Dell G2724D Monitor

User's Guide

Monitor Model: G2724D
Regulatory Model: G2724Dc

Rent your G2724D Monitor here

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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2023 – 06

Rev. A00

Contents

Safety instructions 6

About your monitor 7

Package contents 7

Product features 9

Identifying parts and controls 10

Front view 10

Back view 11

Side view 12

Bottom view 12

Monitor specifications 13

*Dell Display Manager 15

Resolution specifications 16

Supported video modes 16

Preset display modes 17

Electrical specifications 19

Physical characteristics 20

Environmental characteristics 21

Pin assignments 22

DisplayPort connector 22

HDMI connector 23

Plug-and-Play capability 24

LCD monitor quality and pixel policy 24

Ergonomics 25
Handling and moving your display 27
Maintenance guidelines 28
Cleaning your monitor 28
Setting up the monitor 29
Attaching the stand 29
Using the tilt, swivel and vertical extension 31
Tilt, swivel 31
Vertical extension 31
Rotating the monitor 32
Connecting your monitor 34
Connecting the DisplayPort 1.4 cable 34
Connecting the USB-C to DisplayPort cable 34
Connecting the HDMI cable(optional) 35
Organizing cables 35
Turn on the Monitor 36
Securing your monitor using Kensington lock (optional) . 37
Removing the monitor stand 38
VESA wall mounting (optional) 39
Operating your monitor 40
Power on the monitor 40
Using the joystick button 40
Joystick Description 41
Using the control buttons 42
Control buttons 42

Using the On-Screen Display (OSD) menu 43
Accessing the menu system 43
Console Mode 56
Vision Engine 57
Menu and Power button lock 60
OSD warning messages 62
Setting the maximum resolution 66
Troubleshooting 67
Self-Test 67
Built-in diagnostics 69
Common problems 71
Product-specific problems 74
Regulatory information 76
FCC notices (U.S. Only) and other regulatory information 76
EU product database for energy label and product information sheet 76
Contacting Dell 76

Safety instructions

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

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

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

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

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal 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 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.

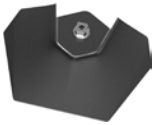
For information on safety instructions, *see the Safety, Environmental and Regulatory Information (SERI)* document that is shipped with your monitor.

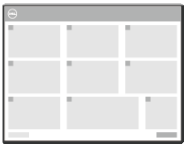
About your monitor

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.

Component image	Component description
	Monitor
	Stand riser
	Stand base
	Power cable (varies by countries)

Component image	Component description
	DisplayPort cable
	USB-C to DisplayPort cable
 	• Quick Start Guide • Safety, Environmental and Regulatory Information

Product features

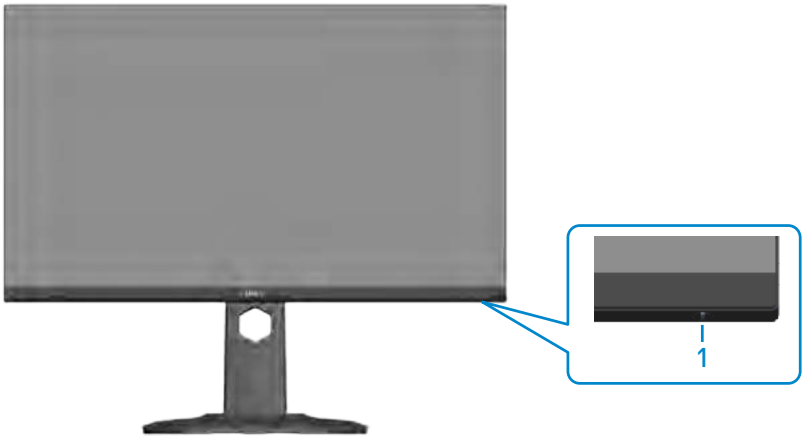
The Dell G2724D monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), anti-static and LED backlight. The monitor has the following features:

- 68.47 cm (27 in.) viewable area display (measured diagonally).
- 2560 x 1440 resolution, with full-screen support for lower resolutions.
- NVIDIA G-SYNC Compatible Certified, VESA Adaptive Sync Certified and supports AMD FreeSync Premium Technology for tear free, stutter free, low latency gaming.
- Supports the high refresh rates of 144 Hz and 165 Hz and a rapid response time of 1 ms in Extreme mode.
- VESA DisplayHDR 400.
- Color gamut of 99% sRGB (typical).
- Enabled with gaming console VRR supportability.
- Vision Engine including Night vision, Clear vision, Chroma vision or Crosshair that can enhance visual elements in different gaming scenes.
- Digital connectivity with DisplayPort and HDMI.
- Plug-and-play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of setup and screen optimization.
- Game-enhanced features such as Timer, Frame Rate Counter and Dark Stabilizer in addition to enhanced gaming modes, such as First-Person Shooter (FPS), Battle Royale/Real-Time Strategy (MOBA/RTS), Role-Playing Game (RPG), SPORTS, color adjustments (custom color, warm, cool) and three additional game modes to personalize your preferences.
- Removable stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Tilt, swivel, height and rotate adjustment capabilities.
- Security-lock slot (for Kensington locks, sold separately).
- Uses Low Blue Light panel and is compliant with TUV Rheinland (Hardware Solution) at factory reset/default setting model (Preset mode: Standard).
- Optimize eye comfort with a flicker-free screen.

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

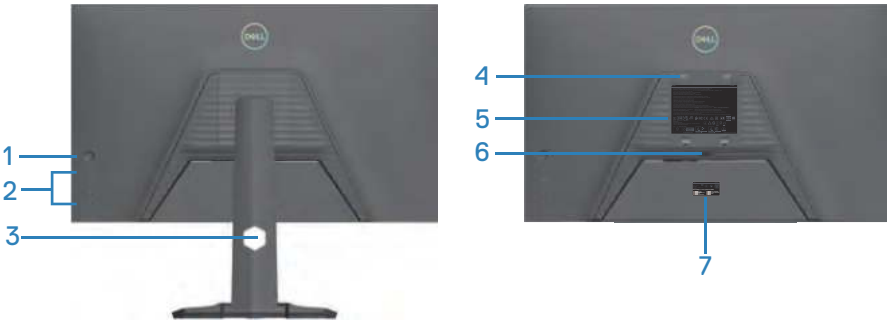
Identifying parts and controls

Front view



Label	Description	Use
1	Power On/Off button (LED indicator)	To turn the monitor on or off. Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.

Back view



Label	Description	Use
1	Joystick	Use to control the OSD menu. For more information, see Operating your monitor.
2	Function buttons	Press the function buttons to adjust items in the OSD menu. For more information, see Operating your monitor.
3	Cable management slot	Use to organize cables by routing them through the slot.
4	VESA mounting holes (100 mm x 100 mm - behind the VESA cover)	Wall-mount the monitor using VESA-compatible wall-mount kit. **NOTE: Wall-mount kit is not shipped with your monitor and is sold separately.**
5	Regulatory information label	Lists the regulatory approvals.
6	Stand release button	Releases the stand from the monitor.
7	Regulatory label (including barcode, serial number and Service Tag label)	Lists the regulatory approvals. 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.

Side view



Bottom view



Bottom view without monitor stand

Label	Description	Use
1	Power connector	Connect the power cable (shipped with your monitor).
2	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
3	Stand lock feature	To lock the stand to the monitor using a M3x6 mm screw (screw not included).
4	HDMI port	Connect to your computer or external device using a HDMI cable (purchased separately).
5	DisplayPort (DP1)	Connect to your computer or external device using a DisplayPort cable (shipped with your monitor).
6	DisplayPort (DP2)	

Monitor specifications

Description	Value
Screen type	Active matrix-TFT LCD
Panel type	In-plane switching technology (IPS)
Aspect ratio	16:9
Viewable image:	
Diagonal	684.66 mm (27 in.)
Horizontal, Active Area	596.74 mm (23.49 in.)
Vertical, Active Area	335.66 mm (13.22 in.)
Area	200301.75 mm^2 (310.54 $in.^2$)
Maximum resolution and refresh rate	2560 x 1440 at 144 Hz (HDMI 2.1) 2560 x 1440 at 165 Hz (DisplayPort 1.4)
Pixel pitch	0.2331 mm x 0.2331 mm
Pixel per inch (PPI)	109
Viewing angle: Horizontal Vertical	 178° (typical) 178° (typical)
Luminance output	400 cd/m² (typical)
Contrast ratio	1000 to 1 (typical)
Faceplate coating	Haze 25%, 3H
Backlight	LED edgelight system
Response time	4 ms gray to gray in **Fast** mode 2 ms gray to gray in **Super Fast** mode 1 ms gray to gray in **Extreme** mode* * The 1 ms gray-to-gray mode is achievable in the **Extreme** mode to reduce visible motion blur and increased image responsiveness. However this may introduce some slight and noticeable visual artifacts into the image. As every system setup and every user's needs are different, we recommend that users experiment with the different modes to find the setting that is right for them.

