

# **G2725D Monitor**

## User's Guide

## Notes, cautions, and warnings

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

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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

# Contents

|                                                               |           |
|---------------------------------------------------------------|-----------|
| <b>Safety instructions</b>                                    | <b>6</b>  |
| <b>About your monitor</b>                                     | <b>7</b>  |
| <b>Package contents</b>                                       | <b>7</b>  |
| <b>Product features</b>                                       | <b>8</b>  |
| <b>Operating system compatibility</b>                         | <b>9</b>  |
| <b>Identifying parts and controls</b>                         | <b>9</b>  |
| Front view                                                    | 9         |
| Back view                                                     | 10        |
| Side view                                                     | 11        |
| Bottom view, without monitor stand                            | 11        |
| <b>Monitor specifications</b>                                 | <b>12</b> |
| Resolution specifications                                     | 13        |
| Supported video modes                                         | 13        |
| Preset display modes                                          | 13        |
| Electrical specifications                                     | 15        |
| Physical characteristics                                      | 16        |
| Environmental characteristics                                 | 17        |
| <b>Pin assignments</b>                                        | <b>18</b> |
| HDMI 19-pin connector                                         | 18        |
| DP 20-pin connector                                           | 19        |
| <b>Plug and play capability</b>                               | <b>20</b> |
| <b>LCD monitor quality and pixel policy</b>                   | <b>20</b> |
| <b>Ergonomics</b>                                             | <b>21</b> |
| <b>Handling and Moving Your Display</b>                       | <b>22</b> |
| <b>Maintenance guidelines</b>                                 | <b>23</b> |
| Cleaning your monitor                                         | 23        |
| <b>Setting up the monitor</b>                                 | <b>24</b> |
| <b>Connecting the stand</b>                                   | <b>24</b> |
| <b>Connecting your monitor</b>                                | <b>26</b> |
| Connecting HDMI cable                                         | 26        |
| Connecting DP cable                                           | 26        |
| <b>Securing your monitor using Kensington lock (optional)</b> | <b>27</b> |
| <b>Removing the monitor stand</b>                             | <b>28</b> |
| <b>VESA wall Mounting (Optional)</b>                          | <b>30</b> |
| <b>Using tilt</b>                                             | <b>30</b> |
| <b>Operating your monitor</b>                                 | <b>31</b> |
| <b>Turning on the monitor</b>                                 | <b>31</b> |
| <b>Using the back panel controls</b>                          | <b>31</b> |
| <b>Using the OSD lock function</b>                            | <b>32</b> |
| <b>Using the On-Screen Display (OSD) menu</b>                 | <b>33</b> |
| Accessing the OSD menu                                        | 33        |
| OSD warning messages                                          | 38        |
| <b>Setting the maximum resolution</b>                         | <b>39</b> |
| <b>Troubleshooting</b>                                        | <b>40</b> |
| <b>Self-test</b>                                              | <b>40</b> |

|                                     |    |
|-------------------------------------|----|
| Built-in diagnostics . . . . .      | 41 |
| Common problems . . . . .           | 42 |
| Product-specific problems . . . . . | 43 |
| Regulatory information . . . . .    | 44 |
| Contacting Dell . . . . .           | 45 |



# 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.

**CAUTION:** The possible long-term effect of listening to audio at high volume through the headphones (on monitor that support it) may damage 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 that are 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 about safety instructions, see the *Safety, Environmental and Regulatory Information (SERI)* document that is shipped with your monitor.

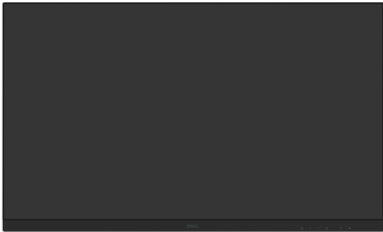
# About your monitor

## 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.
- NOTE:** To set up Stand from any other source, see the documentation which comes with the Stand for instruction.

**Table 1.** Monitor components and descriptions.

| Component image                                                                     | Component description                                                  |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------|
|    | Display                                                                |
|    | Stand riser                                                            |
|   | Stand base                                                             |
|  | Screws x 2                                                             |
|  | Power cable (varies by country or region)                              |
|  | DP cable                                                               |
|  | Quick Start Guide<br>Safety, Environmental, and Regulatory Information |

## Product features

The Dell **G2725D** flat panel monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) Panel with LED backlight. The monitor features include:

- 684.66 mm (27 in.) viewable area display (measured diagonally). 2560 x 1440 resolution, with full-screen support for lower resolutions.
- Supports the refresh rate of 180 Hz.
- Color gamut of 99% sRGB (typical).
- Wide viewing angles of 178 degrees in vertical and horizontal directions.
- Contrast ratio (1000:1).
- Supports AMD FreeSync™, with a refresh rate of 180 Hz and a rapid response time of 1 ms gray to gray\*.
- Digital connectivity with 2 HDMI and DP ports.
- Plug and play capable if supported by your computer.
- On-Screen Display (OSD) adjustments for easy setup and screen optimization.
- ≤ 0.3 W in Standby Mode.
- Optimize eye comfort with a flicker-free screen.
- Possible long-term effects if blue light emission from the monitor may damage the eyes, including eye fatigue or digital eye strain. ComfortView feature to reduce the risk of eye strain from high blue light emission.
- Security-lock slot.
- RoHS Compliant.
- Decreases the level of hazard blue light that is emitted from the screen to make viewing more comfortable for your eyes without distortion of color accuracy.
- The monitor adopts Flicker-Free technology, which clears the eye visible flicker, brings comforted viewing experience and preventing users suffer from eye strain and fatigue.

\*The 1 ms gray-to-gray mode is achievable to reduce visible motion blur and increased image responsiveness. However, this may introduce some slight and noticeable visual artifacts into the image. As every computer 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.

# Operating system compatibility

- Windows 10 and Windows 11 version and later\*
- \*The operating system compatibility on Dell and Alienware branded monitors may vary based on factors such as:
  - Specific release date(s) when operating system versions, patches, or updates are available.
  - Specific release date(s) when Dell and Alienware branded monitor firmware, software application, or driver updates are available on the Dell support website.

## Identifying parts and controls

### Front view



Figure 1. Front view of the monitor

Table 2. Front view of descriptions.

| Label | Description   | Use                                                                                                                                                         |
|-------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | LED indicator | A solid blue light indicates that the monitor is turned on and functioning normally.<br>A solid orange light indicates that the monitor is in Standby Mode. |

Back view

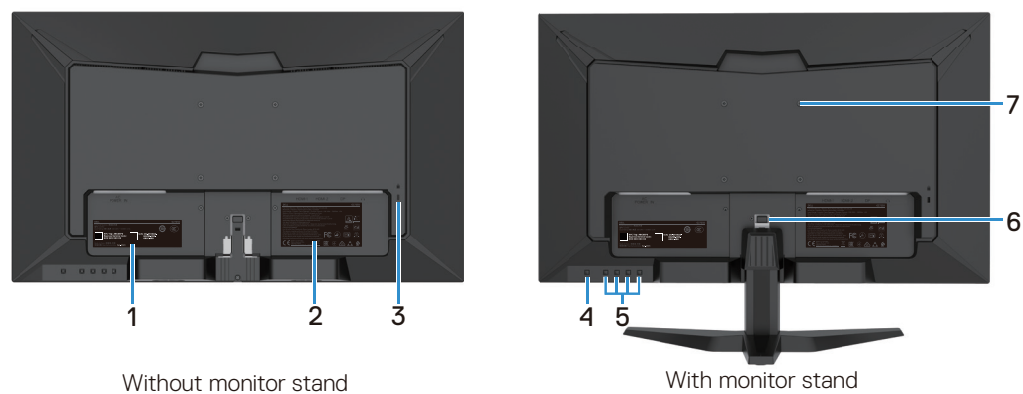


Figure 2. Back view of the monitor

Table 3. Back view of descriptions.

