


Dell 24/27 Plus Monitor

S2425HSM/S2725HSM

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







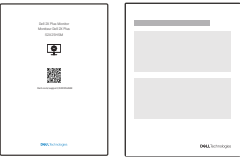
Package contents

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
	VESA cover
	Power cable (varies by country or region)
	HDMI 1.4 cable (1.80 m)
	<ul style="list-style-type: none">• QR Card• Safety, Environmental, and Regulatory Information

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:

- 2 HDMI ports (HDMI 1 and HDMI 2)

The following are the accessories that ship within the box:

- Power cable
- HDMI cable

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

Product features

The **Dell S2425HSM/S2725HSM** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), anti-static and LED backlight. The monitor has the following features:

- **S2425HSM:** 604.7 mm (23.8 in.) active area display (measured diagonally).
- **S2725HSM:** 686.0 mm (27.0 in.) active area display (measured diagonally).
- **S2425HSM/S2725HSM:** 1920 x 1080 (16:9) resolution, plus full-screen support for lower resolutions.
- Supports 48 Hz to 144 Hz in Freesync Mode and a rapid response time of 1 ms in MPRT mode.
- **NOTE:** 1 ms is achievable in the MPRT mode to reduce visible motion blur and increase image responsiveness. However, this may introduce slight and noticeable visual artifacts into the image. As every system setup and every gamer's needs are different, we recommend that users experiment with the different modes to find the setting that is right for them.
- Wide viewing angles of 178 degrees in vertical and horizontal directions.
- Color gamut of sRGB 99% (CIE 1931) (typical).
- Digital connectivity with 2 HDMI ports.
- 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.
- ≤ 0.3 W in Off Mode.
- Supports Dell Display and Peripheral Manager.
- Premium Panel Exchange for peace of mind.
- 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 4-star rating. It incorporates key technologies that also deliver a flicker-free screen, up to 144 Hz refresh rate, a color gamut of minimum sRGB 99%, color accuracy, and ambient light sensor performance. 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, it is in compliance with TÜV Rheinland's hardware low blue light certification.*

* This monitor is in compliance with TÜV Rheinland hardware low blue light certification under Category 2.

Blue light ratio:

The ratio of light in the range from 415nm–455nm compared to 400nm–500nm is less than 35%.

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:

<https://www.tuv.com/world/en/eye-comfort.html>



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 ¹	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	≥ 60 Hz	≥ 75 Hz	≥ 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 ²	NTSC ³ Min.72% (CIE 1931) or sRGB ⁴ Min 95% (CIE 1931)	sRGB ⁴ Min.95% (CIE 1931)	DCI-P3 ⁵ Min. 95% (CIE 1976) & sRGB ⁴ Min.95% (CIE 1931) or Adobe RGB ⁶ Min.95% (CIE 1931) & sRGB ⁴ Min.95% (CIE 1931)
Eye Comfort User Guide	User guide	Yes	Yes	Yes
Remark	<p>¹ Software controls the blue light emission by reducing excessive blue light, resulting in a more yellow tone.</p> <p>² 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.</p> <p>³ NTSC stands for National Television Standards Committee, which developed a color space for the television system that is used in the United States.</p> <p>⁴ sRGB is a standard red, green, and blue color space that is in use on monitors, printers, and the World Wide Web.</p> <p>⁵ 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.</p> <p>⁶ 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.</p>			

Operating system compatibility

- Windows 10 and later*
- macOS 14* and macOS 15*

*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

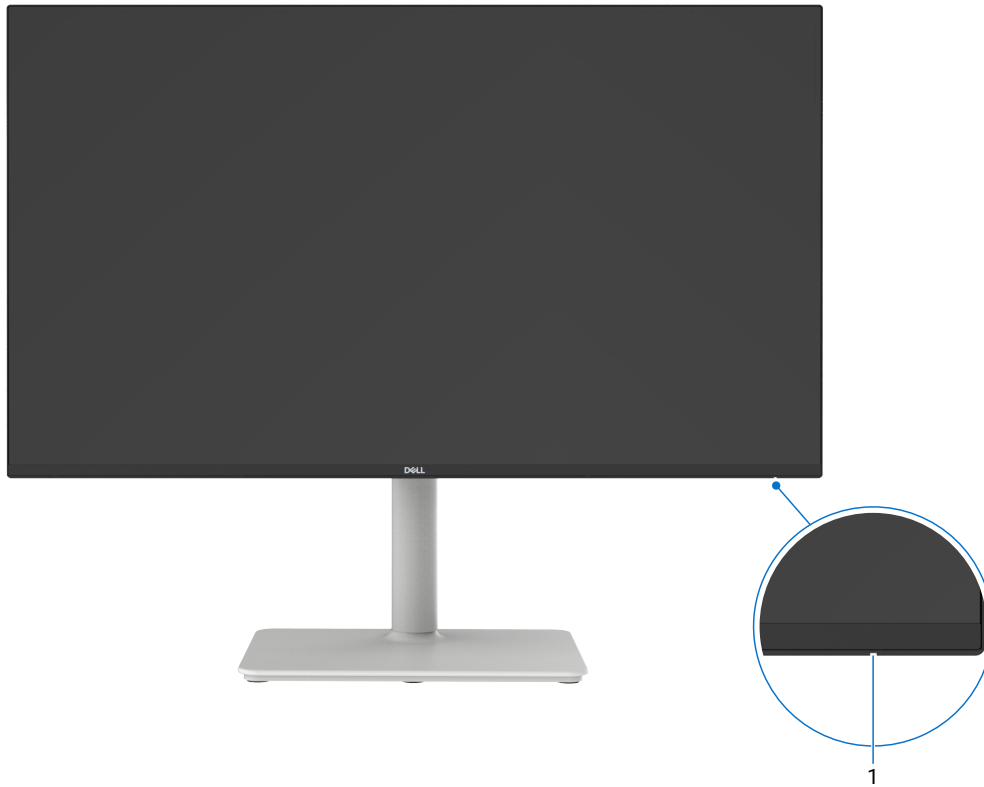


Figure 1. Front view

Table 4. Components and descriptions.

