# Dell UltraSharp 43 4K USB-C Monitor

## User's Guide

**Model: U4320Q**
**Regulatory model: U4320Qt**

**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.**



2019 – 12

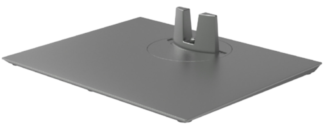
Rev. A01

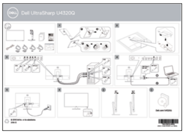
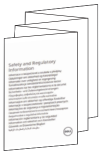
# Contents

# About Your Monitor

## Package Contents

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

| | |
|---|---|
|  | Display |
|  | Stand riser |
|  | Stand base |
|  | Power cable (varies by country) |
|  | USB Type-C cable (C to C) |
|  | USB Type-C cable (C to A) |

| | |
|---|---|
|  | HDMI cable |
|  | DP cable |
|  | VESA Mounting kit |
|   | • Quick Setup Guide<br>• Safety, Environmental and Regulatory Information |

# Product Features

The **Dell UltraSharp U4320Q** monitor has an active matrix, thinfilm transistor (TFT), liquid crystal display (LCD), and LED backlight. The monitor features include:

- 107.975 cm (42.51 in.) active area display (Measured diagonally) 3840 x 2160 (16:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angles with 96% sRGB color.
- Tilt, swivel and vertical extension adjustment capabilities.
- Built-in speakers (2 x 8 W) by New Sunlink.
- Removable pedestal and Video Electronics Standards Association (VESA™) 100 mm and 200 mm mounting holes for flexible mounting solutions.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier set up with an elegant viewing experience.
- Extensive digital connectivity with HDMI and DP helps future-proof your monitor.
- Single USB Type-C to supply power to compatible notebook while receiving video signal.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and OSD buttons lock.
- Security lock slot.
- 0.5 W standby power when in the sleep mode.
- Optimize eye comfort with a flicker-free screen.

**NOTE:**The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, including eye fatigue or digital eye strain. ComfortView feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.

# Identifying Parts and Controls

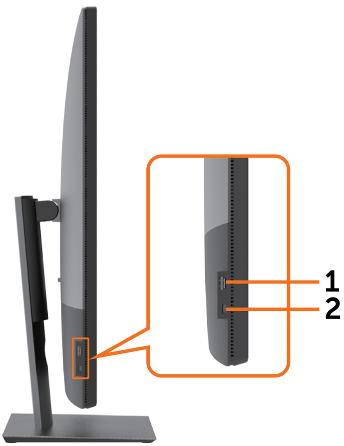
## Front view


| Label | Description |
| --- | --- |
| **1** | Function buttons (For more information, see Operating the Monitor) |
| **2** | Power on/off button (with LED indicator) |

## Back View

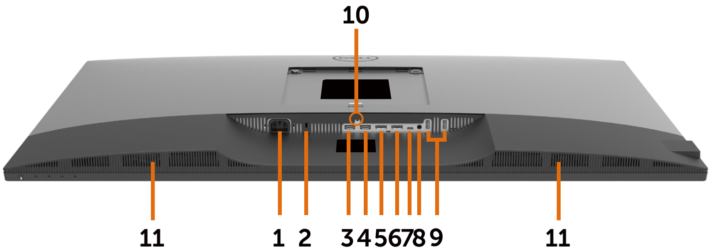

| Label | Description | Use |
|---|---|---|
| 1 | VESA mounting holes (100 mm x 100 mm and 200 mm x 200 mm-behind attached VESA cover) | Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm and 200 mm x 200 mm). |
| 2 | Regulatory label | Lists the regulatory approvals. |
| 3 | Stand release button | Release stand from monitor. |
| 4 | Barcode, serial number, and Service Tag label | Refer to this label if you need to contact Dell for technical support. |
| 5 | Cable management slot | Use to organize cables by placing them through the slot. |

## Side View




| Label | Description | Use |
|---|---|---|
| 1 | **USB downstream port** | Port with battery icon supports BC 1.2. |
| 2 | **USB Type-C downstream port** | Port with icon supports 5 V/3 A. |

## Bottom View




| Label | Description | Use |
|---|---|---|
| **1** | AC power port | To connect the monitor power cable. |
| **2** | Security lock slot | Secures monitor with security cable lock (sold separately). |
| **3** | HDMI 1 port | Connect your computer with HDMI cable. |
| **4** | HDMI 2 port | Connect your computer with HDMI cable. |
| **5** | DP 1 port | Connect your computer with DP cable. |
| **6** | DP 2 port | Connect your computer with DP cable. |
| **7** | USB Type-C/DisplayPort | Connect to your computer using the USB Type-C cable.<br>The USB 3.1 Type-C port offer the fastest transfer rate and the alternate mode with DP 1.4 support the maximum resolution of 3840 x 2160 at 60 Hz, PD* 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A.<br>***PD:** Power Delivery.<br>**NOTE:** USB Type-C is not supported on Windows versions that are prior to Windows 10. |
| **8** | Audio line-out port | Connect speakers to playback audio coming through USB Type-C or DP or HDMI audio channels.<br>Only supports 2-channel audio.<br>**NOTE:** The audio line-out port does not support headphones. |
| **9** | USB Type-A ports (2) | Connect your USB device.<br>Port with icon supports 5 V/0.9 A. |
| **10** | Stand lock | Lock the stand to the monitor using a M3 x 6 mm screw (screw not included). |
| **11** | Built-in speakers | To output the sound from audio input. |

# Monitor Specifications

| | |
|---|---|
| Screen type | Active matrix - TFT LCD |
| Panel Type | In-plane switching Technology |
| Aspect ratio | 16:9 |
| Viewable image dimensions | |
| Diagonal | 1079.75 mm (42.51 in.) |
| Active Area | |
| Horizontal | 941.18 mm (37.05 in.) |
| Vertical | 529.42 mm (20.84 in.) |
| Area | 498279.5 $mm^2$ (772.12 $in.^2$) |
| Pixel pitch | 0.2451 mm x 0.2451 mm |
| Pixel per inch (PPI) | 103.23 |
| Viewing angle | |
| Horizontal | 178° (typical) |
| Vertical | 178° (typical) |
| Brightness | 350 $cd/m^2$ (typical) |
| Contrast ratio | 1000 to 1 (typical) |
| Display screen coating | Anti-glare treatment of the front polarizer (3H) hard coating |
| Backlight | LED |
| Response Time (Gray to Gray) | 5 ms (FAST mode)<br>8 ms (NORMAL mode) |
| Color depth | 1.06 Billion colors |
| Color gamut* | 96% sRGB |
| Connectivity | Bottom view<br>• 2 x HDMI2.0<br>• 2 x DP 1.4 (HDCP 2.2)<br>• 1 x USB Type-C (Alternate mode with DisplayPort 1.4, USB 3.1 upstream port, Power Delivery PD up to 90 W)<br>• 1 x Analog 2.0 audio line out (3.5 mm jack)<br>• 2 x USB-A, USB 3.1 Gen 1 (5 Gbps)<br>Quick Access (Side view)<br>• 1 x USB 3.1 with BC1.2 charging capability at 2 A (max)<br>• 1 x USB Type-C Downstream (15 W), USB3.1 Gen 1 (5 Gbps) |
| Border width (edge of monitor to active area) | 13.0 mm (Top)<br>13.0 mm (Left/Right)<br>22.0 mm (Bottom) |
| Adjustability | |
| Height adjustable stand | 60 mm |

| | |
|---|---|
| Tilt | -5° to 10° |
| Swivel | -20° to 20° |
| Cable management | Yes |
| Dell Display Manager (DDM) Compatibility | Easy Arrange<br>and other key features |
| Security | Security lock slot (cable lock sold separately) Anti-theft stand lock slot (to panel) |

* At panel native only, under Custom Mode preset.

## Resolution Specifications

| | |
|---|---|
| Horizontal scan range | 30 khz to 140 khz |
| Vertical scan range | 29 Hz to 76 Hz |
| Maximum preset resolution | 3840 x 2160 at 60 Hz |
| Video display capabilities (HDMI, DP, USB Type-C playback) | 480p, 576p, 720p, 1080i, 1080p, 2160p |