| Label | Description                                                | Use                                                                                                                                                                                                                   |
|-------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Barcode, serial number, and service tag label              | See this label if you must contact Dell for technical support. The Service Tag enables Dell service technicians to identify the hardware components in your computer and access warranty information.                 |
| 2     | Regulatory information                                     | List the regulatory approvals.                                                                                                                                                                                        |
| 3     | Security-lock slot<br>(based on Kensington Security Slot™) | Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor. For more information, see <a href="#">Securing your monitor using Kensington lock (optional)</a> . |
| 4     | Power button                                               | Press the power button to turn the monitor on and off.                                                                                                                                                                |
| 5     | Function buttons                                           | To access the OSD menu and change the settings if required. For more information, see <a href="#">Using the back panel controls</a> .                                                                                 |
| 6     | Stand release button                                       | Release the stand from monitor.                                                                                                                                                                                       |
| 7     | VESA mounting holes (100 mm x 100 mm)                      | Supports an optional mounting of the monitor using a VESA mount or arm.                                                                                                                                               |

Side view



Figure 3. Side view of the monitor

Bottom view, without monitor stand

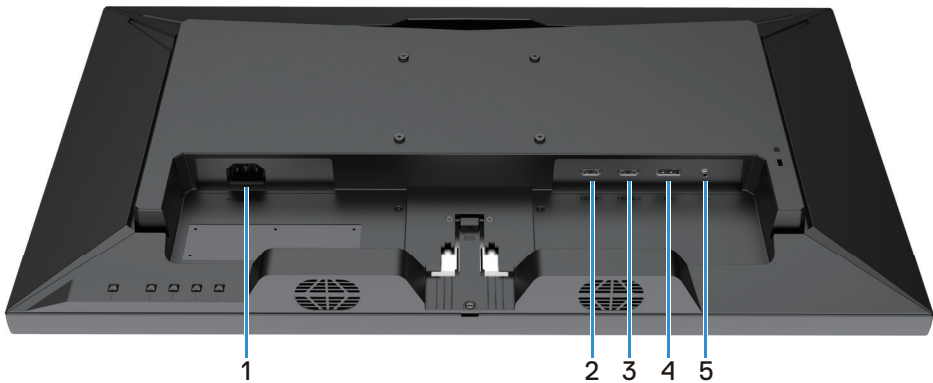


Figure 4. Bottom view of the monitor

Table 5. Bottom view of descriptions.

| Label | Description    | Use                                                                                                                                                                                  |
|-------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Power port     | To connect the monitor power cable.                                                                                                                                                  |
| 2     | HDMI 1 port    | Connect to your computer or external device using an HDMI cable (shipped with your monitor).                                                                                         |
| 3     | HDMI 2 port    | Connect to your computer or external device using an HDMI cable (shipped with your monitor).                                                                                         |
| 4     | DisplayPort    | Connect to your computer or external device using a DisplayPort cable (purchased separately).                                                                                        |
| 5     | Headphone port | Connect the headphones to the monitor.<br><b>WARNING: The possible long-term effect of listening to audio at high volume through the headphones may damage your hearing ability.</b> |

## Monitor specifications

**Table 7.** Monitor specifications.

| Description                                  | Value                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Screen type                                  | Active matrix-TFT LCD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Panel type                                   | In-Plane Switching Technology (IPS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Viewable area                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Diagonal                                     | 684.66 mm (27 in.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Active area</b>                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Horizontal                                   | 596.74 mm (23.49 in.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Vertical                                     | 335.66 mm (13.22 in.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Area                                         | 2003.02 cm <sup>2</sup> (310.54 in. <sup>2</sup> )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Pixel pitch                                  | 0.2331 mm x 0.2331 mm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Pixel per inch (PPI)                         | 109                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Viewing angle</b>                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Horizontal                                   | 178° (typical)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Vertical                                     | 178° (typical)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Brightness                                   | 400 cd/m <sup>2</sup> (typical)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Contrast ratio                               | 1000:1 (typical)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Faceplate coating                            | Haze 25%, 3H                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Backlight                                    | LED Edgelight System                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Response time                                | 5 milliseconds (gray to gray - <b>off</b> mode)<br>4 milliseconds (gray to gray - <b>1</b> Mode)<br>2 milliseconds (gray to gray - <b>2</b> Mode)<br>1 millisecond (gray to gray - <b>3</b> Mode)*<br>*The 1 millisecond gray-to-gray mode is achievable in the <b>3</b> 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 computer 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. |
| Color depth                                  | 1.07 Billion colors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Color gamut                                  | sRGB 99% (CIE 1931)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Connectivity                                 | <ul style="list-style-type: none"> <li>• One DisplayPort 1.4 (HDCP 2.2) (Supports up to QHD 2560 x 1440 180 Hz)</li> <li>• Two HDMI 2.1 (HDCP 2.2) (Supports up to QHD 2560 x 1440 144 Hz TMDS)</li> <li>• One Headphone out</li> </ul>                                                                                                                                                                                                                                                                                                                                                                      |
| Bezel width (edge of monitor to active area) | 8.5 mm (0.33 in.) (Top)<br>8.5 mm (0.33 in.) (Left/Right)<br>22.2 mm (0.87 in.) (Bottom)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Security                                     | Security lock slot (cable lock sold separately)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Tilt angle                                   | -5° /+ 15°                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## Resolution specifications

**Table 8.** Resolution specifications.

| Description               | Value                      |
|---------------------------|----------------------------|
| Horizontal scan range     | 30 kHz-265 kHz (automatic) |
| Vertical scan range       | 48 Hz-180 Hz (automatic)   |
| Maximum preset resolution | 2560 x 1440 @ 180 Hz       |

## Supported video modes

**Table 9.** Supported video modes.

| Description                                         | Value                                                                                                                                                                                                     |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video display capabilities<br>(HDMI or DisplayPort) | 480p at 60Hz<br>576p at 50Hz<br>720p at 60Hz<br>720p at 50Hz<br>1080p at 50Hz<br>1080p at 60Hz<br>1080p at 120Hz<br>1440p at 60Hz<br>1440p at 120Hz<br>1440p at 144Hz<br>1440p at 165Hz<br>1440p at 180Hz |

## Preset display modes

**Table 10.** Timing table.

| Display mode     | Horizontal frequency (kHz) | Vertical frequency (Hz) | Pixel clock (MHz) | Sync polarity (Horizontal/Vertical) |
|------------------|----------------------------|-------------------------|-------------------|-------------------------------------|
| DMT, 640 x 480   | 31.47                      | 59.94                   | 25.18             | -/-                                 |
| DMT, 640 x 480   | 37.86                      | 72.81                   | 31.50             | -/-                                 |
| DMT, 640 x 480   | 37.50                      | 75.00                   | 31.50             | -/-                                 |
| CTA, 720 x 480   | 31.47                      | 59.94                   | 27.00             | -/-                                 |
| CTA, 720 x 576   | 31.25                      | 50.00                   | 27.00             | -/-                                 |
| DMT, 800 x 600   | 37.88                      | 60.32                   | 40.00             | +/+                                 |
| DMT, 800 x 600   | 35.16                      | 56.25                   | 36.00             | +/+                                 |
| DMT, 800 x 600   | 48.08                      | 72.19                   | 50.00             | +/+                                 |
| DMT, 800 x 600   | 46.88                      | 75.00                   | 49.50             | +/+                                 |
| DMT, 1024 x 768  | 48.36                      | 60.00                   | 65.00             | -/-                                 |
| DMT, 1024 x 768  | 56.48                      | 70.07                   | 75.00             | -/-                                 |
| DMT, 1024 x 768  | 60.02                      | 75.00                   | 78.75             | +/+                                 |
| CTA, 1280 x 720  | 37.50                      | 50.00                   | 74.25             | +/+                                 |
| CTA, 1280 x 720  | 45.00                      | 60.00                   | 74.25             | +/+                                 |
| DMT, 1280 x 1024 | 63.98                      | 60.02                   | 108.00            | +/+                                 |
| DMT, 1280 x 1024 | 79.98                      | 75.03                   | 135.00            | +/+                                 |
| CTA, 1920 x 1080 | 56.25                      | 50.00                   | 148.50            | +/+                                 |
| CTA, 1920 x 1080 | 67.50                      | 60.00                   | 148.50            | +/+                                 |

| Display mode     | Horizontal frequency (kHz) | Vertical frequency (Hz) | Pixel clock (MHz) | Sync polarity (Horizontal/Vertical) |
|------------------|----------------------------|-------------------------|-------------------|-------------------------------------|
| CTA, 1920 x 1080 | 135.00                     | 120.00                  | 297.00            | +/+                                 |
| CVT, 2560 x 1440 | 88.79                      | 59.95                   | 241.50            | +/-                                 |
| CVT, 2560 x 1440 | 183.00                     | 120.00                  | 497.76            | +/-                                 |
| CVT, 2560 x 1440 | 214.56                     | 144.00                  | 583.60            | +/-                                 |
| CVT, 2560 x 1440 | 242.55                     | 165.00                  | 659.74            | +/-                                 |
| CVT, 2560 x 1440 | 264.54                     | 179.96                  | 719.55            | +/-                                 |