Label	Description	Function
1	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 2. 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	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.
5	Joystick	Use it to control the OSD menu. For more information, see Operating the monitor .
6	Power button	To turn the monitor on or off.
7	Cable management guide	To organize the cables.

Side view



Figure 3. Side view

Bottom view

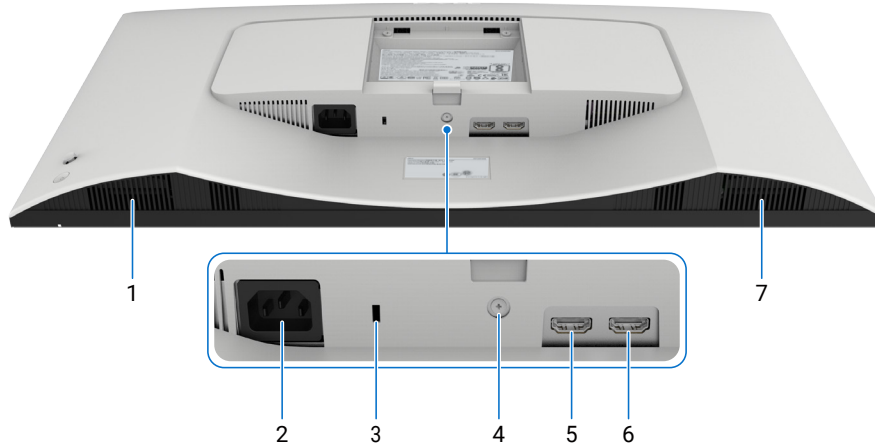



Figure 4. Bottom view

Table 6. Components and descriptions.

Label	Description	Function
1	Right speaker	Provides audio output.
2	 Power connector	Connects the power cable.
3	Security-lock slot (based on Kensington Security Slot)	Secures the monitor with a security cable lock (sold separately).
4	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
5/6	HDMI HDMI 1/HDMI 2 port	Connects your computer with the HDMI cable.
7	Left speaker	Provides audio output.

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.
7. Receive notifications and update the firmware and software.
8. A macOS version of DDPM software is also available. For the list of displays that support DDPM macOS version, see the knowledge base article 000201067 at [Dell Support Site](#).

i 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 [DDPM](#).

Monitor specifications

Table 7. Monitor specifications.

Description	S2425HSM	S2725HSM
Screen type	Active matrix-TFT LCD	Active matrix-TFT LCD
Panel technology	In-Plane Switching (IPS) Technology	In-Plane Switching (IPS) Technology
Aspect ratio	16:9	16:9
Viewable image dimensions		
Diagonal	604.7 mm (23.8 in.)	686.0 mm (27.0 in.)
Active Area		
Horizontal	527.04 mm (20.75 in.)	597.89 mm (23.54 in.)
Vertical	296.46 mm (11.67 in.)	336.31 mm (13.24 in.)
Area	156246.28 mm ² (242.18 in. ²)	201076.91 mm ² (311.67 in. ²)
Pixel pitch		
Horizontal	0.2745 mm	0.3114 mm
Vertical	0.2745 mm	0.3114 mm
Pixel per inch (PPI)	93	82
Viewing angle		
Horizontal	178° (typical)	178° (typical)
Vertical	178° (typical)	178° (typical)
Brightness	300 cd/m ² (typical)	300 cd/m ² (typical)
Contrast ratio	1500:1 (typical)	1500:1 (typical)
Display screen coating	Anti-glare with hard-coating 3H	Anti-glare with hard-coating 3H
Backlight	LED Edgelight System	LED Edgelight System
Response Time (Gray to Gray)	<ul style="list-style-type: none"> MPRT: 1 ms Extreme mode: 4 ms (gray to gray) Fast mode: 5 ms (gray to gray) Normal mode: 8 ms (gray to gray) <p>i NOTE: Using Extreme mode might introduce minor and noticeable visual artifacts in the image. You can choose Normal or Fast mode to mitigate these visual artifacts.</p> <p>i NOTE: MPRT helps to reduce visible motion blur. Some user may notice slight brightness flicker. AMD FreeSync will not be supported.</p>	<ul style="list-style-type: none"> MPRT: 1 ms Extreme mode: 4 ms (gray to gray) Fast mode: 5 ms (gray to gray) Normal mode: 8 ms (gray to gray) <p>i NOTE: Using Extreme mode might introduce minor and noticeable visual artifacts in the image. You can choose Normal or Fast mode to mitigate these visual artifacts.</p> <p>i NOTE: MPRT helps to reduce visible motion blur. Some user may notice slight brightness flicker. AMD FreeSync will not be supported.</p>
Color depth	16.7 million colors	16.7 million colors
Color gamut	sRGB 99% (CIE 1931) (typical)	sRGB 99% (CIE 1931) (typical)
Connectivity	2 HDMI ports (HDCP 1.4) (Supports up to FHD 1920 x 1080, 144 Hz, 8bit as per specified in HDMI 1.4)	2 HDMI ports (HDCP 1.4) (Supports up to FHD 1920 x 1080, 144 Hz, 8bit as per specified in HDMI 1.4)
Border width (edge of monitor to active area)		
Top	5.30 mm (0.21 in.)	5.89 mm (0.23 in.)
Left/Right	5.30 mm (0.21 in.)	5.90 mm (0.23 in.)
Bottom	12.00 mm (0.47 in.)	12.00 mm (0.47 in.)
Adjustability		
Height adjustable stand	110.00 mm (4.33 in.)	110.00 mm (4.33 in.)
Tilt	-5° to 21°	-5° to 21°
Swivel	-30° to 30°	-30° to 30°

Description	S2425HSM	S2725HSM
Pivot	-90° to 90°	-90° to 90°
Cable management	Yes	Yes
Security	Security lock slot (cable lock sold separately)	Security lock slot (cable lock sold separately)
Speaker rated power	2 x 3 W	2 x 3 W

Resolution specifications

Table 8. Resolution specifications.

Description	S2425HSM/S2725HSM
Horizontal frequency	30 kHz to 163 kHz
Vertical refresh rate	48 Hz to 144 Hz
Default preset resolution	1920 x 1080 at 60 Hz
Maximum preset resolution	1920 x 1080 at 144 Hz

Supported video modes

Table 9. Supported video modes.