## Preset Display Modes

| Display Mode | Horizontal Frequency (kHz) | Vertical Frequency (Hz) | Pixel Clock (MHz) | Sync Polarity (Horizontal/ Vertical) |
|---|---|---|---|---|
| 720 x 400 | 31.5 | 70.0 | 28.3 | -/+ |
| VESA, 640 x 480 | 31.5 | 60.0 | 25.2 | -/- |
| VESA, 640 x 480 | 37.5 | 75.0 | 31.5 | -/- |
| VESA, 800 x 600 | 37.9 | 60.3 | 40.0 | +/+ |
| VESA, 800 x 600 | 46.9 | 75.0 | 49.5 | +/+ |
| VESA, 1024 x 768 | 48.4 | 60.0 | 65.0 | -/- |
| VESA, 1024 x 768 | 60.0 | 75.0 | 78.8 | +/+ |
| VESA, 1152 x 864 | 67.5 | 75.0 | 108.0 | +/+ |
| VESA, 1280 x 800 | 49.7 | 60.0 | 83.5 | +/+ |
| VESA, 1280 x 1024 | 64.0 | 60.0 | 108.0 | +/+ |
| VESA, 1280 x 1024 | 80.0 | 75.0 | 135.0 | +/+ |
| VESA, 1600 x 1200 | 75.0 | 60.0 | 162.0 | +/+ |
| VESA, 1680 x 1050 | 65.29 | 60.0 | 146.25 | -/+ |
| VESA, 1920 x 1080 | 67.5 | 60.0 | 148.5 | +/+ |
| VESA, 1920 x 1200 | 74.04 | 60.0 | 154 | +/- |
| VESA, 2048 x 1080 | 26.37 | 24.0 | 58.23 | +/- |
| VESA, 2048 x 1152 | 70.99 | 60.0 | 156.75 | +/- |
| VESA, 2048 x 1280 | 78.92 | 60.0 | 174.25 | +/- |
| CVR, 2560 x 1440 | 88.8 | 60.0 | 241.5 | +/- |
| VESA, 3840 x 2160 | 54 | 24.0 | 297 | +/- |
| VESA, 3840 x 2160 | 56.25 | 25.0 | 297 | +/- |
| VESA, 3840 x 2160 | 67.5 | 30.0 | 297 | +/- |
| VESA, 3840 x 2160 | 112.5 | 50.0 | 594 | +/- |
| VESA, 3840 x 2160 | 135 | 60.0 | 594 | +/- |
| VESA, 3840 x 2160 | 133.31 | 60.0 | 533 | +/- |

## Electrical Specifications

| | |
|---|---|
| Video input signals | • Digital video signal for each differential line<br>Per differential line at 100 ohm impedance<br>• HDMI/DP/USB Type-C signal input support |
| Input voltage/frequency/current | 100-240 VAC / 50 or 60 Hz ± 3 Hz / 3.3 A (maximum) |
| Inrush current | 120 V: 30 A (Max.)<br>240 V: 60 A (Max.) |

## Speaker Specifications

| | |
|---|---|
| Speaker rated power | 2 x 8 W |
| Frequency Response | 100 Hz - 20 kHz |
| Impedance | 6 ohm |

## Physical Characteristics

| | |
|---|---|
| Connector type | • HDMI connector<br>• DP connector<br>• USB Type-C connector<br>• Audio line-out<br>• USB 3.1 downstream port connector x 3 (Port with battery icon supports BC 1.2.)<br>• USB Type-C downstream connector x 1 (Port with icon supports 5 V/3 A) |
| Signal cable type | HDMI 1.8 M cable<br>DP to DP 1.8 M cable<br>USB Type-C (C to C) 1.0 M cable<br>USB Type-C (C to A) 1.8 M cable |
| Dimensions (with stand) | |
| Height (extended) | 655.2 mm (25.80 in.) |
| Height (compressed) | 595.2 mm (23.43 in.) |
| Width | 967.2 mm (38.08 in.) |
| Depth | 249.0 mm (9.80 in.) |
| Dimensions (without stand) | |
| Height | 564.4 mm (22.22 in.) |
| Width | 967.2 mm (38.08 in.) |
| Depth | 59.0 mm (2.30 in.) |
| Stand dimensions | |

| | |
|---|---|
| Height (extended) | 499.5 mm (19.67 in.) |
| Height (compressed) | 439.5 mm (17.30 in.) |
| Width | 320.0 mm (12.60 in.) |
| Depth | 249.0 mm (9.80 in.) |
| Weight | |
| Weight with packaging | 25.6 kg (56.44 lb) |
| Weight with stand assembly and cables | 17.6 kg (38.80 lb) |
| Weight without stand assembly (For wall mount or VESA mount considerations - no cables) | 13.2 kg (29.10 lb) |
| Weight of stand assembly | 4.0 kg (8.82 lb) |

## Environmental Characteristics

| | |
|---|---|
| Compliant Standards | |
| • ENERGY STAR certified Monitor.<br>• EPEAT registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.<br>• RoHS Compliant<br>• BFR/PVC Free monitor (excluding external cables)<br>• Meets NFPA 99 leakage current requirements<br>• Arsenic-Free glass and Mercury-Free for the panel only | |
| Temperature | |
| Operating | 0 °C to 40 °C (32 °F to 104 °F) |
| Non-operating | –20 °C to 60 °C (–4 °F to 140 °F) |
| Humidity | |
| Operating | 10% to 90% (non-condensing) |
| Non-operating | 5% to 90% (non-condensing) |
| Altitude | |
| Operating | 5,000 m (16,404 ft) (maximum) |
| Non-operating | 12,192 m (40,000 ft) (maximum) |
| Thermal dissipation | 877.74 BTU/hour (maximum)<br>256.08 BTU/hour (typical) |

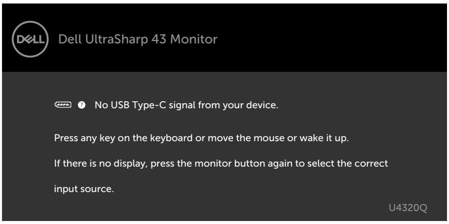
## Power Management Modes

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

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power Consumption |
|---|---|---|---|---|---|
| Normal operation | Active | Active | Active | White | 260 W (maximum)**<br>75 W (typical) |
| Active-off mode | Inactive | Inactive | Off | White (Glowing) | Less than 0.5 W |
| Switch off | - | - | - | Off | Less than 0.3 W |

| Energy Star | Power Consumption |
|---|---|
| Power Consumption $P_{on}$ | 50.44 W |
| Total Energy Consumption (TEC) | 157.89 kWh |

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




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

**Maximum power consumption with maximum luminance, and USB active.

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

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

**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.

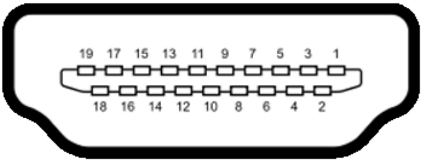
**NOTE:**

$P_{on}$: 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.

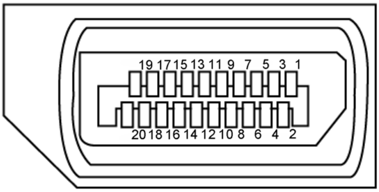
## Pin Assignments

### HDMI port



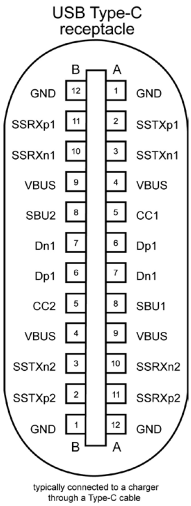

| Pin number | 19-pin side of the connected signal cable |
|---|---|
| 1 | TMDS DATA 2+ |
| 2 | TMDS DATA 2 SHIELD |
| 3 | TMDS DATA 2- |
| 4 | TMDS DATA 1+ |
| 5 | TMDS DATA 1 SHIELD |
| 6 | TMDS DATA 1- |
| 7 | TMDS DATA 0+ |
| 8 | TMDS DATA 0 SHIELD |
| 9 | TMDS DATA 0- |
| 10 | TMDS CLOCK+ |
| 11 | 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 |

## DP port




| 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 | CONFIG1 |
| 14 | CONFIG2 |
| 15 | AUX CH (p) |
| 16 | GND |
| 17 | AUX CH (n) |
| 18 | Hot Plug Detect |
| 19 | Return |
| 20 | DP_PWR |

## USB Type-C port




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

## Universal Serial Bus (USB)

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

**NOTE:** Up to 2 A on USB downstream port (port with battery icon) with BC 1.2 compliance devices; Up to 3 A on USB Type-C downstream port (port with icon) with 5 V/3 A compliance devices.

Your computer has the following USB ports:

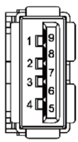
- 4 downstream - 2 at left side, 2 at bottom side.

  Power Charging Port - the ports with battery icon supports fast current charging capability if the device is BC 1.2 compatible.The USB Type-C downstream port with icon supports fast current charging capability if the device is 5V/3A compatible.