## Electrical specifications

**Table 11.** Electrical specifications.

| Description                        | Value                                                                                                                                                                                                                                                                               |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video input signals                | <ul style="list-style-type: none"><li>• HDMI 2.1, 600 mV for each differential line, 100 <math>\Omega</math> input impedance per differential pair.</li><li>• DP 1.4, 600 mV for each differential line, 100 <math>\Omega</math> input impedance per differential pair.</li></ul>   |
| AC input voltage/frequency/current | 100 VAC to 240 VAC/50 Hz or 60 Hz $\pm$ 3 Hz/1.5 A(maximum)                                                                                                                                                                                                                         |
| Inrush current                     | <ul style="list-style-type: none"><li>• 120 V : 30 A (maximum) at 0°C (cold start)</li><li>• 240 V : 60 A (maximum) at 0°C (cold start)</li></ul>                                                                                                                                   |
| Power Consumption                  | <ul style="list-style-type: none"><li>• 0.3 W (Off Mode)<sup>1</sup></li><li>• 0.3 W (Standby Mode)<sup>1</sup></li><li>• 24 W (On Mode)<sup>1</sup></li><li>• 42.5 W (Max)<sup>2</sup></li><li>• 25 W (P<sub>on</sub>)<sup>3</sup></li><li>• 77.87 kWh (TEC)<sup>3</sup></li></ul> |

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

<sup>2</sup> Max brightness and contrast setting.

<sup>3</sup> P<sub>on</sub>: Power consumption of On Mode that is measured with reference to the Energy Star test method.

TEC: Total Energy Consumption in kWh that is measured with reference to the 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 you 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

**Table 12.** Physical characteristics.

| Description                                                                                                                                                                                                                                                                                                                                                                                        | Value                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Signal cable type:</b>                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Digital: DP, 20 pins</li> <li>Digital: HDMI, 19 pins</li> </ul> |
| <p><b>NOTE:</b> 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 that is used to manufacture these cables, Dell does not guarantee video performance on cables that are not shipped with your Dell monitor.</p> |                                                                                                        |
| <b>Dimensions (with stand):</b>                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                        |
| Height                                                                                                                                                                                                                                                                                                                                                                                             | 448.62 mm (17.66 in.)                                                                                  |
| Width                                                                                                                                                                                                                                                                                                                                                                                              | 613.79 mm (24.16 in.)                                                                                  |
| Depth                                                                                                                                                                                                                                                                                                                                                                                              | 241.72 mm (9.52 in.)                                                                                   |
| <b>Dimensions (without stand):</b>                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                        |
| Height                                                                                                                                                                                                                                                                                                                                                                                             | 366.38 mm (14.42 in.)                                                                                  |
| Width                                                                                                                                                                                                                                                                                                                                                                                              | 613.79 mm (24.16 in.)                                                                                  |
| Depth                                                                                                                                                                                                                                                                                                                                                                                              | 57.56 mm (2.27 in.)                                                                                    |
| <b>Stand dimensions:</b>                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                        |
| Height                                                                                                                                                                                                                                                                                                                                                                                             | 183.21 mm (7.21 in.)                                                                                   |
| Width                                                                                                                                                                                                                                                                                                                                                                                              | 399.25 mm (15.72 in.)                                                                                  |
| Depth                                                                                                                                                                                                                                                                                                                                                                                              | 241.72 mm (9.52 in.)                                                                                   |
| <b>Weight:</b>                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                        |
| Weight with packaging                                                                                                                                                                                                                                                                                                                                                                              | 8.1 kg (17.86 lb)                                                                                      |
| With stand assembly and cables                                                                                                                                                                                                                                                                                                                                                                     | 6.29 kg (13.87 lb)                                                                                     |
| Without stand assembly and cables                                                                                                                                                                                                                                                                                                                                                                  | 5.29 kg (11.66 lb)                                                                                     |
| Weight of stand assembly                                                                                                                                                                                                                                                                                                                                                                           | 0.68 kg (1.50 lb)                                                                                      |

## Environmental characteristics

**Table 13.** Environmental characteristics.

| Description                        | Value                                                 |
|------------------------------------|-------------------------------------------------------|
| Temperature:<br>Operating          | 0 °C-40 °C (32 °F-104 °F)                             |
| Non-operating:<br>Storage/Shipping | -20 °C-60 °C (-4 °F-140 °F)                           |
| Humidity:<br>Operating             | 10% to 80% (non-condensing)                           |
| Non-operating:<br>Storage/Shipping | 5% to 90% (non-condensing)                            |
| Altitude:                          |                                                       |
| Operating (maximum)                | 5,000 m (16,400 ft)                                   |
| Non-operating (maximum)            | 12,192 m (40,000 ft)                                  |
| Thermal dissipation                | 145.01 BTU/hour (maximum)<br>75.06 BTU/hour (typical) |

# Pin assignments

## HDMI 19-pin connector

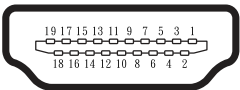


Figure 5. HDMI 19-pin connector

Table 14. Pin assignments (D-Sub).

| Pin Number | Signal Assignment         |
|------------|---------------------------|
| 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 20-pin connector

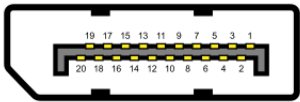


Figure 6. DP 20-pin connector

Table 16. Pin assignments (DP).

| Pin Number | Signal Assignment |
|------------|-------------------|
| 1          | ML_LANE3_N        |
| 2          | GND               |
| 3          | ML_LANE3_P        |
| 4          | ML_LANE2_N        |
| 5          | GND               |
| 6          | ML_LANE2_P        |
| 7          | ML_LANE1_N        |
| 8          | GND               |
| 9          | ML_LANE1_P        |
| 10         | ML_LANE0_N        |
| 11         | GND               |
| 12         | ML_LANE0_P        |
| 13         | GND               |
| 14         | GND               |
| 15         | AUX _CH_P         |
| 16         | GND               |
| 17         | AUX _CH_N         |
| 18         | HPD               |
| 19         | RETURN            |
| 20         | DP_PWR            |

## Plug and play capability

You can install the monitor in 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 computer can configure itself and optimize the monitor settings. Most monitor installations are automatic, you can select different settings as required. For more information about changing the monitor settings, see [Operating your monitor](#).

## LCD monitor quality and pixel policy

During the LCD Monitor manufacturing process, it is normal 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 about Dell Monitor Quality and Pixel Policy, see [www.dell.com/pixelguidelines](http://www.dell.com/pixelguidelines).

# Ergonomics

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

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

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

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are commercially available to help you correctly position your keyboard.
- To reduce the risk of eye strain and neck, arm, back, or shoulder pain from using the monitor for long periods of time, we recommend you to:
  - Set the distance of the screen between 20 in. to 28 in. (50 - 70 cm) from your eyes.
  - Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
  - Take regular and frequent breaks for 20 minutes every two hours.
  - Look away from your monitor and gaze at a distant object at 20 ft away for at least 20 seconds during the breaks.
  - Perform stretches to relieve tension in the neck, arms, back, and shoulders during the breaks.
- Ensure that the monitor screen is at eye level or slightly lower when you are sitting in front of the monitor.
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms rest naturally on both sides.
- Ensure that your feet are resting flat on the floor.
- When sitting, make sure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair's height or use a footrest if necessary to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended periods of time. Try to stand or get up and walk around at regular intervals.
- Keep the area under your desk clear of obstructions and cables or power cords that may interfere with comfortable seating or present a potential trip hazard.