Description	Value
Color depth	16.7 million colors
Color gamut	sRGB 99% (typical)
Connectivity	1 x HDMI 2.1 (HDCP 2.2) (Supports up to QHD 2560 x 1440 144 Hz TMDS, HDR, VRR as per specified in HDMI 2.1) 2 x DisplayPort 1.4 (HDCP 2.2) (Supports up to QHD 2560 x 1440 165 Hz, HDR, VRR)
Bezel width (edge of monitor to active area):	
Top	7.04 mm
Left/Right	7.58 mm
Bottom	20.43 mm
Adjustability:	
Height-adjust	130 mm
Tilt	-5° to 21°
Swivel	-45° to 45°
Pivot	-90° to 90°
Cable management	Yes
Dell Display Manager 2.0 compatibility*	Easy Arrange and other key features
Security	Security-lock slot (for Kensington locks, sold separately)

***Dell Display Manager**

Dell Display Manager is an application software that enhances the experience of your Dell monitor- ensuring more productivity and ease in customization.

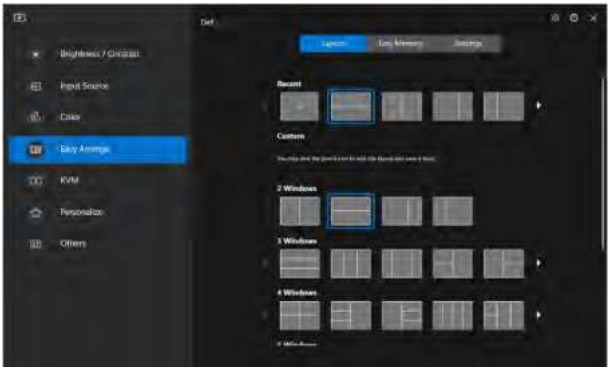
With this application you can:

1. Adjust the monitor On Screen Display (OSD) settings such as brightness, contrast, input source setting and so on with ease. No need to toggle using the joystick on the monitor; simply use the DDM software.
2. Organize multiple applications on your screen, snapping them into a template of your choice with the Easy Arrange.
3. Assign applications or even files to the partitions of Easy Arrange, save the layout as a profile and then restore the profile automatically using Easy Arrange Memory.
4. Connect your Dell Monitor to multiple input sources and manage these multiple video inputs using Input source.
5. Customize each application with different color mode using Color Preset.
6. Replicate the Dell Display Manager application settings from one monitor to another monitor of the same model with Import/export application settings

Moreover, this model comes with advanced remote management features for IT admins.

For more information on Dell Display Manager, visit **https://www.dell.com/support/ddm**

You can download the software from this link and find detailed user guide of the software and knowledge base article under the documentation tab.



Dell Display Manager User Interface

Resolution specifications

Description	Value
Horizontal scan range	30 kHz to 250 kHz
Vertical scan range	48 Hz to 144 Hz (HDMI 2.1) 48 Hz to 165 Hz (DisplayPort 1.4)
Maximum preset resolution	2560 x 1440

Supported video modes

Description	Value
Video display capabilities (HDMI or DisplayPort)	480p, 576p, 720p, 1080p, 1440P

Preset display modes

HDMI Preset Display Modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal / Vertical)
VESA 640 x 480	31.47	59.94	25.18	-/-
VESA 640 x 480	37.50	75.00	31.50	-/-
IBM 720 x 400	31.47	70.08	28.32	-/+
VESA 800 x 600	37.88	60.32	40.00	+/+
VESA 800 x 600	46.88	75.00	49.50	+/+
VESA 1024 x 768	48.36	60.00	65.00	-/-
VESA 1024 x 768	60.02	75.03	78.75	+/+
VESA 1152 x 864	67.50	75.00	108.00	+/+
VESA 1280 x 720	45.00	59.94	74.25	-/+
VESA 1280 x 800	49.31	59.91	71.00	+/+
VESA 1280 x 960	60.00	60.00	108.00	+/+
VESA 1280 x 1024	63.98	60.02	108.00	+/+
VESA 1280 x 1024	79.98	75.02	135.00	+/+
VESA 1440 x 900	55.94	59.89	106.50	-/+
VESA 1680 x 1050	65.29	59.95	146.25	-/+
VESA 1920 x 1080	67.50	60.00	148.50	+/+
VESA 1920 x 1080	137.26	119.98	285.50	+/-
VESA 1920 x 1080	166.59	143.98	346.50	+/-
VESA 2560 x 1440	88.79	59.95	241.50	+/-
VESA 2560 x 1440	183.00	120.00	497.75	+/-
VESA 2560 x 1440	217.39	143.97	591.32	+/-

DisplayPort Preset Display Modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal / Vertical)
VESA 640 x 480	31.47	59.94	25.18	-/-
VESA 640 x 480	37.50	75.00	31.50	-/-
IBM 720 x 400	31.47	70.08	28.32	-/+
VESA 800 x 600	37.88	60.32	40.00	+/+
VESA 800 x 600	46.88	75.00	49.50	+/+
VESA 1024 x 768	48.36	60.00	65.00	-/-
VESA 1024 x 768	60.02	75.03	78.75	+/+
VESA 1152 x 864	67.50	75.00	108.00	+/+
VESA 1280 x 720	45.00	59.94	74.25	-/+
VESA 1280 x 800	49.31	59.91	71.00	+/+
VESA 1280 x 960	60.00	60.00	108.00	+/+
VESA 1280 x 1024	63.98	60.02	108.00	+/+
VESA 1280 x 1024	79.98	75.02	135.00	+/+
VESA 1440 x 900	55.94	59.89	106.50	-/+
VESA 1680 x 1050	65.29	59.95	146.25	-/+
VESA 1920 x 1080	67.50	60.00	148.50	+/+
VESA 1920 x 1080	137.26	119.98	285.50	+/-
VESA 1920 x 1080	166.59	143.98	346.50	+/-
VESA 1920 x 1080	186.45	165.00	387.81	+/-
VESA 2560 x 1440	88.79	59.95	241.50	+/-
VESA 2560 x 1440	183.00	120.00	497.75	+/-
VESA 2560 x 1440	217.39	143.97	591.32	+/-
VESA 2560 x 1440	244.32	165.00	645.00	+/-

Electrical specifications

Description	Value
Video input signals	HDMI 600 mV for each differential line, 100 ohm input impedance per differential pair. DisplayPort 600 mV for each differential line, 100 ohm input impedance per differential pair.
AC input voltage/ frequency/current	100 VAC to 240 VAC/50 Hz or 60 Hz ± 3 Hz/1.5 A (typical)
Inrush current	120 V: 30 A (Maximum) at 0°C (cold start) 240 V: 60 A (Maximum) at 0°C (cold start)
Power consumption	0.3 W (Off mode)[1] 0.3 W (Standby Mode)[1] 26 W (On Mode)[1] 56 W (Maximum)[2] 30 W (P_{on})[3] 93.69 kWh (TEC)[3]

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

[2] Maximum brightness and contrast setting.

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

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

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

Physical characteristics

Description	Value
Signal cable type	• Digital: DisplayPort, 20 pins • Digital: HDMI, 19 pins (Cable not included) • Digital: USB-C to DisplayPort, 24 pins to 20 pins
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)	523.48 mm (20.61 in.)
Height (compressed)	393.48 mm (15.49 in.)
Width	611.90 mm (24.09 in.)
Depth	200.20 mm (7.88 in.)
Dimensions (without stand):	
Height	363.13 mm (14.30 in.)
Width	611.90 mm (24.09 in.)
Depth	66.41 mm (2.61 in.)
Stand dimensions:	
Height (extended)	416.90 mm (16.41 in.)
Height (compressed)	368.86 mm (14.52 in.)
Width	275.90 mm (10.86 in.)
Depth	200.20 mm (7.88 in.)
Base	275.90 x 200.20 mm (10.86 in. x 7.88 in.)
Weight:	
Weight with packaging	8.61 kg (18.98 lbs)
Weight with stand assembly and cables	5.95 kg (13.12 lbs)

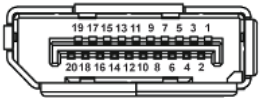
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.66 kg (8.07 lbs)
Weight of stand assembly	1.93 kg (4.25 lbs)

