Information, see Operating the monitor.
5	Regulatory label	Lists the regulatory approvals.
6	Stand release button	Releases stand from the monitor.
7	Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.
8	Cable-management slot	Use to organize cables by routing them through the slot.

Bottom view



Bottom view without monitor stand

Label	Description	Use
1	Security-lock slot (based on Kensington Security Slot)	Secures the monitor with security cable lock (sold separately).
2	Power connector	Connect the power cable (shipped with your monitor).
3	HDMI ports (2)	Connect your computer with the HDMI cable (shipped with your monitor).
4	Stand lock	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
5	DisplayPort	Connect your computer with the DisplayPort cable.

6	SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C upstream port (video and data)	Connect the USB Type-C cable that comes with your monitor to the computer or mobile device. This port supports USB Power Delivery, Data, and DisplayPort video signal. The SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C port offers the fastest transfer rate and the alternate mode with DP 1.4 supports a maximum resolution of 5120 x 1440 at 60 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. **NOTE:** USB Type-C is not supported on versions of Windows prior to Windows 10 and Windows 11.
7	Audio line-out port	Connect your external speakers.*
8	SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C upstream port (data only) 	Connect the USB-A to USB-C cable that comes with your monitor to the computer. This port supports USB data transfer at 10 Gbps (USB 3.2 Gen2). Once this cable is connected, you can use the USB connectors on the monitor. **NOTE:** USB Type-C is not supported on versions of Windows prior to Windows 10.
9	SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-A downstream ports (4)	Connect your USB device.** **NOTE:** To use this port, you must connect the USB Type-C cable or USB Type-C to Type-A Cable (shipped with your monitor) to the USB Type-C upstream port on the monitor and to your computer.
10	RJ45 port	Support Ethernet connection 10/100/1000/ 2500 Mbps.
11	Speakers	Provides audio output.

*Headphone usage is not supported for the audio line out connector.

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

Monitor specifications

Model	U4924DW
Screen type	Active matrix - TFT LCD
Panel technology	In-Plane Switching Technology
Aspect ratio	32:9
Viewable image	
Diagonal Width (active area) Height (active area) Total area	1244.60 mm (49.00 in.) 1198.08 mm (47.17 in.) 336.96 mm (13.27 in.) 403705.04 mm^2 (625.74 $in.^2$)
Pixel pitch	0.234 mm x 0.234 mm
Pixel per inch (PPI)	109
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	350 cd/m² (typical)
Contrast ratio	2000 to 1 (typical)
Faceplate coating	Anti-Glare with 3H hardness
Backlight	White LED edgelight system
Response time	14 ms (Typical) 8 ms (Normal) 5 ms (Fast)
Curvature	3800R
Color depth	1.07 billion colors, 10 Bit(8 Bit + A-FRC)
Color gamut	• DCI-P3 98% • Display P3 98% • sRGB 100% • Rec.709 100%
Calibration accuracy	DCI-P3, Display P3, sRGB, & Rec.709: Delta E < 2 (average)

Connectivity	• 1 x DP 1.4 (HDCP2.2) (supports up to DQHD 5120 x 1440 60 Hz) • 2 x HDMI ports (HDCP2.2) (supports up to DQHD 5120 x 1440 60 Hz FRL as per specified in HDMI 2.1) • 1 x USB Type-C upstream port (video and data) (Alternate mode with DisplayPort 1.4, Power Delivery PD up to 90 W)* • 1 x USB-C upstream port (data only, 10 Gbps USB 3.2 Gen2) • 4 x SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-A downstream ports • 2 x SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C downstream ports with charging capability at 15 W (maximum) • 1 x SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-A port with BC1.2 charging capability at 2 A (maximum) • 1 x Audio line-out port • 1 x RJ45 2.5G port
Border width (edge of monitor to active area)	12.09 mm (Top) 11.00 mm (Left/Right) 16.90 mm (Bottom)
Adjustability	
Height adjustable stand Tilt Swivel Slant adjust	120 mm -5° to 21° -170° to 170° -2° to 2°
NOTE: Do not mount or use this monitor in portrait (vertical) orientation or inverse (180°) landscape mount as it may damage the monitor.	
Built-in speakers	2 x 9 W sound output
Dell Display Manager compatibility	Easy Arrange and other key features
Security	Security-lock slot (cable lock sold separately)

*DisplayPort and USB Type-C (Alternate mode with DisplayPort 1.4): HBR3/ DisplayPort 1.4/DP audio is supported.

Resolution specifications

Model	U4924DW
Horizontal scan range	25 kHz to 115 kHz (automatic)
Vertical scan range	24 Hz to 86 Hz (automatic)
Maximum preset resolution	5120 x 1440 at 60 Hz

Supported video modes

Model	U4924DW
Video display capabilities (HDMI, DisplayPort, and USB Type-C alternate mode)	480p, 576p, 720p, 1080p. 1080i*

*For HDMI input only.

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	28.30	-/+
640 x 400	31.5	60.0	25.20	-/+
640 x 480	37.5	75.0	31.50	-/-
800 x 600	37.9	60.0	40.00	+/+
800 x 600	46.9	75.0	49.50	+/+
1024 x 768	48.4	60.0	65.00	-/-
1024 x 768	60.0	75.0	78.80	+/+
1280 x 1024	64.0	60.0	108.00	+/+
1280 x 1024	80.0	75.0	135.00	+/+

1152 x 864	67.5	75.0	108.00	+/+
1600 x 900	60.0	60.0	108.00	+/+
1920 x 1080	67.5	60.0	148.50	+/+
2560 x 1080	66.6	60.0	181.25	+/-
2560 x 1440 (PBP)	88.8	60.0	241.5	+/+
3840 x 1080	66.6	60.0	266.50	+/-
5120 x 1440*	43.8	30.0	231.25	+/-
5120 x 1440*	88.8	60.0	469.00	+/-

* Requires a graphics card that supports HDMI, DP, and USB-C.

Electrical specifications

Model	**U4924DW**
Video input signals	• HDMI*/DisplayPort 1.4**, 600 mV for each differential line, 100 ohm input impedance per differential pair • USB-C DP Input (DP-Alt Mode), 600 mV for each differential line, 90 ohm input impedance per differential pair
AC input voltage/ frequency/current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 3.6 A (typical)
Inrush current	• 120 V: 40 A (Max.) at 0°C (cold start) • 240 V: 80 A (Max.) at 0°C (cold start)
Power consumption	• 0.3 W (Off mode)[1] • 0.3 W (Standby mode)[1] • 1.0 W (Networked standby mode)[1] • 45.0 W (On mode)[1] • 290 W (Max.)[2] • 47.86 W (P_{on})[3] • 151.69 kWh (TEC)[3]

* Supports up to DQHD 5120 x 1440 60 Hz FRL as per specified in HDMI 2.1.

**HBR3/DisplayPort 1.4/DP audio is supported.

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

[2] Max brightness and contrast setting with maximum power loading on all USB ports.

[3] P_{on}: Power consumption of On mode as defined in Energy Star 8.0 version.

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

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

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

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

Physical characteristics

Model	U4924DW
Signal cable type	• Digital: DisplayPort, 20 pins • Digital: HDMI, 19 pins • Universal Series Bus: Type-C, 24 pins • Universal Serial Bus: USB-C to USB-A
NOTE: Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. As Dell does not have control over the different cable suppliers in the market, the type of material, connector and process used to manufacture these cables, Dell does not guarantee video performance on cables that are not shipped with your Dell monitor.	
Dimensions (with stand)	
Height (extended)	520.57 mm (20.49 in.)
Height (compressed)	400.57 mm (15.77 in.)
Width	1214.90 mm (47.83 in.)
Depth	269.14 mm (10.60 in.)
Dimensions (without stand)	
Height	365.95 mm (14.41 in.)
Width	1214.90 mm (47.83 in.)
Depth	112.09 mm (4.41 in.)
Stand dimensions	
Height (extended)	412.00 mm (16.22 in.)
Height (compressed)	361.80 mm (14.24 in.)
Width	359.97 mm (14.17 in.)
Depth	269.14 mm (10.60 in.)
Base	359.97 mm (14.17 in.) x 264.97 mm (10.43 in.)
Weight	
Weight with packaging	27.73 kg (61.13 lb)
Weight with stand assembly and cables	16.30 kg (35.93 lb)

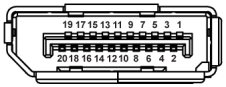
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	12.15 kg (26.79 lb)
Weight of stand assembly	3.70 kg (8.16 lb)

Environmental characteristics

Model	**U4924DW**
Compliant standards	
• ENERGY STAR certified monitor • EPEAT registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country. • RoHS compliant • TCO Certified & TCO Certified Edge • BFR/PVC free monitor (excluding external cables) • Arsenic-free glass and Mercury-free for the panel only	
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	• Storage: -20°C to 60°C (-4°F to 140°F) • Shipping: -20°C to 60°C (-4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	• Storage: 5% to 90% (non-condensing) • Shipping: 5% to 90% (non-condensing)
Altitude	
Operating	5000 m (16404 ft) (maximum)
Non-operating	12192 m (40000 ft) (maximum)
Thermal dissipation	• 989.48 BTU/hour (maximum) • 163.30 BTU/hour (typical)

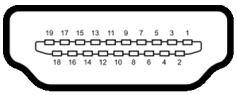
Pin assignments

DisplayPort connector (in)



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

HDMI connector



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

Universal Serial Bus (USB) interface

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

NOTE: This monitor is super speed USB 10 Gbps (USB 3.2 Gen2) compatible.

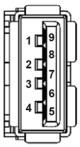
Transfer speed	Data rate	Maximum power supported*
Super-Speed	10 Gbps	4.5 W
High speed	480 Mbps	4.5 W
Full speed	12 Mbps	4.5 W

*Up to 2 A on USB downstream port (with battery icon) with BC1.2 compliance devices or normal USB devices.

USB Type-C	Description
Video	DisplayPort 1.4*
Data	SuperSpeed USB 10 Gbps (USB 3.2 Gen2)
Power Delivery (PD)	Up to 90 W

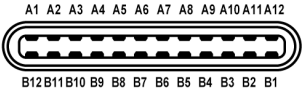
*HBR3/DisplayPort 1.4/DP audio is supported.

USB 3.2 downstream connector



Pin number	Signal Name	Pin number	Signal Name
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

USB Type-C connector



Pin Number	Signal Name	Pin Number	Signal Name
A1	GND	B1	GND
A2	TX1+	B2	TX2+
A3	TX1-	B3	TX2-
A4	VBUS	B4	VBUS
A5	CC1	B5	CC2
A6	D+	B6	D+
A7	D-	B7	D-
A8	SBU1	B8	SBU2
A9	VBUS	B9	VBUS
A10	RX2-	B10	RX1-
A11	RX2+	B11	RX1+
A12	GND	B12	GND

USB ports

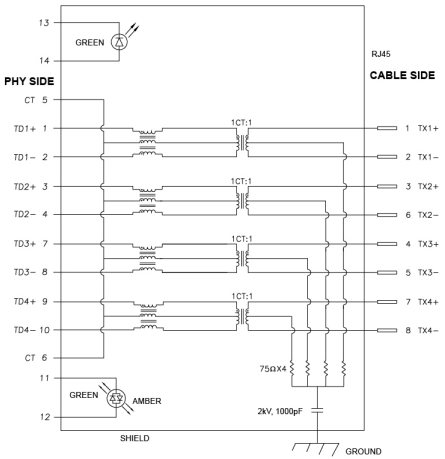
- 1 SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C upstream (video + data) - bottom
- 1 SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C upstream (data only) - bottom
- 2 SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-C downstream - bottom
- 5 SuperSpeed USB 10 Gbps (USB 3.2 Gen2) Type-A downstream - bottom

  Power Charging Port - the port with battery icon; supports up to 2 A fast-charging capability if the device is BC1.2 compatible.

NOTE: SuperSpeed USB 10 Gbps (USB 3.2 Gen2) functionality requires a SuperSpeed USB 10 Gbps (USB 3.2 Gen2)-capable computer.

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

RJ45 Connector



Pin	Signal	
P1	MDI0+	
P2	MDI0-	
P3	MDI1+	
P4	MDI1-	
P5	CT	
P6	CT	
P7	MDI2+	
P8	MDI2-	
P9	MDI3+	
P10	MDI3-	
Pin number	**Orange**	**Green**
P11	-	+
P12	+	-
P13	N/A	+
P14	N/A	-

Driver Installation

Install the Realtek USB GBE Ethernet Controller Driver available for your system. This is available for download at www.dell.com/support. Enter your monitor model number in the **Search** bar to identify the product, and then find the software under **Drivers & Downloads** section.

Network (RJ45) data rate through USB-C max speed is 2500 Mbps.

Wake-on-LAN behavior

Computer power save state	Computer behavior after receiving Wake-on-LAN (WOL) command
Modern Standby (S0ix)	Computer and Monitor remain in Standby but network communication enabled.
Standby/Sleep (S3)	Both Computer and Monitor turned ON.
Hibernate (S4)	Both Computer and Monitor turned ON.
OFF/Shutdown (S5)	Both Computer and Monitor turned ON.

NOTE: The computer BIOS must be configured to enable WOL function first.

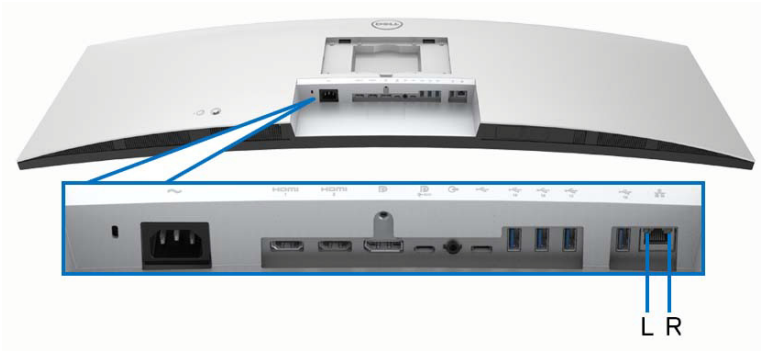
NOTE: This LAN port is 1000Base-T IEEE 802.3az compliant, supporting Mac Address (Printed on model label) Pass-thru (MAPT), Wake-on-LAN (WOL) from standby mode (S3 only) and UEFI* PXE Boot function [UEFI PXE Boot is not supported on Dell Desktop PC's (except for OptiPlex 7090/3090 Ultra Desktop)], these 3 features depend on BIOS settings and version of the OS. Functionality may vary with non-Dell PC's.