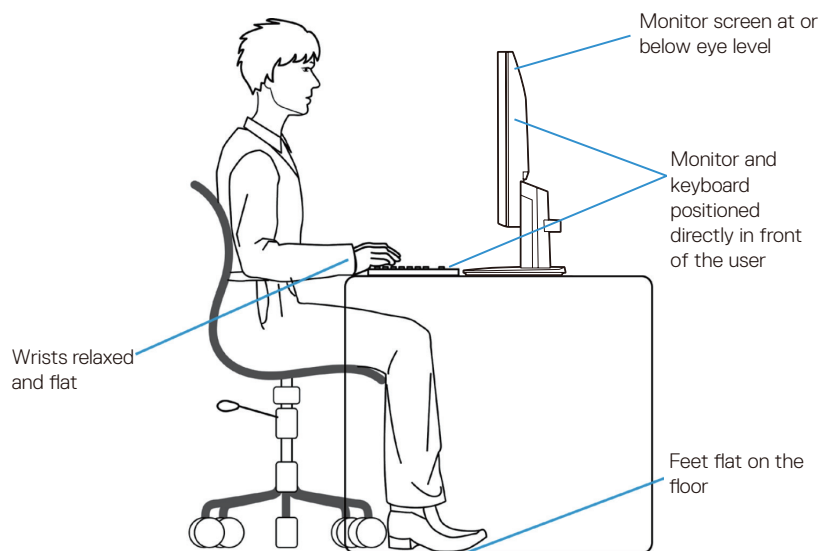


**Figure 7. Ergonomics or comfort and efficiency**

## Handling and Moving Your Display

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

- 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.

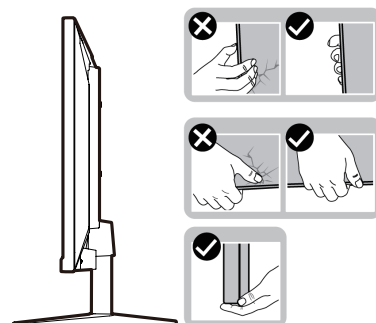


**Figure 8. Moving or lifting the monitor**

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

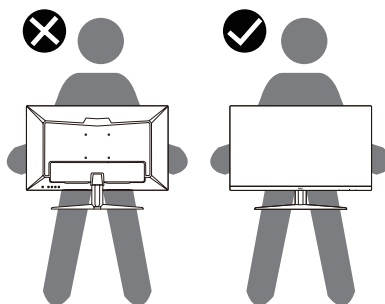


**Figure 9. Ensure that the screen is facing away from you**

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

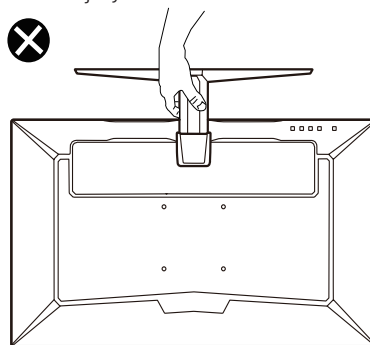


**Figure 10. Do not turn the monitor upside down**

# Maintenance guidelines

## Cleaning your monitor

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

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

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

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your Dell monitor. If available, use a screen-cleaning tissue or solution suitable for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.
  -  **CAUTION:** Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air.
  -  **CAUTION:** Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.
  -  **WARNING:** Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so allows liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.
  -  **NOTE:** Monitor damage due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.
- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

# Setting up the monitor

## Connecting the stand

- ① **NOTE:** The stand is not attached when the monitor is shipped from the factory.
- ① **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.

1. Assemble the stand riser to stand base.
  - a. Align and place the stand base onto the stand riser.
  - b. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
  - c. Close the screw handle.

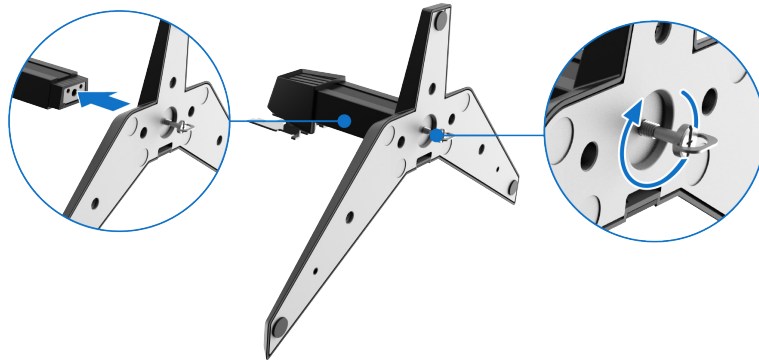


**Figure 11. Assemble the stand**

2. Attach the stand assembly to the monitor.
  - a. Open the monitor protective cover.
  - b. Align the stand-riser bracket with the grooves at the back of the monitor.
  - c. Slide the stand assembly until it snaps into place.
  - d. Use a screwdriver to fully tighten the two screws to the top of the stand.

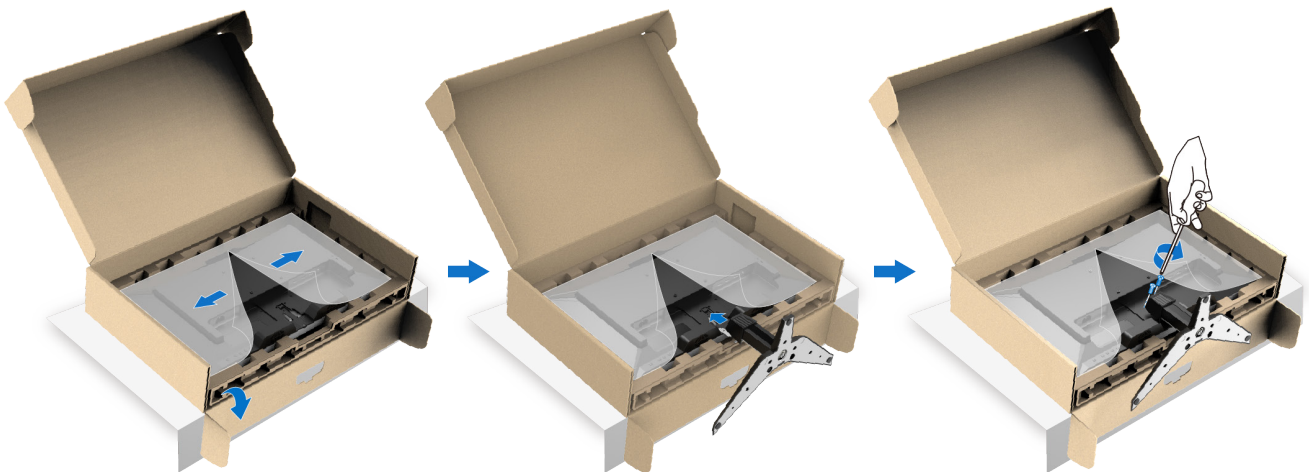


**Figure 12. Attach the stand**

3. Hold the riser and monitor with both hands as shown below and lift carefully, then place on a flat surface.



**Figure 13.** Hold the stand riser and lift the monitor

4. Lift the protective cover from the monitor.

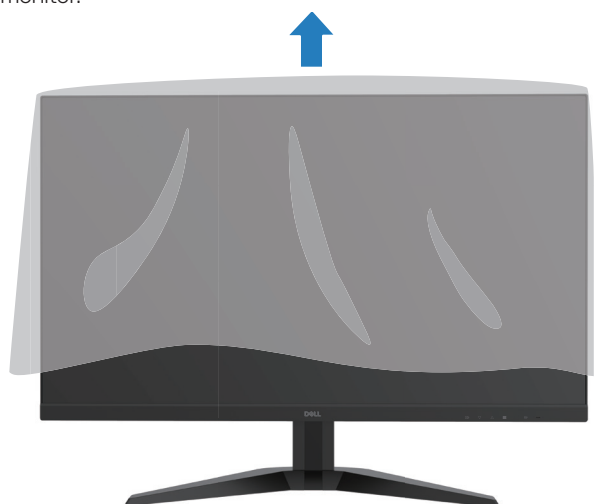


**Figure 14.** Lift the protective cover from the monitor

## Connecting your monitor

- ⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).
- ⚠ WARNING:** For your safety, be sure that the grounded power outlet you plug the power cord into is accessible to the operator and located as close to the equipment as possible. To disconnect power from the equipment, unplug the power cable from the power outlet by grasping the plug firmly. Never pull on the cord.
- ⚠ WARNING:** A certified power supply cord has to be used with this equipment. The relevant national installation and/or equipment regulations shall be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75 mm<sup>2</sup> or H05VVH2-F2 3G 0.75 mm<sup>2</sup>) shall be used. An alternative flexible cord is synthetic rubber.
- ℹ NOTE:** Do not connect all cables to the computer simultaneously.
- ℹ NOTE:** Dell monitors are designed to work optimally with Dell supplied inbox cables. Dell does not guarantee the video quality and performance when using non-Dell cables.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect HDMI or DP cable from your monitor to the computer.