Environmental characteristics

Description	Value
Compliant standards:	
• RoHS-compliant • BFR/PVC reduce monitor (The circuit boards are made from BFR/PVC-free laminates.) • 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 10% to 90% (non-condensing) • Shipping 10% to 90% (non-condensing)
Altitude:	
Operating (maximum)	5,000 m (16,400 ft)
Non-operating (maximum)	12,192 m (40,000 ft)
Thermal dissipation	191.52 BTU/hour (Maximum) 88.92 BTU/hour (On Mode)

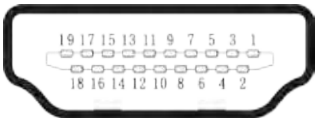
Pin assignments

DisplayPort connector



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

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 the system 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 your 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

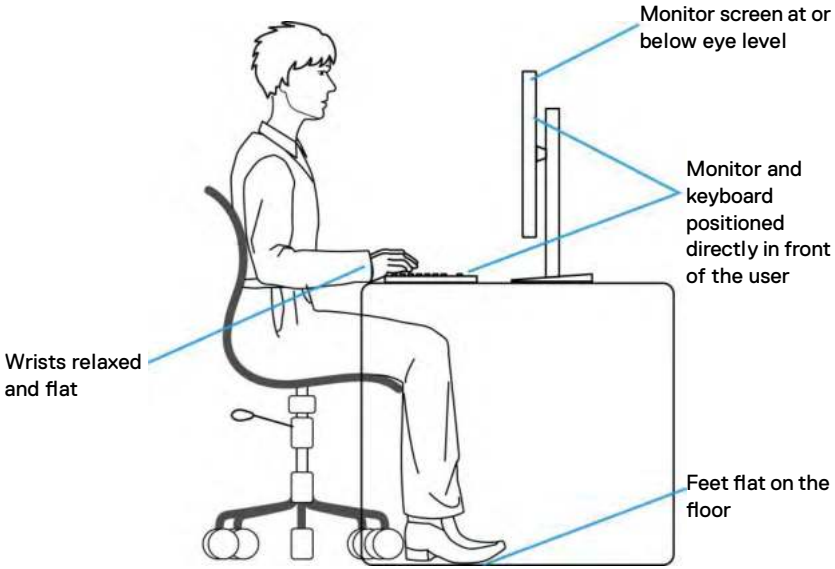
CAUTION: Improper or prolonged usage of keyboard may result in injury.

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 period, we recommend you to:
  1. Set the distance of the screen between 20 in. to 28 in. (50 cm - 70 cm) from your eyes.
  2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
  3. Take regular and frequent breaks for 20 minutes every two hours.
  4. Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.
  5. Perform stretches to relieve tension in the neck, arm, back and shoulders during the breaks.
- 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.

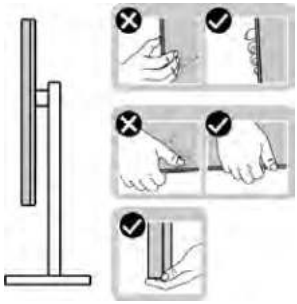
- When sitting, ensure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair's height or use a footrest if necessary to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended 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.



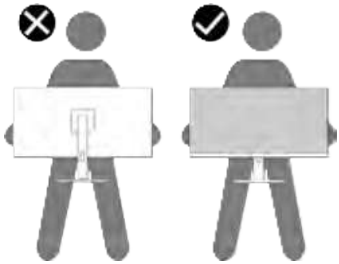
Handling and moving your display

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

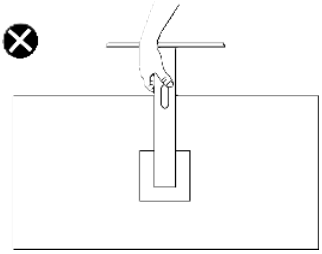
- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting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



- When lifting or moving the monitor, ensure that the screen is facing away from you. 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. It may result in accidental damage to the monitor or cause personal injury.



Maintenance guidelines

Cleaning your monitor

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

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

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

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

△ **CAUTION: Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners 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 powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a dark-colored monitor may get scratched and show white scuff marks more than a light-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Setting up the monitor

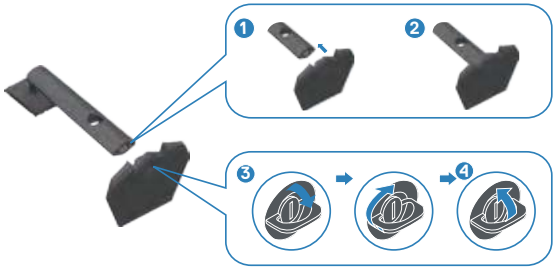
Attaching the stand

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

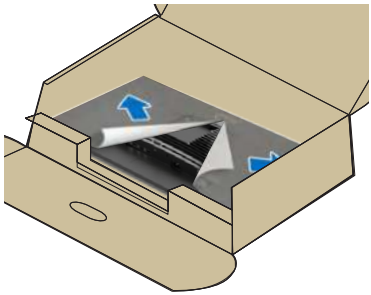
NOTE: The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that were included with the stand.

To attach the monitor stand:

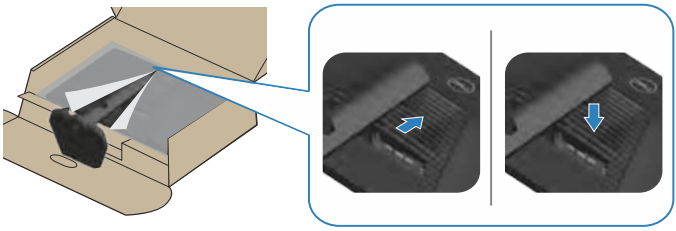
1. Remove the stand riser and the stand base from the cushion that secures it.
2. Align and place the stand riser on the stand base.
3. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
4. Close the screw handle.



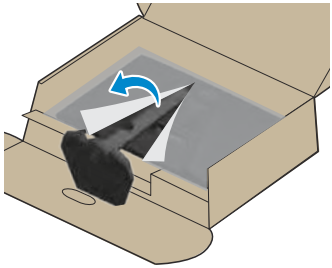
5. Open the protective cover on the monitor to access the VESA slot on the monitor.



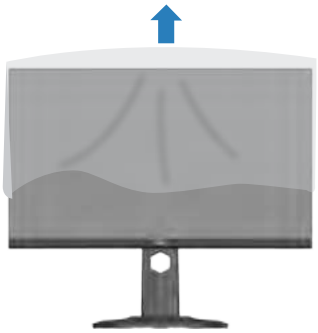
6. Slide the tabs on the stand riser into the slots on the display back cover and lower the stand assembly to snap it into place.



7. Hold the stand riser firmly with both hands and lift the monitor carefully, then place it on a flat surface.



8. Remove the cover from the monitor.

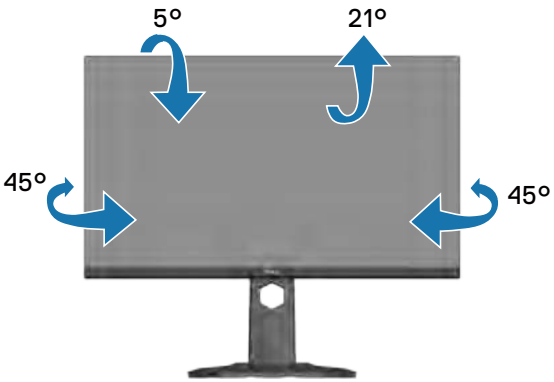


Using the tilt, swivel and vertical extension

NOTE: These values are applicable to the stand that was shipped with your monitor. To set up with any other stand, see the documentation that shipped with the stand.

Tilt, swivel

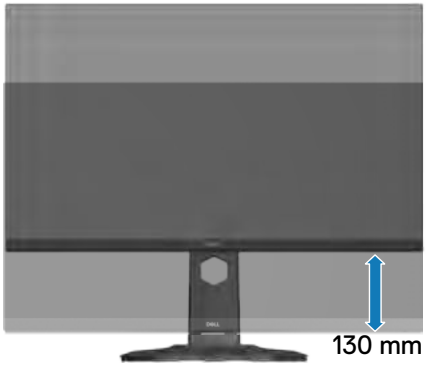
With the stand that is attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.



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

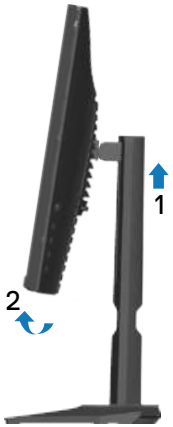
Vertical extension

NOTE: The stand can be extended vertically up to 130 mm.



Rotating the monitor

Before you rotate the monitor, your monitor should be fully vertically extended (Vertical extension) and fully tilted up to avoid hitting the bottom edge of the monitor.