Description	S2425HSM/S2725HSM
Video display capabilities (HDMI playback)	480p, 576p, 720p, 1080i, 1080p

Preset display modes

Table 10. Preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
VGA 720 x 400	31.50	70.00	28.30	-/+
VGA 640 x 480	31.50	60.00	25.20	-/-
VESA 640 x 480	37.50	75.00	31.50	-/-
VESA 800 x 600	37.90	60.00	40.00	+/+
VESA 800 x 600	46.90	75.00	49.50	+/+
VESA 1024 x 768	48.40	60.00	65.00	-/-
VESA 1024 x 768	60.00	75.00	78.80	+/+
VESA 1152 x 864	67.50	75.00	108.00	+/+
VESA 1280 x 1024	64.00	60.00	108.00	+/+
VESA 1280 x 1024	80.00	75.00	135.00	+/+
VESA 1600 x 900	60.00	60.00	108.00	+/+
CVT 1920 x 1080	67.50	60.00	148.50	+/+
CVT 1920 x 1080	137.26	119.98	285.50	+/-
Custom 1920 x 1080	162.30	143.90	337.50	+/-

Electrical specifications

Table 11. Electrical specifications.

Description	S2425HSM	S2725HSM
Video input signals	<ul style="list-style-type: none"> Digital video signal for each differential line per differential line at 100 Ω impedance HDMI signal input support 	<ul style="list-style-type: none"> Digital video signal for each differential line per differential line at 100 Ω impedance HDMI signal input support
Input voltage/frequency/ current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 1 A (typical)	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 1 A (typical)
Inrush current	<ul style="list-style-type: none"> 120 V: 30 A (maximum) at 0°C (cold start) 240 V: 60 A (maximum) at 0°C (cold start) 	<ul style="list-style-type: none"> 120 V: 30 A (maximum) at 0°C (cold start) 240 V: 60 A (maximum) at 0°C (cold start)
Power consumption	<ul style="list-style-type: none"> 0.3 W (Off Mode)¹ 0.5 W (Standby Mode)¹ 14.3 W (On Mode)¹ 39 W (maximum)² 11.4 W (P_{on})³ 36.2 kWh (TEC)³ 	<ul style="list-style-type: none"> 0.3 W (Off Mode)¹ 0.5 W (Standby Mode)¹ 17.0 W (On Mode)¹ 43 W (maximum)² 12.8 W (P_{on})³ 40.1 kWh (TEC)³


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

² Maximum brightness and contrast setting.

³ P_{on}: Power consumption of On Mode 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.

Physical characteristics

Table 12. Physical characteristics.

Description	S2425HSM	S2725HSM
Dimensions (with stand)		
Height (extended)	457.03 mm (17.99 in.)	499.07 mm (19.65 in.)
Height (compressed)	347.03 mm (13.66 in.)	389.07 mm (15.32 in.)
Width	537.64 mm (21.17 in.)	609.69 mm (24.00 in.)
Depth	191.82 mm (7.55 in.)	201.83 mm (7.95 in.)
Dimensions (without stand)		
Height	313.73 mm (12.35 in.)	354.21 mm (13.95 in.)
Width	537.64 mm (21.17 in.)	609.69 mm (24.00 in.)
Depth	58.72 mm (2.31 in.)	58.87 mm (2.32 in.)
Stand dimensions		
Height (extended)	371.80 mm (14.64 in.)	393.26 mm (15.48 in.)
Height (compressed)	331.29 mm (13.04 in.)	352.79 mm (13.89 in.)
Width	242.00 mm (9.53 in.)	256.00 mm (10.08 in.)
Depth	191.82 mm (7.55 in.)	201.83 mm (7.95 in.)
Base	242.00 mm x 180.00 mm (9.53 in. x 7.09 in.)	256.00 mm x 190.00 mm (10.08 in. x 7.48 in.)
Weight		
Weight with packaging	6.77 kg (14.93 lb)	8.08 kg (17.81 lb)
Weight with stand assembly and cables	5.01 kg (11.05 lb)	5.73 kg (12.63 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.03 kg (6.68 lb)	3.95 kg (8.71 lb)
Weight of stand assembly	1.75 kg (3.86 lb)	1.55 kg (3.42 lb)

Environmental characteristics

Table 13. Environmental characteristics.

Description	S2425HSM	S2725HSM
Compliant standards	<ul style="list-style-type: none"> ENERGY STAR 8.0 certified monitor RoHS Compliant BFR/PVC Reduce monitor (The circuit boards are made from BFR/PVC-free laminates.) Arsenic-Free glass and Mercury-Free for the panel only. 	<ul style="list-style-type: none"> ENERGY STAR 8.0 certified monitor RoHS Compliant BFR/PVC Reduce monitor (The circuit boards are made from BFR/PVC-free laminates.) Arsenic-Free glass and Mercury-Free for the panel only.
Temperature		
Operating	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)
Non-operating: Storage/Shipping	-20°C to 60°C (-4°F to 140°F)	-20°C to 60°C (-4°F to 140°F)
Humidity		
Operating	10% to 80% (non-condensing)	10% to 80% (non-condensing)
Non-operating: Storage/Shipping	5% to 90% (non-condensing)	5% to 90% (non-condensing)
Altitude		
Operating (maximum)	5,000 m (16,404 ft)	5,000 m (16,404 ft)
Non-operating (maximum)	12,192 m (40,000 ft)	12,192 m (40,000 ft)
Thermal dissipation	133.1 BTU/hour (Maximum) 48.8 BTU/hour (On mode)	146.7 BTU/hour (Maximum) 58.0 BTU/hour (On mode)

Pin assignments

HDMI port

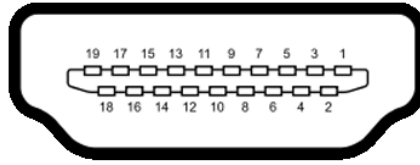


Figure 5. HDMI port

Table 14. 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

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.