### Connecting HDMI cable

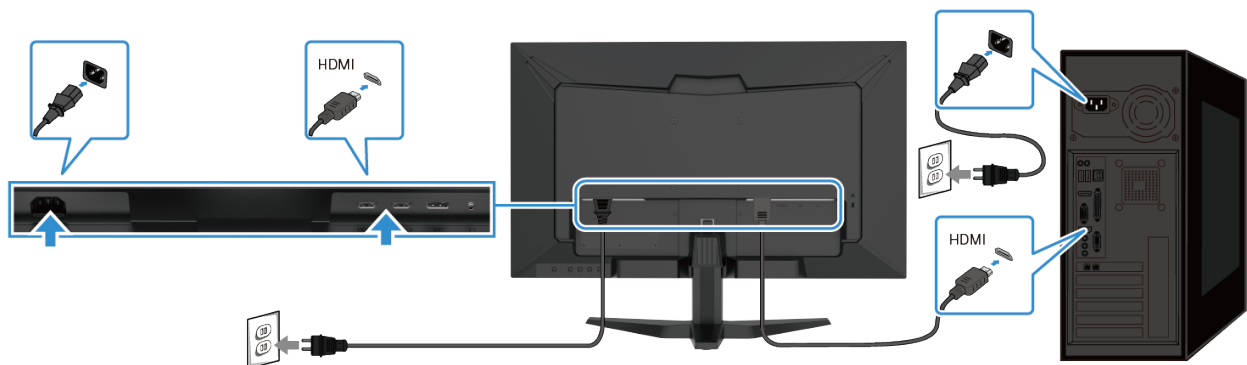


Figure 15. Connecting HDMI cable

### Connecting DP cable

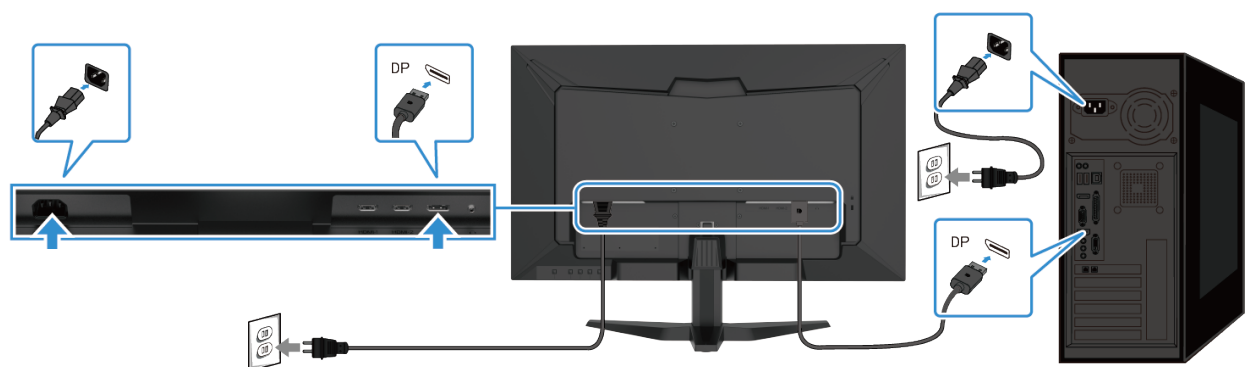


Figure 16. Connecting DP cable

## 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 about using the Kensington lock (sold separately), see the documentation that is shipped with the lock.

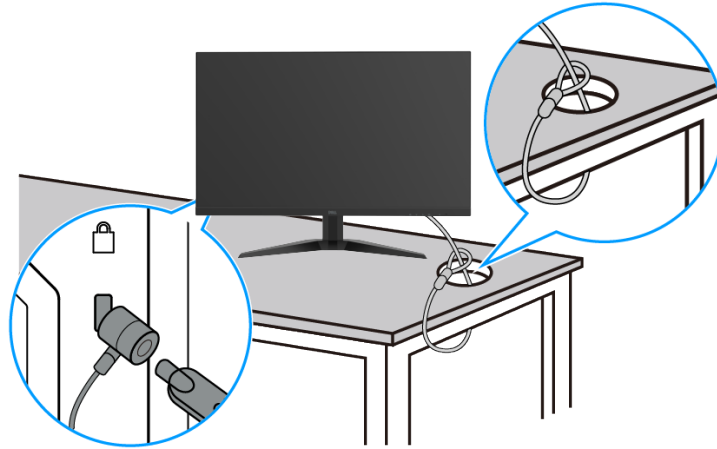


**Figure 17. Using Kensington lock**

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

## Removing the monitor stand

- ① **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.
- ① **NOTE:** The following steps are specific 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.
- ① **NOTE:** Before removing the stand, ensure that you have disconnected all the cables from the monitor. To remove the stand:
  1. Place the monitor on a soft cloth along the desk.

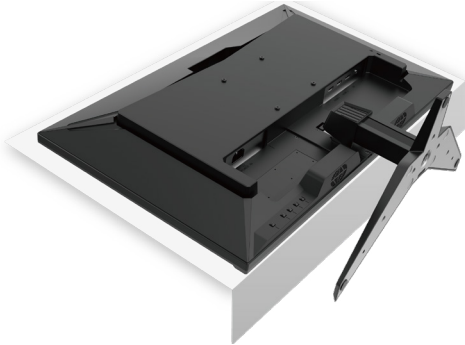


**Figure 18. Place the monitor on the desk**

2. Use a screwdriver to loosen the two screws at the top of the stand.

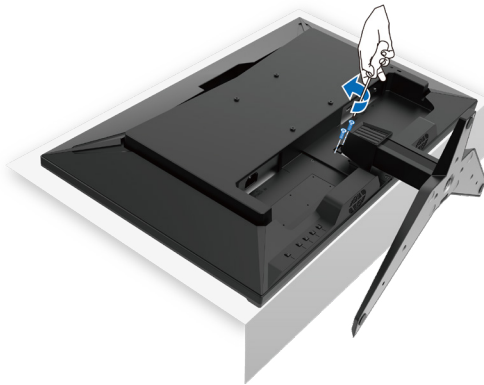


**Figure 19. Remove the screws of the stand**

3. Push the release button.

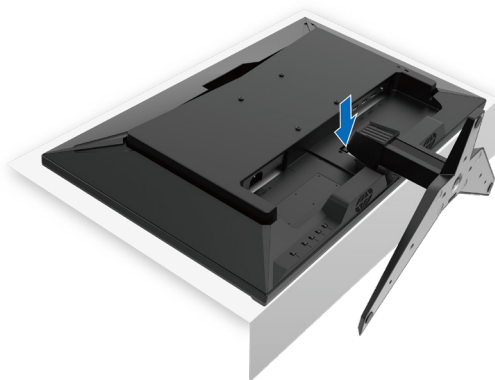


**Figure 20. Push the release button**

4. While keeping the release button pressed, pull the stand out from the monitor.



**Figure 21.** Remove the stand

## VESA wall Mounting (Optional)

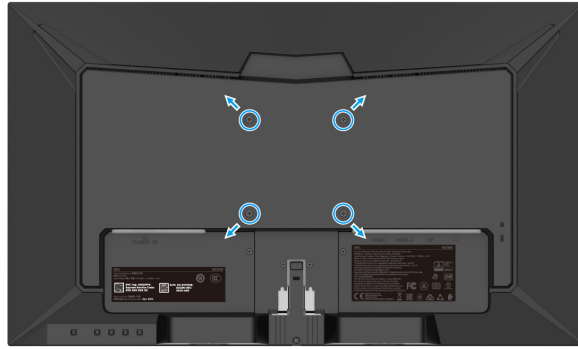


**Figure 22. VESA wall Mounting**

(Screw dimension: M4 x 10 mm).