*UEFI stands for Unified Extensible Firmware Interface.

NOTE: WOL S4 and WOL S5 only capable with Dell Systems that support DPBS and is with USB-C connection only.

NOTE: Any issue related to WOL, user should debug the computer without monitor. After the problem is solved, then connect to the Monitor.

RJ45 Connector LED Status



LED	Color	Description
Right LED	Amber or Green	Speed indicator: • Amber On - 2500/1000 Mbps • Green On - 100 Mbps • Off - 10 Mbps
Left LED	Green	Link / Activity indicator: • Blinking - Activity on the port. • Green On - Link is being established. • Off - Link is not established.

NOTE: RJ45 cable is non in-box standard accessory.

Video Bandwidth

Host	Video Cable	USB-C Prioritization	Color Depth	Resolution
USB-C (Alt Mode DP1.2)	USB-C Gen2 cable	High Data Speed	8-bits	5120 x 1440 @ 30 Hz
		High Resolution	8-bits	5120 x 1440 @ 60 Hz
USB-C (Alt Mode DP1.4)	USB-C Gen2 cable	High Data Speed	8-bits	5120 x 1440 @ 60 Hz
		High Resolution	8-bits	5120 x 1440 @ 60 Hz
HDMI 1.4	HDMI cable	N/A	8-bits + 2-bits FRC	5120 x 1440 @ 30 Hz
HDMI 2.1*	HDMI cable	N/A	8-bits + 2-bits FRC	5120 x 1440 @ 60 Hz
DP 1.2	DP cable	N/A	8-bits + 2-bits FRC	5120 x 1440 @ 60 Hz
DP 1.4	DP cable	N/A	8-bits + 2-bits FRC	5120 x 1440 @ 60 Hz

*Supports up to DQHD 5120 x 1440 60 Hz FRL as per specified in HDMI 2.1.

USB Speed Bandwidth

Host	USB Upstream Cable	USB-C Prioritization	USB Device connected to USB-A or C Downstream
USB-C (Alt Mode DP1.2)	USB-C Gen2 cable	High Data Speed	Supported, USB 2.0/3.2 Gen2
		High Resolution	Supported, USB 2.0
USB-C (Alt Mode DP1.4)	USB-C Gen2 cable	High Data Speed	Supported, USB 2.0/3.2 Gen2
		High Resolution	Supported, USB 2.0
USB-A 2.0	USB A - C cable	N/A	Supported, USB 2.0
USB-A 3.2 Gen1	USB A - C cable	N/A	Supported, USB 2.0/3.2 Gen1
USB-C 3.2 Gen1 (Data only)	USB-C Gen2 cable	N/A	Supported, USB 2.0/3.2 Gen1
USB-C 3.2 Gen2 (Data only)	USB-C Gen2 cable	N/A	Supported, USB 2.0/3.2 Gen2

Plug and play capability

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

LCD monitor quality and pixel policy

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

Ergonomics

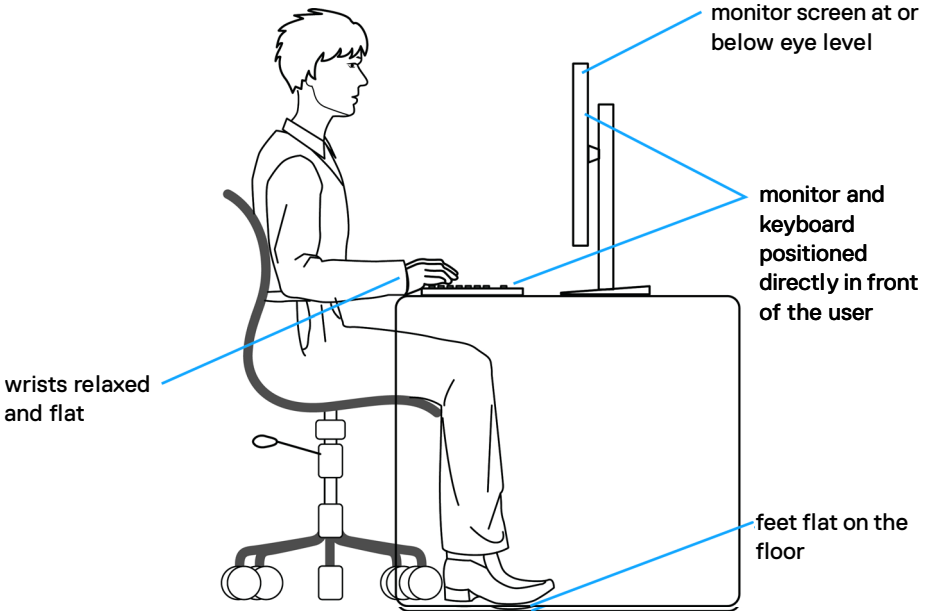
△ **CAUTION: Improper or prolonged usage of keyboard may result in injury.**

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

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

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are commercially available to help you correctly position your keyboard.
- To reduce the risk of eye strain and neck, arm, back, or shoulder pain from using the monitor for long periods of time, we recommend you to:
  1. Set the distance of the screen between 20 to 28 in. (50 - 70 cm) from your eyes.
  2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor
  3. Take regular and frequent breaks for 20 minutes every two hours.
  4. Look away from your monitor and gaze at a distant object that is 20 feet away for at least 20 seconds during the breaks.
  5. Perform stretches to relieve tension in the neck, arm, back, and shoulders during the breaks.
- Ensure that the monitor screen is at eye level or slightly lower when you are sitting in front of the monitor.

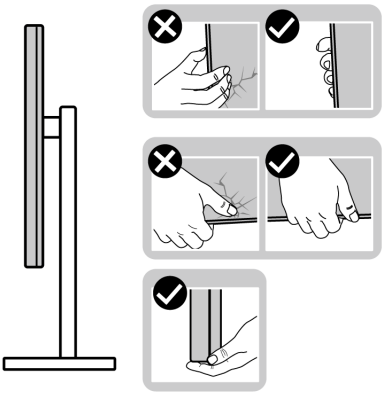
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms rest naturally on both sides.
- Ensure that your feet are resting flat on the floor.
- When sitting, make sure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair's height or use a footrest if necessary, to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended periods of time. Try to stand or get up and walk around at regular intervals.
- Keep the area under your desk clear of obstructions and cables or power cords that may interfere with comfortable seating or present a potential trip hazard.



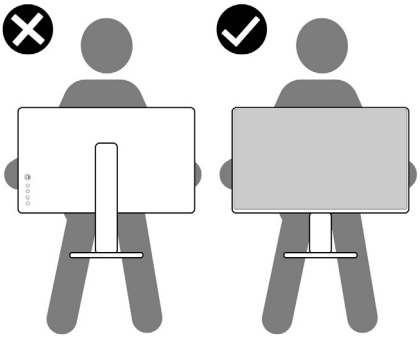
Handling and moving your display

To ensure that the monitor is handled safely when lifting or moving it, follow these guidelines:

- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting or moving the monitor.

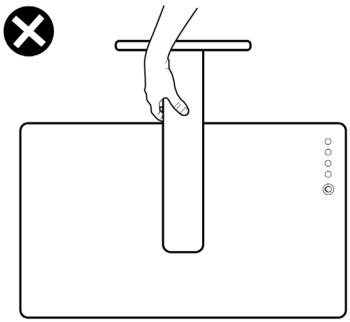


- When lifting or moving the monitor, ensure the screen is facing away from you and do not press on the display area to avoid any scratches or damage.



- When transporting the monitor, avoid any sudden shock or vibration to it.

- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. This may result in accidental damage to the monitor or cause personal injury.



Maintenance guidelines

Cleaning your monitor

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

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

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

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

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

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

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

NOTE: Monitor damage due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.

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

Setting up the monitor

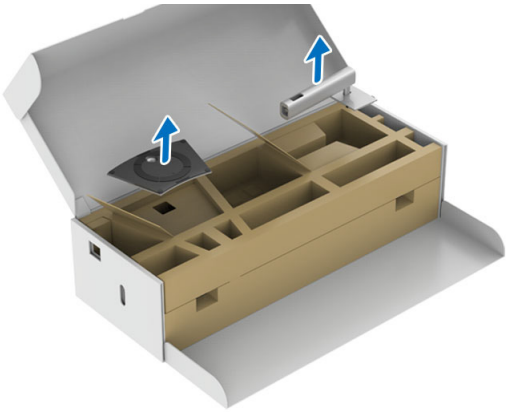
Connecting the stand

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

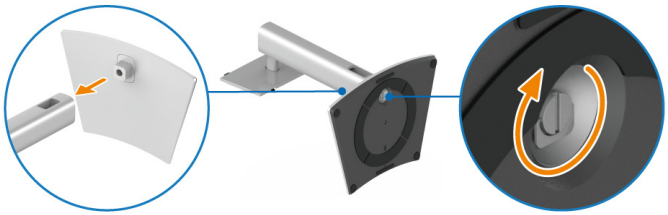
NOTE: The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that were included with the stand.

To attach the monitor stand:

1. Follow the instructions on the flaps of carton to remove the stand from the top cushion that secures it.
2. Remove the stand riser and stand base from the packaging cushion.

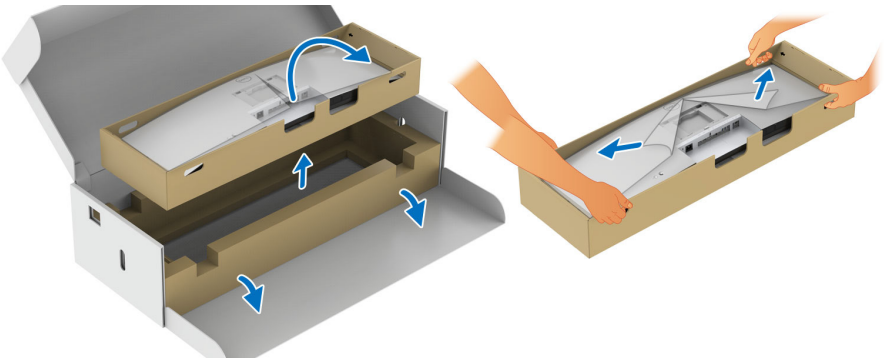


3. Insert the stand base blocks fully into the stand slot.
4. Lift the screw handle and turn the screw clockwise.
5. After fully tightening the screw, fold the screw handle flat within the recess.

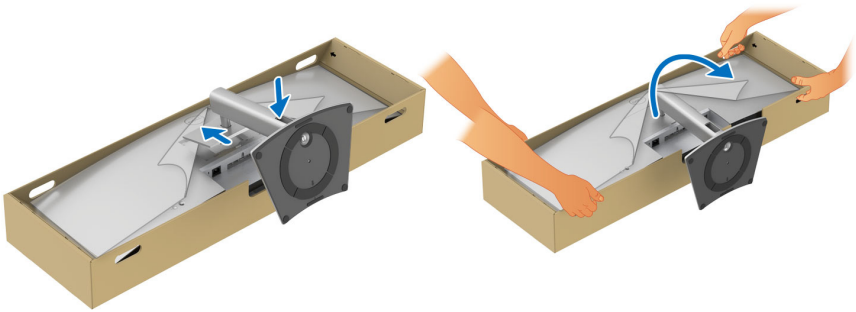


6. Lift the lower cushion containing the monitor out of the carton.

NOTE: The monitor is very heavy; handle with extreme care. It is recommended to have two people to lift or move this monitor.

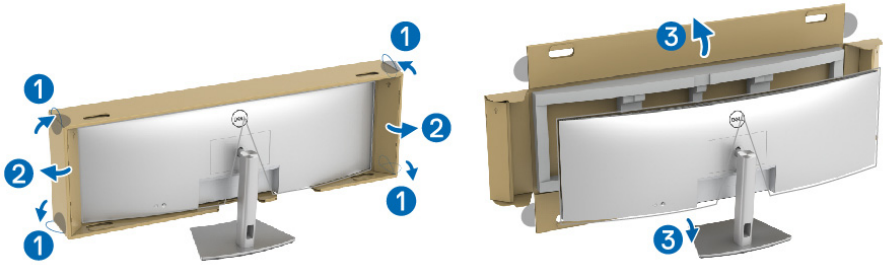


7. Lift the cover and attach the stand assembly to the monitor.
   a. Fit the two tabs on the upper part of the stand to the groove on the back of the monitor.
   b. Press the stand down till it snaps into place.
   c. Lift the lower cushion and the monitor upright.

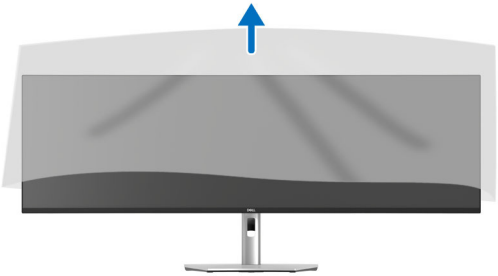


NOTE: The monitor is very heavy; handle with extreme care. It is recommended to have two people to lift or move this monitor.

8. Detach the stickers from the four corners of the lower cushion, and remove the lower cushion from the monitor.

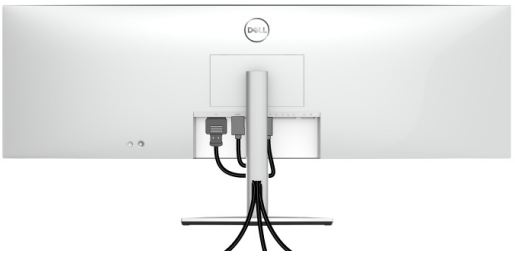


9. Remove the cover from the monitor.



△ **CAUTION: Do not press on the panel screen when lifting or moving the monitor.**

Organizing your cables



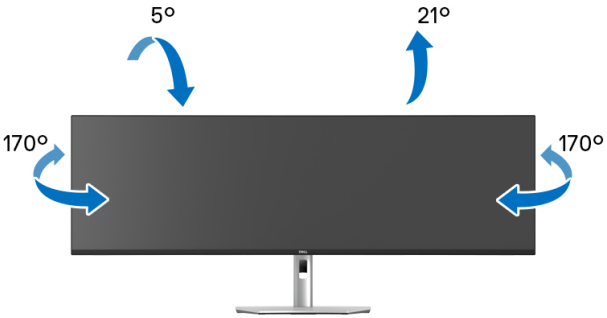
After attaching all necessary cables to your monitor and computer, (See Connecting your monitor for cable attachment) organize all cables as shown above.