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

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

### USB downstream port




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

## Plug-and-Play

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

## LCD Monitor Quality and Pixel Policy

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

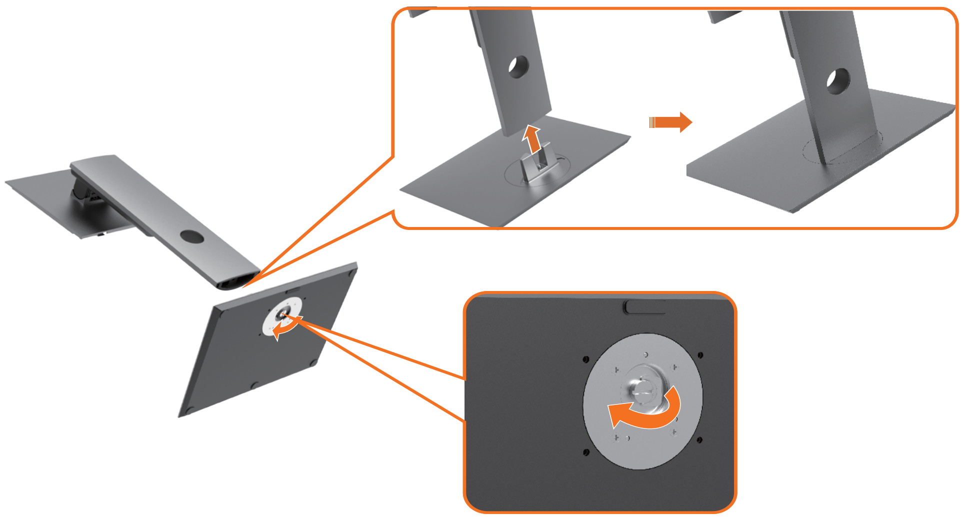
# Setting Up the Monitor

## Attaching the Stand

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

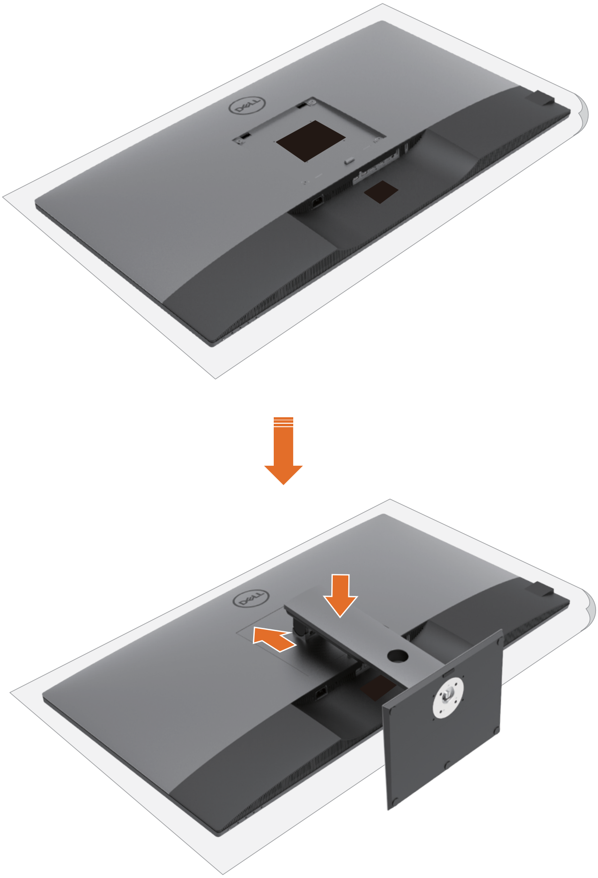
**NOTE:** The procedure below is applicable for the default stand. If you purchased any other stand, see the documentation shipped with the stand to set it up.

**CAUTION: Place monitor of a flat, clean, and soft surface to avoid scratching the display panel.**



To attach the monitor stand:

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



To attach the monitor stand:

1 Place the monitor with its front facing downward on it, Lift the cover to expose the VESA area for stand assembly.

2 Insert the two tabs on the upper part of the stand to the groove on the back of the monitor.

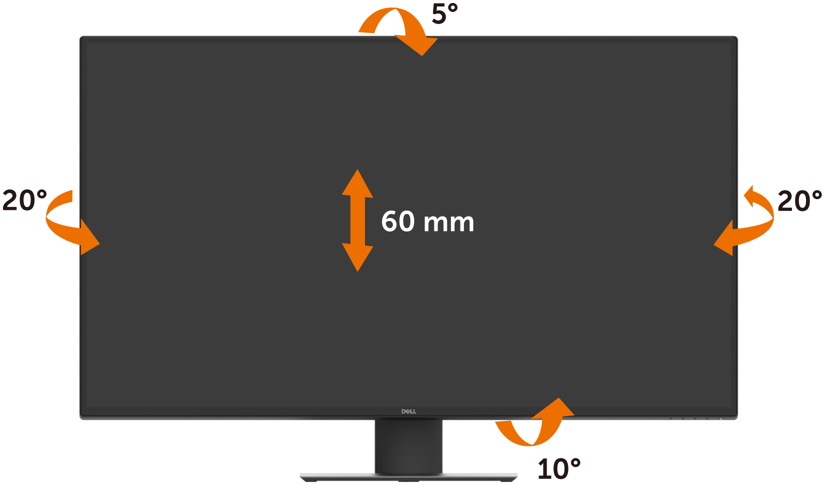
3 Press the stand down till it snaps into its place.

# Using the Tilt, Swivel and Vertical Extension

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

## Tilt, Swivel and Vertical Extension

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




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

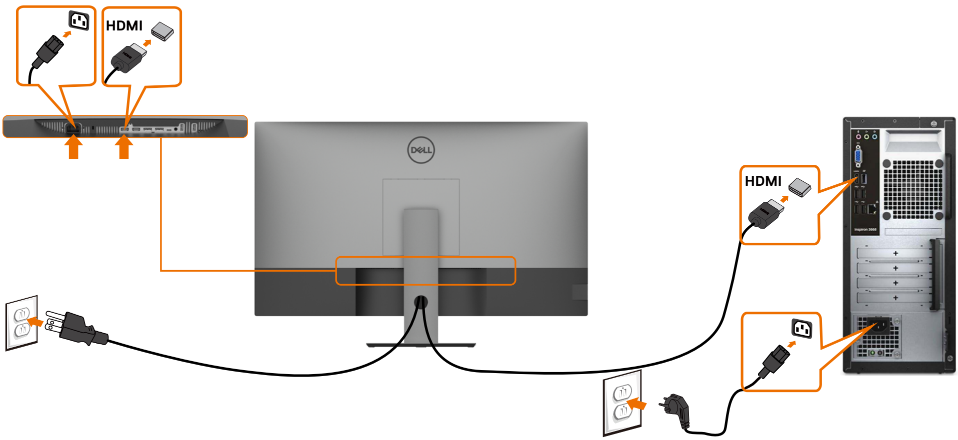
# Connecting Your Monitor

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

To connect your monitor to the computer:

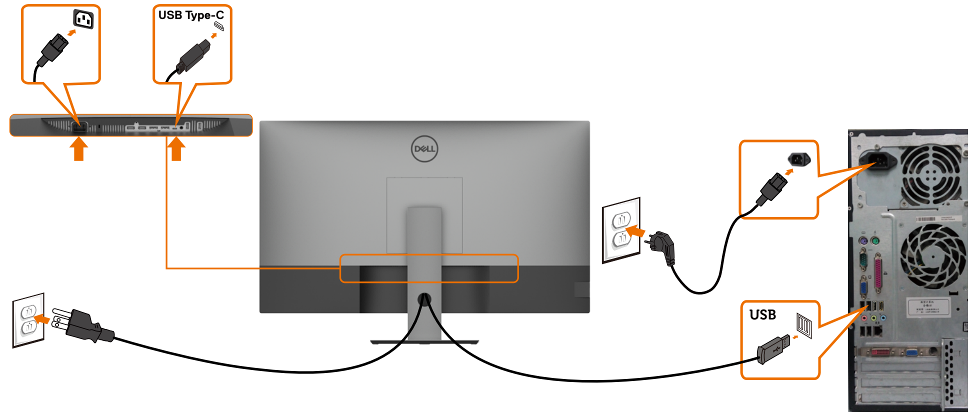
1. Turn off your computer.
2. Connect the HDMI/DP/USB Type-C cable from your monitor to the computer.
3. Switch on your monitor.
4. Select the correct input source at monitor OSD Menu and turn on your computer.

## Connecting the HDMI cable



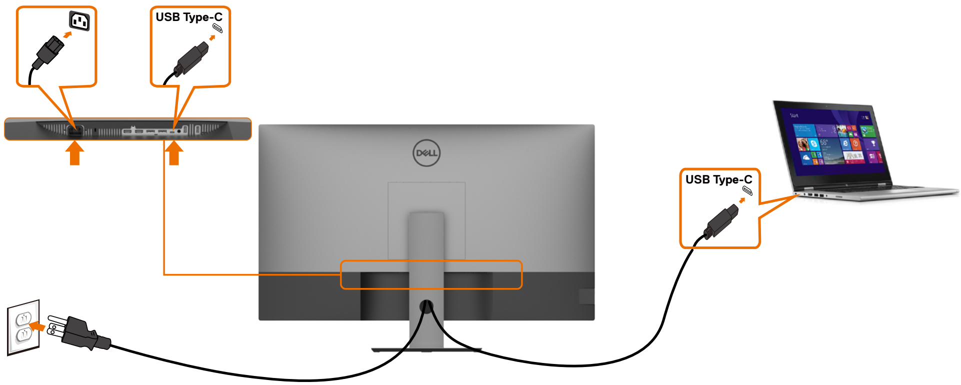

## Connecting the DP cable

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




**NOTE:** This connection only data is available and no video. Need another video connection for display.

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



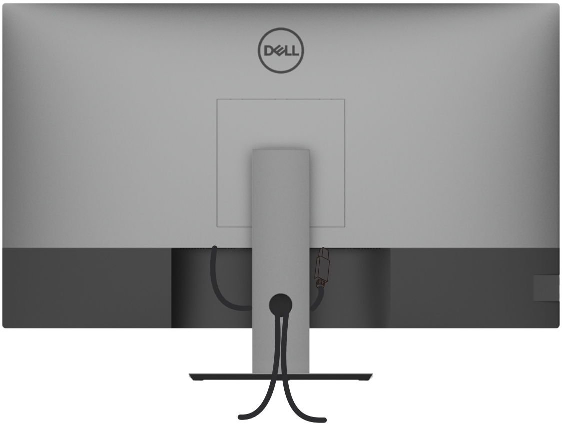

The USB Type-C port (bottom) on your monitor:

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

**NOTE:** Regardless of the power requirement/actual power consumption of your laptop, or the remaining power runtime in your battery, the Dell U4320Q monitor is designed to supply power delivery of up to 90 W to your laptop.