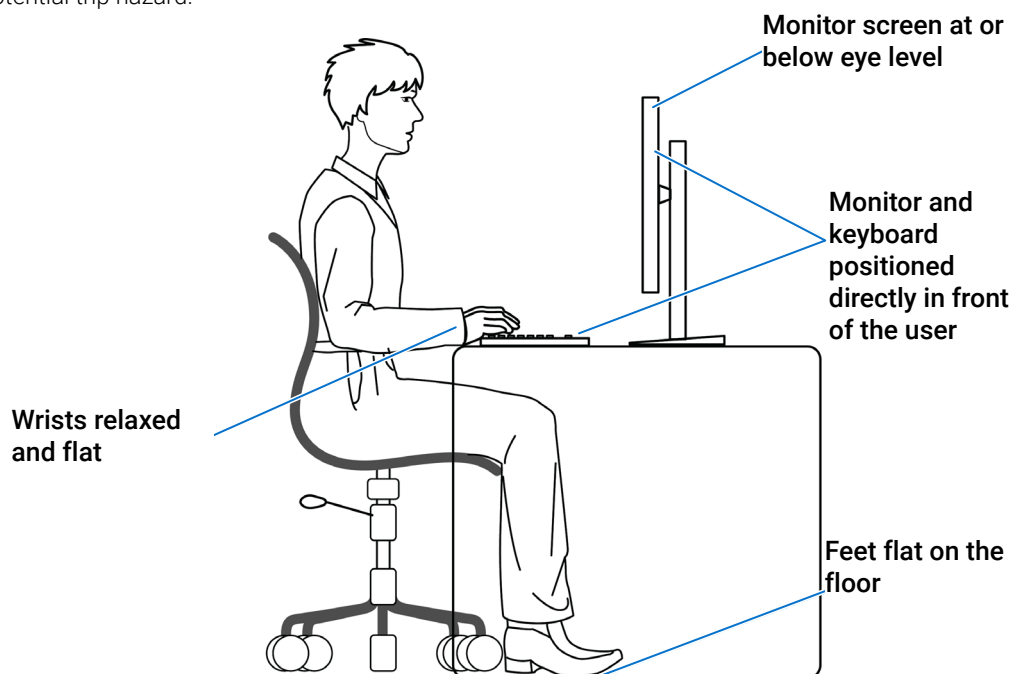


Figure 6. Ergonomics or comfort and efficiency

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.

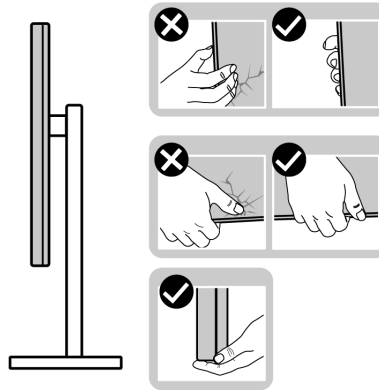


Figure 7. Moving or lifting the monitor

- 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.

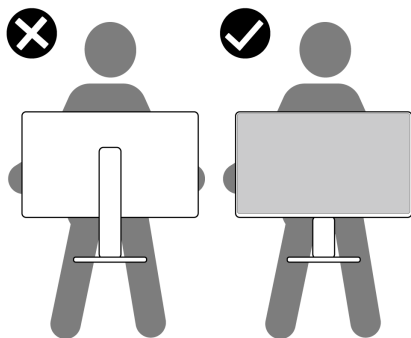


Figure 8. Ensure the screen is facing away from you

- 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.

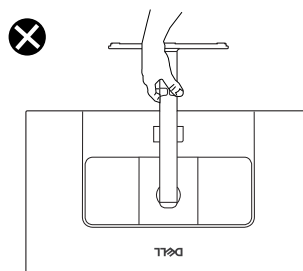


Figure 9. Do not turn the monitor upside down

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.

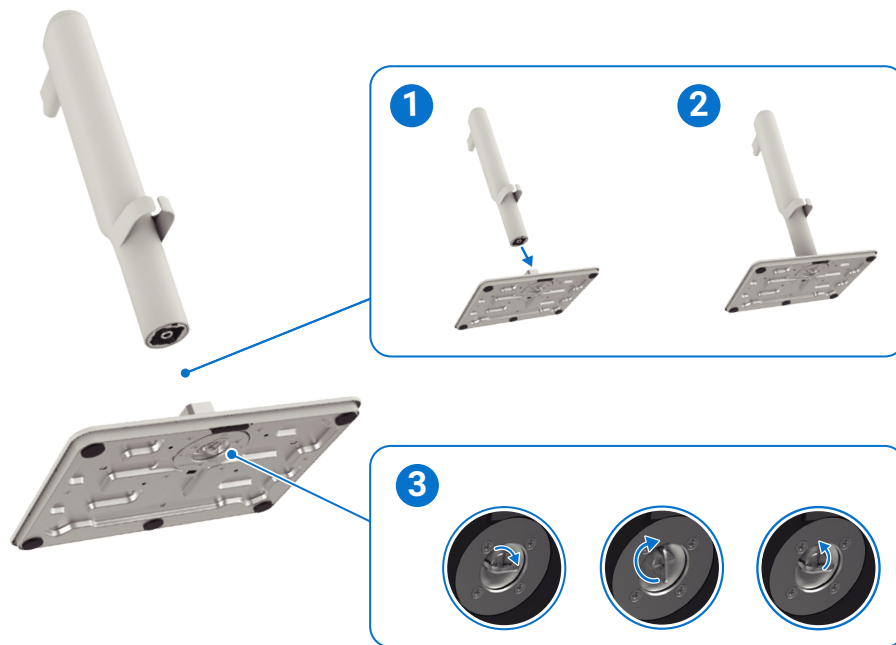


Figure 10. Connecting the stand

4. Align the VESA cover to the top of stand-riser and assemble them firmly by rotating the screw, make sure the screw handle is closed for next step.

