


# **Dell Pro 24 Conferencing Monitor**

## **E2426HB**

### 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.

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# Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure in this document assumes that you have read the safety information that is 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 pressed with a sharp object.
  - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
  - Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
  - Connect the power cable from the monitor to a wall outlet that is near and accessible. See [Connecting your monitor](#).
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

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

# About your monitor

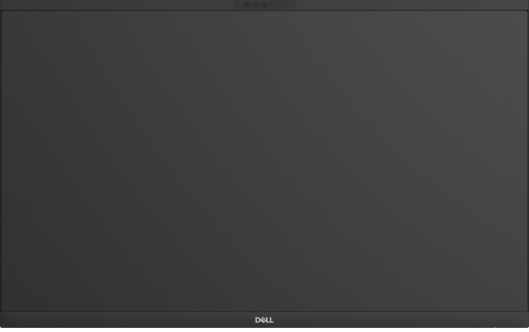

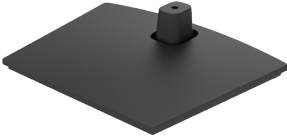





## Package contents

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

**NOTE:** To set up the stand from any other source, see the documentation that comes with the stand for instructions.

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

Component image	Component description
	Monitor
	Stand riser
	Stand base
	Power cable (varies by country or region)
	HDMI 1.4 cable (1.80m)
	DisplayPort-DisplayPort 1.4 cable (1.80 m)
	USB Type-A to Type-B cable (1.80 m)
	<ul style="list-style-type: none"> <li>• QR Card</li> <li>• Safety, Environmental, and Regulatory Information</li> </ul>

## Information available on the packaging

Before you open the box, ensure that the box is oriented correctly:

1. Lay the packaging box on a flat surface such that the opening flap is at the top.
2. Lift the opening flap and remove the components.

The ports on the monitor are as follows:

- 1 HDMI port
- 2 DP ports
- 1 USB-B port
- 4 USB-A ports

The following are the accessories that ship within the box:

- Power cable
- HDMI cable
- DP cable
- USB-B to USB-A cable

For information about recycling, see the [Dell recycling](#) website.

## Product features

The **Dell E2426HB** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), anti-static and LED backlight. The monitor has the following features:

- 604.70 mm (23.8 in.) active area display (measured diagonally) with a 1920 x 1080 (16:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angles of 178 degrees in vertical and horizontal directions.
- Color gamut of NTSC Min.72% (CIE 1931).
- Digital connectivity with DP, HDMI, USB port.
- Integrated speakers (2 x 3W).
- Tilt, swivel, pivot, and height adjustment capabilities.
- Removable pedestal stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Plug-and-play capability (if supported by your computer).
- On-Screen Display (OSD) adjustments for ease of setup and screen optimization.
- Power and OSD buttons lock.
- Security lock slot.
- $\leq 0.3$  W in Off Mode.
- Certified for Windows Hello® (Face Authentication).
- Supports Dell Display and Peripheral Manager.
- Optimize eye comfort with a flicker-free screen and low blue light feature to minimize hazard of blue light emission.
- Dell ComfortView Plus is an integrated low blue light screen feature that improves eye comfort by reducing potentially harmful blue light emissions without compromising color. Through ComfortView Plus technology, Dell has reduced harmful blue light exposure from  $\leq 50\%$  to  $\leq 35\%$ . This monitor is certified with TÜV Rheinland Eye Comfort 3.0 with a 3-star rating. It incorporates key technologies that also deliver a flicker-free screen, up to 100 Hz refresh rate, a color gamut of NTSC Min.72% (CIE 1931), color accuracy. Dell ComfortView Plus feature is enabled by default on your monitor.
- This monitor uses a low blue light panel. When the monitor is reset to factory settings or default setting.\*

### Blue light ratio:

The ratio of light in the range from 415nm–455nm compared to 400nm–500nm is less than 50%.

**Table 2. Blue light ratio**

Category	Blue light ratio
1	$\leq 20\%$
2	$20\% < R \leq 35\%$
3	$35\% < R \leq 50\%$

- Decreases the level of hazard blue light emitted from the screen to make viewing more comfortable for your eyes without distortion of color accuracy.
- The monitor adopts Flicker-Free technology, which eliminates visible flicker, providing a comfortable viewing experience and preventing eye strain and fatigue.

### About TÜV Rheinland Eye Comfort 3.0

TÜV Rheinland Eye Comfort 3.0 certification program presents a consumer-friendly star rating scheme to the display industry promoting eye wellness from safety to eye care. Compared to existing certifications, the 5-star-rating program adds rigorous testing requirements on overall eye care attributes such as low blue-light, flicker-free, refresh rate, color gamut, color accuracy and ambient light sensor performance. It lays out requirement metrics and rates the product performance on five levels, and the sophisticated technical assessment process provides consumers and buyers with indicators that are easier to judge.

The eye wellness factors being considered remain constant, however, the standards for the various star ratings are different. The higher the star rating, the more stringent the standards. The table below lists the major eye comfort requirements which apply in addition to the basic eye comfort requirements (such as pixel density, uniformity of luminance and color, and freedom of movement).

For more information around **TÜV Eye Comfort certification** see:

[Eye Comfort Certification](#)



**Table 3. Eye Comfort 3.0 Requirements**

Eye Comfort 3.0 Requirements and Star Rating Scheme for Monitors				
Category	Test item	Star Rating Scheme		
		3-star	4-star	5-star
Eye Care	Low Blue Light	TÜV Hardware LBL Category III ( $\leq 50\%$ ) or Software LBL solution <sup>1</sup>	TÜV Hardware LBL Category II ( $\leq 35\%$ ) or Category I ( $\leq 20\%$ )	TÜV Hardware LBL Category II ( $\leq 35\%$ ) or Category I ( $\leq 20\%$ )
	Flicker Free	TÜV Flicker Reduced or TÜV Flicker Free	TÜV Flicker Reduced or TÜV Flicker Free	Flicker Free
Ambient Light Management	Ambient Light Sensor performance	No sensor	No sensor	Ambient light sensor
	Intelligent CCT control	No	No	Yes
	Intelligent Luminance control	No	No	Yes
Image quality	Refresh Rate	$\geq 60$ Hz	$\geq 75$ Hz	$\geq 120$ Hz
	Luminance uniformity	Luminance uniformity $\geq 75\%$		
	Color Uniformity	Color uniformity $\Delta u'v' \leq 0.02$		
	Freedom of movement	Luminance changes shall decrease less than 50%; The colour shift is less than 0.01		
	Gamma difference	Gamma difference $\leq \pm 0.2$	Gamma difference $\leq \pm 0.2$	Gamma difference $\leq \pm 0.2$
	Wide color gamut <sup>2</sup>	NTSC <sup>3</sup> Min.72% (CIE 1931) or sRGB <sup>4</sup> Min 95% (CIE 1931)	sRGB <sup>4</sup> Min.95% (CIE 1931)	DCI-P3 <sup>5</sup> Min. 95% (CIE 1976) & sRGB <sup>4</sup> Min.95% (CIE 1931) or Adobe RGB <sup>6</sup> Min.95% (CIE 1931) & sRGB <sup>4</sup> Min.95% (CIE 1931)
Eye Comfort User Guide	User guide	Yes	Yes	Yes
Remark	<sup>1</sup> Software controls the blue light emission by reducing excessive blue light, resulting in a more yellow tone. <sup>2</sup> Color gamut describes the availability of colors in the display. Various standards were developed for specific purposes. 100% corresponds to the full color space as defined in the standard. <sup>3</sup> NTSC stands for National Television Standards Committee, which developed a color space for the television system that is used in the United States. <sup>4</sup> sRGB is a standard red, green, and blue color space that is in use on monitors, printers, and the World Wide Web. <sup>5</sup> DCI-P3, short for Digital Cinema Initiatives - Protocol 3, is a color space used in digital cinema that encompasses a wider range of colors than the standard RGB color space. <sup>6</sup> Adobe RGB is a color space created by Adobe Systems that encompasses a broader range of colors than the standard RGB color model, particularly in the cyans and greens.			

# Operating system compatibility

Windows 10 and later\*

\*The operating system compatibility on Dell 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 branded monitor firmware, software application, or driver updates are available on the Dell support website.

# Identifying parts and controls

## Front view

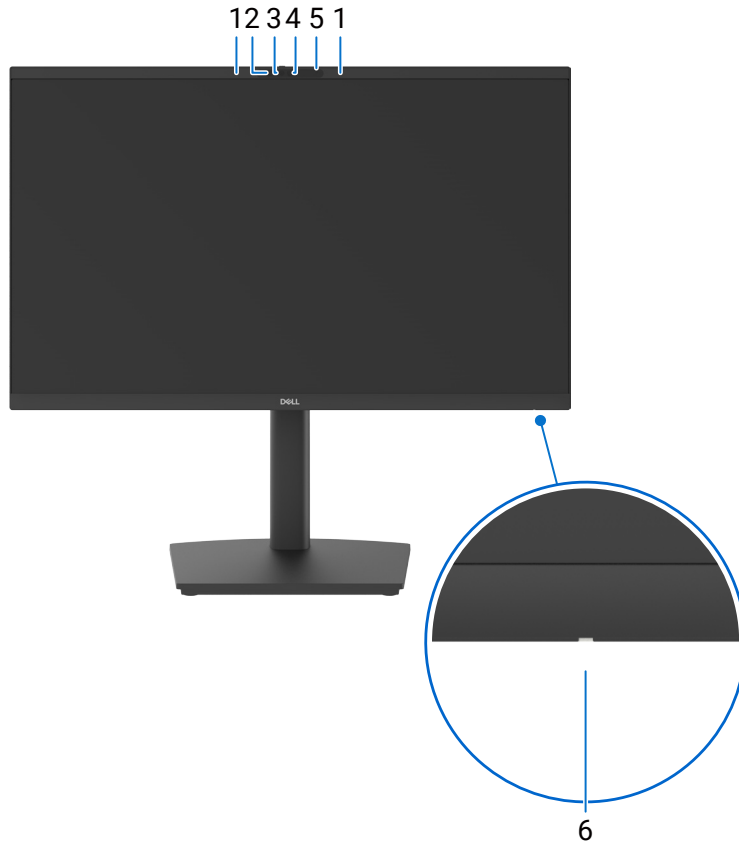
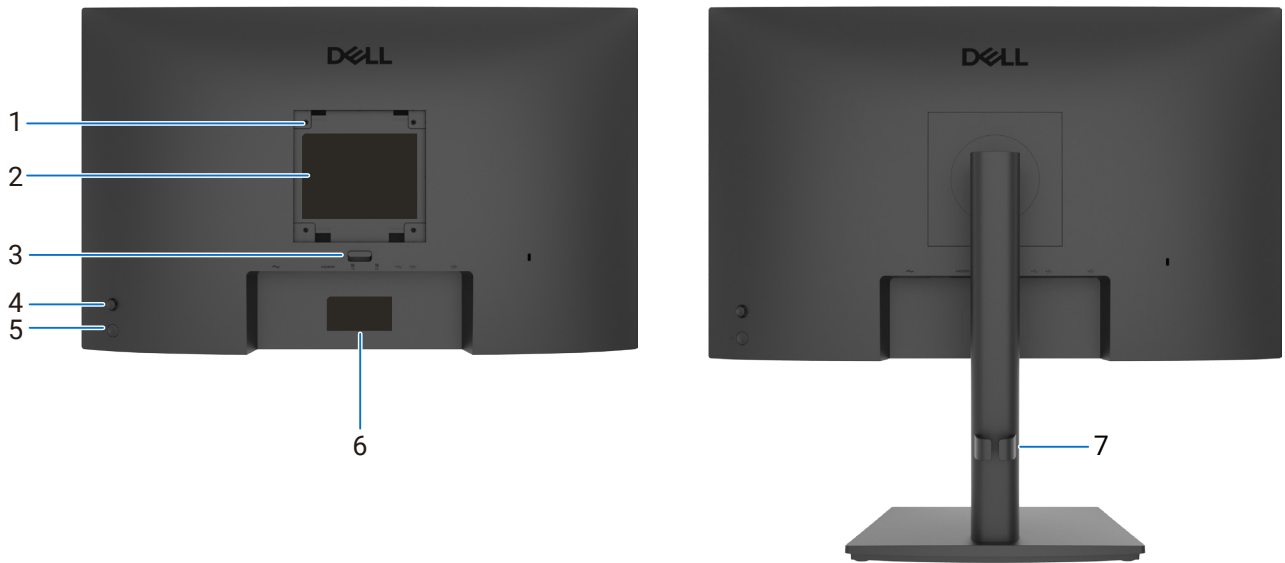


Figure 3. Front view

Table 4. Components and descriptions.

Label	Description	Function
1	Microphones	Monitor microphones (Mic).
2	IR LED	Indicator of infrared (IR).
3	IR Camera	Supports the face recognition feature.
4	Main Camera	Transmits your image in a video conference.
5	Webcam LED indicator	Indicator of Webcam. It will light up in white when webcam is in use.
6	Power LED Indicator	Solid white light indicates that the monitor is turned on and is functioning. Blinking white light indicates that the monitor is in Standby Mode.

## Back view



**Figure 4. Back view**

**Table 5. Components and descriptions.**

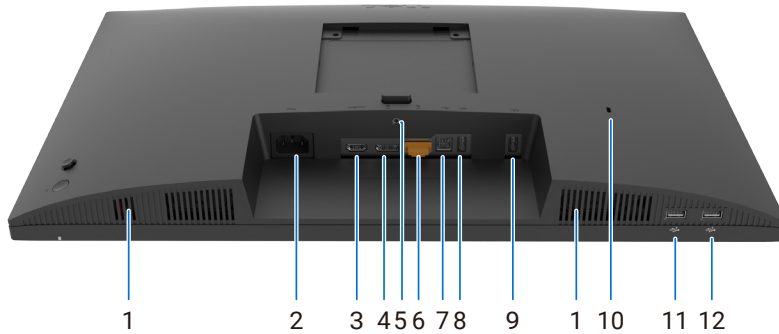
Label	Description	Function
1	VESA mounting 4 holes (100 mm x 100 mm) - behind attached VESA cover	Wall-mount the monitor using VESA-compatible Wall-mount kit.
2	Regulatory information label	Lists the regulatory approvals.
3	Stand release button	Releases the stand from the monitor.
4	Joystick	Use it to control the OSD menu. For more information, see <a href="#">Operating the monitor</a> .
5	Power button	To turn the monitor on or off.
6	Regulatory label (including MyDell QR code, serial number, and Service Tag label)	See this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that allows Dell service technicians to identify your monitor's specifications and access warranty information.
7	Cable management guide	To organize the cables.