Using the tilt, swivel, vertical extension, and slant adjust

NOTE: The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

Tilt, swivel

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



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

Vertical extension

NOTE: The stand extends vertically up to 120 mm. The image below illustrates how to extend the stand vertically.

Slant adjust

With the stand attached to the monitor, you can adjust the monitor to your desired angle with the slant adjust feature.

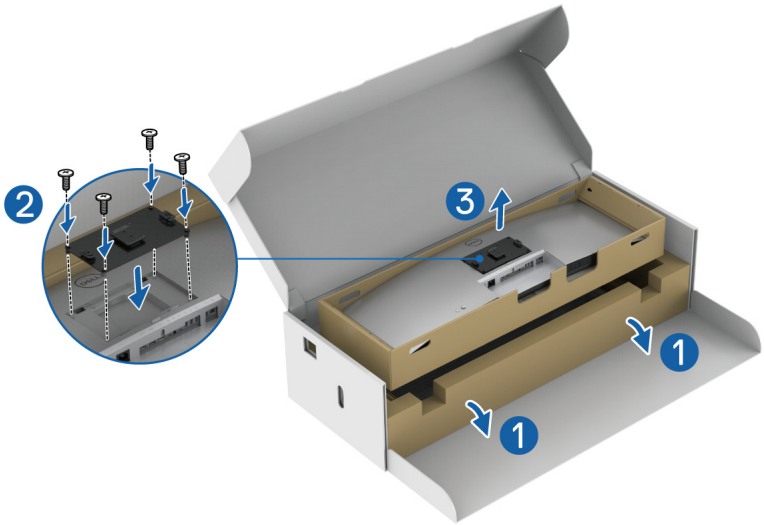
Wall Mounting/3rd Party Arm (Optional)

NOTE: Wall Mount Kit/3rd Party Arm Kit is NOT included in this monitor.

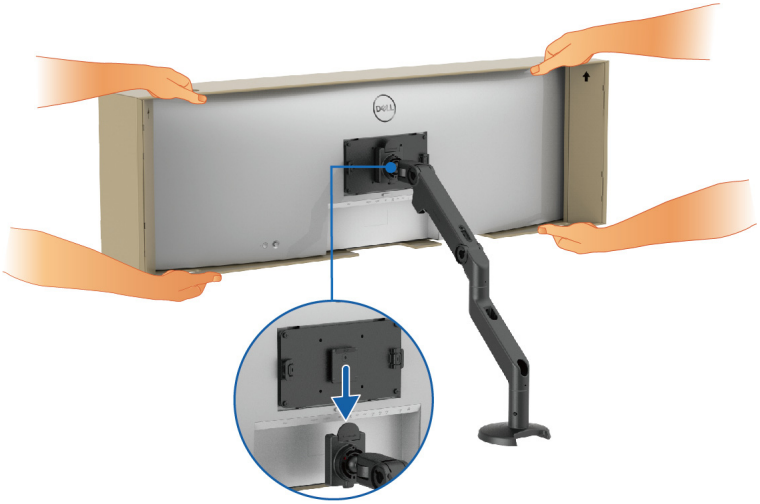
CAUTION: Do not remove the monitor from the packaging box before attaching the mounting bracket from the Wall Mount Kit/3rd Party Arm Kit.

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

1. Attach the mounting bracket onto the monitor, then lift the lower cushion containing the monitor out of the carton.

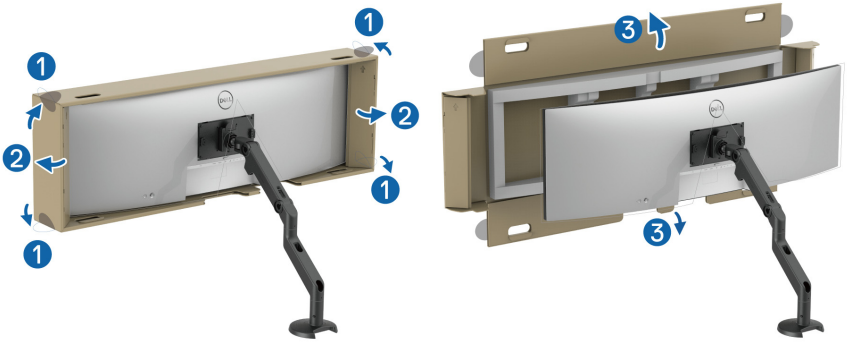


2. Attach the monitor (still inside the lower cushion) to the Wall Mount/3rd Party Arm following its respective instructions.

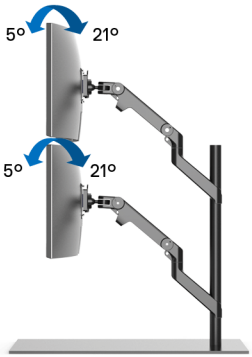


NOTE: The monitor is very heavy; handle with extreme care. It is recommended to have two people to lift or move this monitor.

3. Detach the stickers from the four corners of the lower cushion, and remove the lower cushion from the monitor.



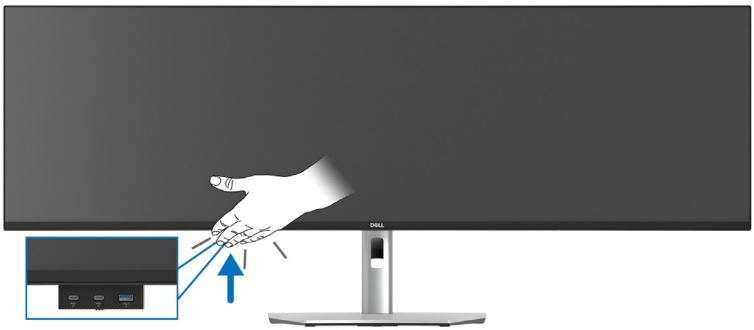
4. When using as dual monitor stacked on top of each other, set up must comply to the recommended panel orientation and working angle, as shown.



NOTE: In double stacked scenario using 3rd Party Arm, the top monitor should not be rotated 180° (landscape). The monitors should not be orientated at 90° (portrait).

Using the USB hub

When you want to use the monitor's built-in USB hub, press on the USB hub module and then release. The USB hub module will slide down.



Connecting your monitor

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

NOTE: Dell monitors are designed to work optimally with the Dell-supplied cables inside the box. Dell does not guarantee the video quality and performance if non-Dell cables are used.

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

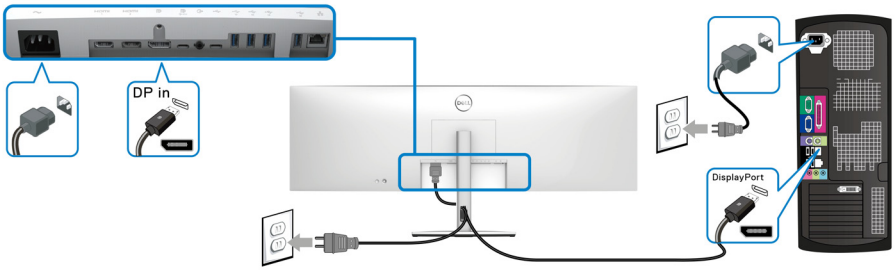
NOTE: Do not connect all cables to the computer at the same time.

NOTE: The images are for the purpose of illustration only. The appearance of the computer may vary.

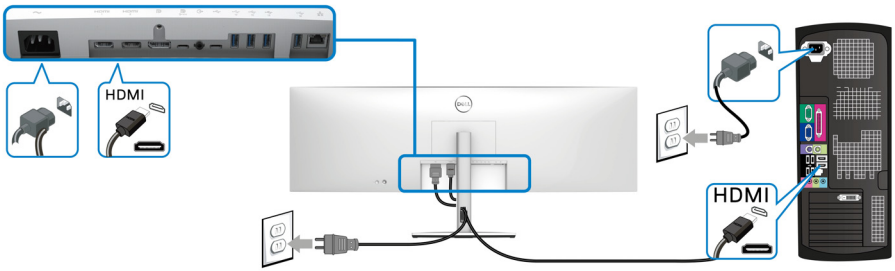
To connect your monitor to the computer:

1. Turn Off your computer and disconnect the power cable.
2. Connect the DisplayPort, HDMI, or USB Type-C cable from your monitor to the computer.

Connecting the DisplayPort (DisplayPort to DisplayPort) cable



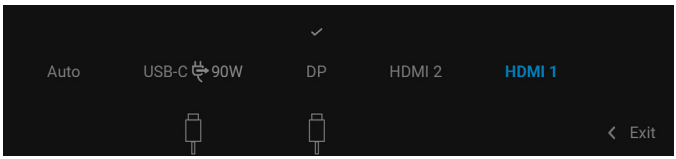
Connecting the HDMI cable



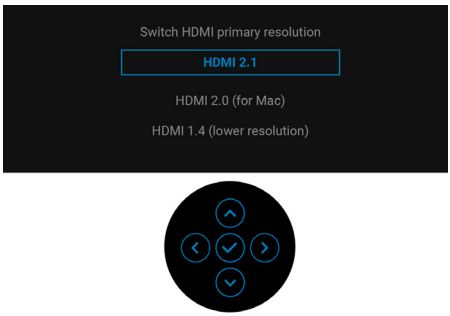
NOTE: The default out of factory setting is HDMI 2.1. If the monitor fails to display video, displays video in lower resolution, or cannot detect monitor speaker after the HDMI cable is connected, follow the procedures below to change the settings from HDMI 2.1 to HDMI 2.0, or HDMI 1.4:

- Press the joystick to open the Menu Launcher.
- Toggle the joystick to select **Input Source** .

  Alternatively, toggle the joystick to select **Menu** , and highlight the **Input Source** menu (see Input Source).
- Toggle the joystick to highlight **HDMI 1** or **HDMI 2**.



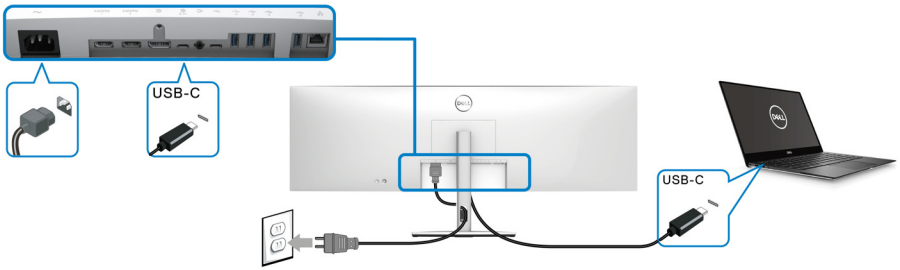
- Press and hold the joystick for approximately 8 seconds for the HDMI configuration message to appear.
- Toggle the joystick to make the selection from the provided options:
  - **HDMI 2.1**: The default setting.
  - **HDMI 2.0 (for Mac)**: Recommended for Mac devices.
  - **HDMI 1.4 (lower resolution)**: Recommended for HDMI 1.4 devices.



- Press the joystick to save the changes.

  Repeat the above steps to change HDMI format settings as necessary.

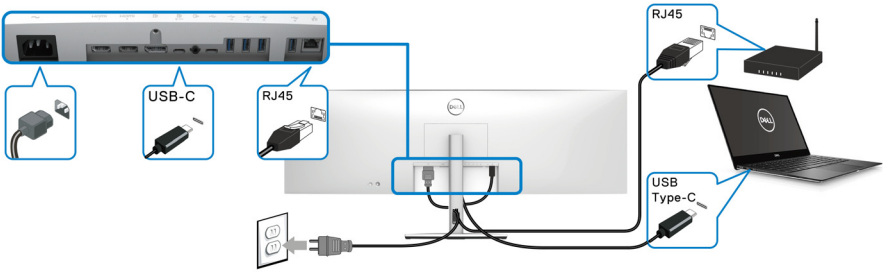
Connecting the USB Type-C cable



NOTE: Use the USB Type-C cable shipped with monitor only.

- This port supports DisplayPort Alternate Mode (DP1.4 standard only).
- The USB Type-C power delivery compliant port (PD Version 3.0) delivers up to 90 W of power.
- If your notebook requires more than 90 W to operate and the battery is drained, it may not be powered up or charged with the USB PD port of this monitor.

Connecting the monitor for RJ45 Cable (Optional)



NOTE: RJ45 cable is non in-box standard accessory.

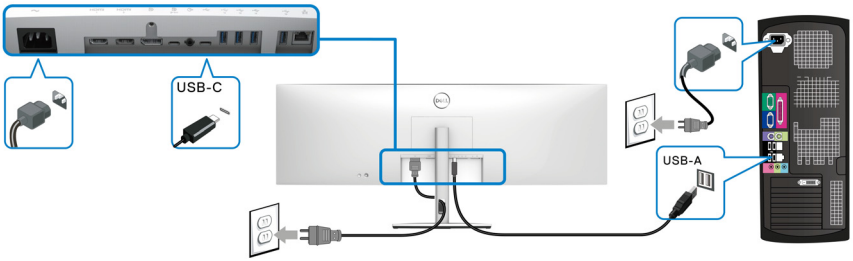
Connecting the super speed USB 10 Gbps (USB 3.2 Gen2) cable

NOTE: To prevent data damage or loss, before unplugging the USB upstream port, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB downstream port.