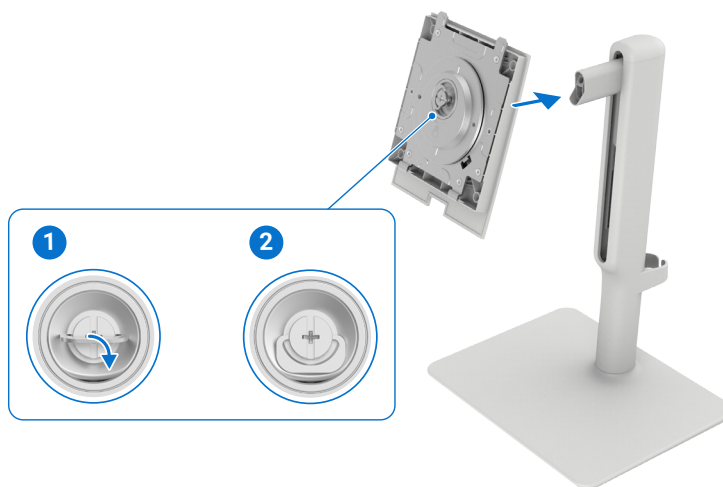


Figure 11. Connecting the VESA cover

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

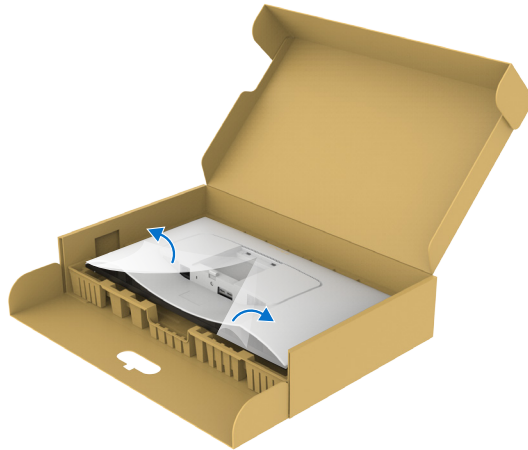


Figure 12. Open the protective cover

- 6. 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.

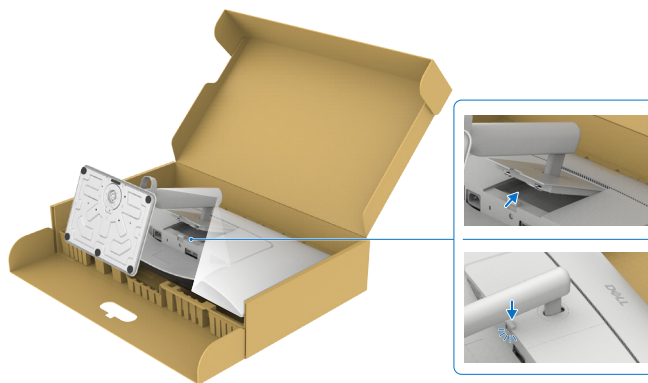


Figure 13. Insert the tabs on the stand riser into the slots

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

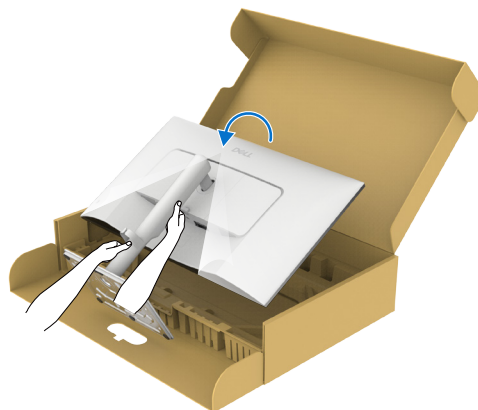


Figure 14. Hold the stand riser and lift the monitor

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

8. Lift the protective cover from the monitor.

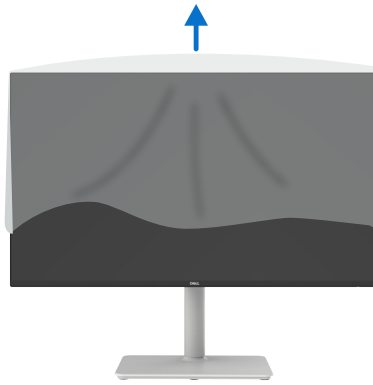


Figure 15. Lift the protective cover from the monitor

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.

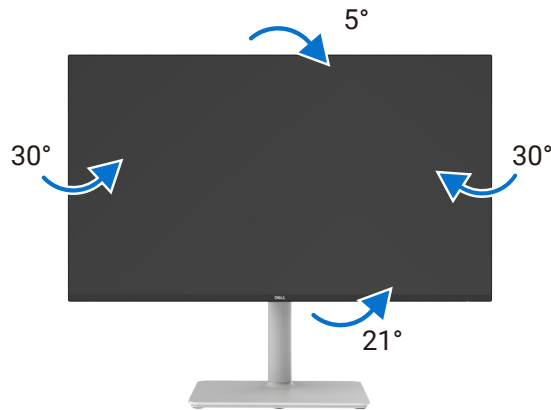


Figure 16. Tilt and swivel adjustment

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

Height adjustment

The stand extends vertically up to 110 mm. The following image illustrates how to extend the stand vertically.

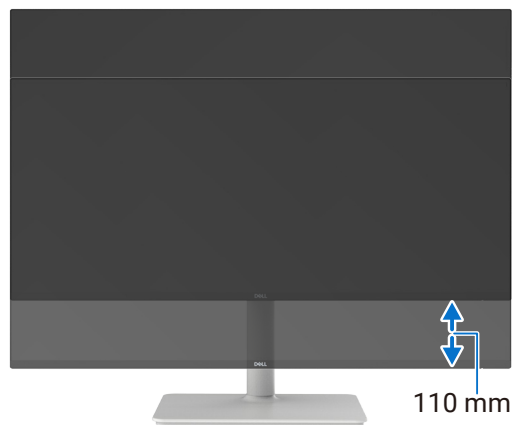


Figure 17. Height adjustment

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.