## Side view










**Figure 5. Side view**

## Bottom view



**Figure 6. Bottom view**

**Table 6. Components and descriptions.**

Label	Description	Function
1	Built-in speakers	Provides audio output.
2	 Power connector	Connect the power cable.
3	 HDMI port	Connect your computer with the HDMI cable.
4	 DisplayPort (in)	Connect your computer with the DisplayPort cable.
5	Stand lock	Locks the stand to the monitor using a M3 x 6 mm screw (screw not included).
6	 DisplayPort (Out)	Connect your computer with the DisplayPort cable.
7	 USB Type-B upstream port	Connect the USB cable that comes with your monitor to the computer. Once this cable is connected, you can use the USB downstream connectors on the monitor.
8,9	 USB Type-A 5Gbps downstream ports	Connect your USB device. You can use these ports only after you have connected the USB cable from the computer to the monitor. <b>NOTE:</b> To avoid signal interference, when a USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).
10	Security-lock slot (based on Kensington Security Slot)	Secures the monitor with a security cable lock (sold separately).
11,12	 USB Type-A 5Gbps downstream port	Connect your USB device. The USB port supports Battery Charging with BC1.2 5 V/1.5 A typical (2 A max) power charging (10W). <b>NOTE:</b> To avoid signal interference, when a USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

# Monitor specifications

**Table 7. Monitor specifications.**

Description	Value
Screen type	Active matrix-TFT LCD
Panel technology	In-Plane Switching (IPS) Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	604.7 mm (23.8 in.)
Active Area	
Horizontal	527.04 mm (20.75 in.)
Vertical	296.46 mm (11.67 in.)
Area	156246.28 mm <sup>2</sup> (242.18 in. <sup>2</sup> )
Pixel pitch	
Horizontal	0.2745 mm
Vertical	0.2745 mm
Pixel per inch (PPI)	93
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	300cd / m <sup>2</sup> (Typical)
Contrast ratio	1000:1 (typical)
Display screen coating	Anti-glare with hard-coating 3H
Backlight	LED Edgelight System
Response Time (Gray to Gray)	<ul style="list-style-type: none"> <li>Fast mode: 5 ms (gray to gray)</li> <li>Normal mode: 8 ms (gray to gray)</li> </ul>
Color depth	16.78 million colors
Color gamut	NTSC Min.72% (CIE1931)
Connectivity	<p><b>Video port</b></p> <ul style="list-style-type: none"> <li>1 HDMI 2.1 port (HDCP 1.4) (Supports up to FHD 1920 x 1080 120 Hz as per specified in HDMI 2.1 TMDS)*</li> <li>1 DisplayPort 1.4 (HDCP 1.4) ports (Supports up to FHD 1920 x 1080, 120 Hz)</li> <li>1 DisplayPort Out port 1.4 (HDCP 1.4) (Supports up to FHD 1920 x 1080, 120 Hz)</li> </ul> <p><b>USB port</b></p> <ul style="list-style-type: none"> <li>2 USB Type-A 5Gbps downstream ports</li> </ul> <p><b>Quick Access</b></p> <ul style="list-style-type: none"> <li>2 USB Type-A 5Gbps downstream ports (BC1.2)</li> </ul>
Border width (edge of monitor to active area)	
Top	16.30 mm (0.64 in.)
Left/Right	5.80 mm (0.23 in.)
Bottom	17.43 mm (0.69 in.)
Adjustability	
Height adjustable stand	130.00 mm (5.12 in.)
Tilt	-5° to 21°
Swivel	-173° to 173°
Pivot	-90° to 90°
Cable management	Yes
Security	Security lock slot (cable lock sold separately)
Speaker rated power	2 x 3W

\* Not supporting the HDMI 2.1 optional specification, including HDMI Ethernet Channel (HEC), Audio Return Channel (ARC), standard for 3D format and resolutions, standard for 4K digital cinema resolution, HDR, Fixed Rate Link (FRL), Variable Refresh Rate (VRR) Enhanced audio return channel (eARC), Quick Media Switching (QMS), Quick Frame Transport (QFT), Auto Low Latency Mode (ALLM), Display Stream Compression (DSC), and Source-Based Tone Mapping (SBTM). HDMI 2.1 supports TMDS 18Gbps.

## Resolution specifications

**Table 8.** Resolution specifications.

Description	Value
Horizontal frequency	30 kHz to 138 kHz
Vertical refresh rate	47 Hz to 120 Hz
Default preset resolution	1920 x 1080 at 60 Hz
Maximum preset resolution	1920 x 1080 at 120 Hz

## Supported video modes

**Table 9.** Supported video modes.

Description	Value
Video display capabilities (HDMI/DP playback)	480p, 576p, 720p, 1080p

## Preset display modes

**Table 10.** Preset display modes.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
IDF, 720 x 400	31.47	70.08	28.32	-/+
VESA, 640 x 480	31.47	59.94	25.18	-/-
VESA, 640 x 480	37.50	75.00	31.50	-/-
VESA, 800 x 600	37.88	60.32	40.00	+/+
VESA, 800 x 600	46.88	75.00	49.50	+/+
VESA, 1024 x 768	48.36	60.00	65.00	-/-
VESA, 1024 x 768	60.02	75.03	78.75	+/+
VESA, 1152 x 864	67.50	75.00	108.00	+/+
CVT, 1280 x 720	44.77	59.86	74.5	-/+
CVT, 1280 x 720	56.46	74.78	95.75	-/+
VESA, 1280 x 1024	63.98	60.02	108.00	+/+
VESA, 1280 x 1024	79.98	75.02	135.00	+/+
VESA, 1600 x 900	60.00	60.00	108.00	+/+
VESA, 1920 x 1080	67.50	60.00	148.50	+/+
CTA-RB, 1920 x 1080	137.26	119.98	285.5	+/-

## DP Multi-Stream Transport (MST) modes

**Table 11.** DP Multi-Stream Transport (MST) modes

Description	Value
MST source monitor	Maximum number of external monitors that can be supported
	1920 x 1080 at 120 Hz
	8 bit
HBR3	3
HBR2	2

## Electrical specifications

**Table 12.** Electrical specifications.

Description	Value
Video input signals	<ul style="list-style-type: none"> <li>Digital video signal for each differential line per differential line at 100 Ω impedance</li> <li>HDMI/DP signal input support</li> </ul>
Input voltage/frequency/current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 1.5 A (typical)
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>

Description	Value
Power consumption	<ul style="list-style-type: none"> <li>• 0.3 W (Off Mode)<sup>1</sup></li> <li>• 0.5 W (Standby Mode)<sup>1</sup></li> <li>• 13.8 W (On Mode)<sup>1</sup></li> <li>• 74 W (maximum)<sup>2</sup></li> <li>• 12.8 W (P<sub>on</sub>)<sup>3</sup></li> <li>• 41.3 kWh (TEC)<sup>3</sup></li> </ul>


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

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

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

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

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

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

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

## Webcam specifications

**Table 13. Webcam specifications.**

Description	Value
Video Resolution & Frame Size	<ul style="list-style-type: none"> <li>• 5M (2592 x 1944) @ 30 fps</li> <li>• 2K (2560 x 1440) @ 30 fps</li> <li>• FHD (1920 x 1080) @ 30 fps</li> <li>• HD (1280 x 720) @ 30 fps</li> </ul>
USB Interface	USB 2.0
Field of view	88 degrees
Shutter	Manual shutter
Windows Hello	Yes
Auto Framing	Yes
Fixed Focus	0.5 m
Aperture	F2.0

## Speaker specifications

**Table 14. Speaker specifications.**

Description	Value
Speaker rated power	2 x 3 W
Frequency Response	315 Hz - 10 kHz
Impedance	8 ohm

## Microphone specifications

**Table 15. Microphone specifications.**

Description	Value
Microphone type	Digital microphone x 2

## Physical characteristics

**Table 16. Physical characteristics.**

Description	Value
<b>Dimensions (with stand)</b>	
Height (extended)	497.69 mm (19.59 in.)
Height (compressed)	367.69 mm (14.48 in.)
Width	538.64 mm (21.21 in.)
Depth	211.46 mm (8.33 in.)
<b>Dimensions (without stand)</b>	
Height	330.19 mm (13.00 in.)
Width	538.64 mm (21.21 in.)
Depth	61.42 mm (2.42 in.)
<b>Stand dimensions</b>	
Height (extended)	400.00 mm (15.75 in.)
Height (compressed)	348.10 mm (13.70 in.)
Width	257.12 mm (10.12 in.)
Depth	211.46 mm (8.33 in.)
Base	257.12 mm x 196.33 mm (10.12 in. x 7.73 in.)
<b>Weight</b>	
Weight with packaging	6.71 kg (14.79 lb.)
Weight with stand assembly and cables	4.95 kg (10.92 lb.)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.05 kg (6.72 lb.)
Weight of stand assembly	1.50 kg (3.31 lb.)

## Dell Display and Peripheral Manager (DDPM) for Windows

DDPM is a software application that helps you set up and configure the Dell monitors and peripherals. Some of its features include:

1. Adjusting the monitor On-Screen Display (OSD) settings such as brightness, contrast, and resolution without needing to use the joystick on the monitor.
2. Arranging multiple applications on your screen by placing them into a template of your choice using Easy Arrange.
3. Assign applications or files to the partitions of Easy Arrange, save the layout as a profile, and restore the profile automatically with Easy Arrange Memory when needed.
4. Connect the Dell Monitor to multiple input sources and manage these video inputs using the Input Source feature.
5. Customize each application with its own distinct color mode using the Color Preset feature.
6. Replicate software application settings from one monitor to another identical monitor using the Import/Export application settings feature.

**NOTE:** Some features of the DDPM mentioned above are available only on select monitor models. For more information about DDPM, and the recommended computer configuration to install it, go to [Dell Display and Peripheral Manager](#).

## Environmental characteristics

**Table 17.** Environmental characteristics.

Description	Value
<b>Compliant standards</b>	<ul style="list-style-type: none"> <li>ENERGY STAR certified monitor</li> <li>EPEAT registered where applicable. EPEAT registration varies by country. See <a href="#">EPEAT</a> for registration status by country.</li> <li>TCO Certified &amp; TCO Certified edge.</li> <li>RoHS Compliant</li> <li>BFR/PVC free monitor (excluding external cables).</li> </ul>
<b>Temperature</b>	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating: Storage/Shipping	-20°C to 60°C (-4°F to 140°F)
<b>Humidity</b>	
Operating	10% to 80% (non-condensing)
Non-operating: Storage/Shipping	5% to 90% (non-condensing)
<b>Altitude</b>	
Operating (maximum)	5,000 m (16,404 ft)
Non-operating (maximum)	12,192 m (40,000 ft)
Thermal dissipation	252.50 BTU/hour (Maximum) 47.09 BTU/hour (On mode)

## Pin assignments

### DisplayPort (in)

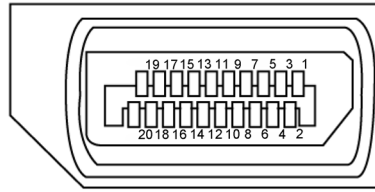
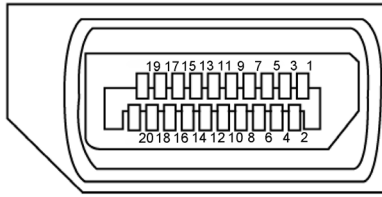


Figure 7. DisplayPort (in)

Table 18. DisplayPort (in).

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

## DisplayPort (out)

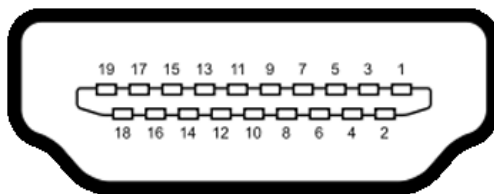


**Figure 8. DisplayPort (out)**

**Table 19. DisplayPort (out).**

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

## HDMI port



**Figure 9.** HDMI port

**Table 20.** HDMI port.

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

## Universal Serial Bus (USB)

This section provides information about the USB ports available on your display.

**NOTE:** Up to 2 A on USB Type-A downstream port with BC 1.2 compliance devices at Quick Access. Up to 0.9 A on the other USB downstream ports at rear.

Your monitor has the following USB ports:

- One USB 5Gbps Type-B upstream port - rear
- Four USB 5Gbps Type-A downstream ports - rear (2), and Quick Access (2)

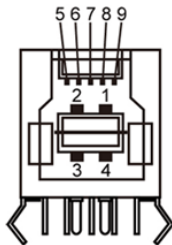
**NOTE:** The monitor's USB ports work only when the monitor is On or in the Standby Mode. If you turn off the monitor and then turn it on, the attached peripherals may take a few seconds to resume normal functionality.

**Table 21. Transfer speed, data rate and common power consumption of USB ports.**

Transfer speed	Data rate	Common power consumption (each port)
USB 5Gbps	5Gbps	4.5 W
USB 2.0*	480 Mbps	2.5 W
USB 1.0*	12 Mbps	2.5 W

\* Device speed when High Resolution is selected.

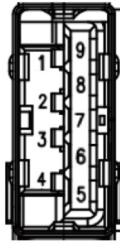
**Table 22. Pin number and signal name of USB Type-B 5Gbps upstream port.**



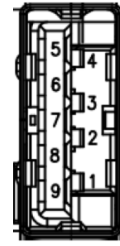
**Figure 10. USB Type-B 5Gbps upstream port**

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

**Table 23. Pin number and signal name of USB Type-A 5Gbps downstream ports.**



**Figure 11. USB Type-A 5Gbps downstream port (bottom)**



**Figure 12. USB Type-A 5Gbps downstream port (rear)**

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

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

## Plug-and-play capability

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

## LCD monitor quality and pixel policy

During the LCD Monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information about Dell Monitor Quality and Pixel Policy, see [Dell Display Pixel Guidelines](#).