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

# Organizing Your Cables



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

# Removing the Monitor Stand

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

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

To remove the stand:

1 Place the monitor on a soft cloth or cushion.

2 Press and hold the stand-release button.

3 Lift the stand up and away from the monitor.

# Wall Mounting (Optional)

**NOTE:** Use M6 x 12 mm (200 mm x 200 mm) or M4 x 12 mm (100 mm x 100 mm) screws to connect the monitor to the wall-mounting kit.

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

1. Place the monitor on a soft cloth or cushion on a stable, flat table.
2. Remove the stand.
3. Use a Phillips crosshead screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall mounting kit to the monitor.
5. Mount the monitor on the wall by following the instructions that comes with the wall mounting kit.

**NOTE:** For use only with UL or CSA or GS-listed wall mount bracket with minimum weight/load bearing capacity of 52.8 kg (116.40 lb).

# Operating the Monitor

## Turning on the Monitor

Press the button to turn on the monitor.

## Using the Front Panel Controls

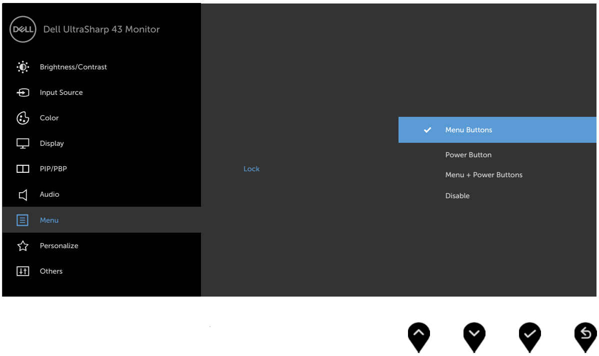
Use the control buttons at the bottom edge of the monitor to adjust the characteristics of the image being displayed. As you use these buttons to adjust the controls, an OSD shows the numeric values of the characteristics as they change.

The following table describes the front panel buttons:

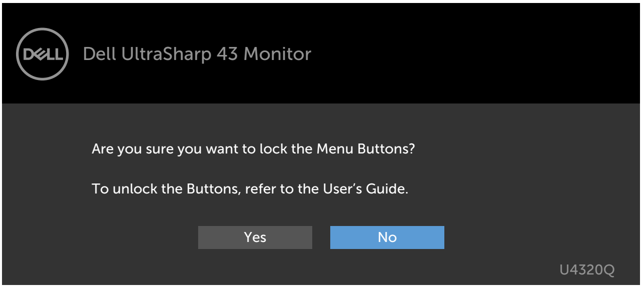
| Front-Panel Button | Description |
|---|---|
| **1**  **Shortcut key: Preset Modes** | Use this button to choose from a list of preset color modes. |
| **2**  **Shortcut key: Volume** | Use this button to choose from a value of Volume. |
| **3**  **Menu** | Use this menu button to launch the on-screen display (OSD) and select the OSD menu.<br>See Accessing the Menu System. |
| **4**  **Exit** | Use this button to go back to the main menu or exit the OSD main menu. |
| **5**  **Power (with power light indicator)** | Use the **Power** button to turn the monitor On and Off. The white LED indicates the monitor is On and fully functional.<br>A glowing white LED indicates DPMS Power Save Mode. |

# Using the OSD Lock function

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




**1.** The following message will appear:




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

| Options | | Description |
|---|---|---|
| 1 |  **Menu Buttons lock** | Use this icon to lock OSD menu function. |
| 2 |  **Power Button lock** | Use this icon to lock power button from powering off. |
| 3 |  **Menu and Power Buttons lock** | Use this icon to lock OSD menu and power button from powering off. |

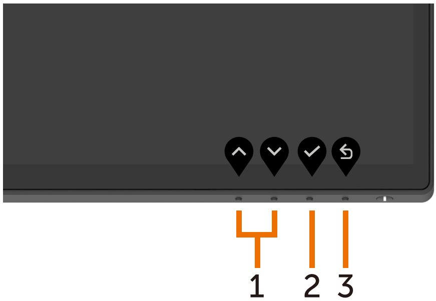
| | | |
|---|---|---|
| **4** | <br>**Built-in Diagnostics** | Use this icon to run the built-in diagnostics, see Built-in Diagnostics. |

**3.** Hold  for 4 seconds, Select the following table describes the unlock icons:

| **Options** | | **Description** |
|---|---|---|
| **1** | <br>**Menu Buttons lock** | Use this icon to unlock OSD menu function. |
| **2** | <br>**Power Button lock** | Use this icon to unlock power button from powering off. |
| **3** | <br>**Menu and Power Buttons lock** | Use this icon to unlock OSD menu and power button from powering off. |

## Front-Panel Button

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



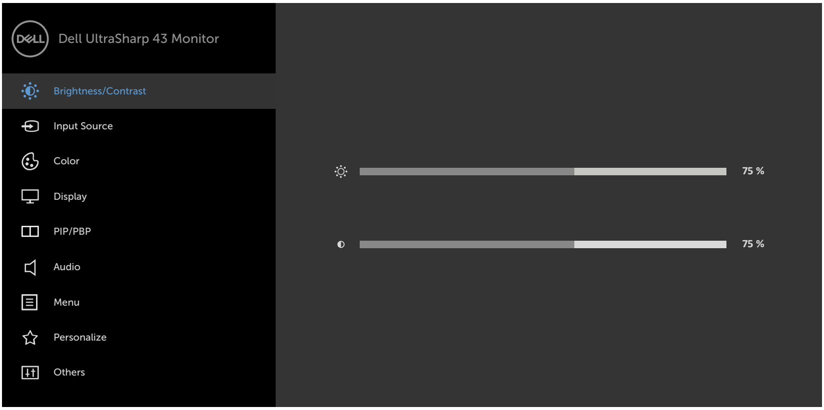

| Front Panel Button | | Description |
|---|---|---|
| **1** |  **Up**  **Down** | Use the **Up** (increase) and **Down** (decrease) keys to adjust items in the OSD menu. |
| **2** |  **OK** | Use the **OK** button to confirm your selection. |
| **3** |  **Back** | Use the **Back** button to go back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

# Using the On-Screen Display (OSD) Menu

## Accessing the Menu System

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

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



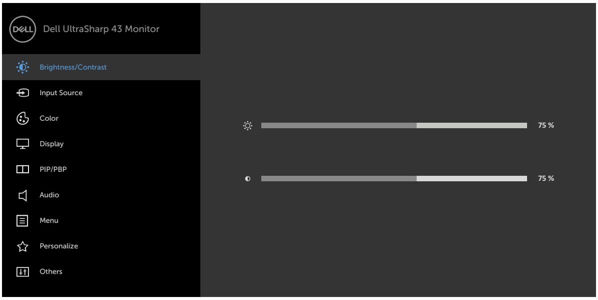
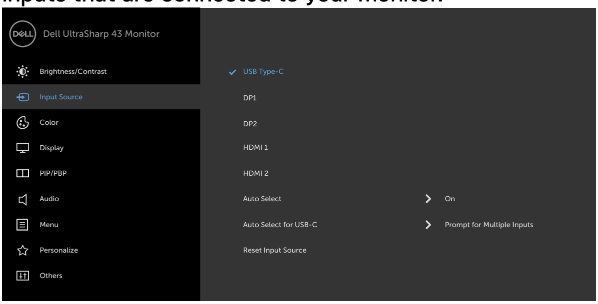

2 Press the and buttons to move between options. As you move from one icon to another, the option name is highlighted.

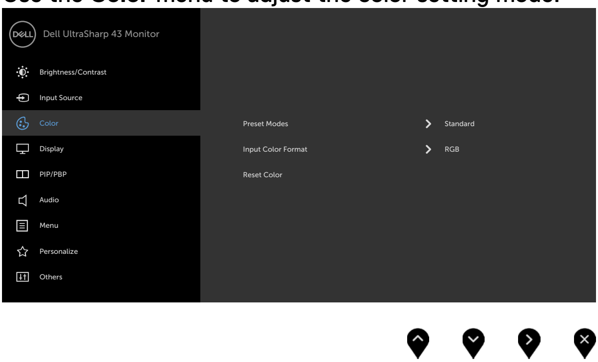
3 Press the or or button once to activate the highlighted option.

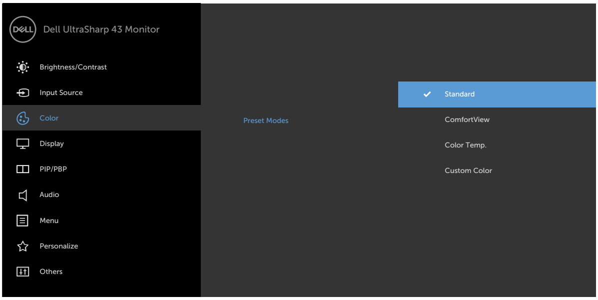
4 Press the and buttons to select the desired parameter.

5 Press to enter the slide bar and then use the or button, according to the indicators on the menu, to make your changes.