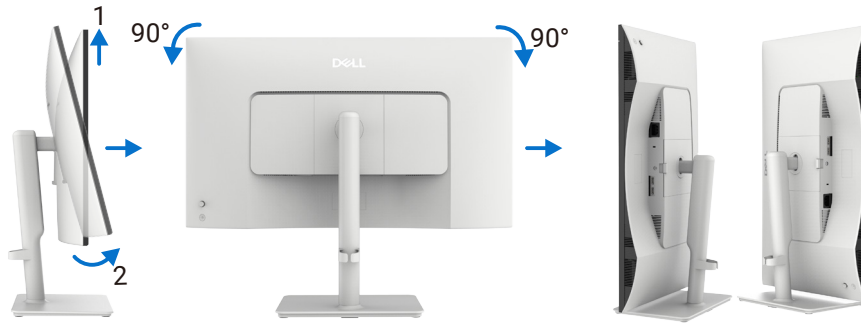


Figure 18. Rotating the display

- ① **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.
- ① **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 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

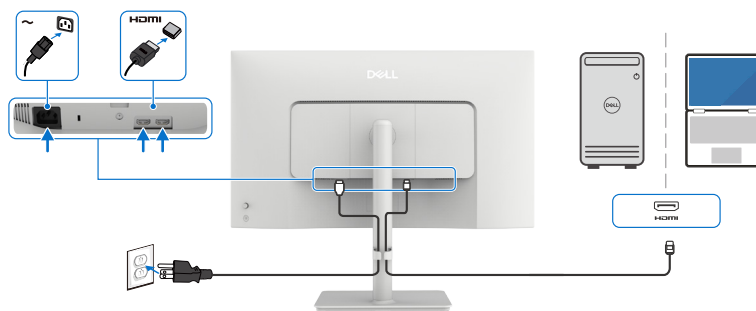


Figure 19. Connecting the HDMI cable

Organizing your cables



Figure 20. 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 Kensington lock (optional)

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

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

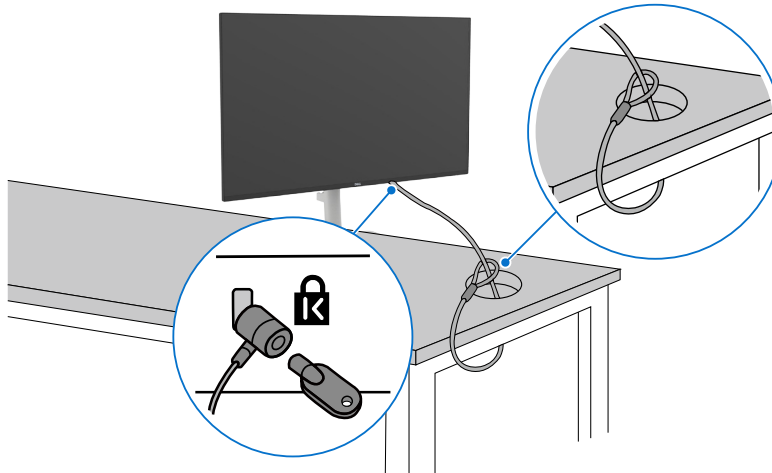


Figure 21. Securing your monitor using Kensington lock

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.

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.

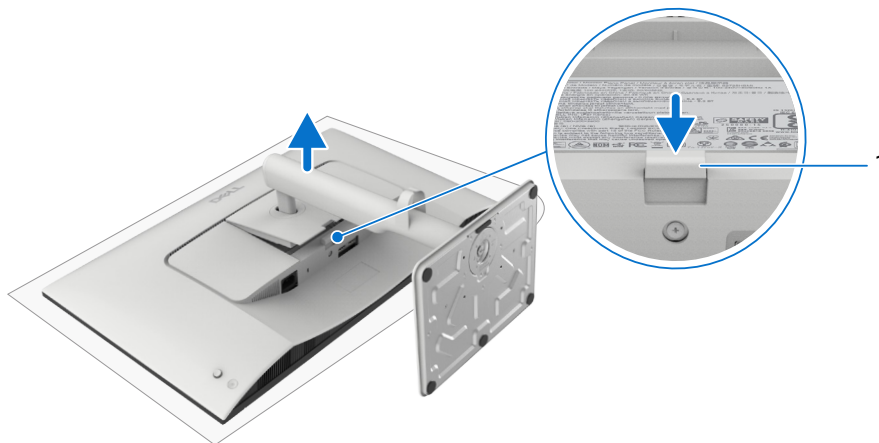


Figure 22. Removing the monitor stand

Table 15. Components and descriptions.

Label	Description	Function
1	Release button	Releases the stand from the monitor.

VESA wall mounting (optional)

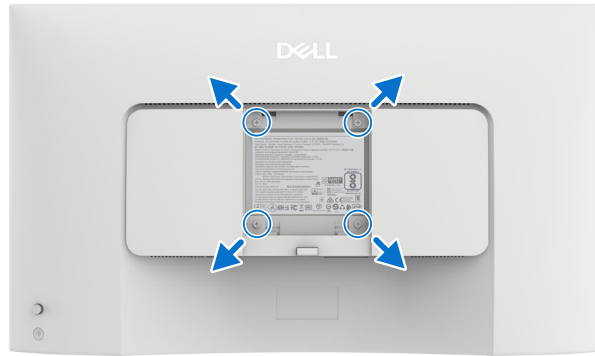


Figure 23. VESA wall mounting

NOTE: Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit.

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 wall-mounting kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that shipped with the wall-mounting kit.

NOTE: For use only with UL or CSA or GS-listed wall mount bracket with minimum weight or load bearing capacity of 12.12 kg (26.72 lb) (S2425HSM)/15.8 kg (34.83 lb) (S2725HSM).

Operating the monitor

Turn on the monitor

Press the power button to turn on the monitor.