Rotate clockwise



Rotate counterclockwise



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

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

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 Dell supplied inbox cables. 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.

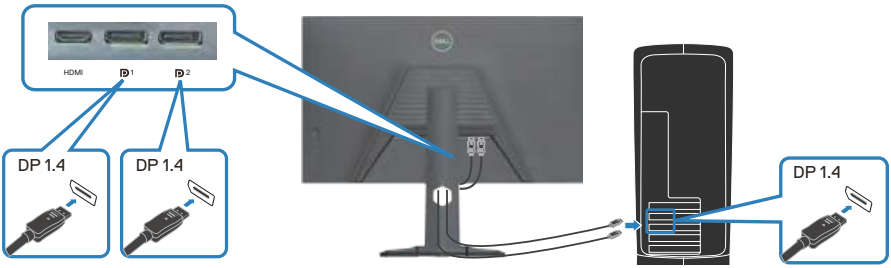
NOTE: Do not connect all cables to the computer at the same time.

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 your monitor to the computer with a DisplayPort cable, a USB-C to DisplayPort cable or an HDMI cable.

Connecting the DisplayPort 1.4 cable



Connecting the USB-C to DisplayPort cable



Connecting the HDMI cable(optional)



3. Connect the power cable to the monitor and the wall outlet.



Organizing cables

Use the cable-management slot to route the cables connected to your monitor.



Turn on the Monitor

Press the power button to turn on the monitor.



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.

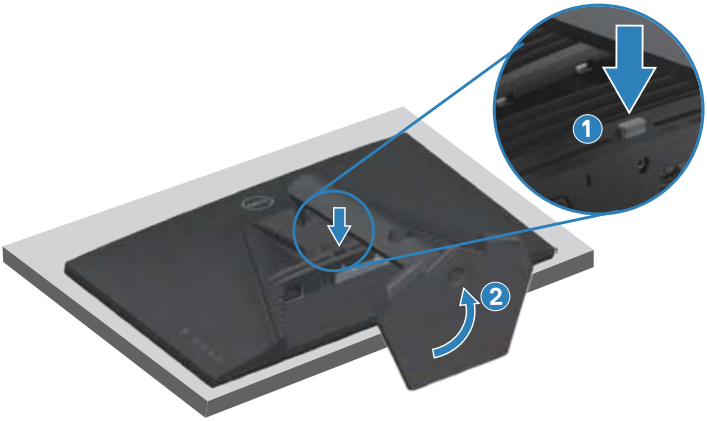
NOTE: The following steps are applicable for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

To remove the stand:

1. Place the monitor on a soft cloth or cushion on a stable flat table.



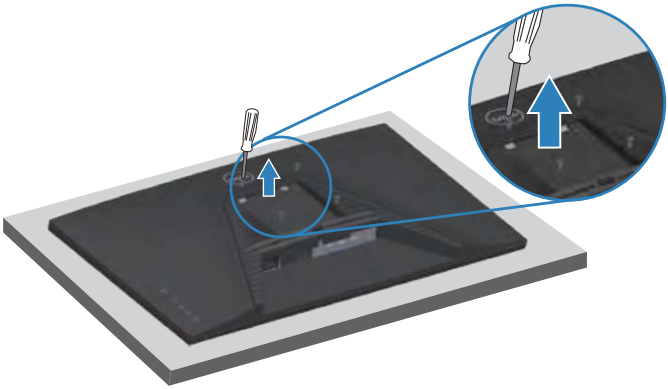
2. Press and hold the stand-release button at the back of the display.



3. Lift the stand assembly up and away from the monitor.



VESA wall mounting (optional)



(Screw dimension: M4 x 10 mm).

See the documentation that shipped with the VESA-compatible wall mounting kit.

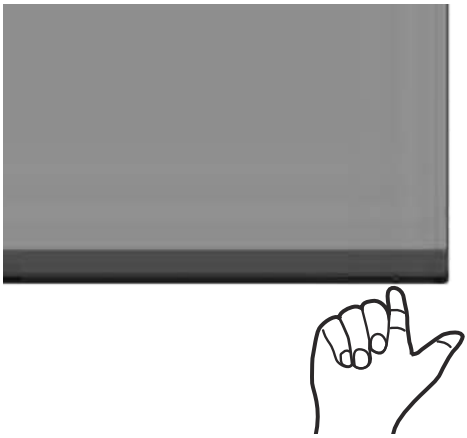
1. Place the monitor on a soft cloth or cushion at the edge of the desk.
2. Remove the monitor stand. See Removing the monitor stand.
3. Remove the four screws that secure the display back cover.
4. Install the mounting bracket from the wall mounting kit to the monitor.
5. To mount the monitor on the wall, see the documentation that shipped with the wall mounting kit.

NOTE: For use only with UL or CSA or GS-listed wall mount bracket with minimum weight or load bearing capacity of 14.64 kg (32.28 lbs).

Operating your monitor

Power on the monitor

Press the button to turn on the monitor.



Using the joystick button

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



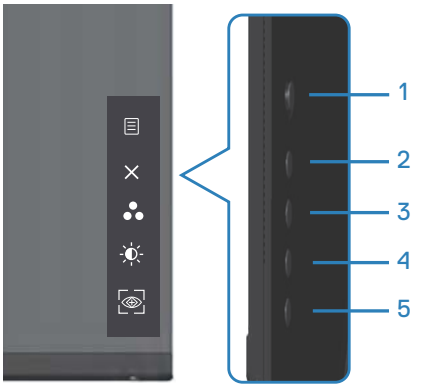
1. Press the joystick to launch the Menu Launcher.
2. Move the joystick up/down/left/right to toggle between options.
3. Press the joystick again to confirm the selection.

Joystick Description

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. For more information, see Accessing the menu system.
	• For two-way (right and left) directional navigation. • Move right to enter the submenu. • Move left to exit from the submenu. • Increases (right) or decreases (left) the parameters of selected menu item.
	• For two-way (up and down) directional navigation. • Switches between the menu items. • Increases (up) or decreases (down) the parameters of selected menu item.

Using the control buttons

Use the control buttons at the rear of the monitor to adjust the specifications of the image being displayed.



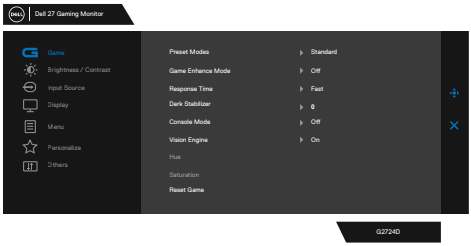
Control buttons

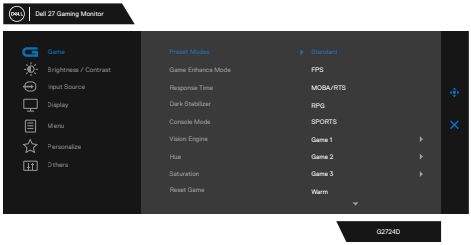
The following table describes the control buttons:

	Control buttons	Description
1	Menu	Use the **Menu** button to launch the On-Screen Display (OSD) and select the OSD menu. For more information, see Accessing the menu system.
2	Exit	Use this button to go back to the main menu or exit the OSD main menu.
3	Shortcut key/Preset Modes	Use this button for choose from a list of preset modes.
4	Shortcut key/ Brightness/Contrast	Use this button to adjust the brightness and contrast.
5	Shortcut key/Vision Engine	Use this button to adjust the Vision Engine.

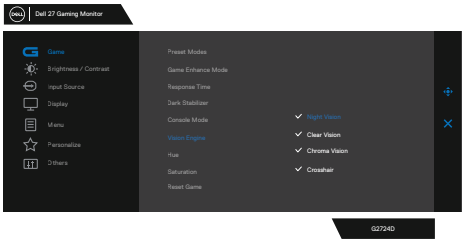
Using the On-Screen Display (OSD) menu

Accessing the menu system

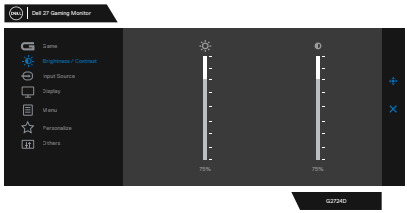
Icon	Menu and submenus	Description
G	**Game**	
	Preset Modes	When you select **Preset Modes**, you can choose **Standard**, **FPS**, **MOBA/RTS**, **RPG**, **SPORTS**, **Game 1**, **Game 2**, **Game 3**, **Warm**, **Cool**, **sRGB** or **Custom Color** from the list. • **Standard:** Loads the monitor's default color settings. The **Standard** mode is the default preset mode. • **FPS:** Loads color settings ideal for First-Person Shooter games. • **MOBA/RTS:** Loads color settings ideal for Multiplayer Online Battle Arena (MOBA) and Real-Time Strategy (RTS) games. • **RPG:** Loads color settings ideal for Role-Playing games. • **SPORTS:** Loads color settings ideal for "SPORTS" games. • **Game 1/Game 2/Game 3:** Enables you to customize the color settings for your gaming needs. • **Warm:** Decreases the color temperature. The screen appears warmer with a red/yellow tint. • **Cool:** Increases the color temperature. The screen appears cooler with a blue tint. • **sRGB:** Loads color settings ideal for sRGB.