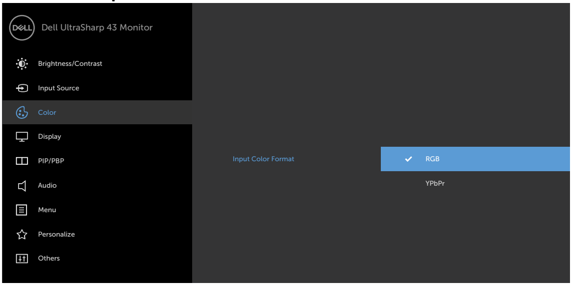
6 Select the to return to previous menu or to accept and return to previous menu.

<table>
<tr><th>Icon</th><th>Menu and Submenus</th><th>Description</th></tr>
<tr><td></td><td>Brightness/ Contrast</td><td>Use this menu to activate Brightness/Contrast adjustment.<br>
</td></tr>
<tr><td></td><td>Brightness</td><td>Brightness adjusts the luminance of the backlight (minimum 0; maximum 100).<br>Press the button to increase brightness.<br>Press the button to decrease brightness.</td></tr>
<tr><td></td><td>Contrast</td><td>Adjust the Brightness first, and then adjust Contrast only if further adjustment is necessary.<br>Press the button to increase contrast and press the button to decrease contrast (between 0 and 100).<br>Contrast adjusts the difference between darkness and lightness on the monitor.</td></tr>
<tr><td></td><td>Input Source</td><td>Use the Input Source menu to select between different video inputs that are connected to your monitor.<br>
</td></tr>
</table>

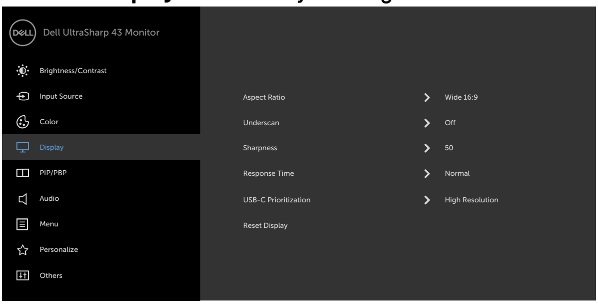
| Icon | Menu and Submenus | Description |
|---|---|---|
| | **USB Type-C** | Select **USB Type-C** input when you are using the USB Type-C connector.<br>Use to select the USB Type-C input source. |
| | **DP1** | Select **DP1** input when you are using the DP1 (DisplayPort) connector.<br>Use to select the DP1 input source. |
| | **DP2** | Select **DP2** input when you are using the DP2 (DisplayPort) connector.<br>Use to select the DP2 input source. |
| | **HDMI 1** | Select **HDMI 1** input when you are using the HDMI 1 connector.<br>Use to select the HDMI 1 input source. |
| | **HDMI 2** | Select **HDMI 2** input when you are using the HDMI 2 connector.<br>Use to select the HDMI 2 input source. |
| | **Auto Select** | Use to select **Auto Select**, the monitor scans for available input sources. |
| | **Auto Select for USB-C** | Allows you to set Auto Select for USB Type-C to:<br>• **Prompt for Multiple Inputs :** always show Switch to USB Type-C Video Input message for user to choose whether to switch or not.<br>• **Yes:** The monitor always switch to USB Type-C video without asking while USB Type-C connected.<br>• **No:** The monitor  will NOT auto switch to USB Type-C video from another available input. |
| | **Reset Input Source** | Resets your monitor's Input Source settings to the factory defaults. |
| | **Color** | Use the **Color** menu to adjust the color setting mode.<br> |

| Icon | Menu and Submenus | Description |
|---|---|---|
| | **Preset Modes** | When you select **Preset Modes**, you can choose **Standard, ComfortView, Color Temp. or Custom Color** from the list.<br><br><br><br>• **Standard:** Default color settings. This is the default preset mode.<br>• **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes.<br>**NOTE:** To reduce the risk of eye strain and neck/arm/back/shoulders pain from using the monitor for long periods of time, we suggest you to :<br>• Set the screen about 20 to 28 in. (50 to 70 cm) from your eyes.<br>• Blink frequently to moisten or rewet your eyes when working with the monitor.<br>• Take regular and frequent breaks for 20 minutes every two hours.<br>• Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.<br>• Perform stretches to relieve tension in the neck/arm/back/shoulders during the breaks.<br>• **Color Temp.:** The screen appears warmer with a red/yellow tint with slider set at 5,000K, 5,700K, 6,500K, 7,500K, 9,300K or cooler with blue tint with slider set at 10,000K.<br>• **Custom Color:** Allows you to manually adjust the color settings. Press the and buttons to adjust the Red, Green, and Blue values and create your own preset color mode. |

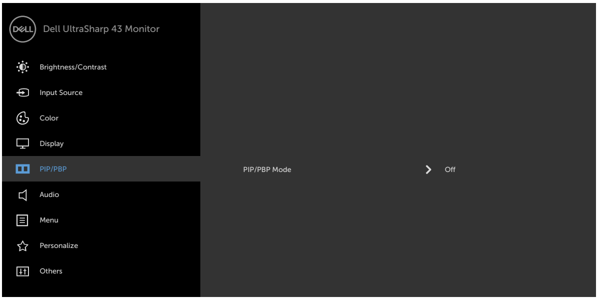
| Icon | Menu and Submenus | Description |
|---|---|---|
| | **Input Color Format** | Allows you to set the video input mode to:<br>• **RGB:** Select this option if your monitor is connected to a computer (or DVD player) using the USB Type-C, DP, HDMI cable.<br>• **YPbPr:** Select this option if your DVD player supports only YPbPr output. |

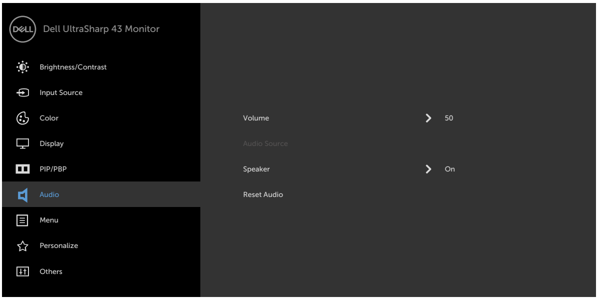


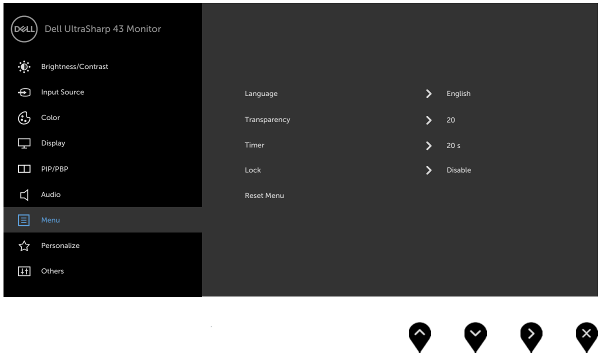

| Icon | Menu and Submenus | Description |
|---|---|---|
| | **Reset Color** | Resets your monitor's color settings to the factory defaults. |
| | **Display** | Use the **Display** menu to adjust image. |

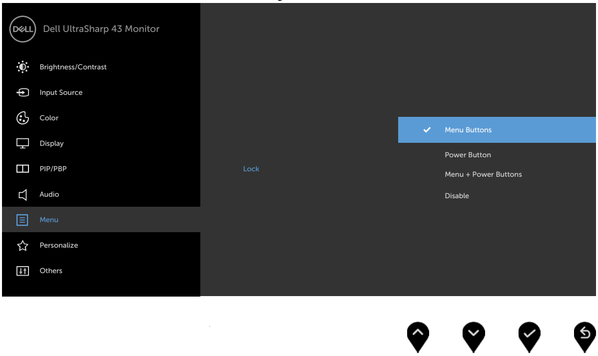


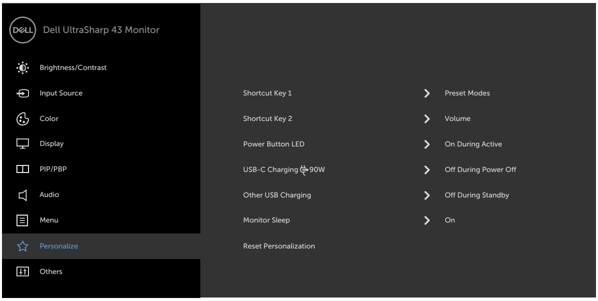

| Icon | Menu and Submenus | Description |
|---|---|---|
| | **Aspect Ratio** | Adjust the image ratio to **Wide 16:9, 4:3, 5:4**. |
| | **Underscan** | Select **On** to scaling down 2% to cover info missing issue on panel edge. |
| | **Sharpness** | Makes the image look sharper or softer.<br>Use or to adjust the sharpness from '0' to '100'. |
| | **Response Time** | Allows you to set the **Response Time** and **Normal** or **Fast**. |