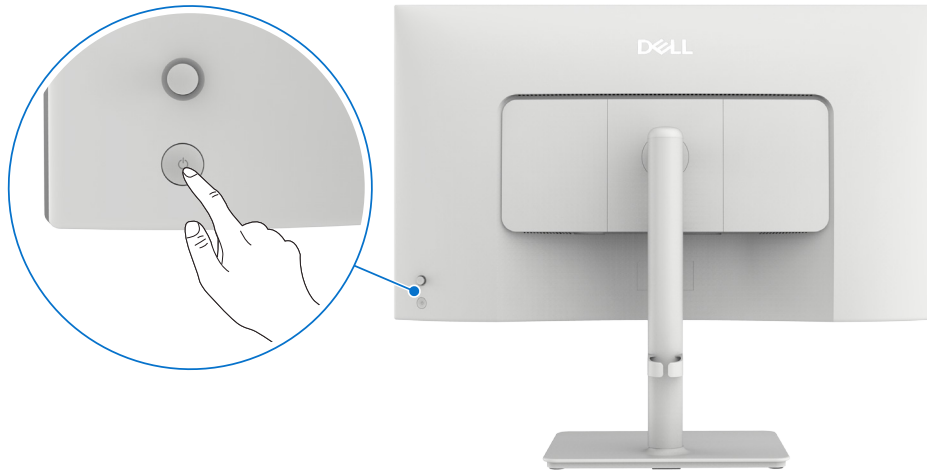


Figure 24. Power on the monitor

Using the joystick control

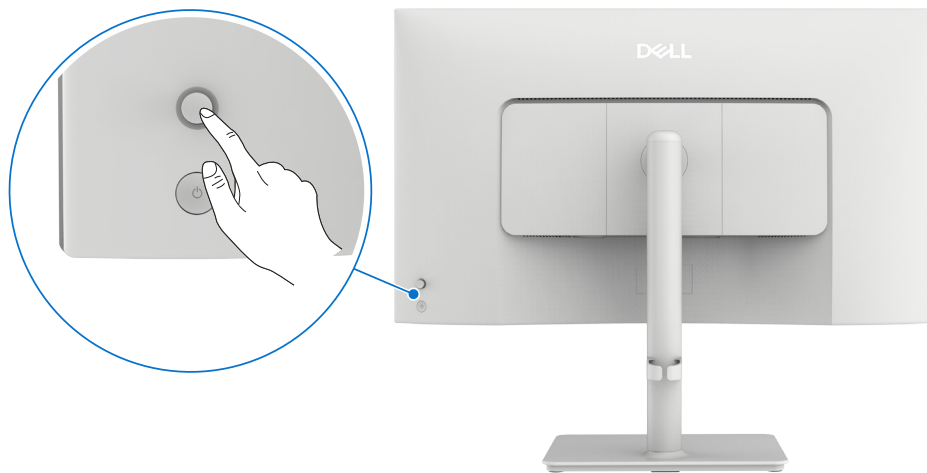





Figure 25. Using the joystick control

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 16. 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.

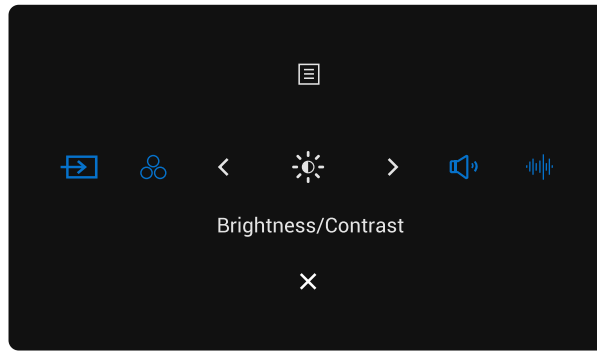









Figure 26. Menu Launcher

- 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 17. Menu Launcher description

Menu Launcher icon	Description
 Main Menu	Opens the On-Screen Display (OSD). See Using the On-Screen Display (OSD) menu .
 Input Source (Shortcut key 1)	To choose from a list of Input Source .
 Preset Modes (Shortcut key 2)	To choose from a list of preset color modes .
 Brightness/Contrast (Shortcut key 3)	To access the Brightness/Contrast adjustment sliders.
 Volume (Shortcut key 4)	To adjust the volume of the built-in speakers.
 Audio Profiles (Shortcut key 5)	To choose from a list of Audio Profiles .
 Exit	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.

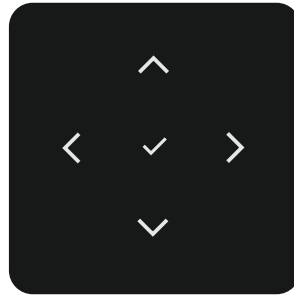







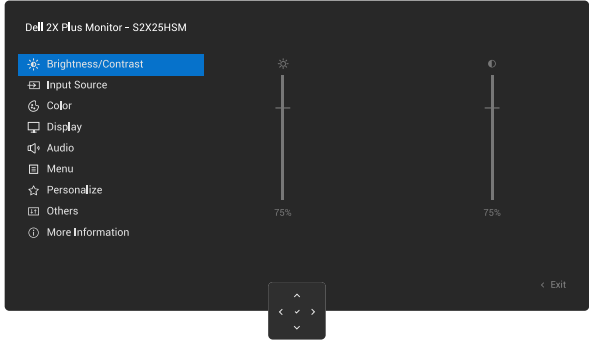
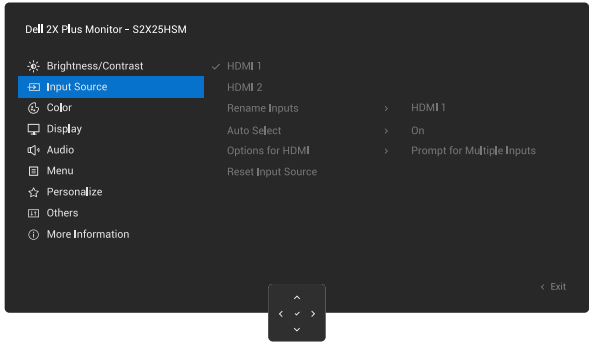
Figure 27. Navigation keys