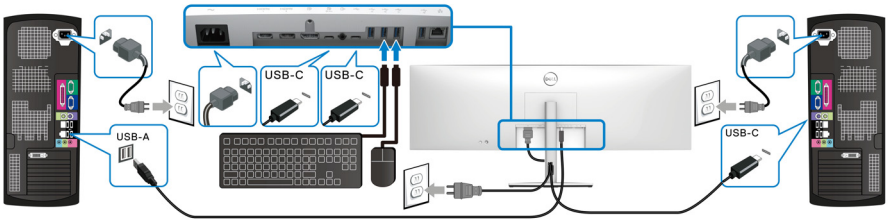
After you have completed connecting the DisplayPort/HDMI/USB Type-C cable, follow the procedures below to connect the USB cable to the computer and complete your monitor setup:

1. **a. Connect one computer:** connect the USB 3.2 (Gen2) Type-C upstream port (data only) (cable supplied) to an appropriate USB 3.2 (Gen2) port on your computer.
   b. Connect two computers*: connect the USB 3.2 (Gen2) Type-C upstream port (data only) (cable supplied) and USB Type-C upstream port (video and data) (cable supplied) to appropriate USB ports on the two computers. Then use the OSD menu to select between the USB upstream source and input sources. See USB.
2. Connect the USB peripherals to the USB downstream ports on the monitor.

3. Plug the power cables for your computer(s) and monitor into a nearby outlet.



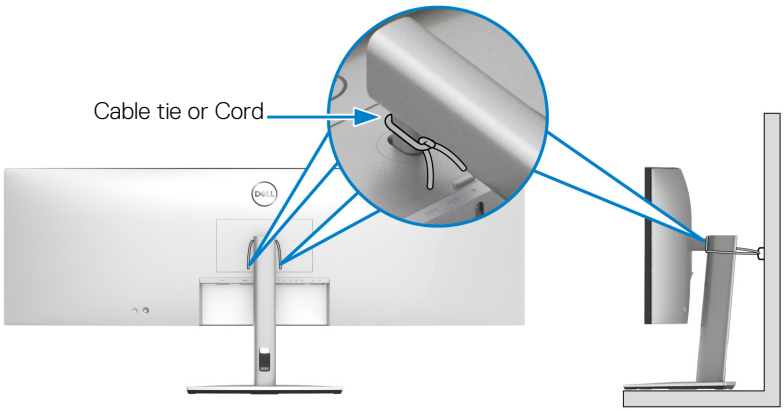
a. Connect one computer



b. Connect two computers

* When connecting two computers to the monitor, configure the **USB** settings from the OSD menu to share a single set of keyboard and mouse connected to the monitor between two computers. See USB and Setting the KVM switch for details.

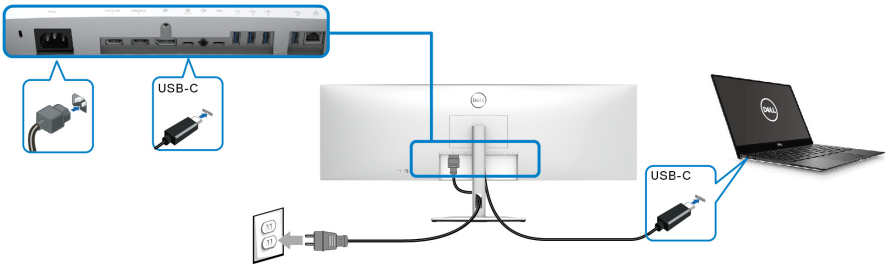
△ **CAUTION: Before using the monitor, it is recommended to fasten the stand riser to a wall using cable tie or a cord that can support the weight of the monitor in order to prevent the monitor from falling.**



4. Turn On the monitor and the computer(s).
   If your monitor displays an image, installation is complete. If it does not display an image, see Common problems.

Dell Power Button Sync (DPBS)

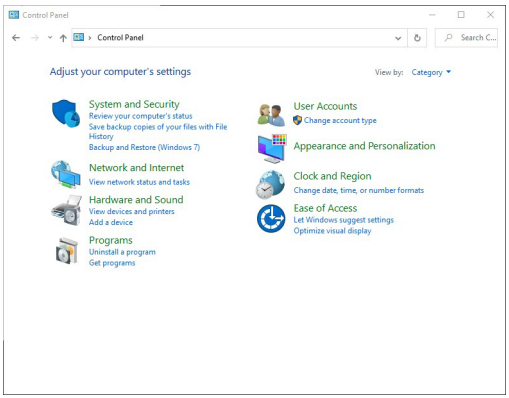
Your monitor is designed with Dell Power Button Sync (DPBS) feature to allow you to control PC system power state from the monitor power button. This feature is only supported with Dell platform which has built-in DPBS function, and is only supported over USB-C interface.



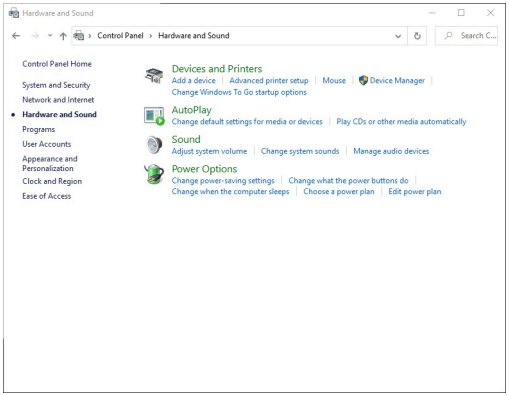
To make sure the DPBS function works for the first time, perform the following steps on the DPBS supported platform in the **Control Panel** first.

NOTE: DPBS only supports the USB Type-C upstream port with icon.

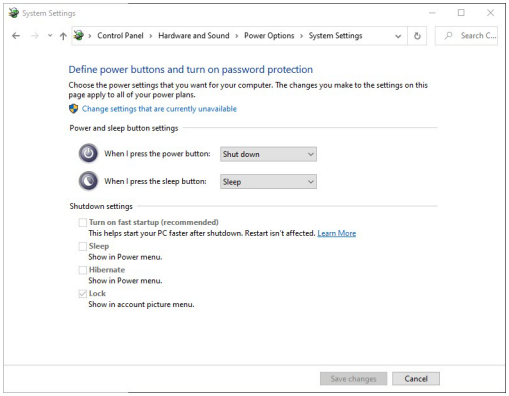
1. Go to **Control Panel**.



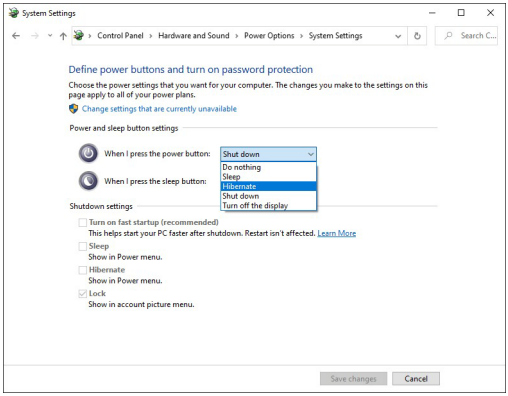
2. Select **Hardware and Sound**, followed by **Power Options**.

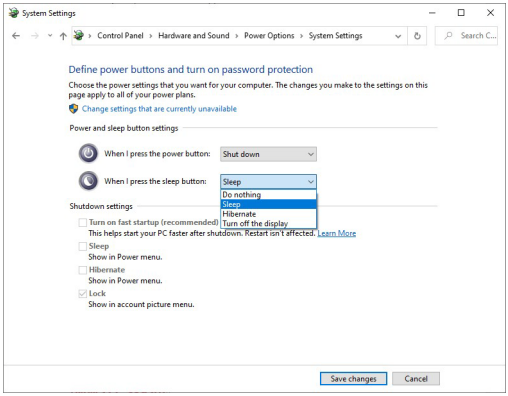


3. Go to **System Settings**.



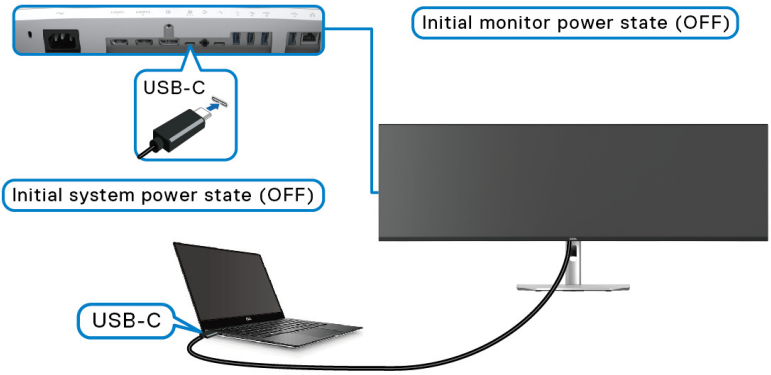
4. In the **When I press the power button** drop-down menu, you can select the preferred options.





NOTE: Do not select “Do nothing”, otherwise the monitor power button will not be able to sync with PC system power state.

Connecting the Monitor for DPBS for the first time



For the first time setting up the DPBS function:

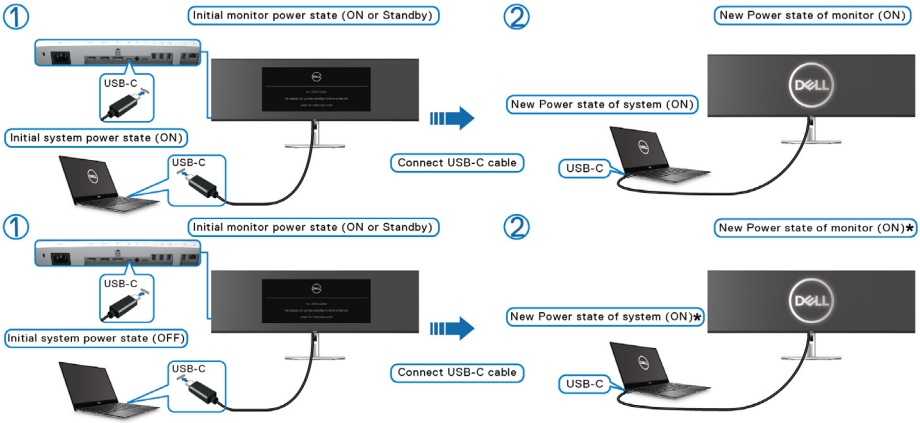
1. Make sure both the PC and the monitor are OFF.
2. Press the monitor power button to turn ON the monitor.
3. Connect the USB-C cable from the PC to the monitor.
4. Both the monitor and PC will turn ON normally. If not, press either the monitor power button or PC power button to boot up the system.

NOTE: Ensure that Dell Power Button Sync is set to On. See Dell Power Button Sync**.**

Using DPBS Function

Waking on the USB-C cable

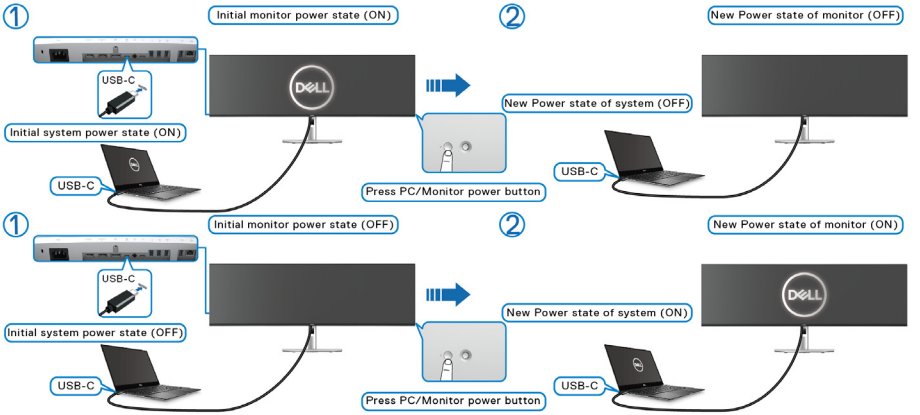
When you connect the USB-C cable, the Monitor/PC state is as follows:



***Not all Dell PC systems support to wake up the platform through the monitor.**

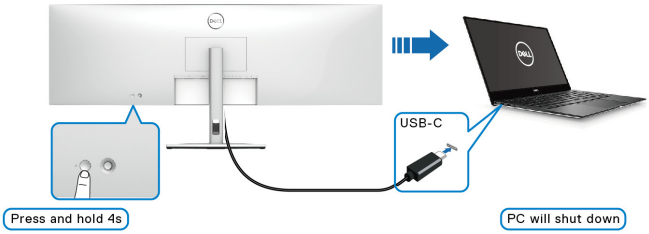
***Upon USB-C cable connection, mouse movement or keyboard press might be required to wake the system/monitor up from sleep or hibernate.**

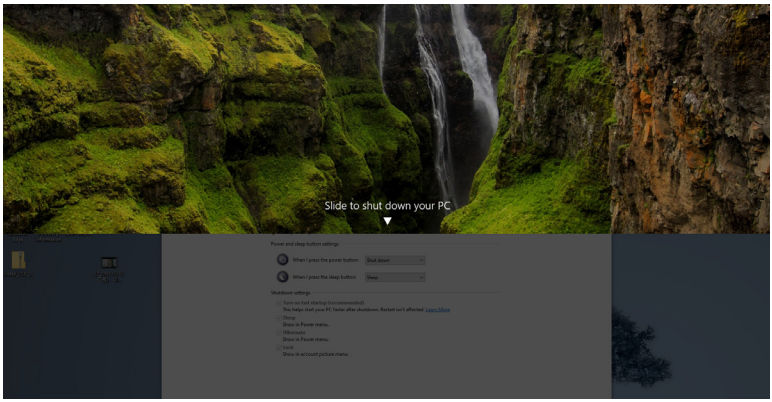
When you press the monitor power button or PC power button, the Monitor/PC state is as follows:



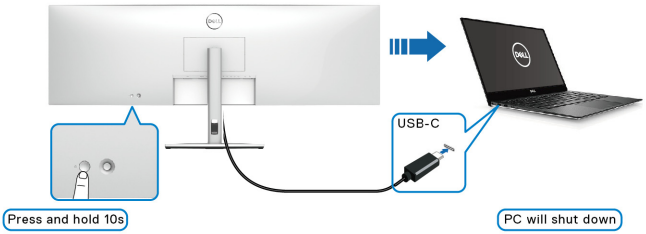
NOTE: You can enable or disable the power button sync function using the OSD. See Dell Power Button Sync.

- When the monitor and the PC power state are both ON, **press and hold the monitor power button for 4 seconds**, the screen prompt will ask if you would like to shut down the PC.