Icon	Menu and submenus	Description
	Preset Modes	• **Custom Color:** Enables you to manually adjust the color settings. Moves the joystick button to adjust the **Gain, Offset, Hue** and **Saturation** values and create your own preset color mode.  **NOTE: Preset modes are not available when Console mode is turned to "on".**
	Game Enhance Mode	Adjusts Game Enhance Mode to **Off, Timer, Frame Rate o**r **Display Alignment**. • **Off:** Selects to disable the functions under **Game Enhance Mode**. • **Timer:** Enables you to disable or enable the timer at the top-left corner of the display. The timer shows the time elapsed since the game starts. Selects an option from the time-interval list to keep you aware of the remaining time. • **Frame Rate:** Selecting **On** enables you to display the current frames per second when playing games. The higher the rate, the smoother motion appears. • **Display Alignment:** Activating the function may help ensure the perfect alignment of the video contents from multiple displays.
	Response Time	Enables you to set the Response Time to **Fast**, **Super Fast** or **Extreme**.

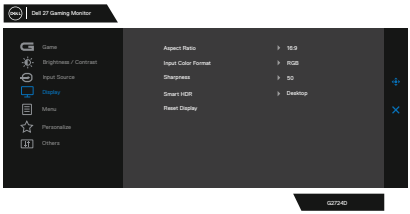
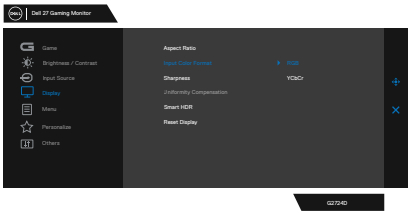
Icon	Menu and submenus	Description
	Dark Stabilizer	Improves the visibility in the dark gaming scenarios. The higher value (between 0 to 3), increases the better visibility in dark area of the display image.
	Console Mode	Adjusts **Console Mode** to **On/Off, Color, Gamma** or **Source Tone Map**. Activating this feature gives the best gaming experience when playing console games. For more information, see Front view. • **On/Off:** Selects to disable the functions under Console Mode. • **Color:** RGB default 100 and this mode can adjust RGB from 0~100. • **Gamma:** Gamma default is at center 2.2. Selecting this feature enables you to manually adjust Gamma from 1.8~2.6. • **Source Tone Map:** Select to allow the HDR content to be tone mapped by the source device. **NOTE: Preset modes are not available when Console mode is turned to "on".**

Icon	Menu and submenus	Description
	Vision Engine	Adjusts Vision Engine to **On/Off, Night vision, Clear vision, Chroma vision o**r **Crosshair** and this feature improves the visibility in gaming scenes. For more information, see Vision Engine. • **On/Off:** Selects to enable/disable functions under Vision Engine. • **Night Vision:** Uses this feature when playing games to identify objects clearly, enhance contents in darkness. • **Clear Vision:** This feature is suitable to clean up visual artifacts, enhance contents details such as sharpness, edges, super-resolutions, in a day scene. • **Chroma Vision**: This feature can apply heat map in dark gaming scenes. • **Crosshair**: This feature enhances the visibility of in-game crosshair.  **NOTE:** **FPS and Timer counters are not available in Crosshair.**

Icon	Menu and submenus	Description
	Hue	Shifts the color of the video image to green or purple. This feature is used to adjust the required flesh tone color. Uses the joystick button to adjust the hue from 0 to 100. Moves the joystick button up to increase the green shade of the video image. Moves the joystick button down to increase the purple shade of the video image. **NOTE:** The Hue adjustment is available only when you select **FPS, MOBA/RTS, SPORTS** or **RPG** preset mode.
	Saturation	Adjusts the color saturation of the video image. Uses the joystick button to adjust the saturation from 0 to 100. Moves the joystick button up to increase the colorful appearance of the video image. Moves the joystick button down to increase the monochrome appearance of the video image. **NOTE:** The Saturation adjustment is available only when you select **FPS, MOBA/RTS, SPORTS** or **RPG** preset mode.
	Reset Game	Resets all settings under the **Game** menu to the factory defaults.

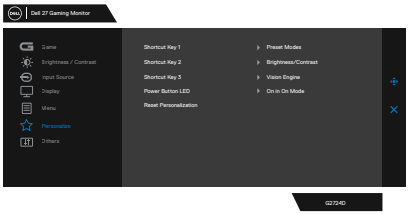
Icon	Menu and submenus	Description
	Brightness/ Contrast	Uses this menu to adjust the **brightness** and **contrast**. 
	Brightness	Adjusts the luminance of the backlight (minimum 0; maximum 100). Moves the joystick button up to increase brightness. Moves the joystick button down to decrease brightness.
	Contrast	Adjusts the Brightness first and then adjust Contrast only if further adjustment is necessary. Moves the joystick button up to increase contrast. Moves the joystick button down to decrease contrast (between 0 and 100). The **Contrast** function adjusts the degree of difference between darkness and lightness on the monitor screen.

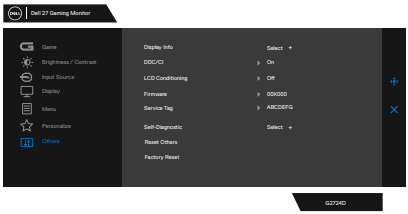
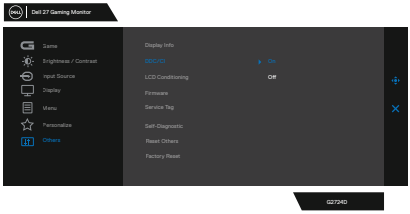
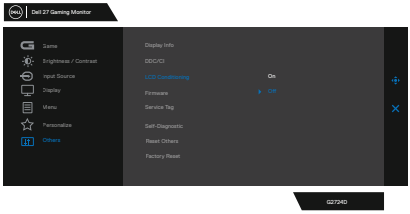
Icon	Menu and submenus	Description
	Input Source	Uses the **Input Source** menu to select between the different video signals that may be connected to your monitor. 
	DP1	Selects **DP1** input when using the DP1 (DisplayPort) connector. Presses the joystick button to confirm the selection.
	DP2	Selects **DP2** input when using the DP2 (DisplayPort) connector. Presses the joystick button to confirm the selection.
	HDMI	Selects the **HDMI** input when using the HDMI connector. Presses the joystick button to confirm the selection.
	Auto Select	Turns on the function to allow the monitor to automatically scan for available input sources. Presses the joystick button to confirm the selection.
	Reset Input Source	Resets all settings under the **Input Source** menu to factory defaults.

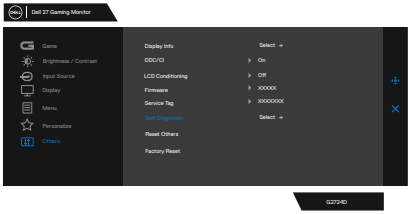
Icon	Menu and submenus	Description
	Display	Uses the display to adjust image. 
	Aspect Ratio	Adjusts the image ratio to 16:9, Auto Resize, 4:3.
	Input Color Format	Allows you to set the video input mode to: • **RGB**: Select this option if your monitor is connected to a computer or a media player that supports RGB output. • **YCbCr**: Select this option if your media player supports only YCbCr output. 
	Sharpness	Makes the image look sharper or softer. Moves the joystick button up and down to adjust the sharpness from '0' to '100'.

Icon	Menu and submenus	Description
	Smart HDR	Moves the joystick button to switch the **Smart HDR** feature between **Desktop, Movie HDR, Game HDR, Custom Color HDR, Display HDR 400 o**r **Off**. **Smart HDR** (High Dynamic Range) automatically enhances the display output by adjusting the settings optimally to resemble life-like visuals. • **Desktop:** Desktop is the default mode. This mode is more suitable for general usage of the monitor with a desktop computer. • **Movie HDR:** Uses this mode during playback of HDR video content to expand the contrast ratio, brightness and color palette. It matches the video quality with real life visuals. • **Game HDR:** Uses this mode when playing games that support HDR to expand the contrast ratio, brightness and color palette. It makes gaming experience more realistic as intended by game developers. • **Custom Color HDR:** Enables you to create your own HDR mode by adjusting the settings of Contrast, Hue and Saturation. • **DisplayHDR 400:** Best used with content that complies with DisplayHDR 400 standards. • **Off:** Disables **Smart HDR** function. **NOTE: The possible peak luminance during HDR mode is 400-nits (typical). The actual value and duration during HDR playback might vary accordingly to the video content.**
	Reset Display	Selects this option to restore default display settings.