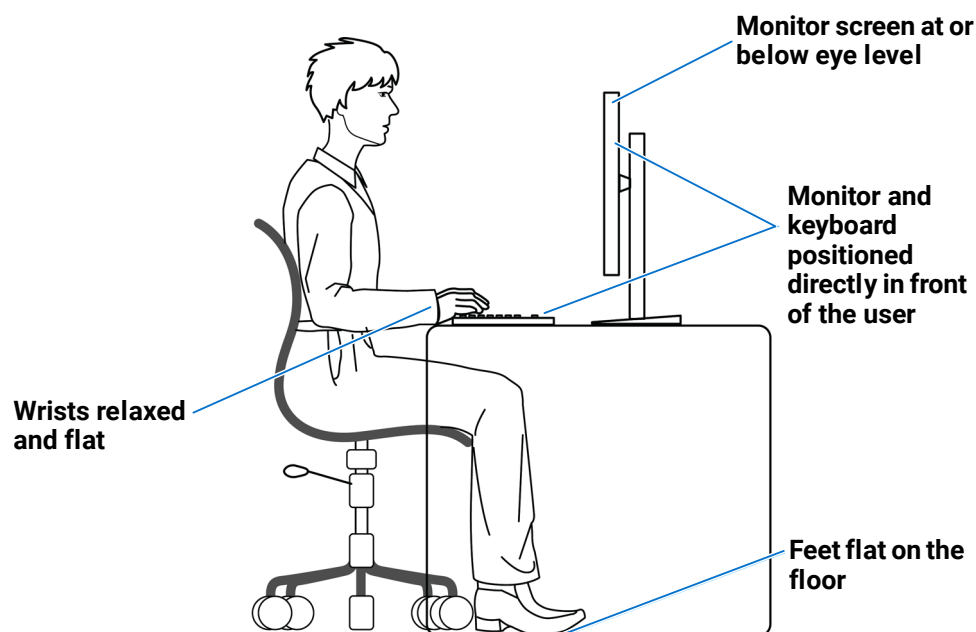
## Ergonomics

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

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

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

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

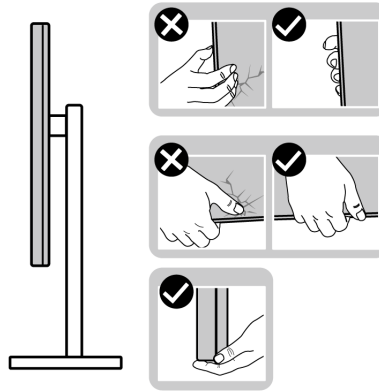


**Figure 13.** Ergonomics or comfort and efficiency

## Handling and moving your display

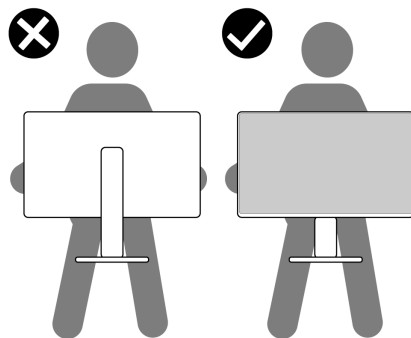
To ensure the monitor is handled safely when lifting or moving it, follow these guidelines:

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



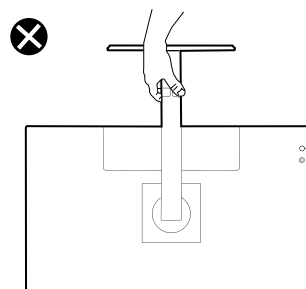
**Figure 14. Moving or lifting the monitor**

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



**Figure 15. Ensure 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 16. 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. If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- ⚠ WARNING:** Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so will allow liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.
- ⓘ NOTE:** Monitor damage due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.
- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

# Setting up the monitor

## Attaching 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.

To attach the monitor stand:

1. Align the tabs on the stand base with the slots on the stand riser.
2. Insert the stand riser on the stand base firmly.
3. Open the screw handle at the bottom of the stand base, and rotate it clockwise to tighten the screw firmly. Close the screw handle.



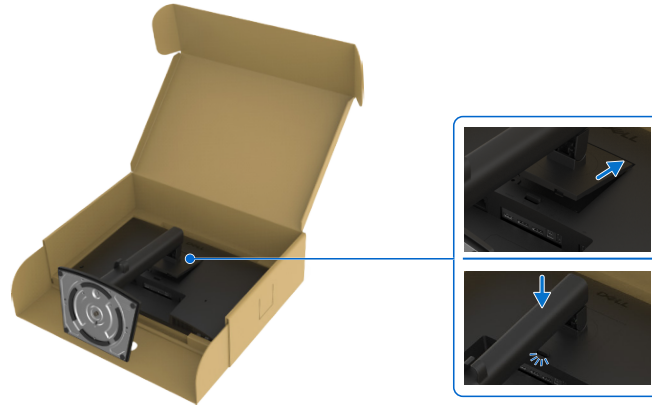
**Figure 17. Connecting the stand**

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



**Figure 18. Open the protective cover**

- Carefully insert the tabs on the stand riser into the slots on the display back-cover and press down the stand assembly to snap it into place.



**Figure 19.** Insert the tabs on the stand riser into the slots

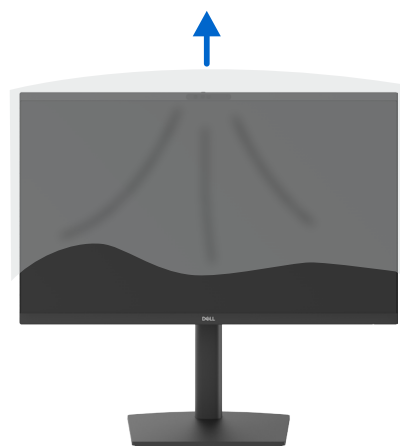
- Hold the stand riser and lift the monitor carefully, then place it on a flat surface.



**Figure 20.** Hold the stand riser and lift the monitor

- NOTE:** Hold the stand riser firmly when lifting the monitor to avoid any accidental damage.

- Lift the protective cover from the monitor.



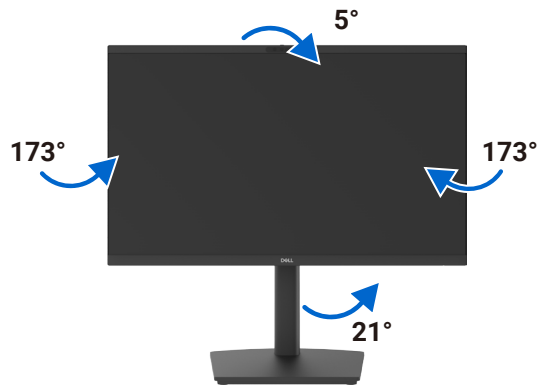
**Figure 21.** Lift the protective cover from the monitor

## Using the tilt, swivel, and height adjustment

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

### Tilt and swivel adjustment

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

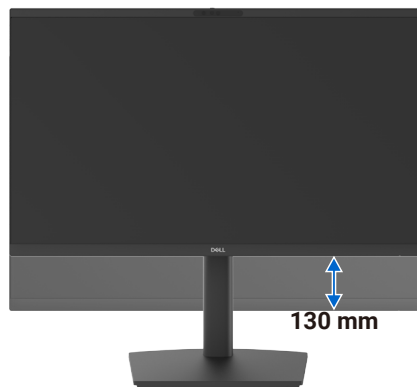


**Figure 22. Tilt and swivel adjustment**

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

### Height adjustment

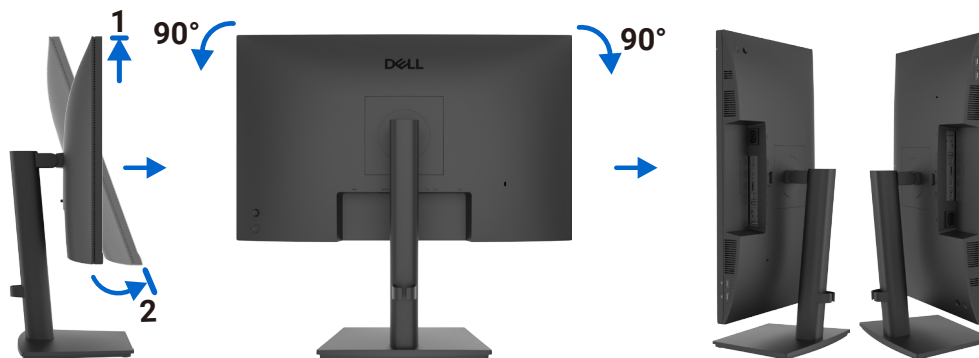
The stand extends vertically up to 130 mm. The following image illustrates how to extend the stand vertically.



**Figure 23. Height adjustment**

## Rotating the display

Before you rotate the display, extend the display vertically until the top of the stand riser and then tilt the display backwards until the maximum to avoid hitting the bottom edge of the display.



**Figure 24. Rotating the display**

**NOTE:** To toggle the display setting on your Dell computer between landscape and portrait when rotating the display, download and install the latest graphics driver. To download, go to [Dell Support Site](#), navigate to Drivers & Diagnostics and click **Find Drivers**, and search for the appropriate driver.

**NOTE:** When the display is in portrait mode, you may experience performance degradation when using graphic-intensive applications such as 3D gaming.

## Connecting your monitor

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

**⚠ WARNING:** For your safety, ensure that the grounded power outlet you plug the power cable 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.

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

**ⓘ NOTE:** Route the cables through the Cable management guide before connecting them.

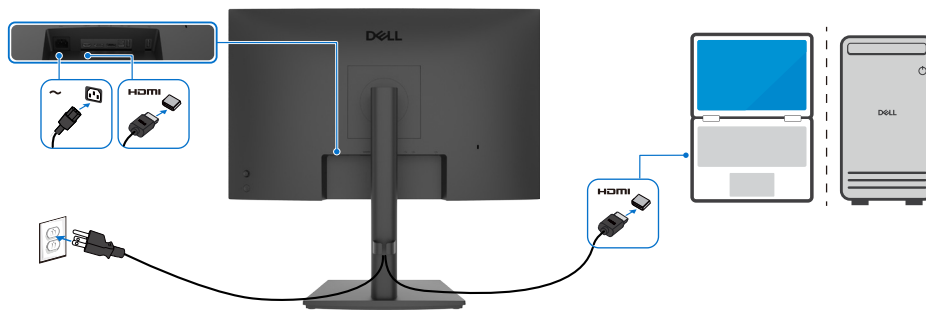
**ⓘ NOTE:** Do not connect all the cables to the computer simultaneously.

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

### To connect your monitor to the computer:

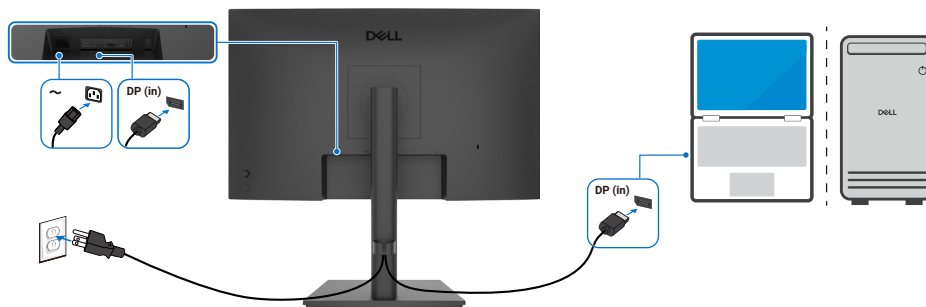
1. Turn off your computer and disconnect the power cable.
2. Connect the HDMI, DisplayPort, USB cable from your monitor to the computer.
3. Connect the power cable to the monitor and the wall outlet.
4. Turn on your monitor.
5. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

### Connecting the HDMI cable



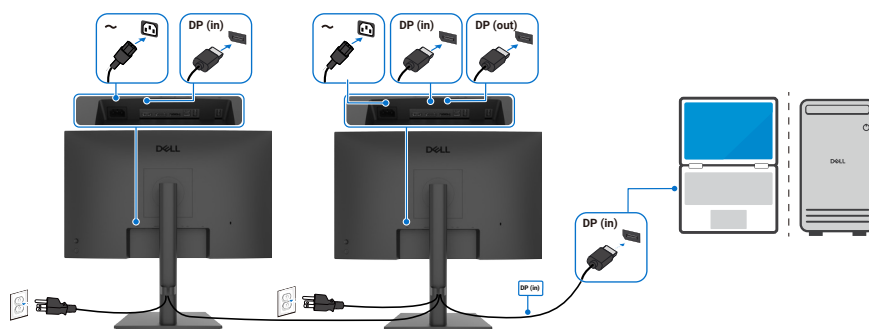
**Figure 25.** Connecting the HDMI cable

### Connecting the DisplayPort cable



**Figure 26.** Connecting the DisplayPort cable

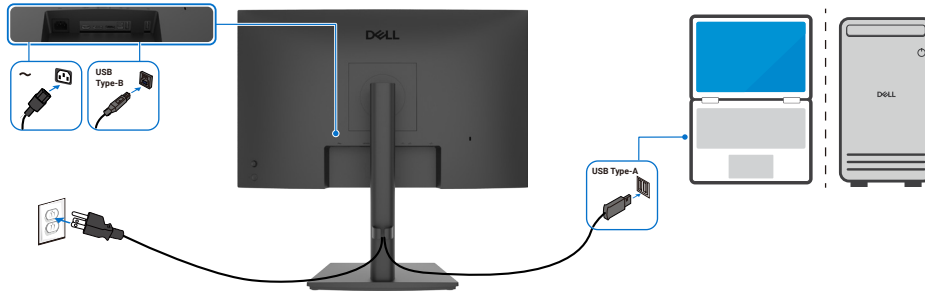
### Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function



**Figure 27.** Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function

**ⓘ NOTE:** Supports the DisplayPort MST feature. To use this feature, your computer graphic card must be certified to at least DP 1.2 with MST option.

## Connecting the USB Type-B to Type-A cable



**Figure 28.** Connecting the USB Type-B to Type-A cable

## Organizing your cables



**Figure 29.** Organizing your cables

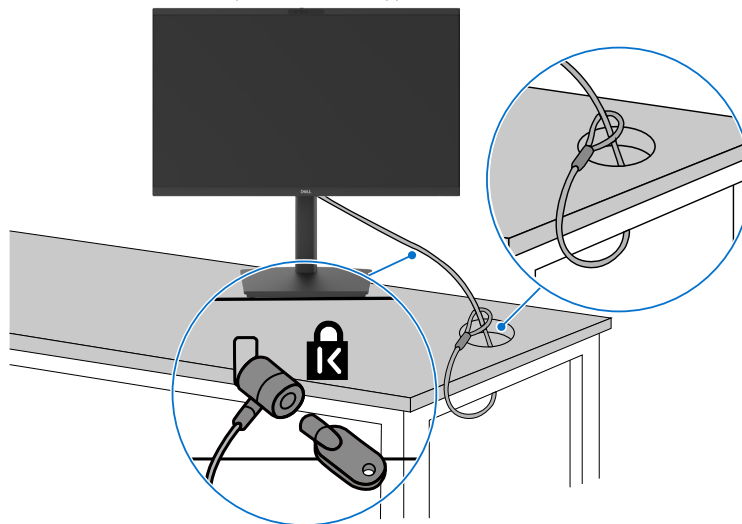
Use the cable-management guide to route the cables that are connected to your monitor. For more information, see [Connecting your monitor](#).

If your cable is short, connect it directly to the computer without routing through the slot on the monitor stand.

## Securing your monitor using Security lock (optional)

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

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



**Figure 30.** Securing your monitor using Kensington lock

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

## Removing the monitor stand

△ **CAUTION:** 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 specifically for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

To remove the stand:

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

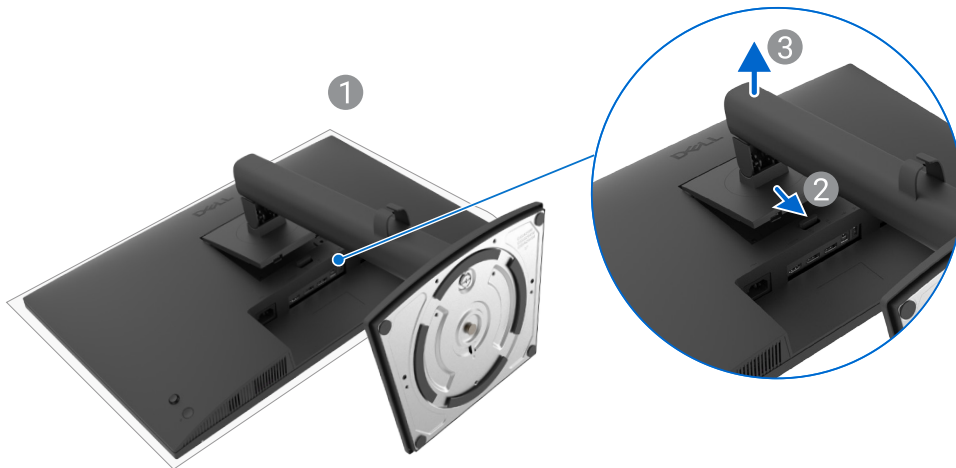


Figure 31. Removing the monitor stand

## VESA wall mounting (optional)

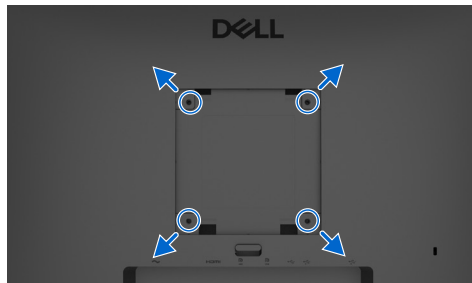


Figure 32. VESA wall mounting

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

1. Place the monitor on a soft cloth or cushion on a stable flat table.
2. Remove the stand (See [Removing the monitor stand](#)).
3. Using a Phillips crosshead screwdriver, remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the VESA-compatible kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that shipped with the wall-mounting kit.