- When the monitor and the PC power state are both ON, **press and hold the monitor power button for 10 seconds**, the PC will shut down.



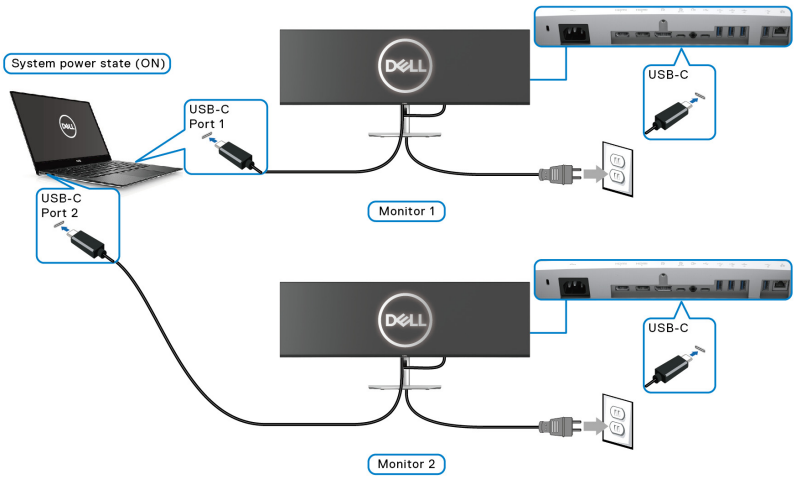
Connecting the monitor for USB-C

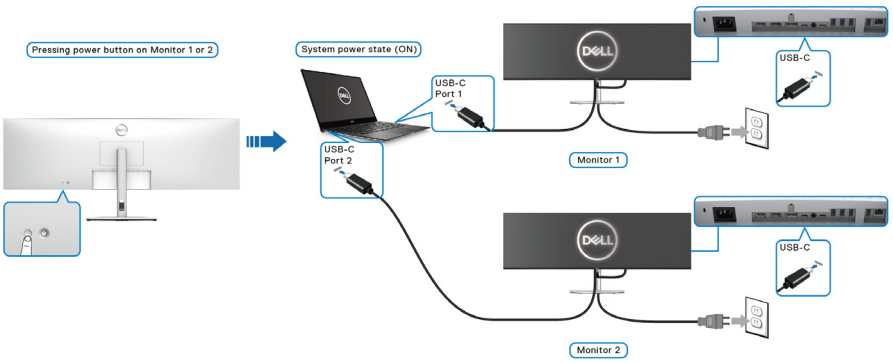
If the Dell PC* has two USB-C ports, the power state of each connected monitor will sync with the PC.

For example, when the PC and two monitors are in an initial ON power state, pressing the power button on Monitor 1 or Monitor 2 will turn OFF the PC, Monitor 1, and Monitor 2.

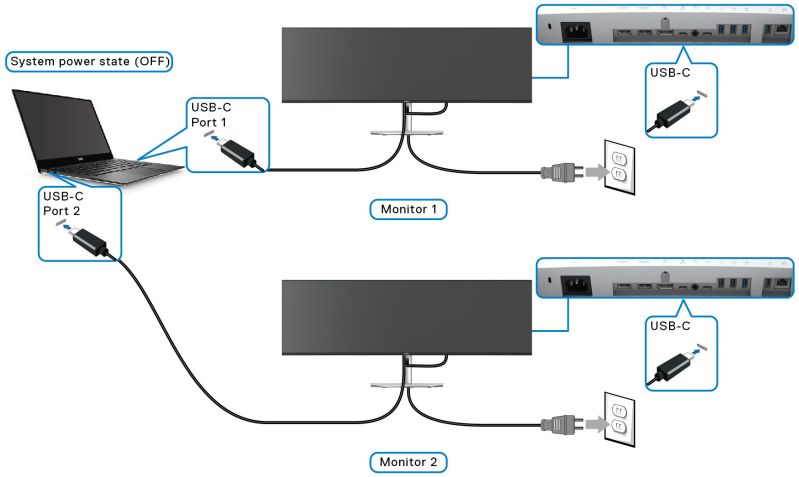
*Ensure to check the Dell PC for DPBS supportability.

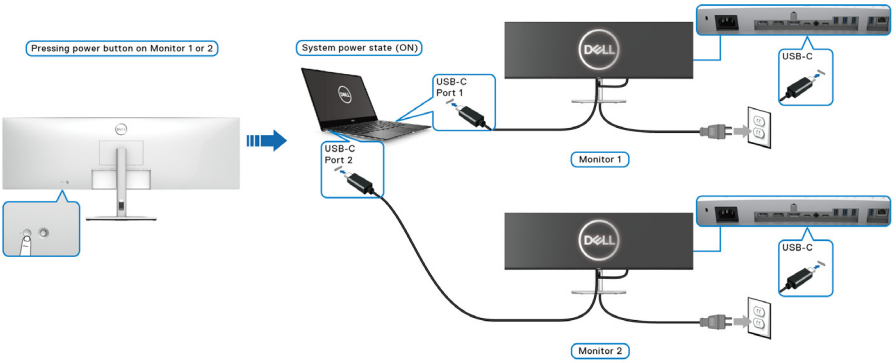
NOTE: DPBS only supports the USB Type-C upstream port with icon.





Ensure that **Dell Power Button Sync** is set to ON (see Dell Power Button Sync). When the PC and two monitors are in an initial OFF power state, pressing the power button on Monitor 1 or Monitor 2 will turn ON the PC, Monitor 1, and Monitor 2.

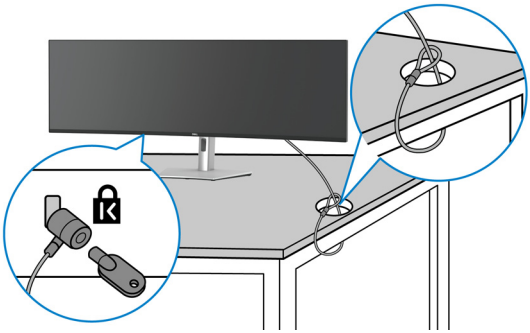




Securing your monitor using Kensington lock (optional)

The security-lock slot is located at the bottom of the monitor (see Security-lock slot). Secure your monitor to a table using the Kensington security lock.

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



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

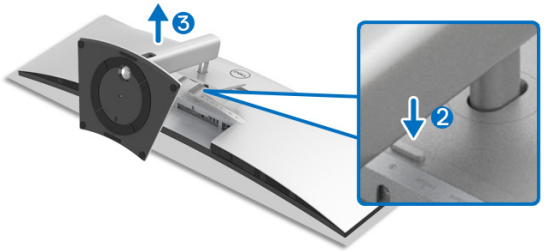
Removing the monitor stand

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

NOTE: The following steps are specifically for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

To remove the stand:

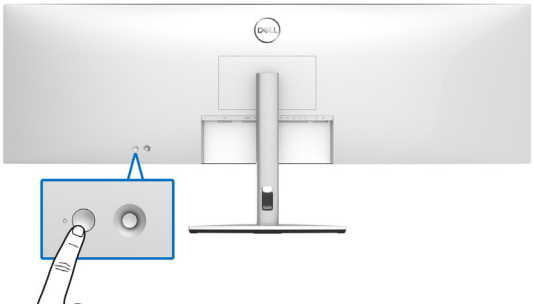
1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand release button at the back of the display.
3. Lift the stand assembly up and away from the monitor.



Operating the monitor

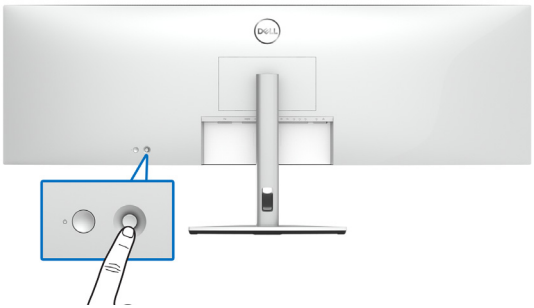
Power on the monitor

Press the **Power Button** to turn on the monitor.

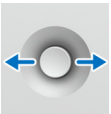
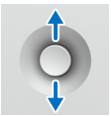


Using the Joystick Control

Use the joystick control on the rear of the monitor to make OSD adjustments.



1. Press the joystick button to launch the OSD main menu.
2. Move the joystick up/down/left/right to toggle between options.
3. Press the joystick button again to confirm the settings and exit.

Joystick	Description
	• When the OSD menu is on, press the button to confirm the selection or save the settings. • When the OSD menu is off, press the button to launch the OSD main menu. See Accessing the menu system.
	• For 2-way (right and left) directional navigation. • Move right to enter the submenu. • Move left to exit from the submenu.
	• For 2-way (up and down) directional navigation. • Toggles between the menu items. • Increases (up) or decreases (down) the parameters of selected menu item.

When you press the joystick button, the OSD status bar appears to let you know the current settings of some OSD functions.

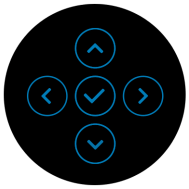
The following table describes the Menu Launcher functions:

	Menu Launcher Icon	Description
1	 **Shortcut key/ Preset Modes**	Select this icon to choose from a list of preset color modes.

2	**Shortcut key/ Brightness/Contrast**	Select this icon to adjust the brightness and contrast level.
3	**Shortcut key/ PIP/PBP**	Select this icon to set **PIP/PBP**.
4	**Shortcut key/ USB Switch**	Select this icon to switch between the USB upstream sources in **PIP/PBP** mode.
5	**Shortcut key/ Input Source**	Select this icon to set the **Input Source**.
6	**Menu**	Select this icon to launch the On-Screen Display (OSD). See Accessing the menu system.
7	**Exit**	Select this icon to exit the OSD main menu.

Using the navigation keys

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



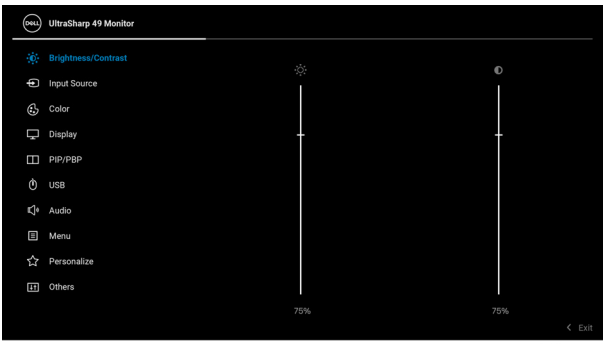
After you change the settings, press the joystick to save the changes before proceeding to another menu or exit the OSD menu.

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

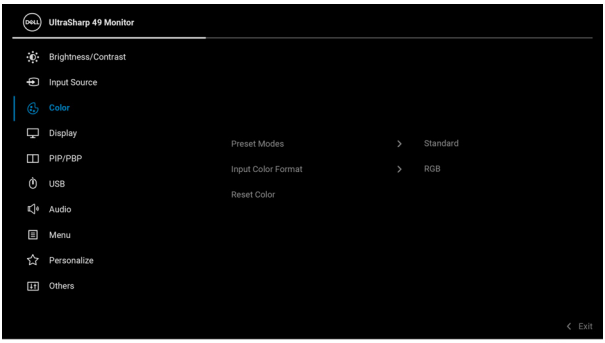
Using the On-Screen Display (OSD) menu

Accessing the menu system

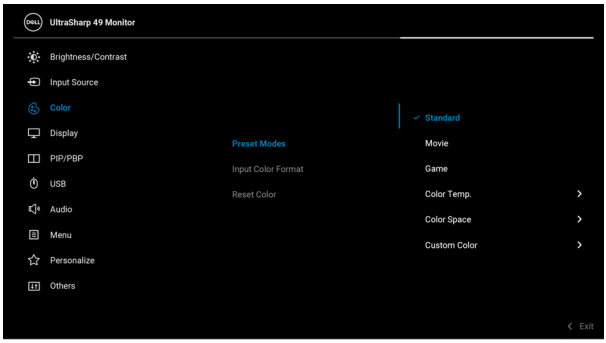
NOTE: After you change the settings, press the joystick to save the changes before proceeding to another menu or exit the OSD menu.

Icon	Menu and Submenus	Description
	Brightness/ Contrast	Use this menu to activate **Brightness/Contrast** adjustment. 
	Brightness	**Brightness** adjusts the luminance of the backlight. Toggle the joystick up to increase the brightness and toggle the joystick down to decrease the brightness (min. 0 / max. 100).
	Contrast	Adjusts the **Brightness** first, and then adjust the **Contrast** only if further adjustment is necessary. Toggle the joystick up to increase the contrast and toggle the joystick down to decrease the contrast (min. 0 / max. 100). The **Contrast** function adjusts the degree of difference between darkness and lightness on the monitor screen.

	Input Source	Use the **Input Source** menu to select between the different video signals that may be connected to your monitor.
	USB-C 90W	Select the **USB-C 90W** input when you are using the USB Type-C connector. Press the joystick to confirm the selection.
	DP	Select the **DP** input when you are using the DisplayPort (DP) connector. Press the joystick to confirm the selection.
	HDMI 1	Select the **HDMI 1** input when you are using the HDMI 1 connector. Press the joystick to confirm the selection.
	HDMI 2	Select the **HDMI 2** input when you are using the HDMI 2 connector. Press the joystick to confirm the selection.
	Auto Select	Turning on the function allows you to scan for available input sources.

	Auto Select for USB-C	Allows you to set Auto Select for USB-C to: • **Prompt for Multiple Inputs**: Always displays the "**Switch to USB-C Video Input**" message for you to choose whether to switch or not. • **Yes**: Always switches to USB-C video input (without asking) when the USB Type-C cable is connected. • **No**: Never automatically switches to USB-C video input when the USB Type-C cable is connected. **NOTE: Auto Select for USB-C** is available only when **Auto Select** is on.
	Rename Inputs	Allows you to select the input name for the selected input source. The options are **PC**, **PC 1**, **PC 2**, **Laptop**, **Laptop 1**, and **Laptop 2**. **NOTE:** For Input with USB-C Charging, the wattage value shall remain after renaming, e.g., **PC 1 ⇆ 90W**. **NOTE:** Input names in warning messages, KVM, and Display Info will not be changed.
	Reset Input Source	Resets your monitor input settings to the factory settings.
	Color	Use **Color** to adjust the color setting mode. 