Icon	Menu and submenus	Description
	Menu	Selects this option to adjust the settings of the OSD, such as the languages, the amount of time, the menu remains on screen and so on. 
	Language	Sets the OSD display to one of the following eight languages: **English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese o**r **Japanese**.
	Transparency	Selects this option to change the menu transparency by moving the joystick button up or down (minimum 0; maximum 100).
	Timer	OSD Hold Time: Sets the length of time and then the OSD remains active after you press a button. Moves the joystick button to adjust the slider in 1 second increments, from 5 to 60 seconds.
	Reset Menu	Resets all settings under the **Reset Menu** to factory defaults.

Icon	Menu and submenus	Description
☆	**Personalize**	Selects this option to adjust the settings of the personalization. 
	Shortcut Key 1 **Shortcut Key 2** **Shortcut Key 3**	Selects from **Preset Modes, Game Enhance Mode, Dark Stabilizer, Vision Engine, Brightness/ Contrast, Input Source, Aspect Ratio** or **Smart HDR** as shortcut key.
	Power Button LED	Enables you to set the state of the power light to save energy.
	Reset Personalization	Resets all settings under the **Personalize** menu to the factory preset values.

Icon	Menu and submenus	Description
	Others	Changes the OSD settings, such as the **DDC/CI**, **LCD conditioning** and so on. 
	Display Info	Displays the current settings of the monitor.
	DDC/CI	Enables your monitor parameters such as brightness, color balance and so on to be adjustable through the software on your computer. You can disable this feature by selecting **Off**. Enables 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 version of the firmware about the display.

Icon	Menu and submenus	Description
	Service Tag	Displays the service tag number of the display. The Service Tag is a unique alpha numeric identifier that enables Dell to identify the product specifications and access warranty information. **NOTE: The Service Tag is also printed on a label at the back of the cover.**
	Self-Diagnostic	Enables you to check if your monitor is functioning properly. 
	Reset Others	Resets all settings under the others setting menu to the factory preset values.
	Factory Reset	Restores all preset values to the factory default settings.

Console Mode

Console Mode is specifically designed with the excellent picture quality at a fast response time and a high frame rate of 120 Hz to give the best console game experience. It can support up to 4K resolution in this QHD monitor.

Support timing

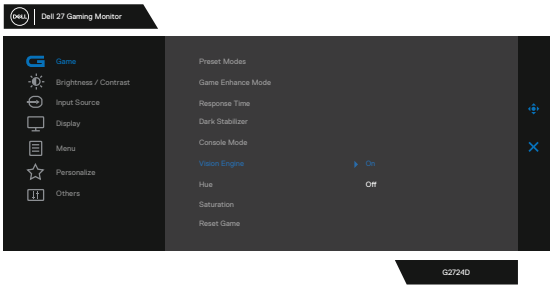
Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal / Vertical)
VESA 640 x 480	31.47	59.94	25.18	-/-
VESA 640 x 480	37.50	75.00	31.50	-/-
IBM 720 x 400	31.47	70.08	28.32	-/+
VESA 800 x 600	37.88	60.32	40.00	+/+
VESA 800 x 600	46.88	75.00	49.50	+/+
VESA 1024 x 768	48.36	60.00	65.00	-/-
VESA 1024 x 768	60.02	75.03	78.75	+/+
VESA 1152 x 864	67.50	75.00	108.00	+/+
VESA 1280 x 720	45.00	59.94	74.25	-/+
VESA 1280 x 800	49.31	59.91	71.00	+/+
VESA 1280 x 960	60.00	60.00	108.00	+/+
VESA 1280 x 1024	63.98	60.02	108.00	+/+
VESA 1280 x 1024	79.98	75.02	135.00	+/+
VESA 1440 x 900	55.94	59.89	106.50	-/+
VESA 1680 x 1050	65.29	59.95	146.25	-/+
VESA 1920 x 1080	67.50	60.00	148.50	+/+
VESA 1920 x 1080	137.26	119.98	285.50	+/-
VESA 2560 x 1440	88.79	59.95	241.50	+/-
VESA 2560 x 1440	183.00	120.00	497.75	+/-
VESA 3840 x 2160	112.50	50.00	594.00	+/-
VESA 3840 x 2160	135.00	60.00	594.00	+/-

Vision Engine

Vision Engine has special vision engine design that can enhance visual elements in different gaming scenes, including five visions: **Night vision, Clear vision, Chroma vision or Crosshair** engines for you to select. Trigger using the OSD or Dell Display Manager to set them up and trigger from the Shortcut key.

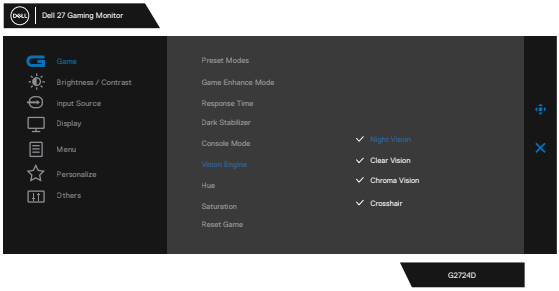
Use the OSD menu and Shortcut key to launch Vision Engine:

1. Press the Joystick button to launch the OSD Main Menu.
2. Move the Joystick button to select **Game > Vision Engine** to initiate it.
3. Select **On** or **Off** to decide whether to enable the functions in **Vision Engine** mode.

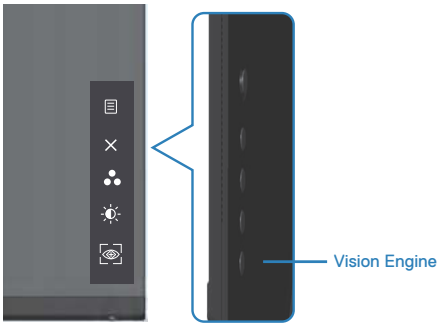


The following message appears when you select "**On**" and you can preview the effect of each vision by moving Joystick button.

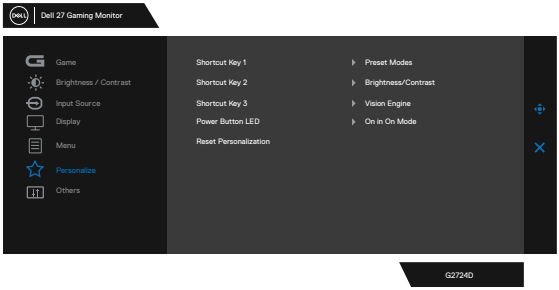
NOTE: Press Joystick button to check/uncheck the vision engines. By default, all vision engines are checked. You can check the vision engines according to your preference.



4. Use the **Shortcut Key** of **Vision Engine** to toggle different vision engines.

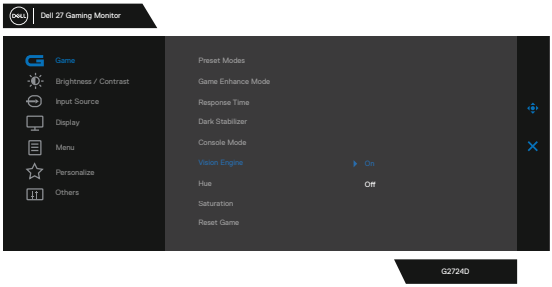


NOTE: Adjust the preset Shortcut keys in Personalize settings.



Use the Dell Display Manager and Shortcut key to launch Vision Engine:

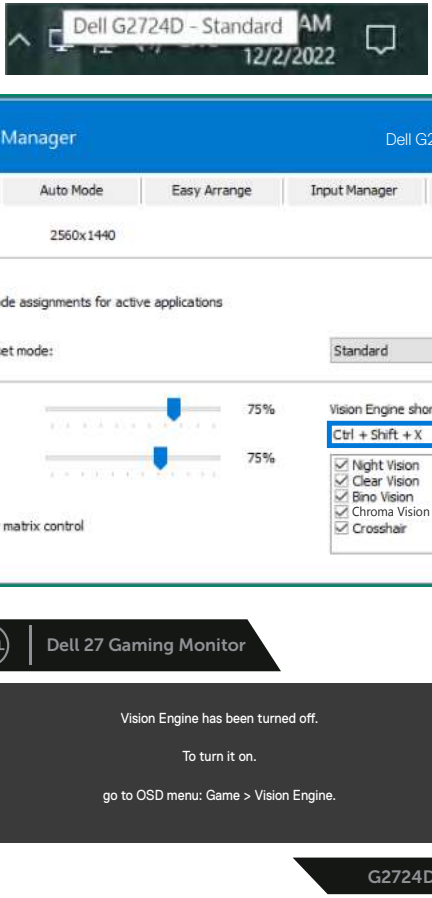
1. Press the Joystick button to launch the OSD Main Menu.
2. Move the Joystick button to select **Game > Vision Engine** to initiate it.
3. Select **On** to enable the functions in **Vision Engine** mode.