① **NOTE:** Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit, for use only with UL or CSA or GS-listed wall mount bracket with minimum weight or load bearing capacity of 12.20 kg (26.90 lb).

# Operating the monitor

## Turn on the monitor

Press the power button to turn on the monitor.

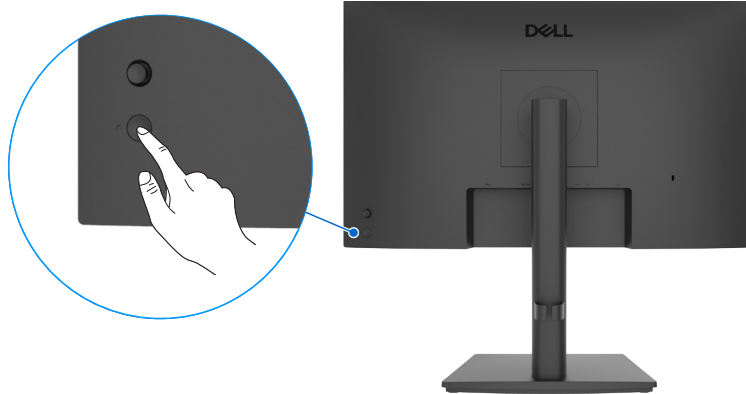


Figure 33. Power on the monitor

## Using the joystick control

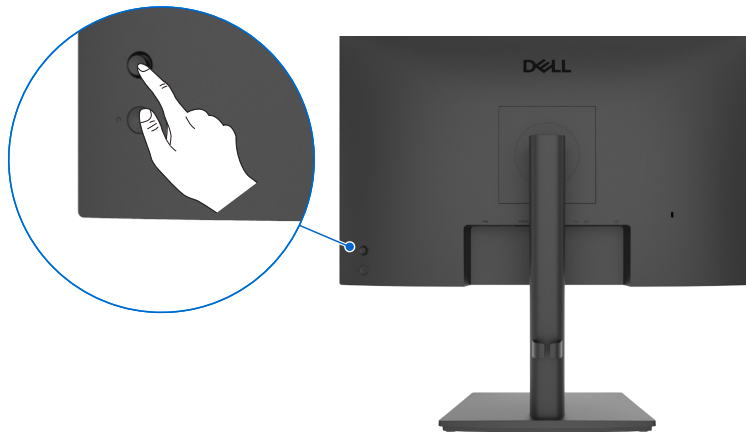





Figure 34. Using the joystick control

Use the joystick control on the back of the monitor to make On-Screen Display (OSD) adjustments.

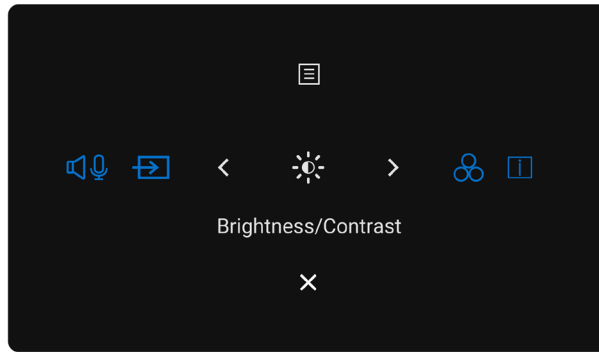
1. Press the Joystick to open the OSD Menu Launcher.
2. Move the Joystick **Up**, **Down**, **Left**, or **Right** to toggle between the OSD menu options.

Table 24. Joystick functions

Function	Description
	Press Joystick to open the OSD Menu Launcher.
	For right and left navigation.
	For up and down navigation.

# Using the Menu Launcher

Press the Joystick to open the OSD Menu Launcher.










**Figure 35. Menu Launcher**

- Toggle the Joystick **Up** to open the **Main Menu**.
- Toggle the Joystick **Left** or **Right** to select the desired **Shortcut Keys**.
- Toggle the Joystick **Down** to **Exit**.

## Menu Launcher details

The following table describes the Menu Launcher icons:

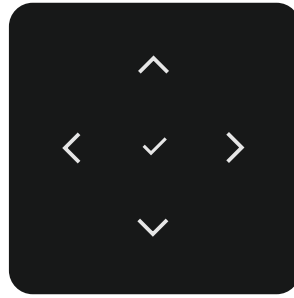
**Table 25. Menu Launcher description**

Menu Launcher icon	Description
 <b>Main Menu</b>	Opens the On-Screen Display (OSD). For more information see <a href="#">Using the On-Screen Display (OSD) menu</a> .
 <b>Audio Enabled (Shortcut key 1)</b>	To adjust the volume of the built-in speakers.
 <b>Input Source (Shortcut key 2)</b>	To choose from a list of <b>Input Source</b> .
 <b>Brightness/Contrast (Shortcut key 3)</b>	To access the <b>Brightness/Contrast</b> adjustment sliders.
 <b>Preset Modes (Shortcut key 4)</b>	Allows to choose from a list of Preset color modes.
 <b>Display Info (Shortcut key 5)</b>	Display Info description Displays the current settings of the monitor.
 <b>Exit</b>	To exit the Menu Launcher.

## Using the navigation keys






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

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



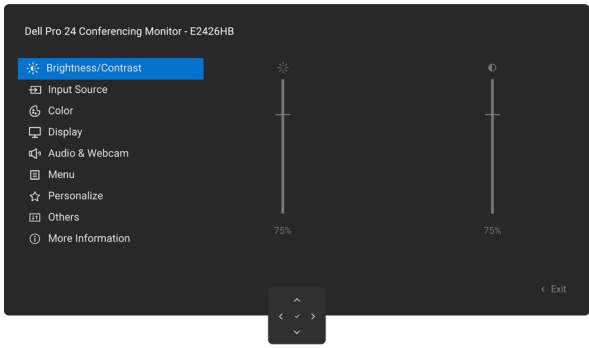
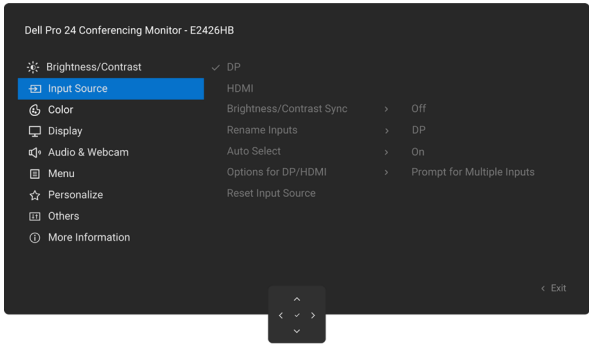
**Figure 36.** Navigation keys


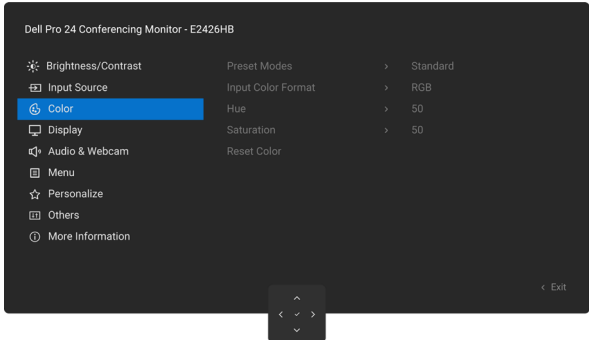
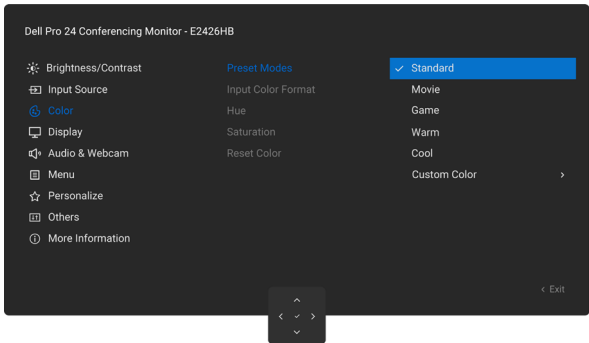
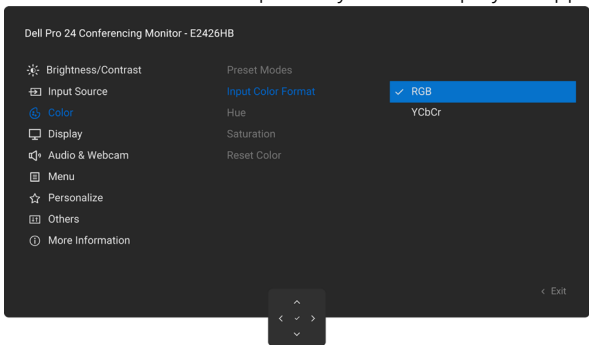


**Table 26.** Navigation keys description

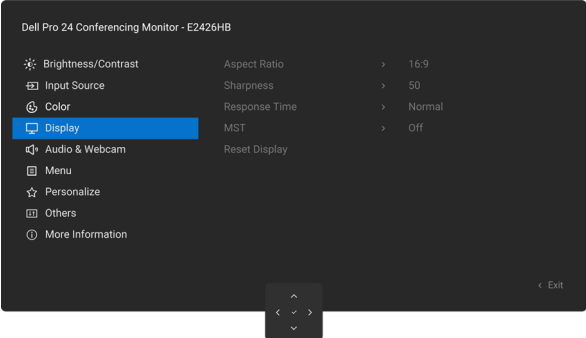

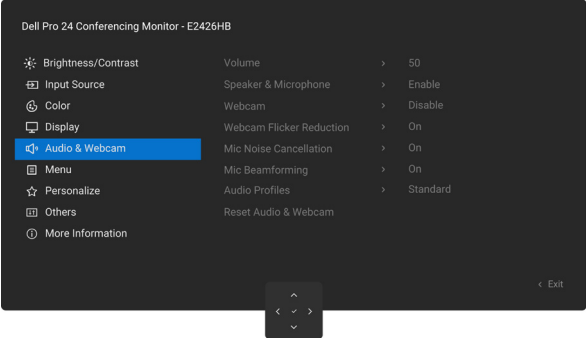
Navigation keys icons	Description
  Up Down	Use the <b>Up</b> (increase) and <b>Down</b> (decrease) navigation keys to adjust items in the OSD menu.
 Left	Use the <b>Left</b> navigation key to go back to the previous menu.
 Right	Use the <b>Right</b> navigation key to confirm your selection.
 OK	Press the joystick to confirm your selection.


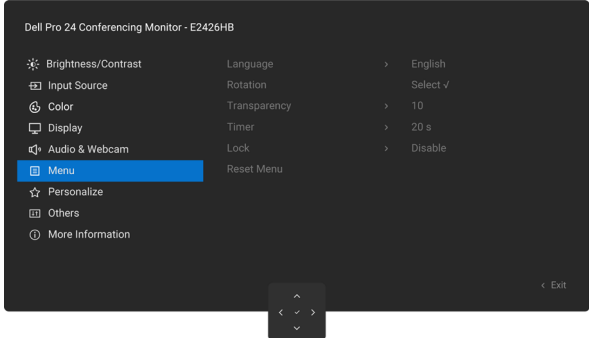
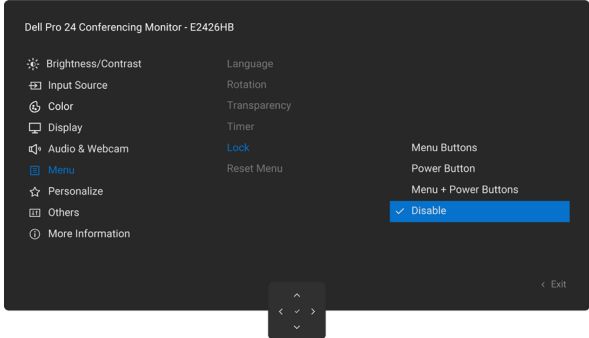

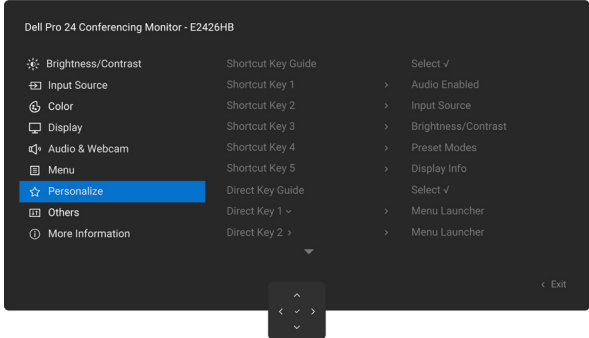
# Using the On-Screen Display (OSD) menu

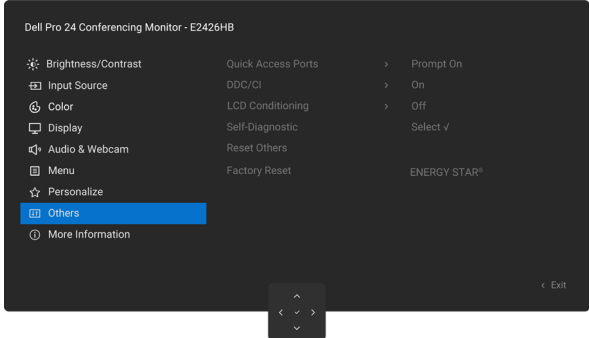

**Table 27. On-Screen-Display (OSD) menu description**


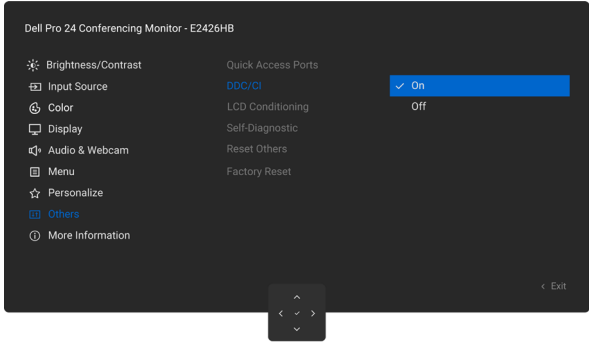
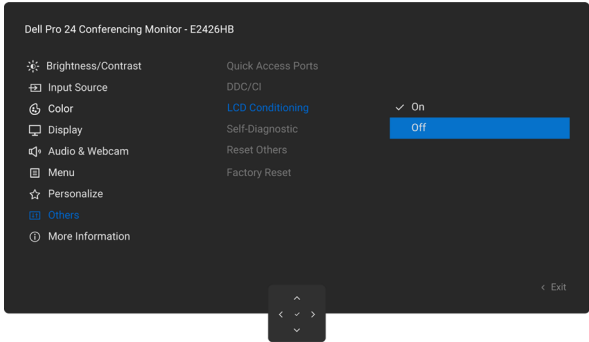