See the instructions that come with the VESA-compatible base mounting kit.

1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the stand.
3. Remove the four screws from the wall hanging hole.
4. Attach the mounting bracket from the wall mounting kit to the LCD.
5. Mount the LCD on the wall by following the instructions that came with the base mounting kit.

**NOTE:** For use only with UL or CSA or GS-listed wall-mount bracket with minimum weight/load bearing capacity of 21.26 kg (47.53 lb) for G2725D.

## Using tilt

You can tilt the monitor for the most comfortable viewing angle.

**NOTE:** The stand is not attached when the monitor is shipped from the factory.

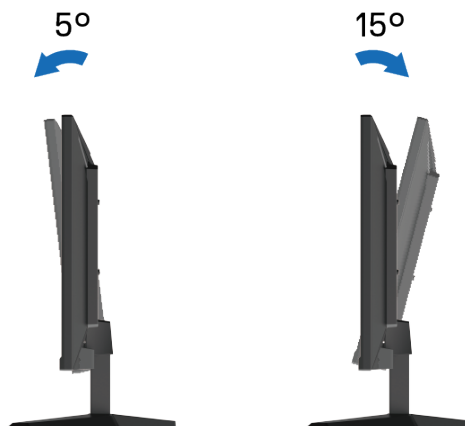


**Figure 23. Tilt adjustment**

# Operating your monitor

## Turning on the monitor

Press the  button to turn on the monitor.

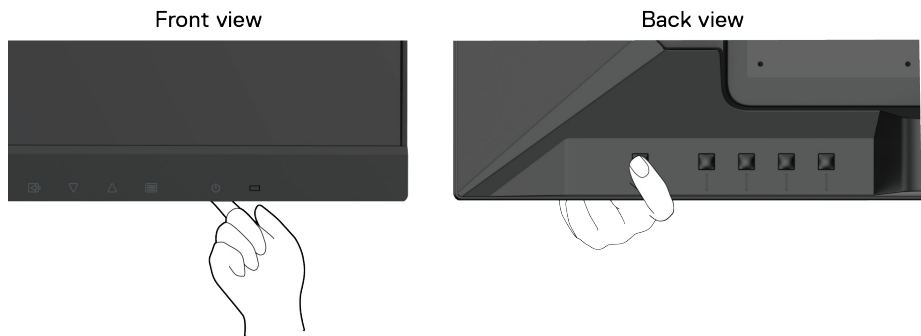


Figure 24. Turn on the monitor

## Using the back panel controls

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

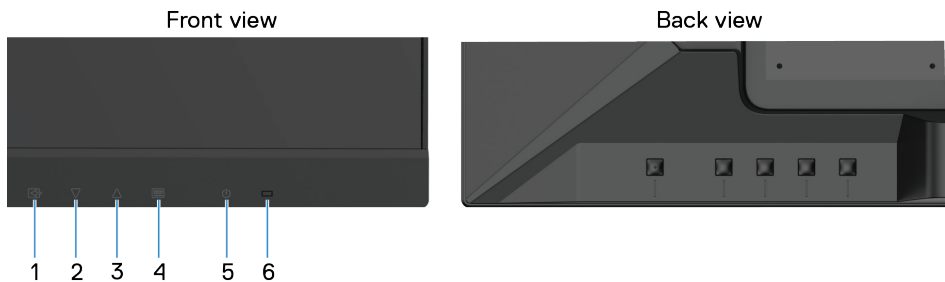


Figure 25. Back panel controls

The following table describes the control buttons:

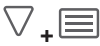
Table 17. Control buttons description.

|   | Control buttons                                                                     | Description                                                                                                                                                 |
|---|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 |  | Use this button to go back to the main menu or exit the OSD main menu.<br>When not in the OSD menu, directly enters Input Select.                           |
| 2 |  | Use the Down button to decrease values or move down in a menu.<br>When not in the OSD menu, directly enters Contrast/Brightness.                            |
| 3 |  | Use the Up button to increase values or move up in a menu.<br>When not in the OSD menu, directly enters Preset Mode.                                        |
| 4 |  | To launch the On-Screen Display (OSD) menu. For more information, see <a href="#">Accessing the OSD menu</a> .                                              |
| 5 |  | To turn the monitor On or Off.                                                                                                                              |
| 6 |  | A solid blue light indicates that the monitor is turned on and functioning normally.<br>A solid orange light indicates that the monitor is in Standby Mode. |

## Using the OSD lock function

You can lock the control buttons to prevent access to the OSD menu and/ or power button.

**Table 18.** Control buttons description.

|   | Control buttons                                                                   | Description                                                                                       |
|---|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 1 |  | OSD Lock-press 10 seconds to lock, repeat press 10 seconds to unlock (when not in the OSD menu)   |
| 2 |  | Power Lock-press 10 seconds to lock, repeat press 10 seconds to unlock (when not in the OSD menu) |

# Using the On-Screen Display (OSD) menu

## Accessing the OSD menu

① **NOTE:** Any changes that you make are automatically saved when you move to another menu, exit the OSD menu, or wait for the OSD menu to close automatically.

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

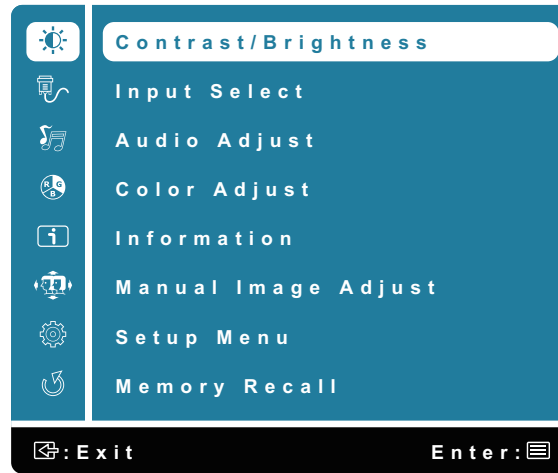
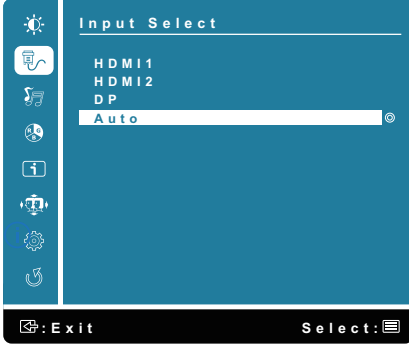
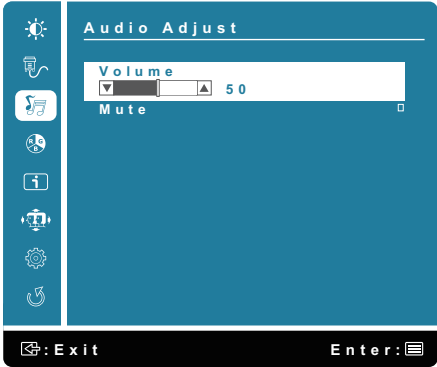


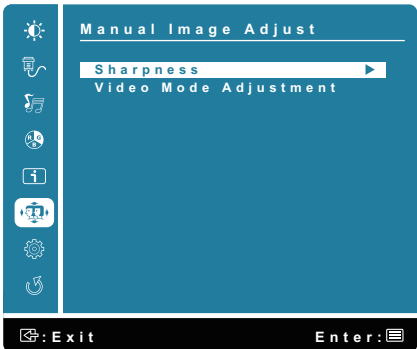
**Figure 26.** OSD main menu

2. Press the  and  buttons to move between the setting options. As you move from one icon to another, the option name is highlighted.
3. Press the  button once to activate the highlighted option.
4. Select the  button going back to the previous menu.