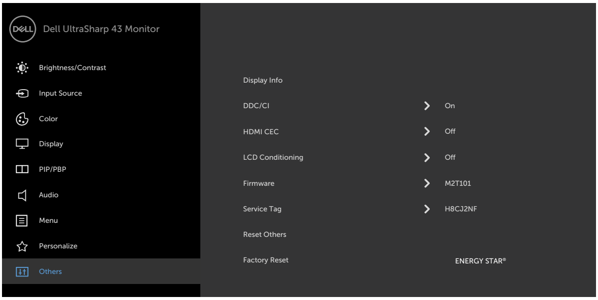
| Icon | Menu and Submenus | Description |
|---|---|---|
| | **USB-C Prioritization** | Allows you to specify the priority to transfer the data with high resolution (**High Resolution**) or high speed (**High Data Speed**) when using the USB Type-C port/DisplayPort.<br>**NOTE:** If your PC does not have a built-in battery pack and is powered directly from the monitor USB Type-C port (such as the Dell OptiPlex Ultra Desktop), changing **USB-C Prioritization** on the fly would interrupt the power from monitor to the PC. Please set USB-C Charging to **On During Power Off** and refer to Setting USB-C Prioritization when USB-C Charging is set to On During Power Off. |
| | **Reset Display** | Restores the display settings to factory defaults. |
| | **PIP/PBP** | You can watch more images at the same time.<br> |
| | **PIP/PBP Mode** | Adjusts the PIP or PBP (Picture by Picture) mode.<br>You can disable this feature by selecting Off. |
| | **PIP/PBP Source** | Only applicable when user selects PIP/PBP. |
| | **Window1 Source** | Select Window 1 source. |
| | **Window2 Source** | Select Window 2 source. |
| | **Window3 Source** | Select Window 3 source. |
| | **Window4 Source** | Select Window 4 source. |
| | **PIP Size** | Select the PIP window size of Small or Large. |
| | **PIP Position** | Select PIP sub-window position.<br>Use or select Top-Left, Top-Right, Bottom-Right, or Bottom-left. |

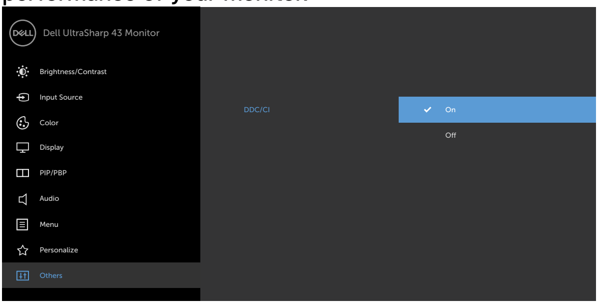
| Icon | Menu and Submenus | Description |
|---|---|---|
| | **Audio** | Use the Audio Settings menu to adjust the audio settings.<br><br> |
| | **Volume** | Allows you to increase the speaker volume.<br>Use or buttons to adjust the speaker volume from ‘0’ to ‘100’. |
| | **Audio Source** | Only applicable when user turn on PIP/PBP mode. |
| | **Speaker** | Select **On** or **Off** the Speaker function. |
| | **Reset Audio** | Resets your monitor audio settings to the factory defaults. |

| Icon | Menu and Submenus | Description |
|---|---|---|
| | **Menu** | Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on.  |
| | **Language** | Set the OSD display to one of eight languages. (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese or Japanese). |
| | **Transparency** | Select this option to change the menu transparency by using and (min. 0 / max. 100). |
| | **Timer** | **OSD Hold Time:** Sets the length of time the OSD remains active after you press a button.<br>Use the and buttons to adjust the slider in 1-second increments, from 5 to 60 seconds. |

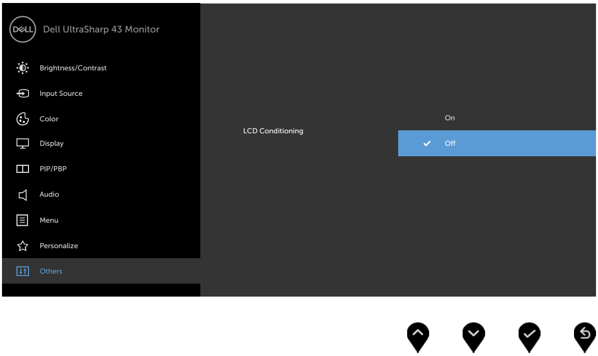
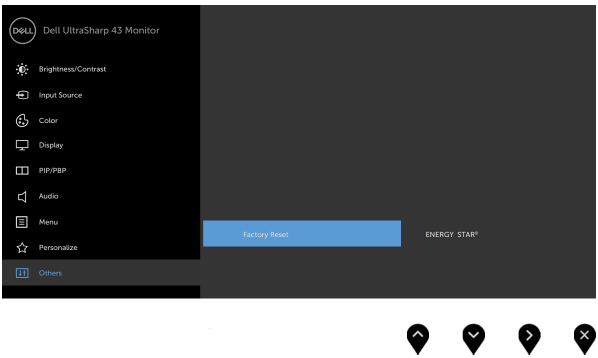
| Icon | Menu and Submenus | Description |
|---|---|---|
| | **Lock** | Controls user access to adjustments. The buttons are locked.<br><br>• **Menu Buttons:** Through OSD to lock the Menu buttons.<br>• **Power Button:** Through OSD to lock the Power button.<br>• **Menu + Power Buttons:** Through OSD to lock the all of Menu and Power buttons.<br>• **Disable:** Press and hold the button on the left of the power button for 4 sec. |
| | **Reset Menu** | Restore the menu settings to factory defaults. |

| Icon | Menu and Submenus | Description |
|---|---|---|
| | **Personalize** |  |
| | **Shortcut key 1** | Select from **Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, PIP/PBP Mode, Volume** set as shortcut key 1. |
| | **Shortcut key 2** | Select from **Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, PIP/PBP Mode, Volume** set as shortcut key 2. |
| | **Power Button LED** | Allows you to set the state of the power light to save energy. |
| | **USB-C Charging 90W** | Allows you to enable or disable **USB-C Charging 90 W** charging function during monitor power off mode. |
| | **Other USB Charging** | Allows you to enable or disable **Other USB Charging** function during monitor Standby mode. |
| | **Monitor Sleep** | Select Disable to turn off this feature. |
| | **Reset Persona-lization** | Restores Personalization to factory defaults. |

<table>
<tr><th>Icon</th><th>Menu and Submenus</th><th>Description</th></tr>
<tr><td></td><td>Others</td><td>


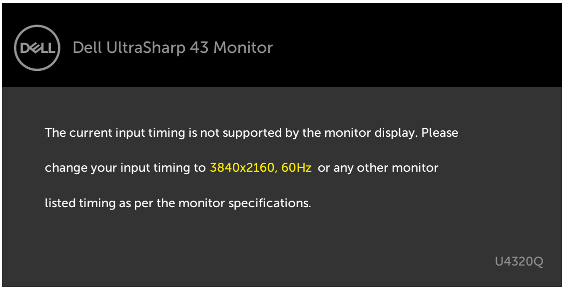
Select this option to adjust the OSD settings such as the DDC/CI, LCD conditioning and so on. </td></tr>
<tr><td></td><td>Display Info</td><td>Displays the monitor’s current settings.</td></tr>
<tr><td></td><td>DDC/CI</td><td>
DDC/CI (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer.
Select Off to turn off this feature.
Enable this feature for best user experience and optimum performance of your monitor.


</td></tr>
<tr><td></td><td>HDMI CEC</td><td>Allows you to On or Off HDMI CEC function.</td></tr>
</table>

| Icon | Menu and Submenus | Description |
|---|---|---|
| | **LCD Conditioning** | Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. Select **On** to start the process.<br> |
| | **Firmware** | Firmware version. |
| | **Service Tag** | Displays the Service Tag. The Service Tag is a unique alphanumeric identifier that allows Dell to identify the product specifications and access warranty information.<br>**NOTE:** The Service Tag is also printed on a label located at the back of the cover. |
| | **Reset Others** | Restores other settings, such as **DDC/CI** to factory defaults. |
| | **Factory Reset** | Restores all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests.<br> |

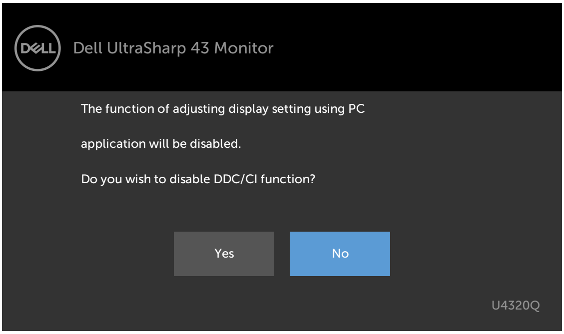
# OSD Warning Messages

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

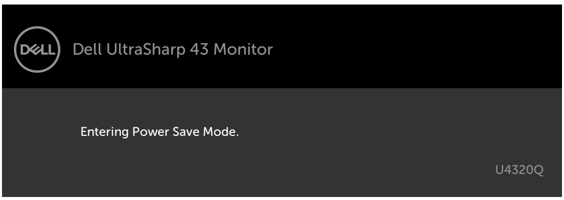



This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor Specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 3840 x 2160.