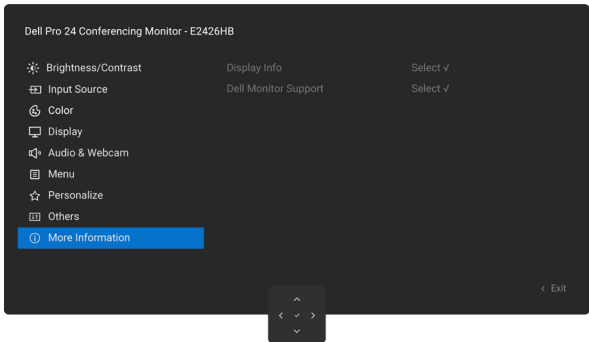
Icon	Menu and submenus	Description
☀️	<b>Brightness/Contrast</b>	Adjusts the brightness and contrast of the display. 
	<b>Brightness</b>	Adjusts the luminance of the backlight (Range: 0–100). Use the <b>Up</b> navigation key to increase brightness. Use the <b>Down</b> navigation key to decrease brightness.
	<b>Contrast</b>	Adjust brightness first, and adjust contrast only if you need further adjustment. Use the <b>Up</b> navigation key to increase contrast and Use the <b>Down</b> navigation key to decrease contrast (Range: 0–100). The <b>Contrast</b> function adjusts the degree of difference between darkness and lightness on the monitor screen.
➡️	<b>Input Source</b>	Selects between different video inputs that are connected to your monitor. 
	<b>DP</b>	Select <b>DP</b> input when you are using the <b>DP</b> (DisplayPort) connector. Press the Joystick to confirm the selection.
	<b>HDMI</b>	Select the <b>HDMI</b> input when you are using the <b>HDMI</b> port. Press the Joystick to confirm the selection.
	<b>Brightness/Contrast Sync</b>	Select On to apply unified Brightness and Contrast level to all input sources. Select Off to have independent Brightness and Contrast settings.
	<b>Rename Inputs</b>	Allows you to <b>Rename Inputs</b> .
	<b>Auto Select</b>	Allows you to scan for available input sources. Press the joystick to confirm the selection.
	<b>Option for DP/HDMI</b>	Allows you to set this feature to: <ul style="list-style-type: none"> <li>• <b>Prompt for Multiple Inputs:</b> Always show Switch to DP/HDMI Video Input message for user to choose whether to switch or not.</li> <li>• <b>Always Switch:</b> The monitor always switches to DP/HDMI video by default while DP/HDMI is connected.</li> <li>• <b>Off:</b> The monitor does not auto-switch to DP/HDMI video from another available input.</li> </ul>
	<b>Reset Input Source</b>	Resets <b>Input Source</b> to the default settings.



Icon	Menu and submenus	Description
	<b>Color</b>	Adjusts the color setting mode. 
	<b>Preset Modes</b>	Allows you to choose from the list of preset color modes.  <ul style="list-style-type: none"> <li>• <b>Standard:</b> Default Color setting, this monitor uses a low blue light panel, and is certified by TUV to reduce blue light output and create a more relaxing and less stimulating image while reading content on the screen.</li> <li>• <b>Movie:</b> Ideal for movies.</li> <li>• <b>Game:</b> Ideal for most gaming applications.</li> <li>• <b>Warm:</b> Presents colors at lower color temperatures. The screen appears warmer with a red/yellow tint.</li> <li>• <b>Cool:</b> Presents colors at higher color temperatures. The screen appears cooler with a blue tint.</li> <li>• <b>Custom Color:</b> Allows you to manually adjust the color settings (R/G/B) and create your own preset color mode.</li> </ul>
	<b>Input Color Format</b>	Allows you to set the video input mode to: <ul style="list-style-type: none"> <li>• <b>RGB:</b> Select this option if your monitor is connected to a computer or a media player that supports RGB output.</li> <li>• <b>YCbCr:</b> Select this option if your media player supports only YCbCr output.</li> </ul> 
	<b>Hue</b>	Use Joystick <b>Up</b> or <b>Down</b> to adjust the <b>Hue</b> from 0 to 100.  <b>NOTE:</b> Hue adjustment is available only for <b>Movie</b> and <b>Game</b> mode.
	<b>Saturation</b>	Use Joystick <b>Up</b> or <b>Down</b> to adjust the <b>Saturation</b> from 0 to 100.  <b>NOTE:</b> Saturation adjustment is available only for <b>Movie</b> and <b>Game</b> mode.
	<b>Reset Color</b>	Resets <b>Color</b> to the default settings.

Icon	Menu and submenus	Description
	<b>Display</b>	Use the <b>Display</b> menu to adjust the image. 
	<b>Aspect Ratio</b>	Adjust the image ratio to <b>16:9, 4:3, 5:4</b> .
	<b>Sharpness</b>	Adjust the image sharpness to look sharper or softer.
	<b>Response Time</b>	Allows you to set the <b>Response Time</b> to <b>Normal, Fast</b> .
	<b>MST</b>	DP Multi Stream Transport, Set to ON enables MST (DP out), Set to OFF disables the MST function. <i>NOTE:</i> When DP/USB-B upstream cable and DP downstream cable are connected, the monitor sets MST=ON automatically, this action will only be done once after Factory Reset or Display Reset. See <a href="#">Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function</a> .
	<b>Reset Display</b>	Resets <b>Display</b> to the default settings.
	<b>Audio &amp; Webcam</b>	Use the Audio Settings menu to adjust the audio settings. 
	<b>Volume</b>	Allows you to set the volume level of audio source.
	<b>Speaker &amp; Microphone</b>	Select Enable the speaker and microphone functions. Move the joystick to select Mute or Unmute for the speaker or microphone. <i>NOTE:</i> Disabling “Speaker & Microphone” will turn off the whole Audio module. Volume and Audio Profiles will be greyed out.
	<b>Webcam</b>	Select Enable or Disable the Webcam function. <i>NOTE:</i> Disabling “webcam” will turn off the whole webcam module, webcam will not appear in the system. Move left or right to lock and unlock camera shutter.
	<b>Webcam Flicker Reduction</b>	Automatically detects the AC current frequency used by the monitor and automatically recognizes it in the camera software. Disabling it will be set through the camera software.
	<b>Mic Noise Cancellation</b>	Picks up the user’s voice from the front (0°) and reduce noise from the sides (±50°).
	<b>Mic Beamforming</b>	<ul style="list-style-type: none"> <li>When Mic Beamforming is ON, the mic pick up FOV is +/-50°.</li> <li>When Mic Beamforming is OFF, the mic pick up FOV is +/-90°.</li> </ul>
	<b>Audio Profiles</b>	Expand to show the various audio profiles. <ul style="list-style-type: none"> <li><b>Voice mode</b>, emphasize on speech, ideal for voice and video calls.</li> <li><b>Movie mode</b>, emphasizes voice and low frequency sound, for more immersive video viewing experience.</li> <li><b>Gaming mode</b>, boosting low and high frequencies, for an improved sense of space and orientation in gaming.</li> <li><b>Music mode</b>, provides a flat EQ profile, for faithful music reproduction.</li> </ul>
	<b>Reset Audio &amp; Webcam</b>	Resets all settings under the <b>Audio and Webcam</b> menu to the factory preset values.

Icon	Menu and submenus	Description
	<b>Menu</b>	<p>Adjust the settings of the OSD such as the languages of the OSD, the duration the menu stays on screen, and so on.</p> 
	<b>Language</b>	Select one of eight languages for the OSD display: <b>English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese.</b>
	<b>Rotation</b>	Rotates the OSD by 0/90/270 degrees.
	<b>Transparency</b>	Select this option to change the menu transparency by moving the Joystick <b>Up</b> or <b>Down</b> (Range: 0–100).
	<b>Timer</b>	Sets the length of time for the OSD to remain active after your last operation with the joystick. Move the Joystick to adjust the slider in one second increments, from 5 to 60 seconds.
	<b>Lock</b>	<p>Locking the control buttons prevents unauthorized access and accidental activation.</p>  <ul style="list-style-type: none"> <li>• <b>Menu Buttons:</b> Lock the Menu buttons.</li> <li>• <b>Power Button:</b> Lock the Power button.</li> <li>• <b>Menu + Power Buttons:</b> Lock the Menu and Power buttons.</li> <li>• <b>Disable:</b> Move the Joystick <b>Left, Right, Up</b> or <b>Down</b> and hold for 4 seconds.</li> </ul>
	<b>Reset Menu</b>	Resets <b>Menu</b> to the default settings.
	<b>Personalize</b>	<p>Select this option to adjust the OSD settings such as the Shortcut Key settings and so on.</p> 
	<b>Shortcut Key Guide</b>	This option allows you to easily set up to five shortcut keys. And contains the introduction of the shortcut key Settings.

Icon	Menu and submenus	Description
★	Shortcut Key 1	Allows you to choose a feature from the provided list and set it as a shortcut key. Press the joystick button to confirm the selection.
	Shortcut Key 2	
	Shortcut Key 3	
	Shortcut Key 4	
	Shortcut Key 5	
	Direct Key Guide	Select and follow the on-screen instructions to assign your preferred features to the 4-directional movements of the joystick button.
	Direct Key 1 ▼	Allows you to choose a feature from the provided list and set it as a direct key. Press the joystick button to confirm the selection.
	Direct Key 2 >	
	Direct Key 3 ^	
	Direct Key 4 <	
	Power LED	Allows you to set the state of the power light to save energy.
	USB Charging	Allows you to enable or disable the <b>USB Charging</b> charging function during monitor power off mode. <b>NOTE:</b> When this function is enabled, you can charge your laptop or mobile devices through the USB-B cable even when the monitor is powered off.
Fast Wakeup	Speed up recovery time from sleep mode.	
Reset Personalization	Resets all settings under the <b>Personalize</b> menu to the factory preset values. Press the joystick to confirm the selection.	
⬆️⬆️	Others	Adjusts the OSD settings, such as <b>Quick Access Ports, DDC/CI, LCD Conditioning, Self-Diagnostic, Reset Others, and Factory Reset.</b> 
	Quick Access Ports	You can configure the prompt for the Quick Access Ports notification, which appears in the bottom-left corner of the screen. The default setting is Prompt On. 

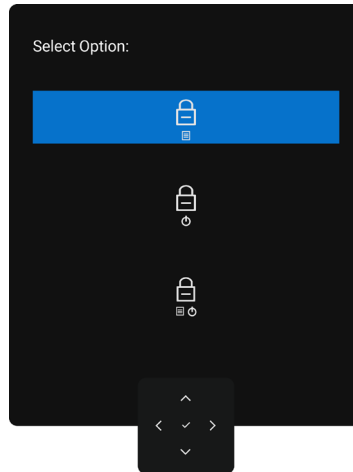
Icon	Menu and submenus	Description
	<b>DDC/CI</b>	<p><b>DDC/CI</b> (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer. Enable this function for the best user experience and optimum performance of your monitor. You can disable this function by selecting <b>Off</b>.</p> 
	<b>LCD Conditioning</b>	<p>Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting <b>On</b>.</p> 
	<b>Self-Diagnostic</b>	<p>Run the built-in diagnostics, see <a href="#">Built-in diagnostics</a>.</p>
	<b>Reset Others</b>	<p>Resets all settings under the <b>Others</b> menu to the factory preset values.</p>
	<b>Factory Reset</b>	<p>Restores all preset values to the factory default settings. These are also the settings for <b>ENERGY STAR</b> tests.</p>
	<b>More Information</b>	<p>Allows you to view the monitor's information or seek more monitor support.</p> 

Icon	Menu and submenus	Description
	<b>Display Info</b>	<p>Displays current settings, firmware version, and Service Tag of your monitor.</p> <div data-bbox="395 264 831 712" style="background-color: #333; color: #fff; padding: 10px; border: 1px solid #555;"> <p>Display Info</p> <p>Input Source : HDMI</p> <p>Resolution : 1920x1080, 60Hz, 24-bit</p> <p>Monitor Capability : DP 1.4(HBR3)</p> <p style="padding-left: 20px;">HDMI 2.1 TMDS</p> <p>Stream info : -</p> <hr style="border: 0.5px solid #555;"/> <p>Model : E2426HB</p> <p>Firmware : M2T101</p> <p>Service Tag : ABCDEFG</p> </div> <p> <b>NOTE:</b> The image shown is for the purpose of illustration only. The information may vary depending on the model and current settings.</p>
	<b>Dell Monitor Support</b>	<p>Access the general monitor support materials for your monitor, use your smartphone to scan the QR code.</p>

## Locking the control buttons and switch speaker On/Off using the joystick

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

1. Move and hold the joystick up, down, left for about four seconds until a pop-up menu appears.



**Figure 37.** The message of locking the control buttons

2. Move the joystick to select one of the following options:



: The OSD menu settings are locked and not accessible.




: The power button is locked.

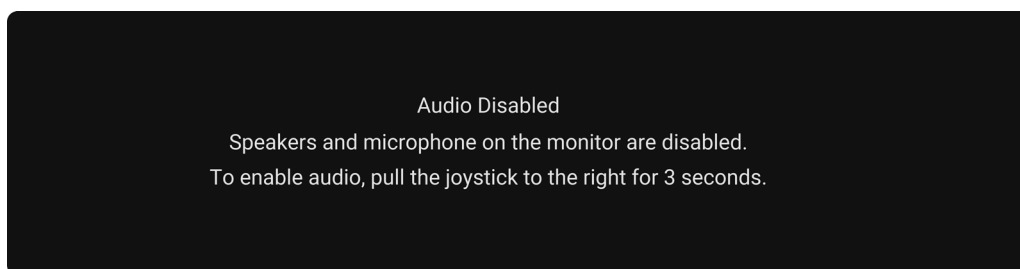


: The OSD menu settings are not accessible and the power button is locked.

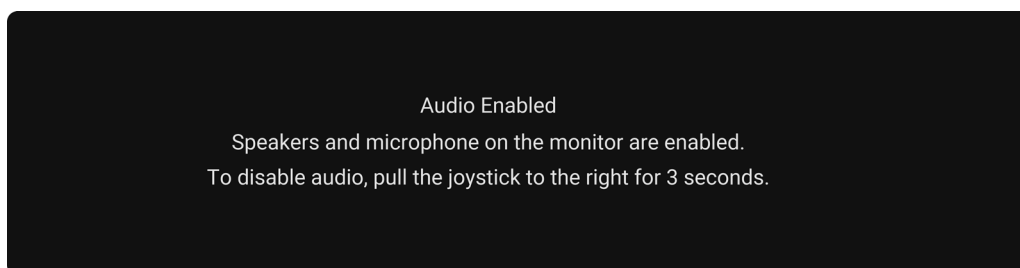
3. Press the joystick to confirm the configuration.