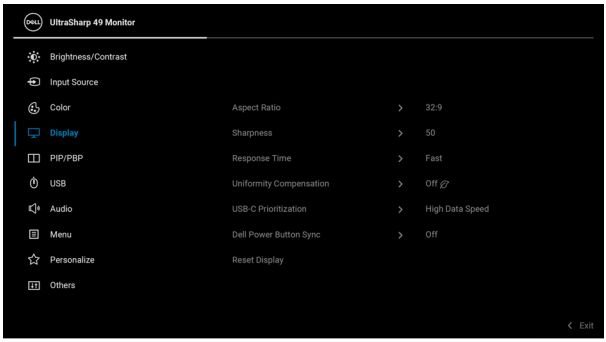
Preset Modes Allows you to choose from a list of preset color modes.

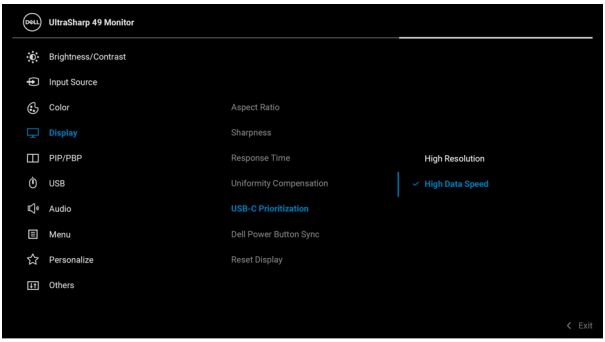


- **Standard**: Loads the monitor's default color settings. This is the default preset mode.
- **Movie**: Loads color settings ideal for movies.
- **Game**: Loads color settings ideal for most gaming applications.
- **Color Temp.**: Allows you to select the color temperature: 5000K, 5700K, 6500K, 7500K, 9300K, and 10000K. Press the joystick to confirm the selection.
- **Color Space**: Allows you to set the color space to:
  - **sRGB**: matches 100% sRGB.
  - **Rec.709**: matches 100% Rec.709.
  - **DCI-P3**: reproduces 98% of DCI-P3 digital cinema color standard.
  - **Display P3**: reproduces 98% of Display P3.

NOTE: If you select the color space ICC profile from your PC, the monitor OSD will not change automatically to the respective color space.

Preset Modes	**NOTE:** When you select **DCI-P3** as the color space, the luminance of the backlight defaults to 48 cd/m^2 (typical). You can manually adjust the luminance of the backlight by using the **Brightness** function under **Brightness/Contrast** in the OSD menu. • **Custom Color**: Allows you to manually adjust the color settings. Toggle the joystick up or down to adjust the color values and create your own preset color mode.
Input Color Format	Allows you to set the video input mode to: • **RGB**: Select this option if your monitor is connected to a computer (or media player) using the USB Type-C, DisplayPort, or HDMI cable. • **YCbCr**: Select this option if your media player supports only YCbCr output. Press the joystick to confirm the selection.
Hue	This feature can shift the color of the video image to green or purple. This is used to adjust the desired flesh tone color. Toggle the joystick up or down to adjust the hue from '0' to '100'. **NOTE: Hue** adjustment is available only when you select **Movie** or **Game** preset mode.

	Saturation	This feature can adjust the color saturation of the video image. Toggle the joystick up or down to adjust the saturation from '0' to '100'. **NOTE: Saturation** adjustment is available only when you select **Movie** or **Game** preset mode.
	Reset Color	Resets your monitor's color settings to the factory settings.
	Display	Use the **Display** menu to adjust images. 
	Aspect Ratio	Adjusts the image ratio to **32:9**, **Auto Resize**, **4:3**, or **1:1**.
	Sharpness	This feature can make the image look sharper or softer. Toggle the joystick up or down to adjust the sharpness from '0' to '100'.
	Response Time	Allows you to set the **Response Time** to **Off**, **Normal** or **Fast**.
	Uniformity Compensation	Select screen uniformity compensation settings. **Uniformity Compensation** adjusts different areas of the screen with respect to the center to achieve uniform brightness and color over the entire screen.

USB-C Prioritization	Allows you to specify the priority to transfer the data with high resolution (**High Resolution**) or high speed (**High Data Speed**) when using the USB Type-C port/DisplayPort. If the current platform is DP 1.4 (HBR3), use **High Data Speed** to access full video performance with high data speed. If the current platform is DP 1.2 (HBR2) or below, select **High Resolution** for accessing full video performance with data and network speed drop. 
Dell Power Button Sync	Turns the Dell Power Button Sync feature On or Off. When Off is selected, power button sync function will be disabled. **NOTE:** When Off is selected, the Wake-on-Connect function will remain active. When USB-C connection is detected, the computer will be turned On.
Reset Display	Resets all display settings to the factory preset values.

	PIP/PBP	This function brings up a window displaying image from another input source.

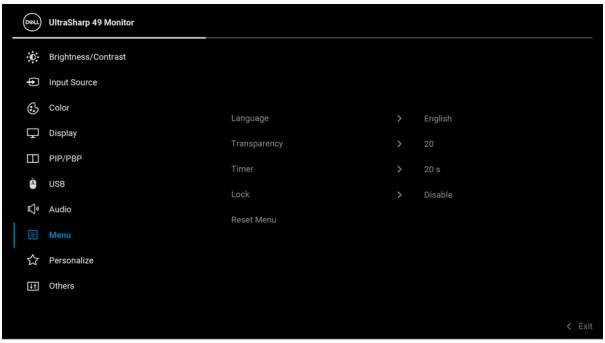
Main Window	Sub-Window			
	USB-C	DP	HDMI 1	HDMI 2
USB-C	X	✓	✓	✓
DP	✓	X	✓	✓
HDMI 1	✓	✓	X	✓
HDMI 2	✓	✓	✓	X

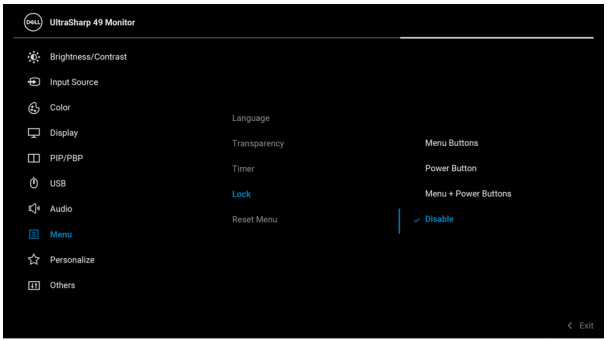
NOTE: The images under PBP will be displayed at the center of the screen, not full screen.

PIP/PBP Mode	Adjusts the **PIP/PBP** (Picture in Picture/Picture by Picture) mode to (50% - 50%), (PIP1 small), (PIP2 small), (PIP3 small), (PIP4 small), (PIP1 large), (PIP2 large), (PIP3 large), or (PIP4 large). You can disable this feature by selecting **Off**.
PIP/PBP (Sub)	Select between the different video signals that may be connected to your monitor for the PIP/PBP sub-window.
USB Switch	Select to switch between the USB upstream sources in PIP/PBP mode.

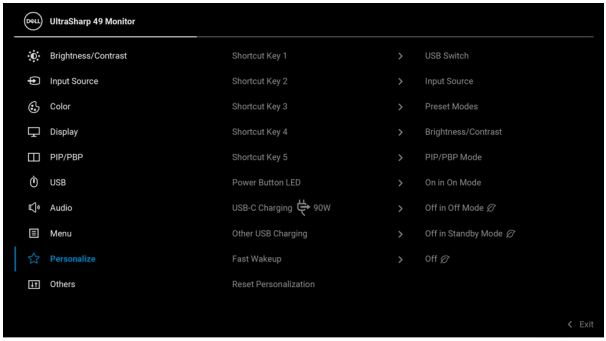
	Video Swap	Select to swap videos between main window and sub-window in PIP/PBP mode.
	Contrast (Sub)	Adjust the contrast level of the picture in PIP/PBP Mode. Toggle the joystick up to increase the contrast and toggle the joystick down to decrease the contrast.
	Screen Partition (DP/ USB-C)	Select to split the display into two virtual displays. **NOTE:** Only available when using USB-C or DP input sources.
	USB	Allows you to assign the USB upstream port for the input signals (DP, HDMI 1, and HDMI 2), thus the monitor's USB downstream port (eg. keyboard and mouse) can be used by the current input signals when you connect a computer to either one of the upstream ports. When you use only one upstream port, the connected upstream port is active. **NOTE:** To prevent data damage or loss, before changing USB upstream ports, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB downstream port.

	Ethernet Switch Mode	Allows you to set the Ethernet switch mode: • **Tie to KVM**: When KVM USB switches, Ethernet switches together. • **Prompt when KVM switches**: When KVM USB switches, a message prompts user to decide whether to switch Ethernet together. • **Switch Manually**: When KVM USB switches, Ethernet does not switch.
	Ethernet Switch	Manually switch Ethernet.
	Show KVM Setup Guide	Select this option and follow steps if you want to connect multiple computers to the monitor and use one setup of keyboard and mouse.
	Reset USB	Resets all settings under the **USB** menu to the factory preset values.
	Audio	
	Volume	Allows you to set the volume level of speakers. Toggle the joystick up or down to adjust the volume level from '0' to '100'.
	Speaker	Allows you to enable or disable the speaker function.
	Reset Audio	Select this option to restore default audio settings.

	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	Sets the OSD display to one of the eight languages (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).
	Transparency	Select this option to change the menu transparency by toggling the joystick up or down (min. 0 / max. 100).
	Timer	Sets the length of time the OSD to remain active after the last time you pressed a button. Toggle the joystick up or down to adjust the slider in 1 second increments, from 5 to 60 seconds.

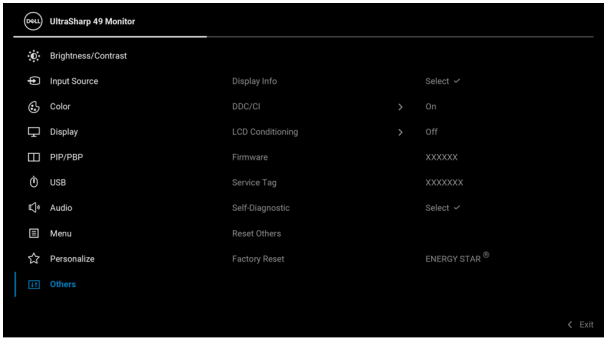
Lock	With the control buttons on the monitor locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.  • **Menu Buttons**: All joystick functions are locked and not accessible by the user. • **Power Button**: Only the Power button is locked and not accessible by the user. • **Menu + Power Buttons**: Both the joystick & the Power button are locked and not accessible by the user. The default setting is **Disable**. Alternative Lock Method [for Menu/function buttons]: You can also press and hold the joystick to the up or down or left or right for 4 seconds to set the lock options. **NOTE:** To unlock the button(s), press and hold the joystick to the up or down or left or right for 4 seconds.
Reset Menu	Resets all settings under the **Menu** menu to the factory preset values.

Personalize

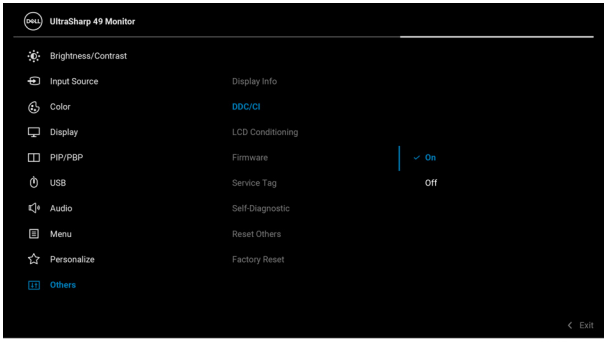


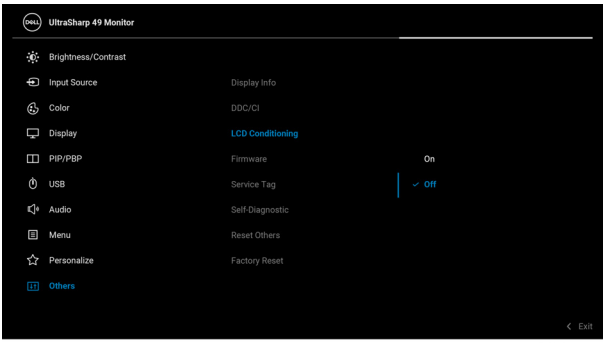
Shortcut Key 1 **Shortcut Key 2** **Shortcut Key 3** **Shortcut Key 4** **Shortcut Key 5**	Allows you to choose a feature from **Preset Modes**, **Brightness/Contrast**, **Input Source**, **Aspect Ratio**, **PIP/PBP Mode**, **USB Switch**, **Ethernet Switch**, **Video Swap**, **Volume**, **Display Info**, or **Screen Partition (DP/USB-C)**, and set it as a shortcut key.
Power Button LED	Allows you to set the power LED indicator on or off to save energy.
USB-C Charging 90W	Allows you to enable or disable the **Always On USB Type-C Charging** function during monitor Off mode.
Other USB Charging	Allows you to enable or disable USB Type-A and USB Type-C Downstream Ports charging function during monitor standby mode.
Fast Wakeup	Allows you to enable or disable monitor fast wakeup.
Reset Personalization	Resets all settings under the **Personalize** menu to the factory preset values.

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

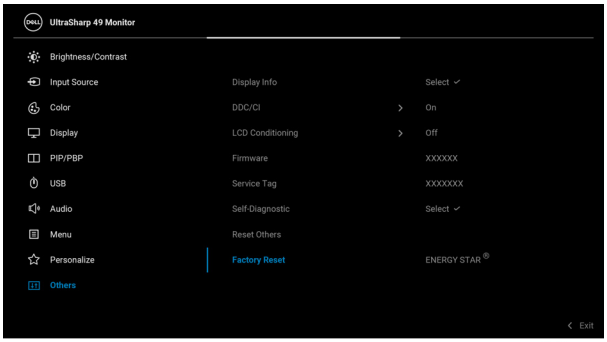


Display Info	Displays the monitor's current settings.
DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, and etc.) to be adjustable using the software on your computer. You can disable this feature by selecting **Off**. Enable this feature for best user experience and optimum performance of your monitor.