4. Alternatively, **Vision Engine** settings can be set in Dell Display Manager **(Dell Display Manager installed for better gaming experiences).** For more information, see Dell Display Manager installation section on **https://www.dell.com/G2724D**.

The Vision Engine Shortcut Key enables you to configure and use a key combination on the keyboard to toggle through the Vision Engines.

Each Vision Engine can be selected by selecting or clearing the check boxes. The OSD is synchronized to these settings.

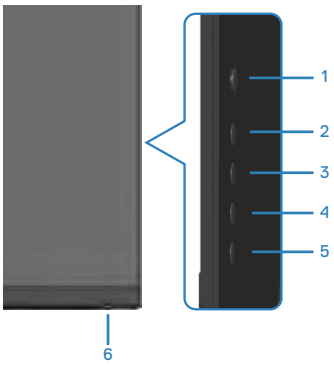


NOTE: Shortcut Key can be used only after Vision Engine is turned to "On".

Menu and Power button lock

Prevents you to access or change OSD menu settings on the display.

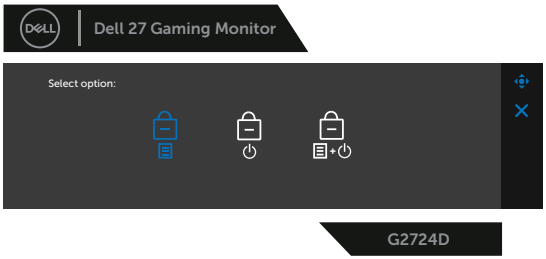
By default, the Menu and Power button lock setting is disabled.



NOTE: To access the Lock or Unlock menu – Press and hold the button 5 for four seconds.

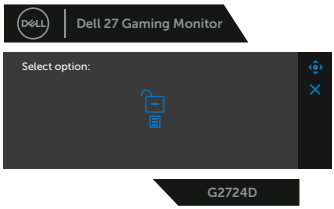
To access the lock menu, press and hold the button 5 for four seconds. A lock menu appears at the bottom-right corner of the display.

NOTE: The lock menu can be accessed using this method when the Menu and Power buttons are in unlocked state.



To access the unlock menu, press and hold the button 5 for four seconds. An unlock menu appears at the bottom-right corner of the display.

NOTE: The unlock menu can be accessed when the Menu and Power buttons are in locked state.



There are three lock options.

	Menu	Description
1	Menu Buttons	When **Menu Buttons** is selected, the OSD menu settings cannot be changed. All buttons are locked except Power button.
2	Power Button	When **Power Button** is selected, the display cannot be turned off using the Power button.
3	Menu + Power Buttons	When **Menu + Power Buttons** is selected, the OSD menu settings cannot be changed and the Power button is locked.

The icon appears at the center of the display in the following scenarios:

- When the joystick button and control buttons (button 1 - 5) are pressed. The icon indicates that the OSD menu buttons are in lock state.
- When the Power button (button 6) is pressed. The icon indicates that the Power button is in lock state.
- When any one of the six buttons is pressed. The icon indicates that the OSD menu buttons and the Power button are in lock state.

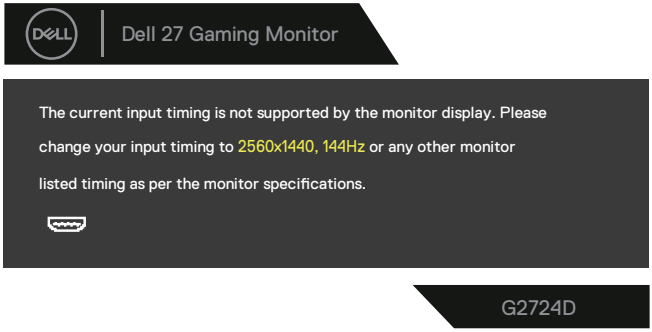
Unlocking the OSD menu and Power buttons:

1. Press and hold the button 5 for four seconds. The unlock menu appears.
2. Select the unlock icon to unlock the buttons on the display.

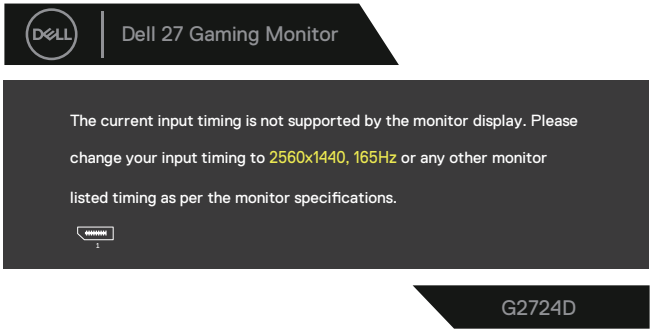
OSD warning messages

When the monitor does not support a particular resolution mode, the following message is displayed:

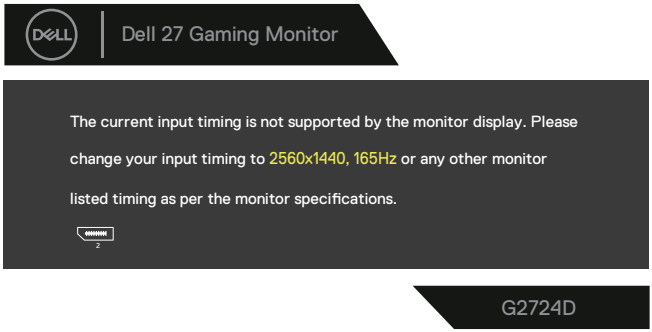
HDMI



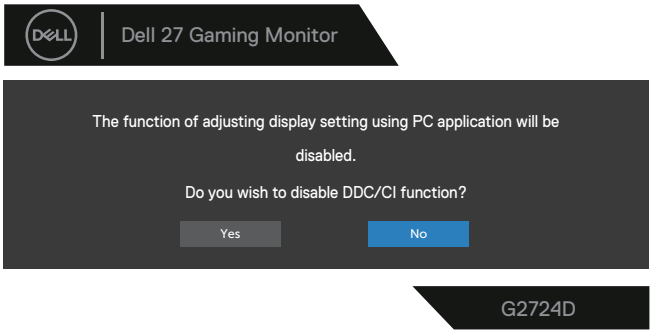
DP1



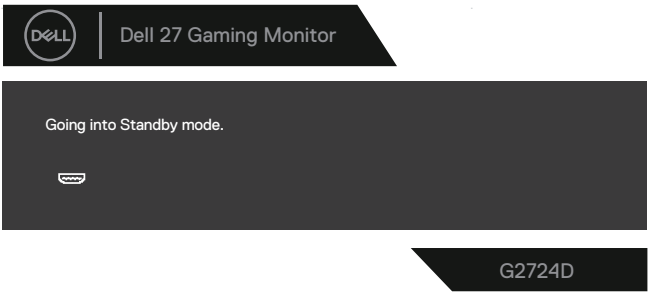
DP2



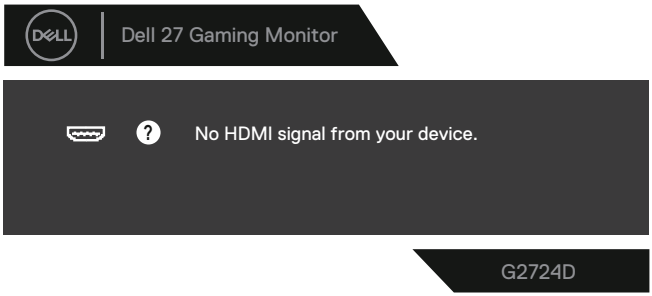
This message indicates that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 2560 x 1440.
Before the **DDC/CI** function is disabled, the following message is displayed:



When the monitor enters the **Standby Mode**, the following message appears:



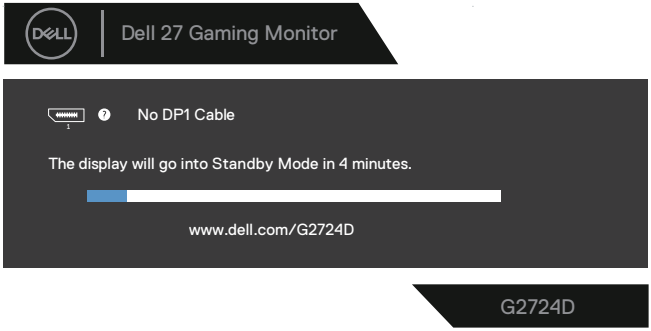
If you press any button other than the power button, the following messages appear depending on the selected input:



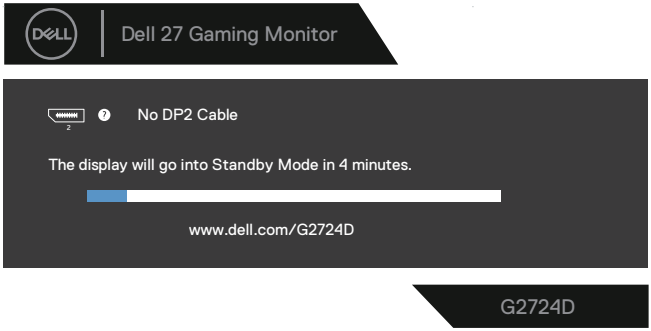
If an HDMI or DisplayPort cable is not connected, the following dialog box appears. The monitor enters Standby Mode after four minutes if left at this state.



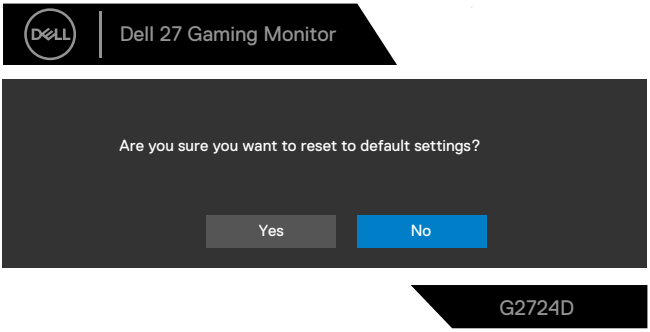
or



or



When you select OSD items of **Factory Reset** in **Other** feature, the following message appears:



For more information, see Troubleshooting.

Setting the maximum resolution

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

In Windows 8.1:

1. For Windows 8.1, select the Desktop tile to switch to classic desktop.
2. Right-click the desktop and click **Screen Resolution**.
3. If you have more than one monitor connected, ensure that you select **G2724D**.
4. Click the **Screen Resolution** drop-down list and select **2560 x 1440**.
5. Click **OK**.

In Windows 10 and Windows 11:

1. Right-click the desktop and click **Display settings**.
2. If you have more than one monitor connected, ensure to select **G2724D**.
3. Click the **Display Resolution** drop-down list and select **2560 x 1440**.
4. Click **Keep changes**.

If you do not see **2560 x 1440** as an option, you must update your graphics driver to the latest version. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or laptop, go to **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.

Troubleshooting

⚠ **WARNING: Before you begin working on the following steps, follow the Safety instructions.**

Self-Test

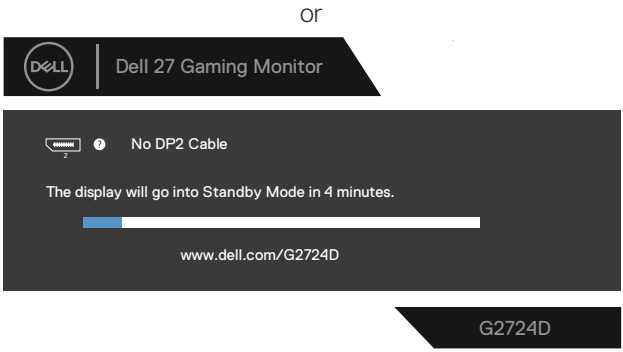
Your monitor provides a self-test feature that enables you to check if your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Disconnect all video cables from the monitor. This way, the computer does not have to be involved.
3. Turn on the monitor.

If the monitor is working correctly, it detects that there is no signal and one of the following messages appear. While in self-test mode, the power LED remains white.



or



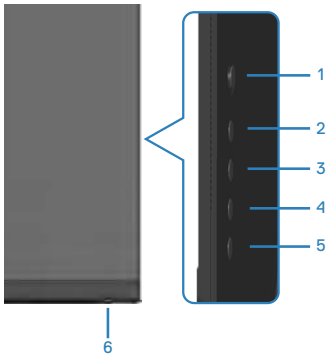
NOTE: This dialog box appears even during normal operation and when the video cable is disconnected or damaged.

4. Turn off your monitor and reconnect the video cable; Turn on your computer and the monitor.

If your monitor remains dark after you reconnect the cables, check your video controller and computer, as your monitor is functioning properly.

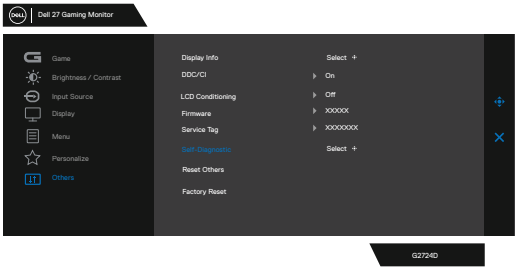
Built-in diagnostics

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



To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Press the Joystick button to launch the OSD Main Menu.
3. Move the joystick button to select **Others > Self-Diagnostic** to initiate the self-diagnostic process.



4. When initiated, a gray screen appears. Inspect the screen for abnormalities.
5. Switch the joystick button. The color of the screen changes to red. Inspect the screen for abnormalities.
6. Repeat step 5 and inspect the screen when it displays the colors green, blue, black and white followed by the on-screen text.

7. The test is complete when the text screen appears. To exit, toggle the joystick button again.

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

Common problems

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

Common Symptoms	What you experience	Possible Solutions
No video or 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. • Ensure that the correct input source is selected through the Input Source menu.
No video or power LED on	No picture or no brightness	• Increase brightness and 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 through the Input Source menu.
Poor focus	Picture is fuzzy, blurry or ghosting	• Eliminate video extension cables. • Reset the monitor to factory settings (**Factory Reset**). • Change the video resolution to the correct aspect ratio.
Shaky or jittery video	Wavy picture or fine movement	• Reset the monitor to factory settings (**Factory Reset**). • Check environmental factors. • Relocate the monitor and test in another room.

Common Symptoms	What you experience	Possible Solutions
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: **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: **www.dell.com/pixelguidelines**.
Brightness problems	Picture too dim or too bright	• Reset the monitor to factory settings (**Factory Reset**). • Adjust brightness and contrast controls through OSD.
Geometric distortion	Screen not centered correctly	• Reset the monitor to factory settings (**Factory Reset**). • Adjust horizontal and vertical controls through OSD.
Horizontal or vertical lines	Screen has one or more lines	• Reset the monitor to factory settings (**Factory Reset**). • 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.

Common Symptoms	What you experience	Possible Solutions
Synchronization problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings (**Factory Reset**). • 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 and off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings (**Factory Reset**). • 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 **Game** settings OSD. Adjust **R**/**G**/**B** value in **Game** > **Preset Modes** > **Custom Color** > **Gain** settings OSD. • Change the **Input Color Format** to **RGB** or **YCbCr** in the **Display** settings OSD. • Run the built-in diagnostics.

Common Symptoms	What you experience	Possible Solutions
Image retention from a static image left on the monitor for a long period	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

Specific Symptoms	What you experience	Possible Solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the **Aspect Ratio** setting in the **Display** settings OSD. • Reset the monitor to factory settings (**Factory Reset**).
Cannot adjust the monitor with the buttons on the bottom of the panel	OSD does not appear on the screen	• Turn off the monitor, unplug the monitor power cable, plug it back and then turn on the monitor. • Check if the OSD menu is locked. If yes, press and hold the button 5 for four seconds to unlock.
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 Standby Mode by moving the mouse or pressing any key on the keyboard. • Check if the video cable is plugged in properly. Disconnect and reconnect the video cable if necessary. • Reset the computer or video player.

Specific Symptoms	What you experience	Possible Solutions
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 or DisplayPort	When connected to some dongle or docking device at the port, there is no video when unplugging or plugging the cable from the notebook	• Unplug the HDMI, DisplayPort or USB-C to DisplayPort cable from dongle or docking device, then plug the docking HDMI, DisplayPort or USB-C to DisplayPort cable to the notebook.

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

G2724D: **https://eprel.ec.europa.eu/qr/1503743**

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.