To unlock, move and hold the joystick up or down or left or right for about four seconds until a menu appears, and then select  to unlock and close the pop-up menu.

4. Pull and hold joystick Right for 3 seconds to Audio Disable /Enable (Only for HDMI/DP signal), the following notification will occur in the middle of the screen.



**Figure 38.** Audio Disabled



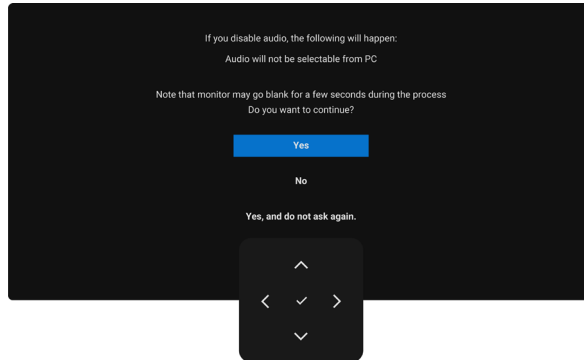
**Figure 39.** Audio Enabled

## OSD warning messages

**Table 28.** OSD warning messages

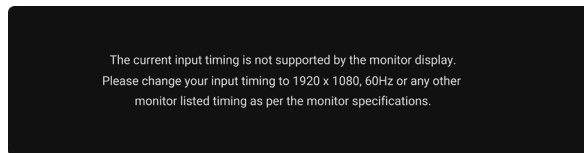
### OSD warning messages

When you select the Audio Shortcut key that is disabled (greyed out), it will pop out the message box below:



**Figure 40.** Audio on the monitor are switched disable

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

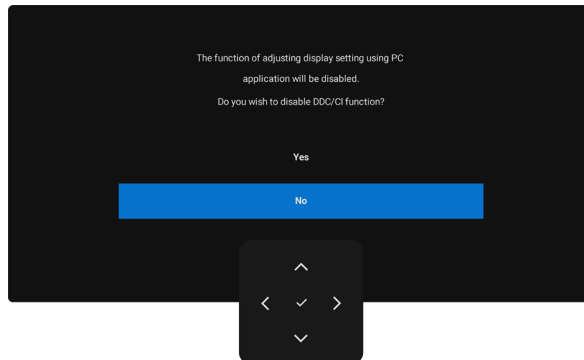


**Figure 41.** Does not support a particular resolution mode

This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor specifications](#) for the horizontal and vertical frequency ranges addressable by this monitor.

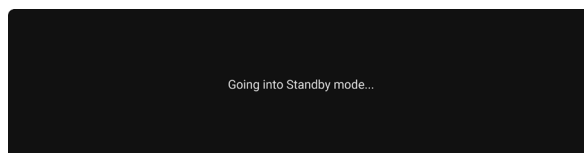
**i NOTE:** Recommended mode is 1920 x 1080.

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



**Figure 42.** DDC/CI warning message

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

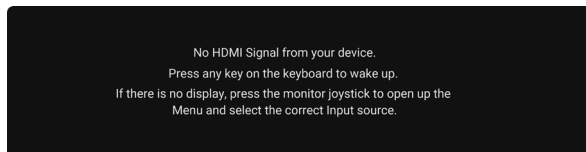


**Figure 43.** Standby mode warning message

## OSD warning messages

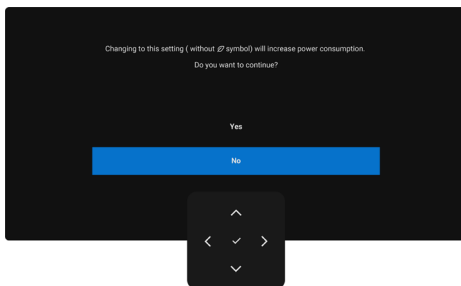
Activate the computer and wake up the monitor to gain access to the [Using the On-Screen Display \(OSD\) menu](#).

The OSD functions only in the normal operation mode. If you press the joystick during the Standby mode, the following message will appear depending on the selected input:



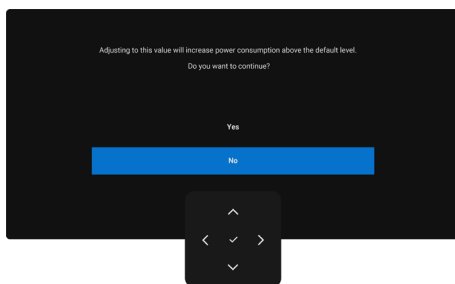
**Figure 44. Monitor wake-up warning message**

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



**Figure 45. Off in standby mode Warning message**

If you adjust the **Brightness** level above the default level over 75%, the following message appears:

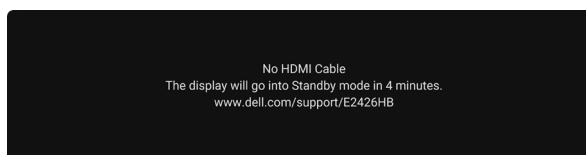


**Figure 46. Power warning message**

- When you select **Yes**, the power message is displayed only once.
- When you select **No**, the power warning message will pop-up again.
- The power warning message appears again only when you perform a **Factory Reset** from the OSD menu.

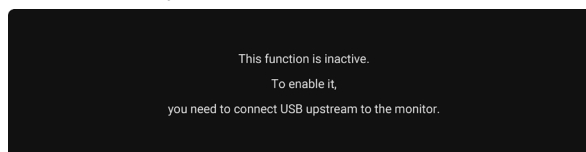
If either HDMI / DP input is selected and the corresponding cable is not connected, a dialog box is displayed.

**i NOTE:** The message may slightly vary according to the selected input signal.



**Figure 47. HDMI cable disconnected warning message**

When the USB upstream cable is not connected, and you press the Hookswitch/Mute button, the following message will appear:



**Figure 48. Hookswitch/Mute button activation 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 on the desktop and click **Display Settings**.
2. If you have more than one monitor connected, ensure that you select **E2426HB**.
3. Click the **Display Resolution** dropdown list and select **1920 x 1080**.
4. Click **Keep changes**.

If you do not see **1920 x 1080** 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:

1. Go to Dell Support Site, enter your service tag, and download the latest driver for your graphics card.

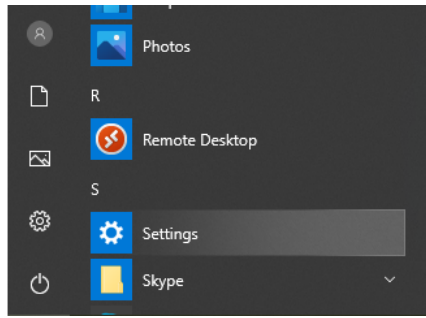
If you are using a non-Dell computer (laptop or desktop):

1. Go to the support site for your non-Dell computer and download the latest graphic card drivers.
2. Go to the graphics card's website and download the latest graphics card drivers.

# Setting up Windows Hello

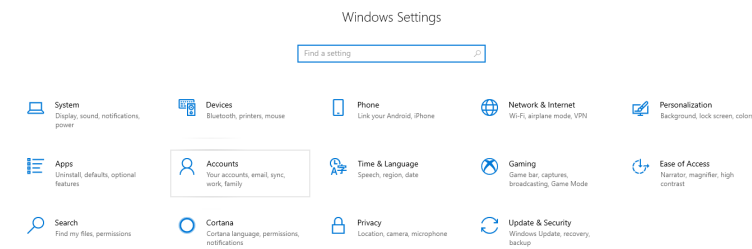
In Windows® 10/Windows® 11:

Click Windows start menu, click **Settings**.



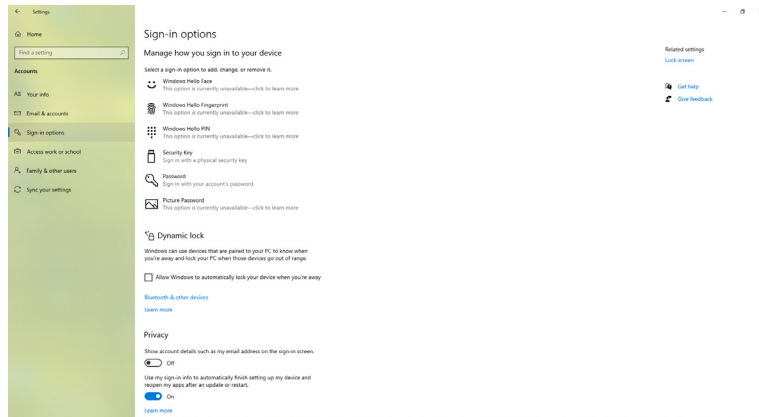
**Figure 49. Click Settings.**

Click **Accounts**.



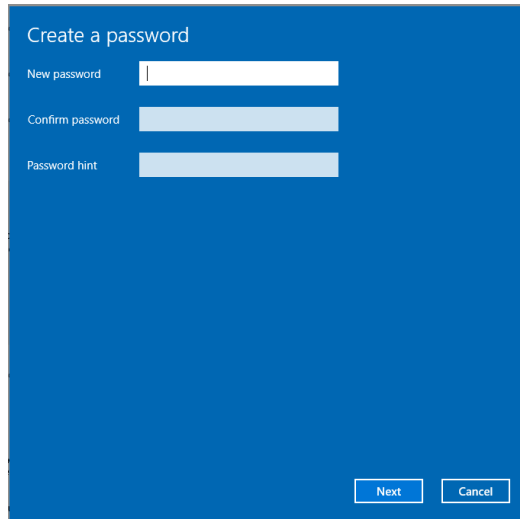
**Figure 50. Click Accounts.**

Click **Sign-in options**. You must set up a PIN before you can enroll in Windows Hello.



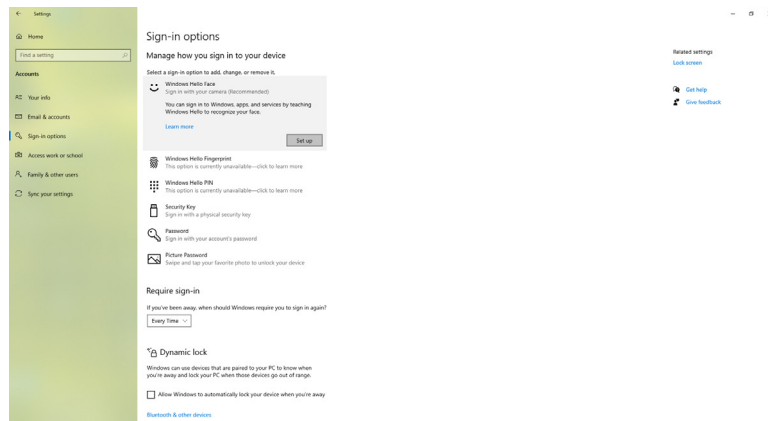
**Figure 51. Click Sign-in options.**

Click **Add** under **PIN** enter to **Set up a PIN**. Enter New PIN and Confirm PIN, and then click **OK**.



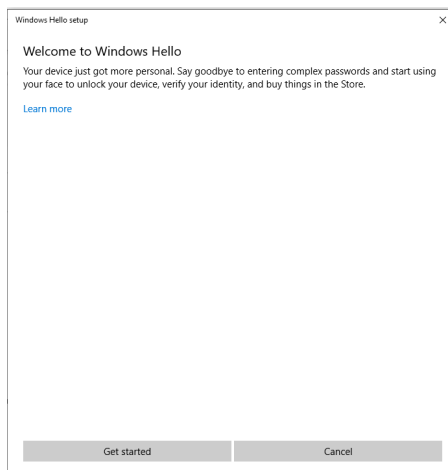
**Figure 52. Set up a PIN**

Once you've done that, the options to set up Windows Hello will unlock. Click **Set up** under **Windows Hello**, enter to **Windows Hello setup**.



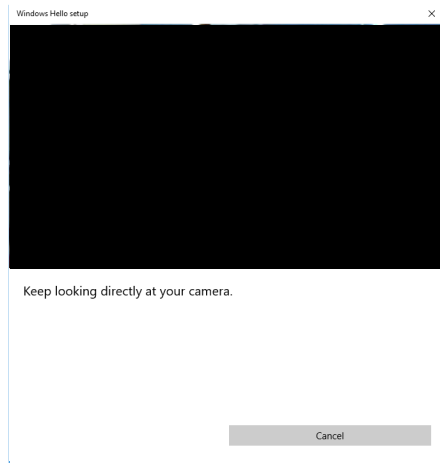
**Figure 53. Windows Hello setup Settings**

The following message is displayed, click **Get started**.



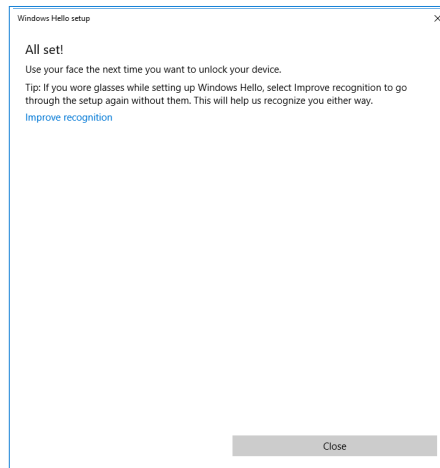
**Figure 54. Click Get started**

Keep looking directly at your screen and position yourself so that your face is in the center of the frame that appears on screen. The webcam will then register your face.



**Figure 55. Keep looking directly at your screen.**

When the following message is displayed, click **Close** to exit **Windows Hello setup**.



**Figure 56. Click Close to exit Windows Hello setup.**

Once you have set up, you have another option to improve the recognition. Click **Improve recognition** if necessary.

# Setting up the monitor webcam as default setting on the operating system

When using a notebook with built-in webcam to connect this monitor, in the device manager interface, you can find the notebook built-in webcam and the monitor webcam. Normally, they are in enable status, and the default setting is using notebook built-in webcam.

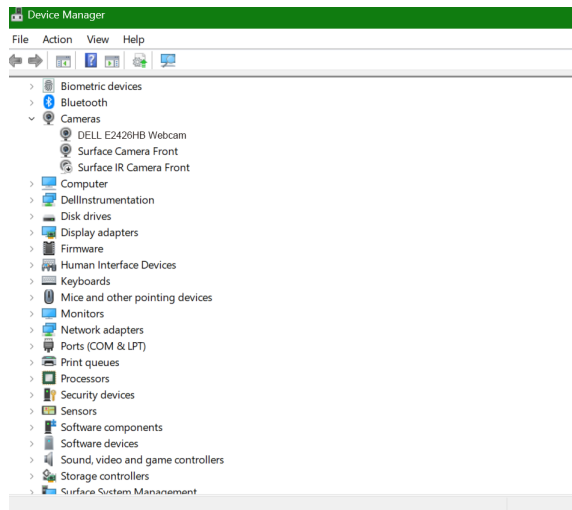


Figure 57. Device manager interface.