**Table 19.** OSD Tree list.

| Icon                                                                                | Menu and submenus          | Description                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>Contrast/Brightness</b> | Use this option to control the brightness or contrast settings.<br>                                                                                                                                                                      |
|                                                                                     | <b>Contrast</b>            | Adjust brightness first, and adjust contrast only if you need further adjustment.<br><br>Press the $\Delta$ button to increase contrast and press the $\nabla$ button to decrease contrast (min 0 ~ max 100).<br><br>The contrast function adjusts the degree of difference between darkness and lightness on the screen. |
|                                                                                     | <b>Brightness</b>          | Brightness adjusts the luminance of the backlight(min 0 ~ max 100).<br><br>Press the $\nabla$ button to decrease the brightness.<br><br>Press the $\Delta$ button to increase the brightness..                                                                                                                            |
|                                                                                     | <b>DCR</b>                 | To set the <b>DCR</b> function on/off. If <b>DCR</b> is on, brightness should be at 100 and should not be adjustable.                                                                                                                                                                                                     |
|                                                                                     | <b>ECO</b>                 | To control <b>ECO</b> function on/off. If <b>ECO</b> is on, brightness should be at 20 and should not be adjustable. <b>DCR</b> should not be adjustable.                                                                                                                                                                 |
|                                                                                     | <b>Response Time</b>       | Allows you to select <b>Off</b> (5 ms)/ <b>1</b> (4 ms)/ <b>2</b> (2 ms)/ <b>3</b> (1 ms).                                                                                                                                                                                                                                |
|  | <b>Input Select</b>        | Use the <b>Input Select</b> menu to switch between the different video signals that may be connected to your monitor.<br>                                                                                                              |
|                                                                                     | <b>HDMI1</b>               | Push  to select <b>HDMI 1</b> input when you are using the HDMI 1 connector.                                                                                                                                                           |
|                                                                                     | <b>HDMI2</b>               | Push  to select <b>HDMI 2</b> input when you are using the HDMI 2 connector.                                                                                                                                                           |

| Icon                                                                               | Menu and submenus   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                    | <b>DP</b>           | Push  to select <b>DP</b> input when you are using the DP connector.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                                    | <b>Auto</b>         | Select <b>Auto</b> to scan for available input signals.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|   | <b>Audio Adjust</b> | Use the <b>Audio Adjust</b> menu to adjust the audio settings.<br>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                                                    | <b>Volume</b>       | Push $\nabla$ / $\Delta$ to adjust the earphone output scale.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                    | <b>Mute</b>         | To set or reset the mute function.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|  | <b>Color Adjust</b> | When you select <b>Color Adjust</b> , you can choose <b>Cool</b> , <b>Normal</b> , <b>Warm</b> , <b>ComfortView</b> , <b>User Color</b> and <b>Preset Mode</b> from the list.<br>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                                                    | <b>Cool</b>         | Adds blue to screen image for cooler white.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                    | <b>Normal</b>       | Adds red to screen image for warmer white and richer red.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                                    | <b>Warm</b>         | Adds green to screen image for a darker color.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                                                    | <b>ComfortView</b>  | Optimize eye comfort with a TÜV-certified flicker-free screen. Decreases the level of blue light that is emitted from the screen to make viewing more comfortable for your eyes.<br><b>i NOTE:</b> To reduce the risk of eye strain and neck/arm/back/shoulders pain from using the monitor for long periods of time, we suggest that you: <ul style="list-style-type: none"> <li>Set the screen about 20 in.~28 in. (50 cm~70 cm) from your eyes.</li> <li>Blink frequently to moisten or lubricate your eyes.</li> <li>Take regular 20-minute breaks every two hours.</li> <li>Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.</li> <li>Perform stretches to relieve tension in the neck/arm/back/shoulders during the breaks.</li> </ul> |
|                                                                                    | <b>User Color</b>   | Individual adjustments for red (R), green (G), blue (B). Each step will increase/decrease value by 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Icon                                                                              | Menu and submenus            | Description                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                   | <b>Preset Modes</b>          | Provides an optimum display environment depending on the contents displayed. To select <b>Standard, Game, Cinema, Scenery, Text, RTS, FPS</b> mode. When it is not under Standard mode, “ <b>Contrast/Brightness</b> ” option on “ <b>Main Menu</b> ” can’t be selected. |
|  | <b>Information</b>           | <p>When you select Information, it displays the data about Resolution, H. Frequency, V. Frequency, Pixel Clock, Model Number, Service Tag.</p>                                          |
|  | <b>Manual Image Adjust</b>   | <p>When you select <b>Manual Image Adjust</b>, you can choose <b>Sharpness</b> and <b>Video Mode Adjustment</b> from the list.</p>                                                     |
|                                                                                   | <b>Sharpness</b>             | To adjust the picture sharpness of the display.                                                                                                                                                                                                                          |
|                                                                                   | <b>Video Mode Adjustment</b> | To adjusts the video mode between Full Screen or 4:3.                                                                                                                                                                                                                    |

| Icon                                                                                | Menu and submenus      | Description                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>Setup Menu</b>      | <p>When you select <b>Setup Menu</b>, you can choose <b>Language Select</b>, <b>OSD Position</b>, <b>OSD Time Out</b>, <b>OSD Background</b> and <b>Self-Diagnostic</b> from the list.</p>  |
|                                                                                     | <b>Language</b>        | To select one of the following languages: English, Spanish, French, German, Brazilian Portuguese, Russian, Japanese or Simplified Chinese.                                                                                                                                    |
|                                                                                     | <b>OSD Position</b>    | <p>Adjust the horizontal position of the OSD.</p> <p>Adjust the vertical position of the OSD.</p>                                                                                                                                                                             |
|                                                                                     | <b>OSD Time Out</b>    | To set the displaying time of OSD.                                                                                                                                                                                                                                            |
|                                                                                     | <b>OSD Background</b>  | Allows the user to change the OSD Transparency from 0/20/40/60/80/100.                                                                                                                                                                                                        |
|                                                                                     | <b>Self-Diagnostic</b> | Enables you to check if your monitor is functioning properly.                                                                                                                                                                                                                 |
|  | <b>Memory Recall</b>   | Restore all preset values to the factory default settings.                                                                                                                                                                                                                    |

## OSD warning messages

The following Power Warning Message box applies to OSD functions for the first time.

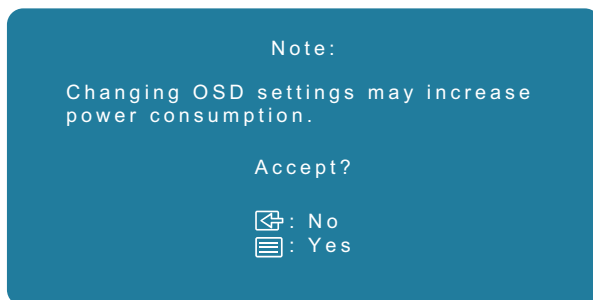


**Figure 27. Power warning message**

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

In the active-off mode, you could only press  button into Input Select.

If DP or HDMI cable is not connected, a floating dialog box as shown below appears. The monitor enters sleep mode, and the LED color indicates is orange.



**Figure 28. Signal cable disconnected warning message**

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



**Figure 29. Out of range warning message**

See [Troubleshooting](#) for more information.

## Setting the maximum resolution

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

To set the maximum resolution for the monitor:

In Windows 10 and Windows 11:

1. Right-click the desktop and click **Display settings**.
2. If you have more than one monitor connected, ensure that you select **G2725D**.
3. Click the **Display settings** 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 [www.dell.com/support](http://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 non-Dell computer and download the latest graphic card drivers.
- Go to the graphics card's website and download the latest graphic card drivers.

# 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 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 the following message appears. While in self-test mode, the power LED remains blue.