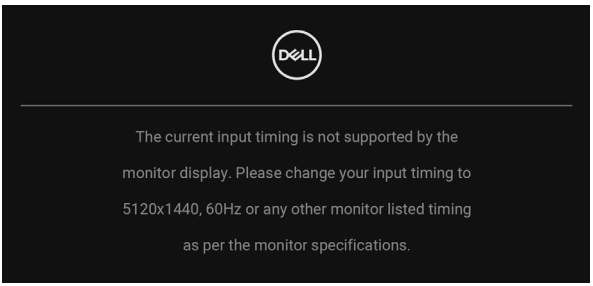
LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting **On**. 
Firmware	Displays the firmware version of your monitor.
Service Tag	Displays the service tag of your monitor. This string is required when you look for phone support, check your warranty status, update drivers on Dell's website, etc.
Self-Diagnostic	Press the joystick to initiate the self-diagnostic process. 1. When initiated, a gray screen appears. 2. Carefully inspect the screen for abnormalities. 3. Press the joystick. The color of the screen changes to red. 4. Inspect the display for any abnormalities. 5. Repeat steps 3 and 4 to inspect the display in green, blue, black, white and text screens. The test is complete when the text screen appears. To exit, press the joystick again.
Reset Others	Resets all settings under the **Others** menu to the factory preset values.

Factory Reset Restore all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests.



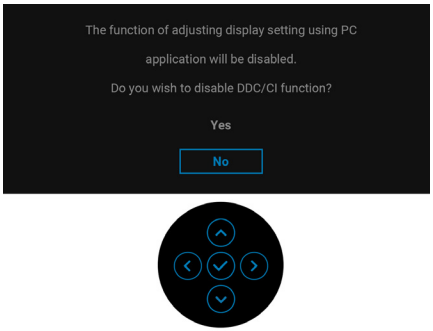
OSD warning message

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

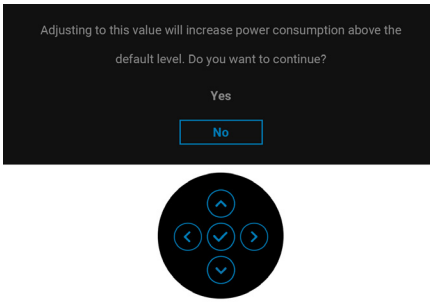


This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 5120 x 1440.

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

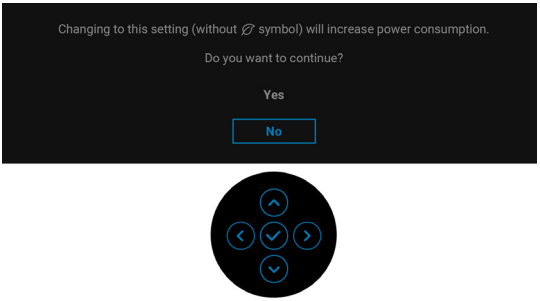


When you adjust the **Brightness** level for the first time, the following message appears:



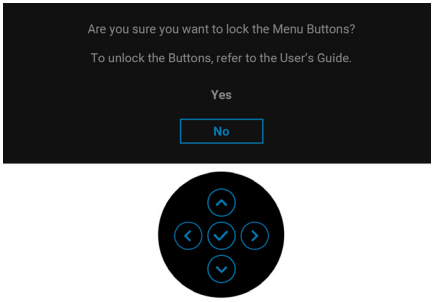
NOTE: If you select Yes, the message will not appear the next time you change the Brightness setting.

When you change the default setting of power saving features for the first time, such as **Uniformity Compensation**, **USB-C Charging 90W**, **Other USB Charging**, or **Fast Wakeup**, the following message appears:



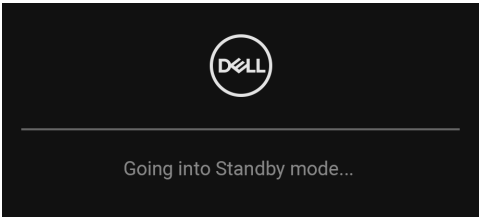
NOTE: If you select Yes for any one of the features mentioned above, the message will not appear next time when you intend to change the settings of these features. When you perform a factory reset, the message will appear again.

You will see the following message before the **Lock** function is activated:



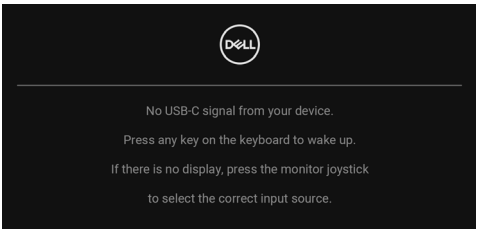
NOTE: The message may be slightly different according to the selected settings.

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



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

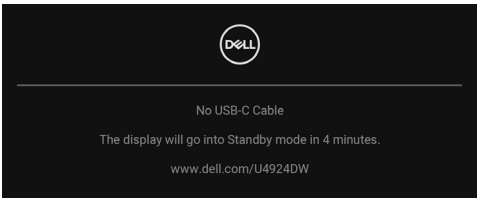
The OSD functions only in the normal operation mode. If you press any button other than the **Power Button** during the Standby mode, the following message will appear depending on the selected input:



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

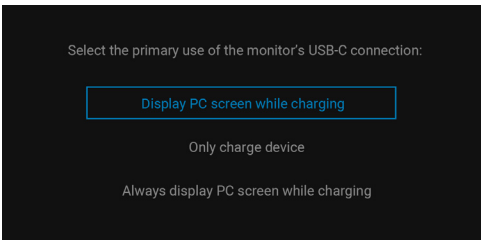
NOTE: The message may be slightly different according to the connected input signal.

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

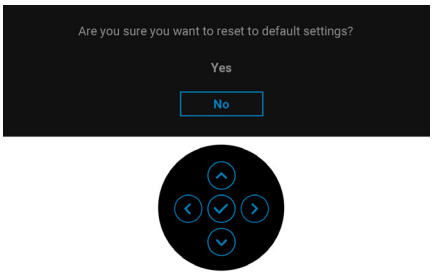


NOTE: The message may be slightly different according to the connected input signal.

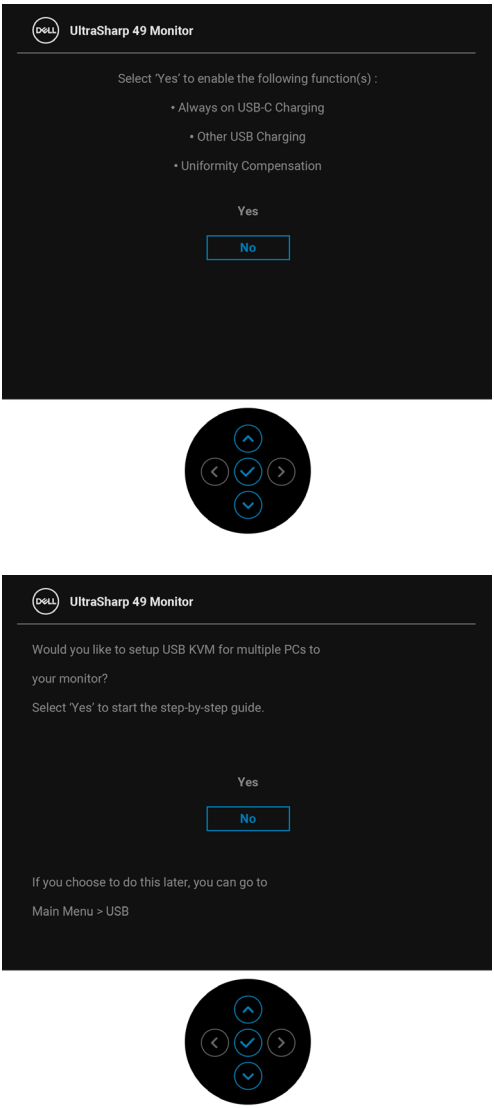
When the monitor is under DP/HDMI input and a USB Type-C cable is connected to a notebook that supports DP Alternate Mode, if Auto Select for USB-C is enabled, the following message appears:



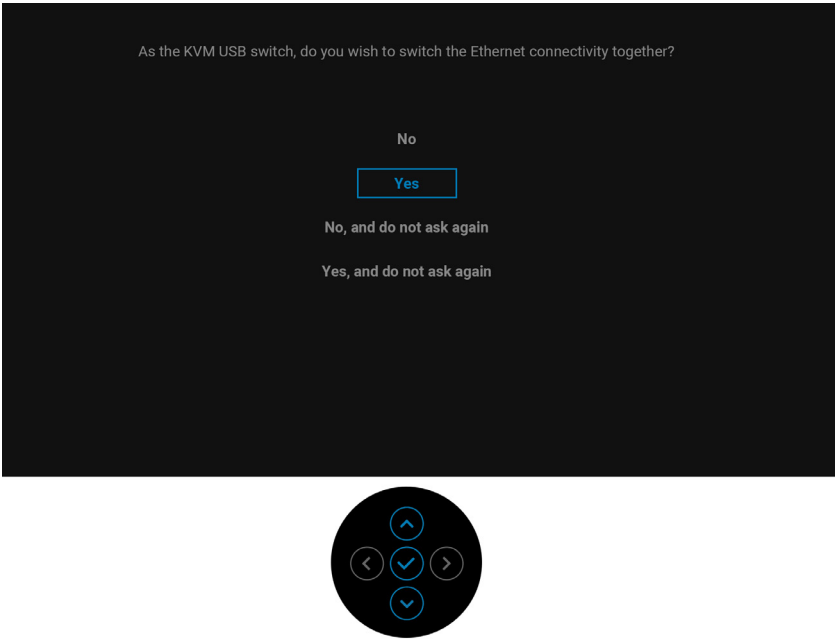
When **Factory Reset** is selected, the following message appears:



When **Yes** is selected, the following messages appear.

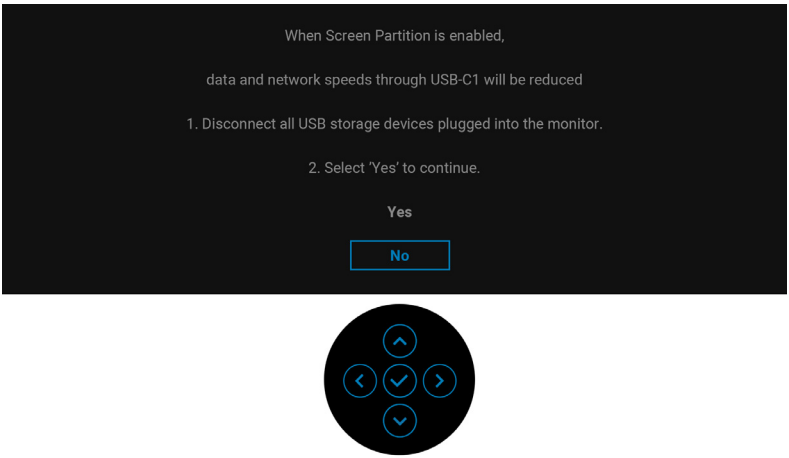


When you switch the USB Switch from PC 1 to PC 2, and **Ethernet Switch Mode** is set to **Prompt then KVM switches**, the following message appears:



When 'No, and do not ask again' is selected, Ethernet Switch Mode will change to 'Switch Manually'. When 'Yes, and do not ask again' is selected, Ethernet Switch Mode will change to 'Tie to KVM'.

When you enable **Screen Partition (DP/USB-C)** function, the following message appears:



See Troubleshooting for more information.

Setting the maximum resolution

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

To set the maximum resolution for the monitor:

In Windows 7, Windows 8, and Windows 8.1:

1. For Windows 8 and Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen Resolution**.
3. If you have more than one monitor connected, ensure that you select **U4924DW**.
4. Click the **Screen Resolution** dropdown list and select **5120 x 1440**.
5. Click **OK**.

In Windows 10 and Windows 11:

1. Right-click on the desktop and click **Display settings**.
2. If you have more than one monitor connected, ensure to select **U4924DW**.
3. Click the **Display Resolution** dropdown list and select **5120 x 1440**.
4. Click **Keep changes**.

If you do not see 5120 x 1440 as an option, you must update your graphics driver to the latest version. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or laptop:

- Go to https://www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.

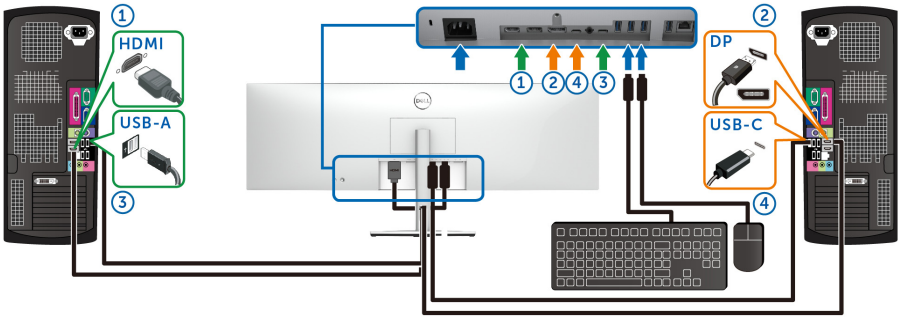
If you are using a non-Dell computer (laptop or desktop):

- Go to the support site for your computer and download the latest graphic drivers.
- Go to your graphics card website and download the latest graphic drivers.