If you want to set up the monitor webcam as default setting, you need disable the notebook built-in webcam. To identify the notebook built-in webcam and disable it, please follow below instructions:

Right-click **DELL E2426HB Webcam**, and click **Properties** to open the **DELL E2426HB Webcam Properties**.

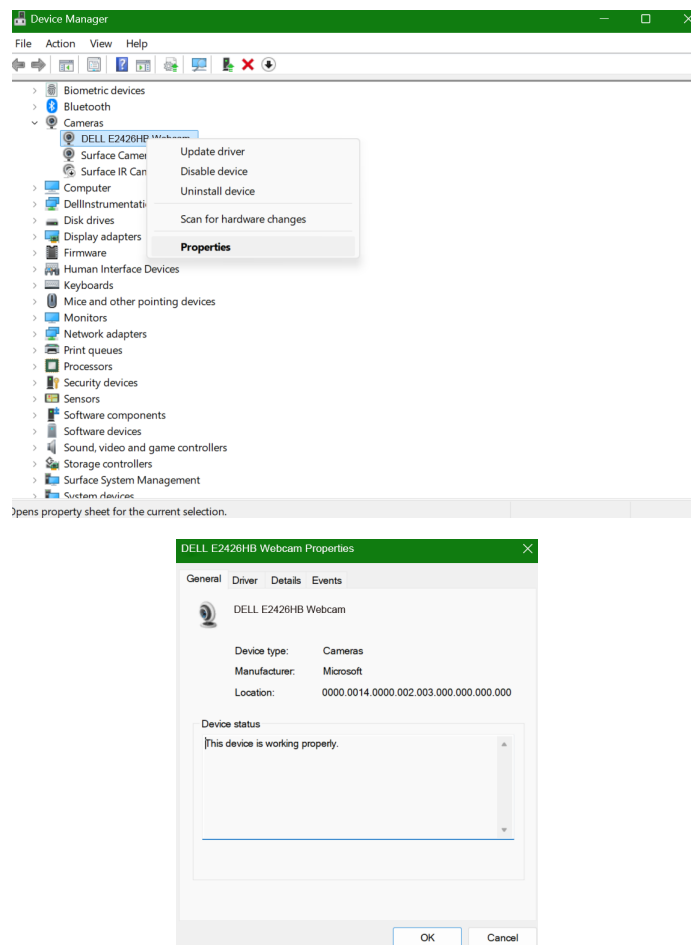
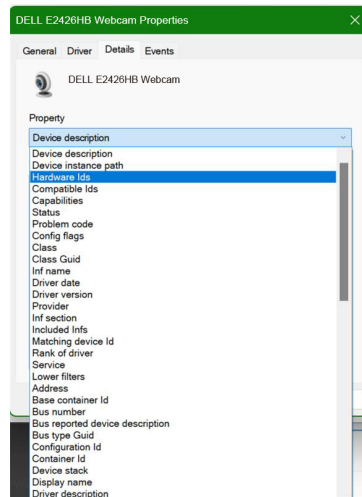


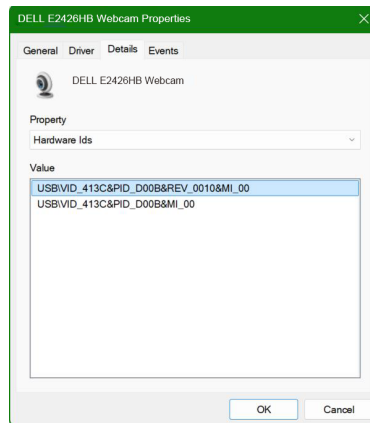
Figure 58. Right-click the monitor webcam properties.

Click **Details > Property** and select **Hardware Ids**.



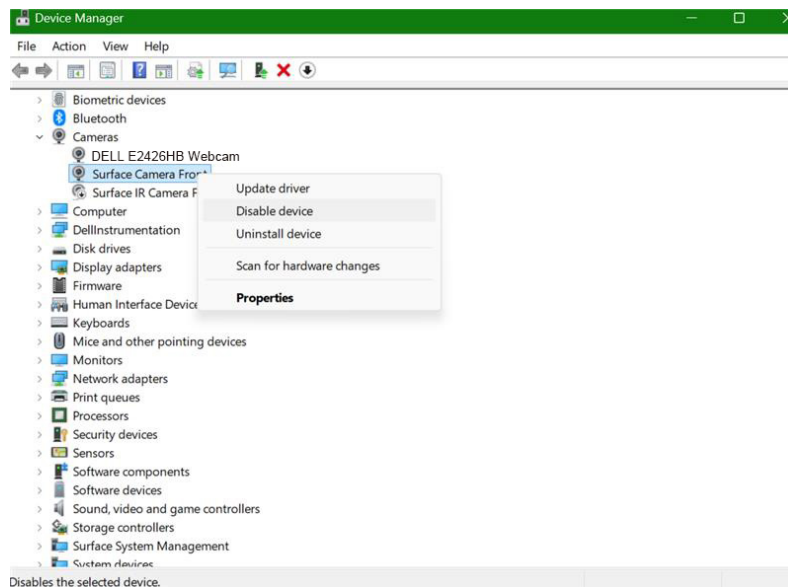
**Figure 59.** Click **Details > Property** and select **Hardware Ids**.

The **Value** will show the detail hardware ids of this **DELL E2426HB Webcam**. The hardware ids of the notebook built-in webcam and the monitor webcam are different. For E2426HB, the monitor webcam hardware ids will show as below:



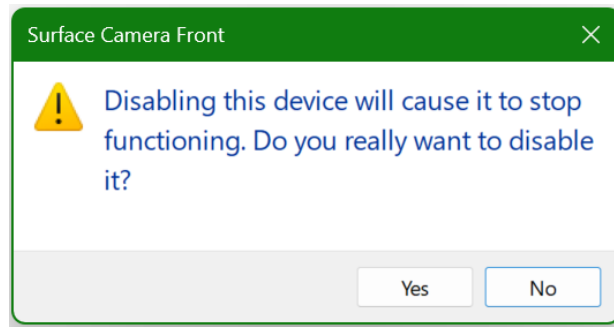
**Figure 60.** Hardware ids of the monitor webcam.

Right click the **Computer or Notebook** webcam which has different hardware ids , and then click **Disable**.



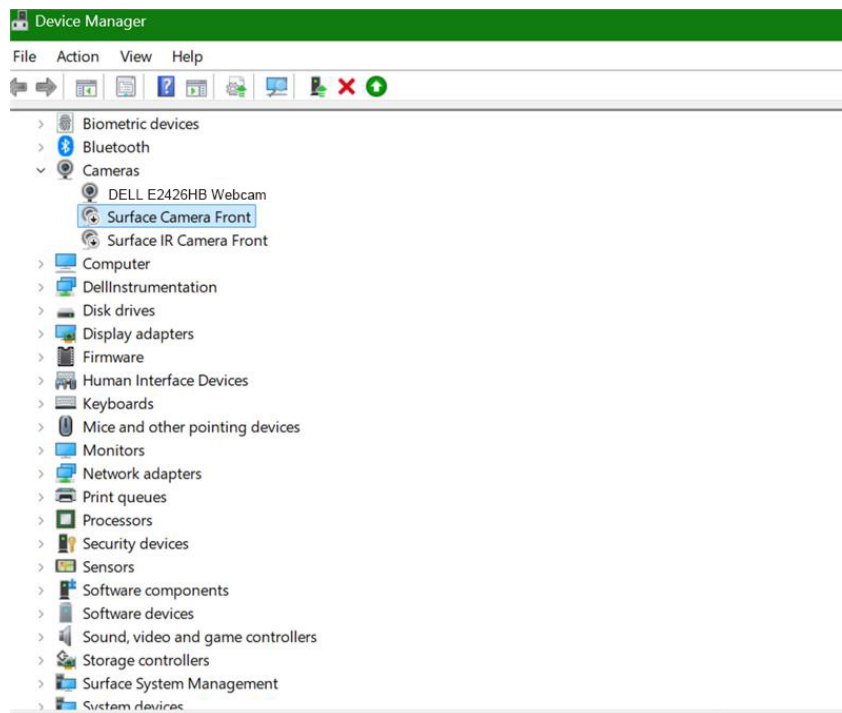
**Figure 61.** Disable the webcam on your Computer or Notebook.

The following message is displayed:



**Figure 62. Disable device warning message**

Click Yes. The notebook webcam is now disabled and the monitor webcam will be used as the default setting. Restart the notebook.



**Figure 63. The monitor webcam will be set as the default.**

# Setting up the monitor speaker as default setting on the operating system

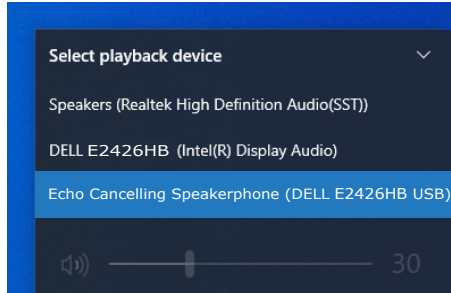
When your computer connects multiple speakers, if you want to set up the monitor speaker as default setting, please follow below instructions:

Right-click **Volume** in the Windows task bar notification area.



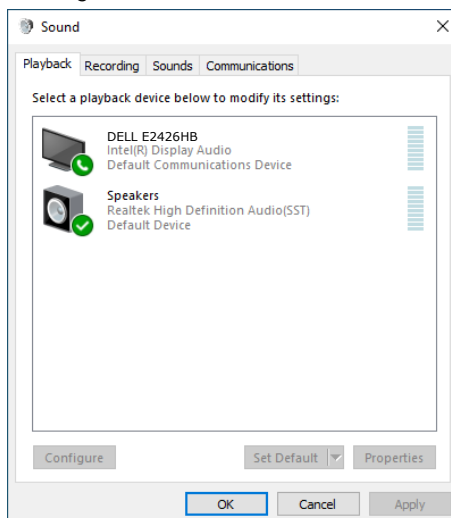
**Figure 64. Right-click Volume icon.**

Click **Playback devices** enter to **Sound** setting interface.



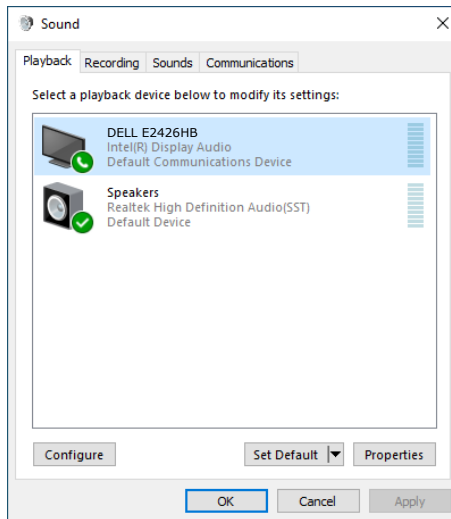
**Figure 65. Click Playback devices.**

If only the HDMI or DP cable is connected from your monitor to the computer, only one speaker named **DELL E2426HB** from the monitor will show in the **Sound** setting interface.



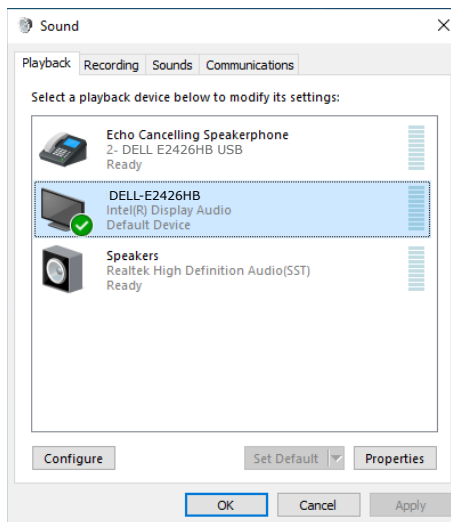
**Figure 66. Sound setting interface**

Click **DELL E2426HB**, and then click **Set Default**, the monitor speaker will be used as the default setting.



**Figure 67. Set the monitor speaker as the default.**

Click **OK** to exit the **Sound** setting.



**Figure 68. Click OK to exit the Sound setting.**

If the USB cable and the HDMI or DP cable are connected from monitor to the computer, two audio paths named **DELL E2426HB** and **Echo Cancelling Speakerphone (E2426HB)** from the monitor will show in the **Sound** setting interface. The **E2426HB** monitor would show options for two audio paths supported in the monitor.

- **Echo Cancelling Speakerphone** audio path is where audio streams through USB. This is through USB Type-A to Type-B cable. As the microphone path streams from monitor back to PC through USB, this selection is required for VoIP/UC conference applications. Audio Recording and Playback will work under this selection.
- **DELL E2426HB** audio path is where audio streams through HDMI/DP alternate mode. Under this selection, there will not be microphone support. This selection is suitable for Audio Playback only.

The audio playback performance is the same on either of the audio path. For UC conference applications, Dell Technologies recommends selecting the default Echo Cancelling Speakerphone audio path.

**NOTE:** When you select Dell E2426HB audio path, ensure that the Echo Cancelling Speakerphone volume is set to medium or high, otherwise the Dell E2426HB maximum volume may sound soft as it is limited by the Echo Cancelling Speakerphone volume. For example, when the Echo Cancelling Speakerphone volume is at 50%, and the Dell E2426HB volume is set to 100% also may have the same sound level as the former.

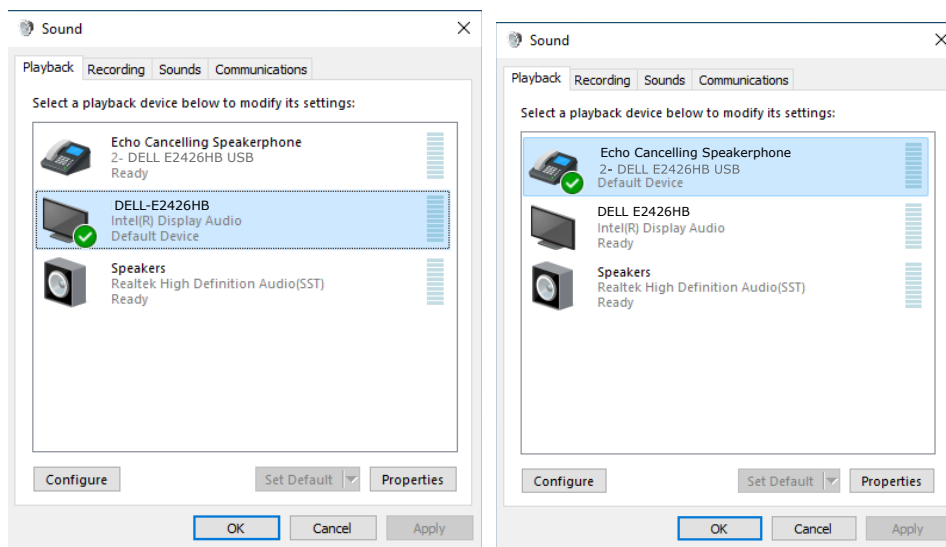
## Use case of monitor speaker and microphone

Audio path selection	Supported use case	
	Participate in video conference call and speak to monitor's microphone	Listen to playback audio/music/video
Echo Cancelling Speakerphone	✓	✓
DELL E2426HB		✓

The **Echo Cancelling Speakerphone** audio using USB path is appropriate when user wants to speak to monitor's microphone.