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

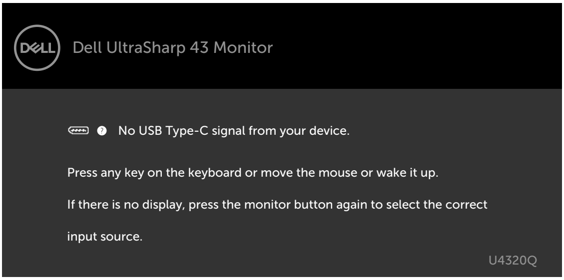



When the monitor enters the **Power Save** mode, the following message will appear:

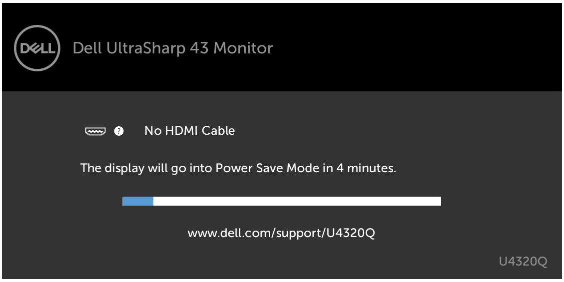



Activate the computer and wake up the monitor to gain access to the OSD.

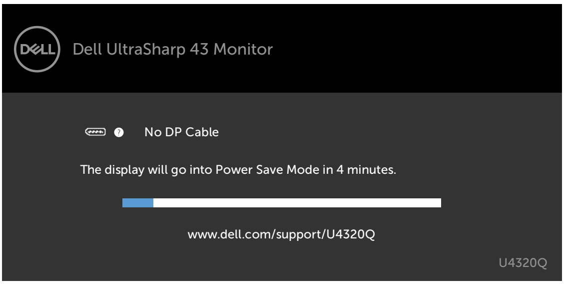
If you press any button other than the power button, the following messages will appear depending on the selected input:



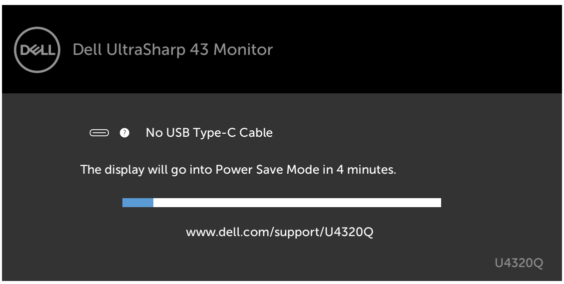

If either HDMI,DP, USB Type-C input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.




or

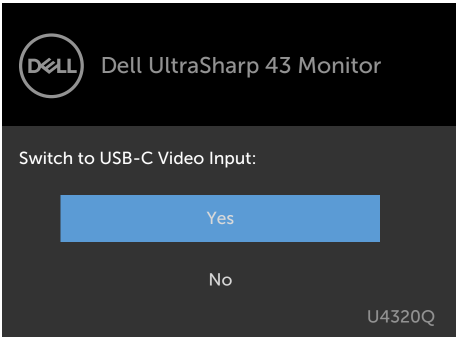



or



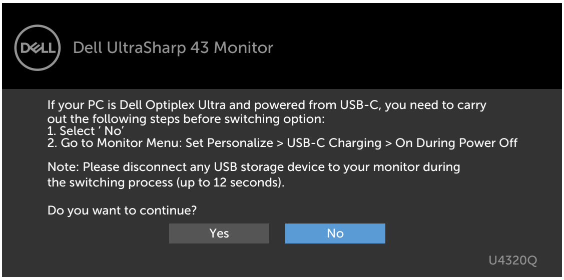
A message is displayed while the cable supporting DP alternate mode is connected to the monitor under the following conditions:

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

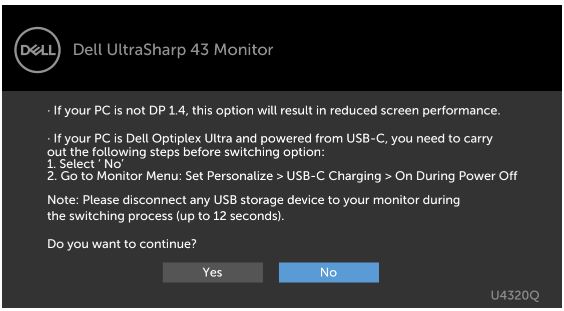



If **USB-C Charging** **90W** is set to **Off During Power Off :**

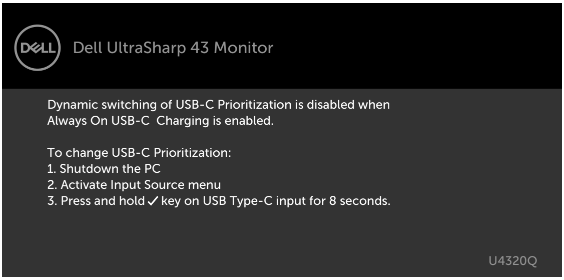
- When you select OSD items of **USB-C Prioritization** to **High Resolution** in Display feature, the following message will appear:




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

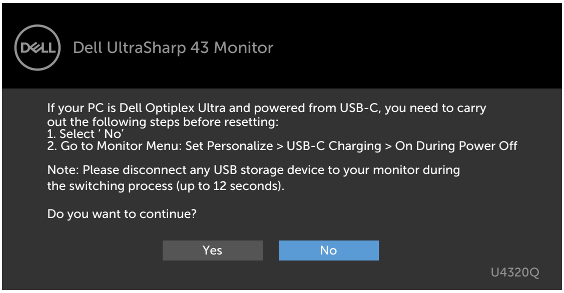


If **USB-C Charging** **90W** is set to **On During Power Off**, when you select OSD item of **USB-C Prioritization** to **High Resolution** or **High Data Speed** in Display feature, the following message will appear:

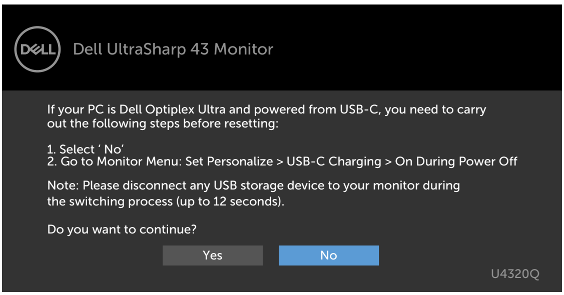



When **USB-C Charging** **90W** is set to **Off During Power Off** and **USB-C Prioritization** is set to **High Data Speed**:

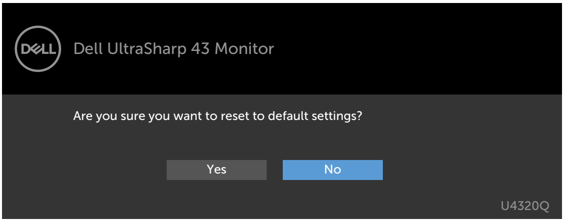
- Select OSD items of Factory Reset in Other feature, the following message will appear:



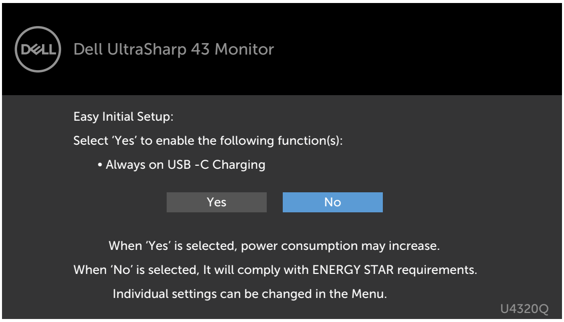

- Select OSD items of Display Reset in Display feature, the following message will appear:



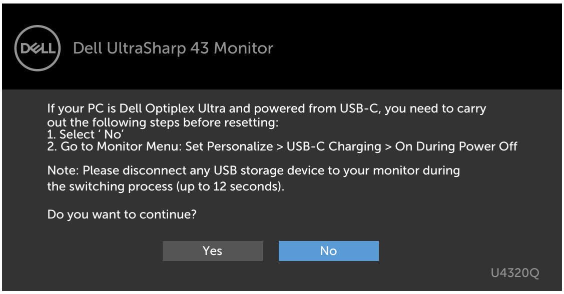
When **USB-C Charging** **90W** is set to **On During Power Off** and USB-C Prioritization is set to **High Data Speed**, select OSD items of Factory Reset in Other feature, the following message will appear:




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




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




See Troubleshooting for more information.