**Figure 30. Signal cable disconnected warning message**

 **NOTE:** This message also appears during normal operation, when the video cable is disconnected or damaged.

4. Turn off your monitor and reconnect the video cable; then turn on your computer and the monitor. If your monitor remains dark after you reconnect the cables, check your video controller and computer.

## Built-in diagnostics

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

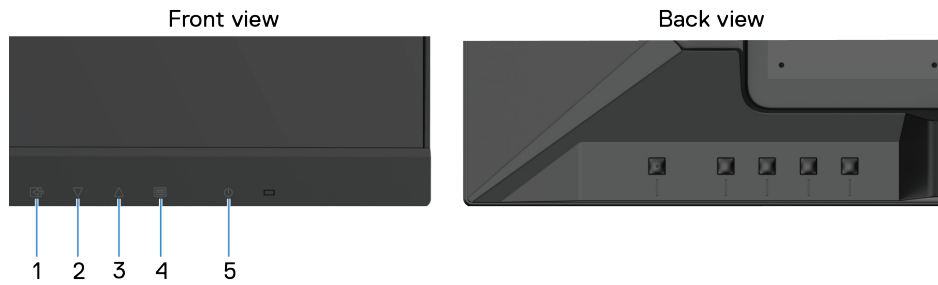


**Figure 31. Built-in diagnostics function buttons**

### Method 1:

1. Turn off the monitor and remove all the connected signal cables.
2. Press the  $\nabla + \Delta + \text{Power}$  buttons combination key, and the monitor displays the built-in diagnosis screen, where the red, green, blue, black, and white pictures switch automatically.
3. Press the  $\text{Power}$  button to turn off the computer and exit the built-in diagnosis function.

### Method 2:

1. Plug in the power cable and signal cables, and then turn on the monitor.
2. Press the  $\text{Menu}$  button to display the OSD main menu.
3. Press the  $\Delta$  and  $\nabla$  buttons to select **Setup Menu > Self-Diagnostic** to initiate the self-diagnostic process.
4. When initiated, a gray screen appears. Inspect the screen for abnormalities.
5. Press the  $\text{Exit} / \nabla / \Delta / \text{Menu}$  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 completed when the text screen appears. To exit, press the  $\text{Exit} / \nabla / \Delta / \text{Menu}$  button again.

## Common problems

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

**Table 20.** Common problems and solutions.

| Common symptoms           | Possible solutions                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No video/Power LED off    | <ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>Ensure that the power button is pressed.</li> <li>Ensure that the correct input source is selected using the <a href="#">Input Select</a> menu.</li> </ul> |
| No video/Power LED on     | <ul style="list-style-type: none"> <li>Increase brightness and contrast controls using the OSD.</li> <li>Perform monitor self-test feature check.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the built-in diagnostics.</li> <li>Ensure that the correct input source is selected using the <a href="#">Input Select</a> menu.</li> </ul>                                      |
| Poor focus                | <ul style="list-style-type: none"> <li>Eliminate video extension cables.</li> <li>Reset the monitor to Factory Settings (<b>Memory Recall</b>).</li> <li>Change the video resolution to the correct aspect ratio.</li> </ul>                                                                                                                                                                                         |
| Shaky/Jittery video       | <ul style="list-style-type: none"> <li>Reset the monitor to Factory Settings (<b>Memory Recall</b>).</li> <li>Check environmental factors.</li> <li>Relocate the monitor and test in another room.</li> </ul>                                                                                                                                                                                                        |
| Missing pixels            | <ul style="list-style-type: none"> <li>Cycle power On-off.</li> <li>A pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/pixelguidelines">www.dell.com/pixelguidelines</a>.</li> </ul>                                                            |
| Stuck-on pixels           | <ul style="list-style-type: none"> <li>Cycle power On-off.</li> <li>A pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/pixelguidelines">www.dell.com/pixelguidelines</a>.</li> </ul>                                                            |
| Brightness problems       | <ul style="list-style-type: none"> <li>Reset the monitor to Factory Settings (<b>Memory Recall</b>).</li> <li>Adjust brightness and contrast controls using OSD.</li> </ul>                                                                                                                                                                                                                                          |
| Geometric distortion      | <ul style="list-style-type: none"> <li>Reset the monitor to Factory Settings (<b>Memory Recall</b>).</li> <li>Adjust horizontal and vertical using OSD.</li> </ul>                                                                                                                                                                                                                                                   |
| Horizontal/Vertical lines | <ul style="list-style-type: none"> <li>Reset the monitor to Factory Settings (<b>Memory Recall</b>).</li> <li>Perform monitor self-test feature check and determine if these lines are also in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the built-in diagnostics.</li> </ul>                                                                                |
| Synchronization problems  | <ul style="list-style-type: none"> <li>Reset the monitor to Factory Settings (<b>Memory Recall</b>).</li> <li>Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Restart the computer in safe mode.</li> </ul>                                                                    |
| Safety-related issues     | <ul style="list-style-type: none"> <li>Do not perform any troubleshooting step.</li> <li>Contact Dell immediately.</li> </ul>                                                                                                                                                                                                                                                                                        |
| Intermittent problems     | <ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Reset the monitor to Factory Settings (<b>Memory Recall</b>).</li> <li>Perform a monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>                                                               |

| Common symptoms                                                           | Possible solutions                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Missing color                                                             | <ul style="list-style-type: none"> <li>Perform monitor self-test feature check.</li> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Check for bent or broken pins in the video cable connector.</li> </ul>                                                                                          |
| Wrong color                                                               | <ul style="list-style-type: none"> <li>Change the <b>Preset Mode</b> in the <b>Color Adjust</b> OSD to Graphics or Video depending on the application.</li> <li>Try different <b>User Color</b> in <b>Color Adjust</b> OSD. Adjust <b>R/G/B</b> value in <b>User Color</b> OSD if the <b>Preset Mode</b> is turned off.</li> <li>Run the built-in diagnostics.</li> </ul> |
| Image retention from a static image left on the monitor for a long period | <ul style="list-style-type: none"> <li>Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in the Windows Power Options or Mac Energy Saver setting.</li> <li>Alternatively, use a dynamically changing screensaver.</li> </ul>                                                                                                     |
| Video ghosting or overshooting                                            | <ul style="list-style-type: none"> <li>Change the <b>Response Time</b> in the <b>Contrast/Brightness</b> OSD to <b>Off/1/2/3</b> depending on your application and usage.</li> </ul>                                                                                                                                                                                      |

## Product-specific problems

**Table 21.** Product-specific problems and solutions.

| Specific symptoms                                                     | Possible solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Screen image is too small                                             | <ul style="list-style-type: none"> <li>Check the <b>Video Mode Adjustment</b> setting in the <b>Manual Image Adjust</b> settings OSD.</li> <li>Reset the monitor to Factory Settings (<b>Memory Recall</b>).</li> </ul>                                                                                                                                                                                                                                            |
| Cannot adjust the monitor with the buttons on the bottom of the panel | <ul style="list-style-type: none"> <li>Turn off the monitor, unplug the power cable, plug back, and then turn on the monitor.</li> <li>Check whether the OSD menu is locked. If yes, press the  button and  button for 10 seconds to unlock (for more information, see Lock).</li> </ul> |
| No input signal when user controls are pressed                        | <ul style="list-style-type: none"> <li>Check the signal source. Ensure that the computer is not in standby or sleep mode by moving the mouse or pressing any key on the keyboard.</li> <li>Check if the video cable is plugged in properly. Disconnect and reconnect the video cable if necessary.</li> <li>Reset the computer or video player.</li> </ul>                                                                                                         |
| The picture does not fill the entire screen                           | <ul style="list-style-type: none"> <li>Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>Run the built-in diagnostics.</li> </ul>                                                                                                                                                                                                                                                                            |

# Regulatory information

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

For FCC notices and other regulatory information, see the regulatory compliance at [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance)

## **EU product database for energy label and product information sheet**

G2725D: <https://eprel.ec.europa.eu/qr/2070108>

# Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [www.dell.com/contactdell](http://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 about your purchase invoice, packing slip, bill, or Dell product catalog.