The Echo Cancelling Speakerphone audio path helps eliminate or reduce the occurrence of echo during a conference call. Echo refers to the unintended reflection of the user's voice back to them, which can create a distracting and unpleasant experience. You may also record your voice by using the microphone available on your monitor. The **Echo Cancelling Speakerphone** audio path is ideal for video conference calls using the Microsoft Zoom application.

The **Dell E2426HB** audio using I2S path is appropriate when the user wants only to listen to playback audio/music/video and there is no requirement to speak or record user voice.



**Figure 69. Use case of monitor speaker and microphone**

# Troubleshooting

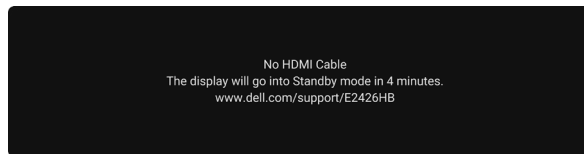
**⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

## Self-test

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

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the computer.
3. Turn on the monitor.

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



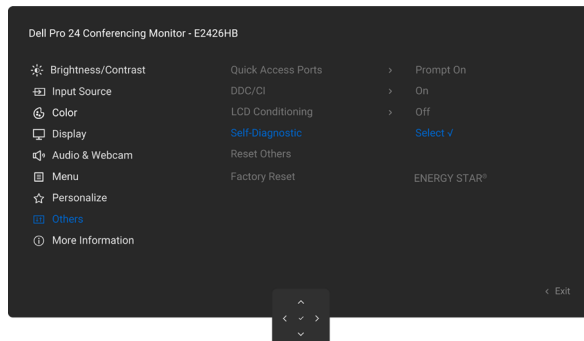
**Figure 70. HDMI cable disconnected warning message**

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

If your monitor screen still remains blank after performing the above steps, it indicates the monitor is functioning properly. Check the video controller and computer.

## Built-in diagnostics

Your monitor includes a built-in diagnostic tool to help you identify whether the screen abnormality is due to an issue with the monitor itself or with your computer and video card.



**Figure 71. Built-in diagnostics**

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Select OSD items of **Self-Diagnostics** in **Others** feature.
3. Press the Joystick button to start the diagnostics. A gray screen is displayed.
4. Observe if the screen has any defects or abnormalities.
5. Toggle the Joystick once again until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat steps 5 and 6 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

The test is complete when a text screen is displayed. To exit, toggle the Joystick control again.

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

## Common problems

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

**Table 29. Common problems**

Common symptoms	What you experience	Possible solutions
No video/power LED off	No picture	<ul style="list-style-type: none"> <li>• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>• Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>• Ensure that you have pressed the power button properly.</li> <li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li> </ul>
No video/power LED on	No picture or no brightness	<ul style="list-style-type: none"> <li>• Increase brightness and contrast controls through 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 <a href="#">Built-in diagnostics</a>.</li> <li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li> </ul>
Missing pixels	LCD screen has spots	<ul style="list-style-type: none"> <li>• Cycle power on-off.</li> <li>• A pixel that stays permanently off is a common defect in LCD technology.</li> <li>• For more information on Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>
Stuck-on pixels	LCD screen has bright spots	<ul style="list-style-type: none"> <li>• Cycle power On-Off.</li> <li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>• For more information on Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>
Brightness problems	Picture too dim or too bright	<ul style="list-style-type: none"> <li>• Reset the monitor to factory settings.</li> <li>• Adjust brightness and contrast controls through OSD.</li> </ul>
Safety-related issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>• Do not perform any troubleshooting steps.</li> <li>• Contact Dell immediately.</li> </ul>
Intermittent problems	Monitor malfunctions on and off	<ul style="list-style-type: none"> <li>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>• Reset the monitor to factory settings.</li> <li>• Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>
Missing color	Picture missing color	<ul style="list-style-type: none"> <li>• Perform a monitor self-test.</li> <li>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>• Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong color	Picture color not good	<ul style="list-style-type: none"> <li>• Try different <b>Preset Modes</b> in <b>Color</b> settings OSD.</li> <li>• Adjust R/G/B value under <b>Custom Color</b> in the Color menu OSD.</li> <li>• Change the <b>Input Color Format</b> to <b>RGB</b> or <b>YCbCr</b> in the Color settings OSD.</li> <li>• Run the <a href="#">Built-in diagnostics</a>.</li> </ul>
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	<ul style="list-style-type: none"> <li>• Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in the Windows Power Options or Mac Energy Saver setting.</li> <li>• Alternatively, use a dynamically changing screensaver.</li> </ul>
Mic/Webcam does not work	<ul style="list-style-type: none"> <li>• USB cable not plug in or not select the correct USB source</li> <li>• Not set the monitor Mic/webcam as the default device</li> </ul>	<ul style="list-style-type: none"> <li>• Plug in the USB Cable (Type-A to Type-B), and if you connect USB Type-B port, switch the USB source in the OSD menu.</li> <li>• Select the monitor Mic/webcam as the default in the PC side.</li> <li>• Touch the Mic button and make sure the Mic mute LED is dark.</li> </ul>

## Product-specific problems

**Table 30. Product-specific problems**

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on the screen, but does not fill the entire viewing area	<ul style="list-style-type: none"> <li>Check the <b>Aspect Ratio</b> setting in the <b>Display</b> menu OSD.</li> <li>Reset the display to factory settings.</li> </ul>
Cannot adjust the monitor with the joystick control on the rear of the monitor	OSD does not appear on the screen	<ul style="list-style-type: none"> <li>Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor.</li> <li>Check whether the OSD menu is locked. If yes, move and hold the joystick <b>Up</b>, <b>Down</b>, <b>Left</b>, or <b>Right</b> navigation keys for 4 seconds to unlock.</li> </ul>
No input signal when user controls are pressed	No picture; the LED light is white	<ul style="list-style-type: none"> <li>Check the signal source. Ensure that the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.</li> <li>Ensure the signal cable is securely connected. If needed, disconnect and reconnect the cable to confirm a proper connection.</li> <li>Reset the computer or video player.</li> </ul>
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> <li>Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>Run the built-in diagnostics.</li> </ul>
No image when using DP connection to the computer	Black screen	<ul style="list-style-type: none"> <li>Verify the DisplayPort (DP) certification (DP 1.1a or DP 1.4) of your graphics card. Download and install the latest graphics card driver.</li> <li>Some DP 1.1a graphics card cannot support DP 1.4 monitors.</li> </ul>
When press either Volume down/Volume up or Mute button, LED not blink	When press either Volume down/Volume up or Mute button, LED not blink when connected to HDMI or DP only	Connect USB Type-A to Type-B cable.
Webcam or Mic not working	Webcam or Mic not working when connected to HDMI or DP only	Connect USB Type-A to Type-B cable.
No sound coming from the speakers	No sound coming from the speakers when play audio/video on your system	<ul style="list-style-type: none"> <li>Ensure that you have set the default playback device as Echo Cancelling Speakerphone or <b>DELL E2426HB</b> on your system.</li> <li>Turn Off the monitor, unplug the monitor power cord, replug it, and then turn On the monitor.</li> <li>Reset the monitor to Factory Settings.</li> </ul>
Speaker volume is low/ sounds soft	Speaker volume is low/ sounds soft when speaker option is DELL E2426HB in Sound setting interface	<ul style="list-style-type: none"> <li>Increase the speaker volume of <b>DELL E2426HB</b> to maximum in the Sound setting interface.</li> <li>Press the Volume Up button to increase the speaker volume of <b>DELL E2426HB</b>.</li> <li>If you select <b>DELL E2426HB</b> audio path, please ensure that the <b>Echo Cancelling Speakerphone</b> volume is set to medium or high. Else, the <b>DELL E2426HB</b> maximum volume may sound soft because it is limited by the <b>Echo Cancelling Speakerphone</b> volume. For example, when the Echo Cancelling Speakerphone volume is at 50%, and the <b>DELL E2426HB</b> volume is set to 100% will have the same sound level as the former.</li> </ul>
Monitor's Volume up/ Volume down buttons not sync with OS	Pressing the Volume up/ Volume down buttons on the monitor does not increase or decrease the volume on the OS.	<ul style="list-style-type: none"> <li>Select 'Echo Cancelling Speakerphone' audio path on the operating system's Sound setting of your laptop.</li> <li>Select 'Echo Cancelling Speakerphone' audio path on the UC application.</li> <li>Connect USB Type-A to Type-B cable.</li> </ul>

Specific symptoms	What you experience	Possible solutions
Webcam is not detected	Webcam is not detected in the Windows Device Manager	<ul style="list-style-type: none"> <li>• Ensure that the USB upstream cable is connected between the monitor and the computer or notebook.</li> <li>• Ensure that the <b>Webcam</b> in OSD is set to Enable.</li> <li>• Reconnect the USB upstream cable to the computer or notebook.</li> </ul>
	Webcam is not detected in the Dell Peripheral Manager for Windows software	<ul style="list-style-type: none"> <li>• To support the <b>E2426HB</b> monitor, please use the Dell Peripheral Manager version 1.7.0 or later.</li> </ul>
Webcam cannot connect/ Webcam disconnected	Could not detect Monitor camera/Could not switch back to the PC camera	<ul style="list-style-type: none"> <li>• Reset the monitor to factory settings.</li> <li>• Turn off the monitor, unplug the monitor power cord, replug it, and then turn on the monitor.</li> <li>• Select the monitor camera again in the Camera/Video setting on your UC conference application.</li> </ul>
Microphone is muted	Microphone is muted in the Windows Device Manager	<ul style="list-style-type: none"> <li>• Ensure that the USB upstream cable is connected between the monitor and the computer or notebook.</li> <li>• Ensure that the 'Microphone' in OSD is set as Unmute.</li> <li>• Reconnect the USB upstream cable to the computer or notebook.</li> <li>• Ensure that the microphone is enabled/unmuted on the monitor. If the microphone mute LED is lighting up in static red (indicates microphone muted), press the microphone button to unmute the microphone.</li> <li>• Ensure that the monitor's microphone is selected and enabled/unmuted on the setting in the UC application.</li> </ul>
Microphone volume is low/sounds soft	Microphone volume is low /sounds soft to the other participant when in audio/video call	<ul style="list-style-type: none"> <li>• Ensure the Mute button's LED go dark (indicates microphone unmuted).</li> <li>• Adjust the distance between the user and the microphone. The user should avoid sitting too far away from the microphone. The most optimum distance between the user and the microphone is 70 cm.</li> <li>• Ensure that the monitor's microphone is selected and enabled/unmuted on the setting in the UC application.</li> <li>• Increase the microphone volume in the Sound setting interface at the PC side/in the UC application.</li> </ul>
Webcam image looks over-exposed	Webcam image shows over-exposed background	<ul style="list-style-type: none"> <li>• Adjust the environment lighting condition. Ensure the monitor is setup at a well lighted environment, preferably under ceiling lights. The user should avoid a dim/dark background. The user should avoid direct facing a window with bright sunlight.</li> <li>• Alternatively, you may use Dell Peripheral Manager to adjust the webcam setting on color.</li> </ul>
Webcam image looks grainy/dark	Webcam image appears grainy/dark	<ul style="list-style-type: none"> <li>• Adjust the environment lighting condition. Ensure the monitor is setup at a well lighted environment, preferably under ceiling lights. The user should avoid a dim environment.</li> </ul>
Webcam image looks blurry	Webcam image appears blurry/not clear.	<ul style="list-style-type: none"> <li>• Use a clean and slightly damp cloth to wipe the surface of the front webcam.</li> <li>• Adjust the distance between the user and the camera. The user should avoid sitting too far away from the camera. The most optimum distance between the user and the camera is 70 cm.</li> </ul>
Image quality poor	The image quality of the monitor was poor	<p>Always poor:</p> <ul style="list-style-type: none"> <li>• Check that your computer is USB 3.0-capable.</li> <li>• Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.</li> </ul> <p>Sometime poor:</p> <ul style="list-style-type: none"> <li>• Network will effect the image quality, ensure your network is fine.</li> </ul>
The recording video blurred out.	Change monitor Camera resolution to 480p, Record with the camera app, save and playback the recording. There will show Mosaic in the video.	<ul style="list-style-type: none"> <li>• Change monitor camera resolution to 720p or higher.</li> </ul>

Specific symptoms	What you experience	Possible solutions
The wireless mouse does not work smoothly and pauses.	Connect USB up-stream cable to the DUT. More than one meter away, 2.4Ghz mouse does not work.	<ul style="list-style-type: none"> <li>Workaround:               <ol style="list-style-type: none"> <li>connect to Quick Access Port</li> <li>Connect USB 2.4Ghz dongle via USB Type-A Male to Female cable (0.5M)</li> </ol> </li> </ul>
Wireless mouse does not work smoothly and properly.	When plugged into one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	<ul style="list-style-type: none"> <li>Unplug the Wireless USB Mouse receiver and replug it into one of the Quick Access USB ports at the bottom of the monitor.</li> </ul>

## Universal Serial Bus (USB) specific problems

Specific Symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none"> <li>Check that your display is turned ON.</li> <li>Reconnect the upstream cable to your computer.</li> <li>Reconnect the USB peripherals (downstream connector).</li> <li>Turn off the monitor and turn it on again.</li> <li>Reboot the computer.</li> <li>Certain USB devices such as portable hard drives require higher power source; connect the drive to the computer directly.</li> </ul>
super speed USB 5Gbps interface is slow.	super speed USB 3.2 Gen1 peripherals working slowly or not working at all	<ul style="list-style-type: none"> <li>Check that your computer is USB 3.0-capable.</li> <li>Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.</li> <li>Reconnect the upstream cable to your computer.</li> <li>Reconnect the USB peripherals (downstream connector).</li> <li>Reboot the computer.</li> </ul>
Wireless USB peripherals stop working when a USB 5Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	<ul style="list-style-type: none"> <li>Increase the distance between the USB 5Gbps peripherals and the wireless USB receiver.</li> <li>Position your wireless USB receiver as close as possible to the wireless USB peripherals.</li> <li>Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 5Gbps port.</li> </ul>

# Regulatory information

## TCO Certified

Any Dell product bearing a TCO label has been certified to a TCO voluntary environmental certification. TCO certification requirements focus on features that contribute to a healthy work environment such as recyclable design, energy efficiency, ergonomics, emissions, avoidance of hazardous substances, and product take back.

For more information on your Dell product and the TCO certification, please visit: [TCO Certified](#).

For more information on TCO's environmental certifications, please visit: [tcocertified](#).

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

For FCC notices and other regulatory information, see the regulatory compliance website at [Dell Regulatory Compliance Home Page](#).

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

For more information about the energy labeling regulations, see the following resources:

- [Energy Labeling Information for E2426HB](#)

# Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

- ① **NOTE:** Availability varies by country and product, and some services may not be available in your country.
- ① **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.

# Revision History

The following table provides the revision history of this document:

**Table 31. Revision history**

Revision	Date	Description
A00	March 2026	Original publish date