# Troubleshooting

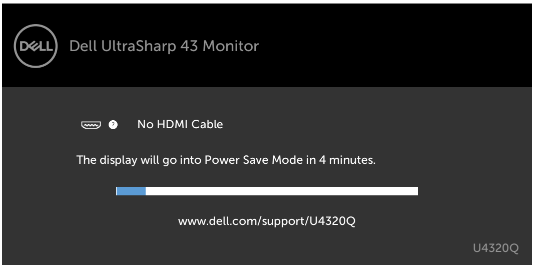
**WARNING: Before you begin any of the procedures in this section, follow the Safety Instructions.**

## Self-Test

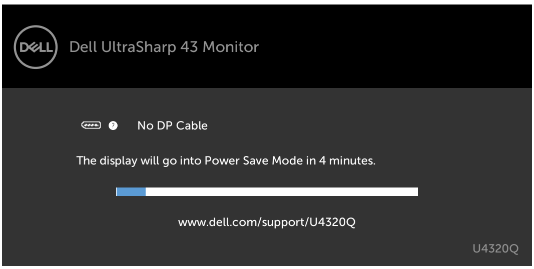
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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

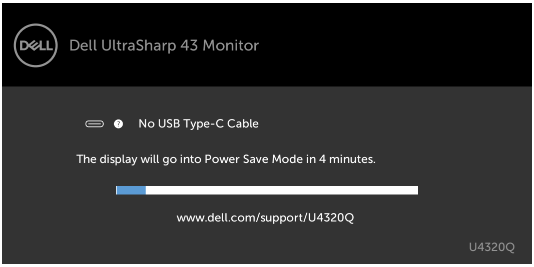
The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through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




or




or




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

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

# Built-in Diagnostics

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

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


To run the built-in diagnostics:

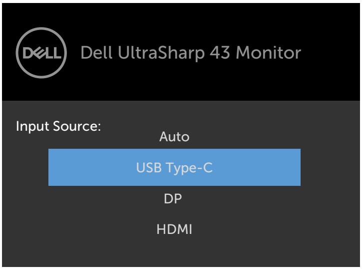
1 Make sure that the screen is clean (no dust particles on the surface of the screen).
2 Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3 Press and hold **Button 4** for 4 seconds. System will pop OSD message, select  and press , then system enter BID mode. A gray screen appears.
4 Carefully inspect the screen for abnormalities.
5 Press **Button 1** on the front panel again. The color of the screen changes to red.
6 Inspect the display for any abnormalities.
7 Repeat steps 5 and 6 to inspect the display in green, blue, black, white, and text screens.

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

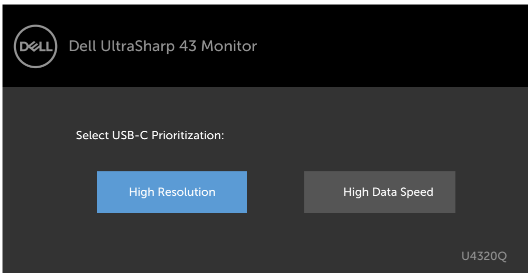
## Setting USB-C Prioritization when USB-C Charging is set to On During Power Off

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

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




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

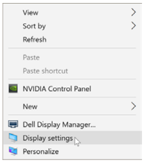



6. Use the or button to specify the preferred transfer priority.
7. The setting will be effective after you turn on the PC.

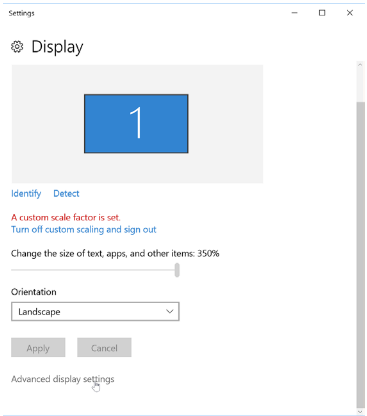
# PIP/PBP Mode

If your monitor does not display full screen or the resolution is not of the native resolution of the PIP/PBP mode, it could be due to the graphic card's behavior. Please follow the steps below.

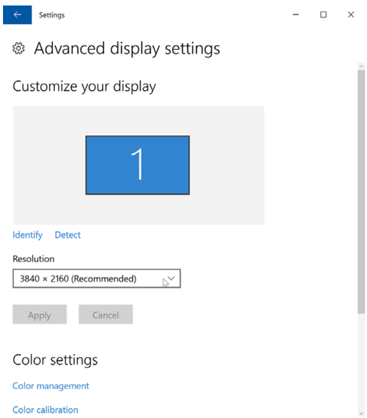
1 Right Click in desktop and Select **Display settings**.




2 Select **Advanced display settings**.




3 Select the recommended resolution per the graphic card, and then click **Apply**.



## 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.<br>• Verify that the power outlet is functioning properly using any other electrical equipment.<br>• Ensure that the power button is depressed fully.<br>• 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 and contrast controls via OSD.<br>• Perform monitor self-test feature check.<br>• Check for bent or broken pins in the video cable connector.<br>• Run the built-in diagnostics.<br>• Ensure that the correct input source is selected in the Input Source menu. |
| No video at HDMI/ DisplayPort/USB Type-C port | When connected to some dongle/ docking device at the port, there is no video when unpluging/ pluging the Thunderbolt cable from the notebook | • Unplug the HDMI/DisplayPort/USB Type C cable from dongle/docking device, then plug the docking Thunderbolt cable to the notebook. Plug the HDMI/ DisplayPort/USB Type-C cable 7 seconds later. |
| Missing Pixels | LCD screen has spots | • Cycle power on-off.<br>• Pixel that is permanently off is a natural defect that can occur in LCD technology.<br>• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/support/monitors. |
| Stuck-on Pixels | LCD screen has bright spots | • Cycle power On-Off.<br>• Pixel that is permanently off is a natural defect that can occur in LCD technology.<br>• For more information on Dell Monitor Quality and PixelPolicy, see Dell Support site at: www.dell.com/support/monitors. |
| Brightness Problems | Picture too dim or too bright | • Reset the monitor to factory settings.<br>• Adjust brightness and contrast controls via OSD. |
| Safety Related Issues | Visible signs of smoke or sparks | • Do not perform any troubleshooting steps.<br>• Contact Dell immediately. |

| Common Symptoms | What You Experience | Possible Solutions |
|---|---|---|
| Intermittent Problems | Monitor malfunctions on & off | • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.<br>• Reset the monitor to factory settings.<br>• 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.<br>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.<br>• Check for bent or broken pins in the video cable connector. |
| Wrong Color | Picture color not good | • Change the settings of the **Preset Modes** in the **Color** menu OSD depending on the application.<br>• Adjust R/G/B value under **Custom Color** in **Color** menu OSD.<br>• Change the **Input Color Format** to PC RGB or YPbPr in the **Color** menu OSD.<br>• 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 | • Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power Management Modes).<br>• Alternatively, use a dynamically changing screensaver. |

## Product Specific Problems

| Problem | What you experience | Possible solutions |
|---|---|---|
| Screen image is too small | Image is centered on screen, but does not fill entire viewing area | • Check the **Aspect Ratio** setting in the **Display** menu OSD.<br>• 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 monitor power cable, plug it back, and then turn on the monitor. |

| Problem | What you experience | Possible solutions |
|---|---|---|
| No Input Signal when user controls are pressed | No picture, the LED light is white | • Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.<br>• Check whether the signal cable is plugged in properly. Connect the signal cable again, if necessary.<br>• 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.<br>• Run the built-in diagnostics. |
| No image when using USB Type-C connection to computer, laptop, and so on | Black screen | • Verify if the USB Type-C interface of the device can support DP alternate mode.<br>• Verify if the device required more than 65 W power charging.<br>• USB Type-C interface of device cannot support DP alternate mode.<br>• Set Windows to Projection mode.<br>• Ensure that the USB Type-C cable is not damaged. |
| No charging when using USB Type-C connection to computer, laptop, and so on | No charging | • Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles.<br>• Verify if the Notebook requires a >65 W power adaptor.<br>• If the Notebook requires a >65 W power adaptor, it may not charge with the USB Type-C connection.<br>• Ensure that you use only Dell approved adapter or the adapter that comes with the product.<br>• Ensure that the USB Type-C cable is not damaged. |
| Intermittent charging when using USB Type-C connection to computer, laptop, and so on | Intermittent charging | • Check if the maximum power consumption of device is over 65 W.<br>• Ensure that you use only Dell approved adapter or the adapter that comes with the product.<br>• Ensure that the USB Type-C cable is not damaged. |
| No image when using DP connection to the PC | Black screen | • Verify which DP standard (DP 1.1a or DP 1.4) is your Graphics Card certified to. Download and install the latest graphics card driver.<br>• Some DP 1.1a graphics card cannot support DP 1.4 monitors. Go to OSD menu, under Input Source selection, press and hold DP select key for 8 sec to change the monitor setting from DP 1.4 to DP 1.1a. |

# Appendix

## Safety Instructions

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

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

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

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

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

## Contacting Dell

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

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

**To get online Monitor support content:**

See www.dell.com/support/monitors.

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

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

# Setting Up Your Monitor

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

For best performance, set the display resolution to **3840 x 2160** pixels by performing the following steps:

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop. For Windows Vista and Windows 7, skip this step.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the Dropdown list of the Screen Resolution and select **3840 x 2160**.
4. Click **OK**.

**In Windows 10:**

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

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

## Dell computer

1. Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.
2. After installing the drivers for your graphics adapter, attempt to set the resolution to **3840 x 2160** again.

**NOTE:** If you are unable to set the resolution to **3840 x 2160**, please contact Dell to inquire about a graphics adapter that supports these resolutions.

## Non-Dell computer

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop. For Windows Vista and Windows 7, skip this step.
2. Right-click on the desktop and click **Personalization**.
3. Click **Change Display Settings**.
4. Click **Advanced Settings**.
5. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
6. Refer to the graphic card provider website for updated driver (for example, www.amd.com or www.nvidia.com).
7. After installing the drivers for your graphics adapter, attempt to set the resolution to **3840 x 2160** again.

**In Windows 10:**

1. Right-click on the desktop and click **Display Settings**.
2. Click **Advanced display settings**.
3. Click **Display adapter properties.**
4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
5. Refer to the graphic card provider website for updated driver (for example, www.amd.com or www.nvidia.com).
6. After installing the drivers for your graphics adapter, attempt to set the resolution to **3840 x 2160** again.

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

# Maintenance Guidelines

## Cleaning Your Monitor

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

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

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

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