Setting the KVM switch

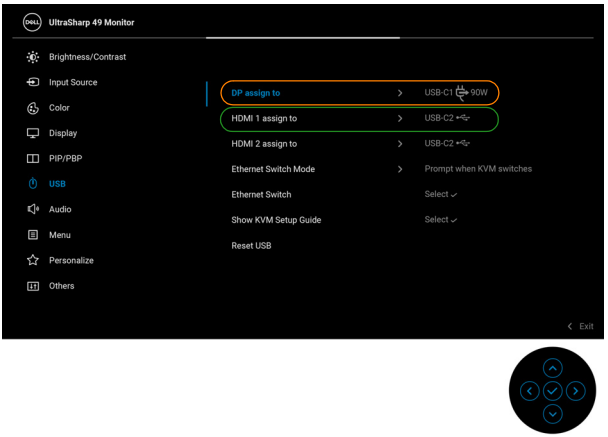
The built-in KVM switch allows you to control up to 2 computers from a single set of keyboard and mouse connected to the monitor.

a. When connecting **HDMI** + **USB-C (data only)** to computer 1 and **DP** + **USB-C (video and data)** to computer 2:

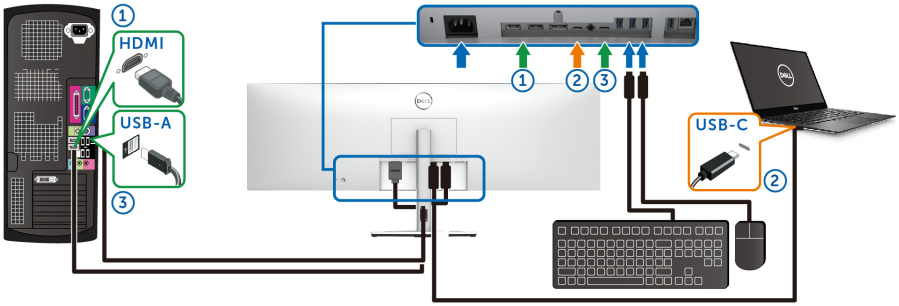


NOTE: The USB Type-C connections currently only support data transfer.

Ensure that **USB** for **HDMI** is assigned to **USB-C2** and **DP** is assigned to **USB-C1 90W**.

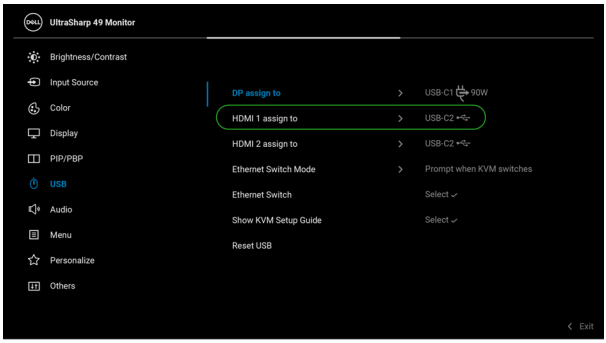


b. When connecting **HDMI** + **USB-C (data only)** to computer 1 and **USB-C (video and data)** to computer 2:



NOTE: The USB-C (video and data) connection currently supports video and data transfer.

Make sure **USB** for **HDMI** is assigned to **USB-C2**.



NOTE: As the USB Type-C (video and data) port supports the DisplayPort Alternate Mode, there is no need to set USB for USB-C.

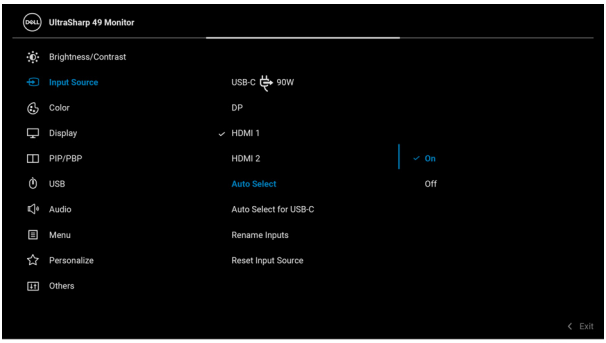
NOTE: When connecting to different video input sources not shown above, follow the same method to make correct settings for USB to pair the ports.

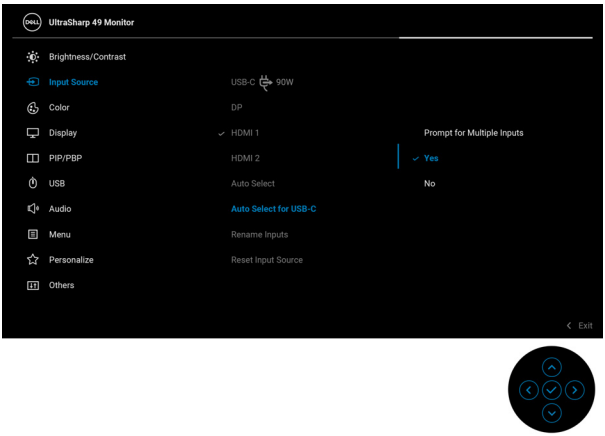
Setting the Auto KVM

You can follow below instruction to set up Auto KVM for your monitor:

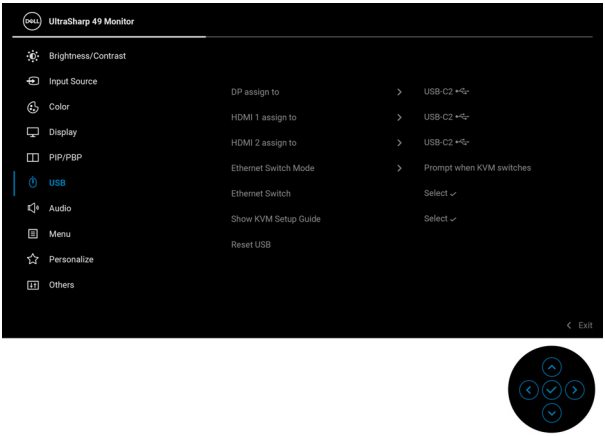
1. Ensure that **PIP/PBP Mode** is **Off**.

2. Ensure that **Auto Select** is **On** and **Auto Select for USB-C** is **Yes**.





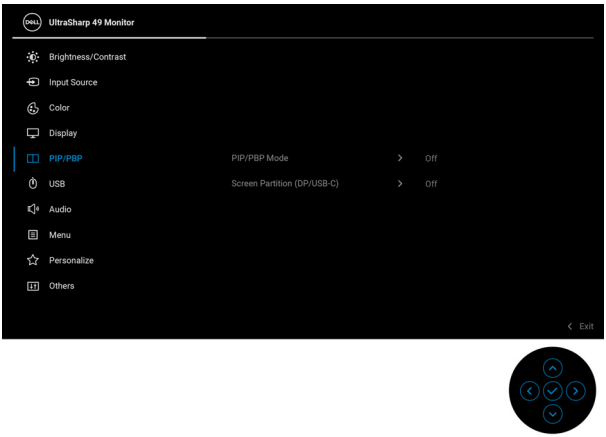
3. Ensure that the USB ports and the video inputs are paired accordingly.

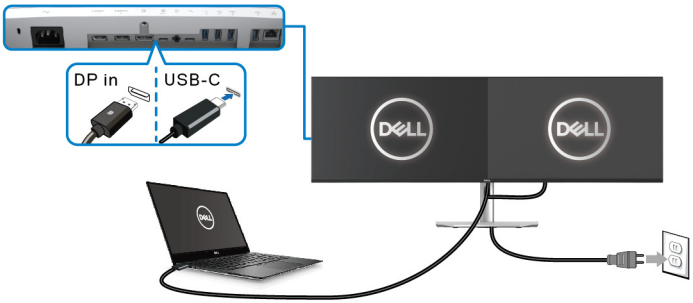


NOTE: For USB Type-C (video and data) connection, there is no further setting required.

Setting the iMST

When your monitor is connected to a PC/NB through USB-C or DP input, you can use the Screen Partition (DP/USB-C) function to split your display screen into two virtual displays.





Troubleshooting

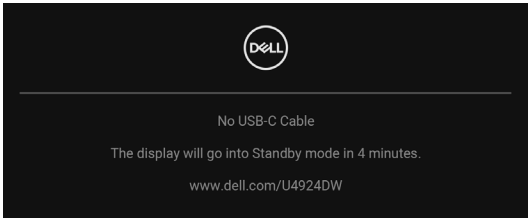
⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

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.
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.



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

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.

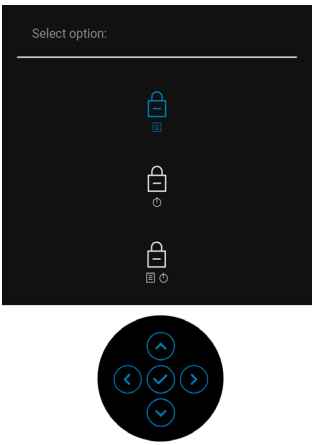
Using the joystick to lock/unlock buttons

Locking the power and joystick buttons

You can lock the joystick and power buttons to prevent access to the OSD menu and/or power off the monitor.

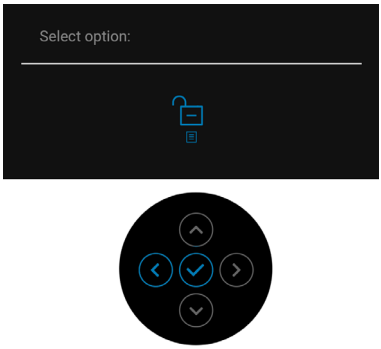
To lock the buttons:

1. Toggle and hold the joystick to the **up** or **down** or **left** or **right** for about 4 seconds until a pop menu appears.



2. Select one of the following options:
   - **Menu Buttons**: All joystick functions are locked and not accessible by the user.
   - **Power Buttons**: Only the **Power Button** is locked and not accessible by the user.
   - **Menu + Power Buttons**: Both the joystick & the **Power Button** are locked and not accessible by the user.

To unlock the button(s), press and hold the joystick to the **up** or **down** or **left** or **right** for 4 seconds. Select the **Unlock** icon to unlock the button(s).



Always On USB Type-C Charging

The monitor allows you to charge your notebook or mobile devices through the USB Type-C cable even when the monitor is powered off. See USB-C Charging 90W for more information.

You may verify your current firmware revision in Firmware. If this is not available, go to the Dell download support site for the latest application installer (**Monitor Firmware Update Utility.exe**) and refer to the Firmware Update Instruction User's Guide: www.dell.com/U4924DW.

Common problems

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

Common symptoms	What you experience	Possible solutions
No Video/Power LED off	No picture	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Ensure that the **Power Button** is pressed fully. • 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 using the OSD. • Perform monitor 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.
Poor Focus	Picture is fuzzy, blurry, or ghosting	• Eliminate video extension cables. • Reset the monitor to factory settings. • Change the video resolution to the correct aspect ratio.
Shaky/Jittery Video	Wavy picture or fine movement	• Reset the monitor to factory settings. • Check environmental factors. • Relocate the monitor and test in another room.

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/pixelguidelines.
Stuck-on Pixels	LCD screen has bright spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: http://www.dell.com/pixelguidelines.
Brightness Problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness & contrast controls using the OSD.
Geometric Distortion	Screen not centered correctly	• Reset the monitor to factory settings.
Horizontal/ Vertical Lines	Screen has one or more lines	• Reset the monitor to factory settings. • Perform monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics.

Synchronization Problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in the safe mode.
Safety Related Issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing Color	Picture missing color	• Perform monitor self-test feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	• Try different **Preset Modes** in **Color** settings OSD. Adjust the **R/G/B** value in **Custom Color** in **Color** settings OSD. • Change the **Input Color Format** to **RGB** or **YCbCr/YPbPr** in the **Color** settings OSD. • Run the built-in diagnostics.

Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	• Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver.

Product specific problems

Common 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 monitor to factory settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	• Turn Off the monitor, unplug the power cord, plug it back, and then turn On the monitor. • Check whether the OSD menu is locked. If yes, move and hold the joystick up/down/left/right for 4 seconds to unlock (for more information, see Lock).
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 standby mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

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	• Unplug the HDMI/DisplayPort/USB Type-C cable from dongle/docking device, then plug the docking HDMI/ DisplayPort/USB Type-C cable to the notebook.
Display image at 5120 x 1440 @ 30 Hz at HDMI port	Not able to select 5120 x 1440 @ 60 Hz in Graphic Control Panel at HDMI Port	• To support 5120 x 1440 @ 60 Hz, check whether HDMI platform supports HDMI 2.1.
Monitor displayed image at 3840 x 1080 @ 60 Hz	Not able to select 5120 x 1440 in Graphic Control Panel	• To support 5120 x 1440 @ 60 Hz, check whether the platform meet either one of the following: **1.** DP1.2 or higher. **2.** Type-C Alt Mode DP1.2 or higher. **3.** HDMI 2.1.
Monitor displays image at 3840 x 1080 @ 60 Hz when using Intel Graphic Card	Not able to select 5120 x 1440 @ 60 Hz with: Intel CPU Gen10 or lower, and Intel Graphic Driver x.7584 onward.	• Intel has disabled 5K Mode Support in Graphic Driver x.7584 onward, users should install Windows Registry Patch, which enables 5K Mode Support with Graphic Driver x.7584. Go to https://www.dell.com/support/home/us/en/04/product-support/product/dell-u4924dw-monitor/drivers to download the Registry Patch. • Install/Re-install Intel Graphic driver before x7584.
No network connection	Network dropped or intermittent	• Check to ensure **USB-C Prioritization** is set to **High Data Speed**. • Do not turn Off the display during network connection.

Universal Serial Bus (USB) specific problems

Common symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your monitor is turned On. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Switch Off and then turn On the monitor again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
USB Type-C port does not supply power	USB peripherals can not be charged	• Check that the connected device is compliant with the USB-C specification. The USB Type-C port supports USB 3.2 Gen2 and an output of 90 W. • Check that you use the USB Type-C cable shipped with your monitor.
Super speed USB 10 Gbps (USB 3.2 Gen2) interface is slow	Super speed USB 10 Gbps (USB 3.2 Gen2) peripherals working slowly or not working at all	• Check that your computer is super speed USB 10 Gbps (USB 3.2 Gen2)-capable. • Some computers have USB 3.2, USB 2.0 and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.

Wireless USB peripherals stop working when a USB 3.2 device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 3.2 peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 port.

Speakers Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
No sound coming from the external speakers	Cannot hear any sound	• Turn Off the monitor, unplug the monitor power cord, replug it, and then turn On the monitor. • Ensure the audio cable is connected correctly between the Audio Line Out port and the external speaker. • Disconnect/reconnect the audio cable from the Audio Line Out port and the external speaker. • Reset the monitor to factory settings.

Regulatory information

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

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

EU product database for energy label and product information sheet

U4924DW: https://eprel.ec.europa.eu/qr/1367150

Contacting Dell

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

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

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