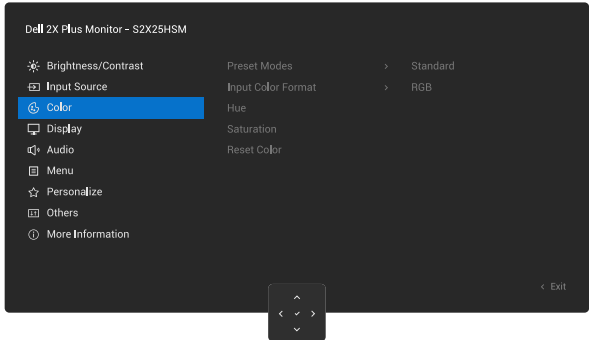
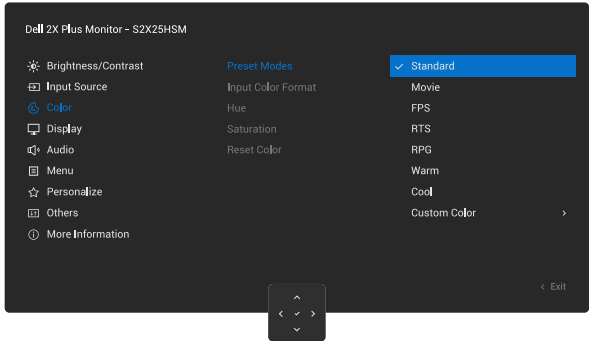
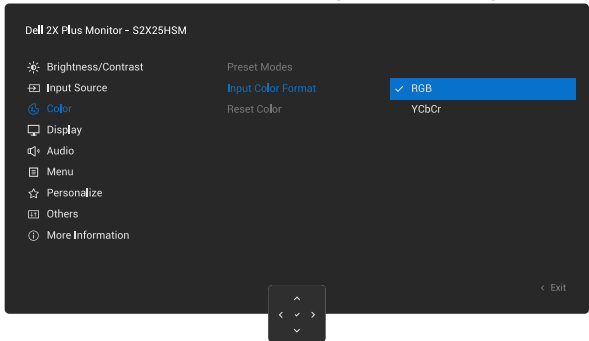

Table 18. Navigation keys description



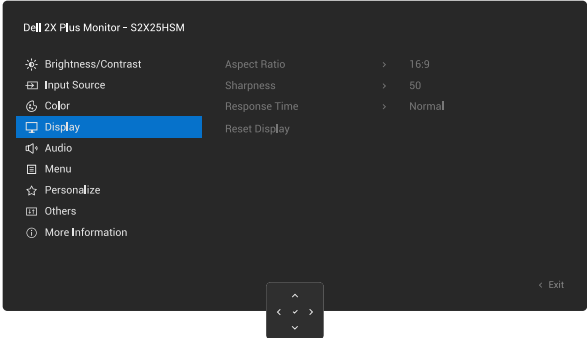

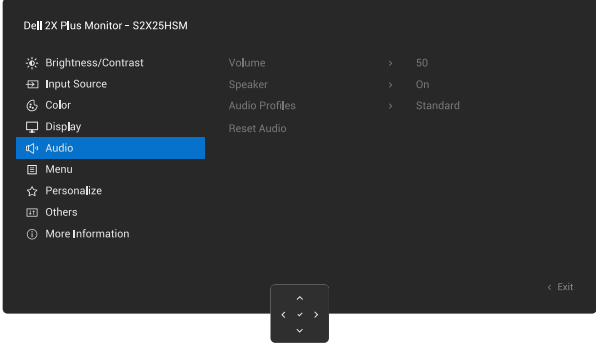
Navigation keys icons	Description
  Up Down	Use the Up (increase) and Down (decrease) navigation keys to adjust items in the OSD menu.
 Left	Use the Left navigation key to go back to the previous menu.
 Right	Use the Right navigation key to confirm your selection.
 OK	Press the joystick to confirm your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


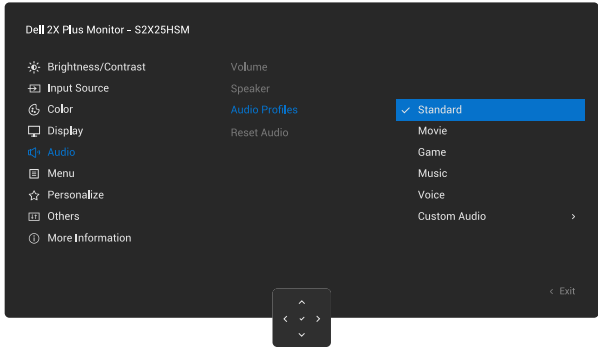

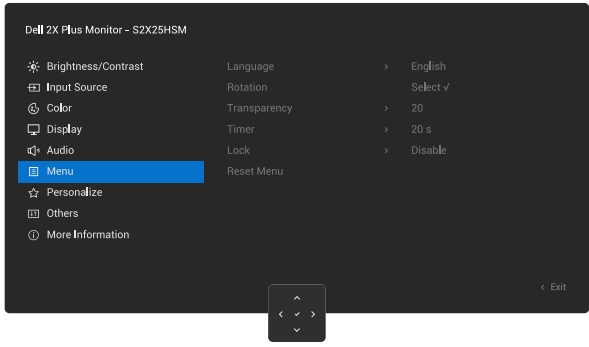
Using the On-Screen Display (OSD) menu

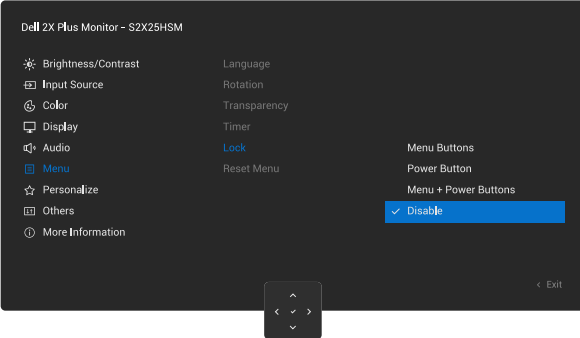
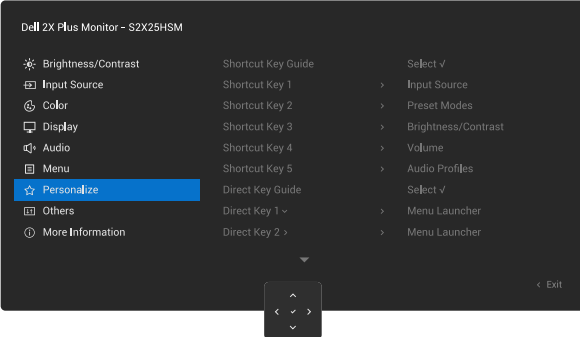
Table 19. On-Screen-Display (OSD) menu description


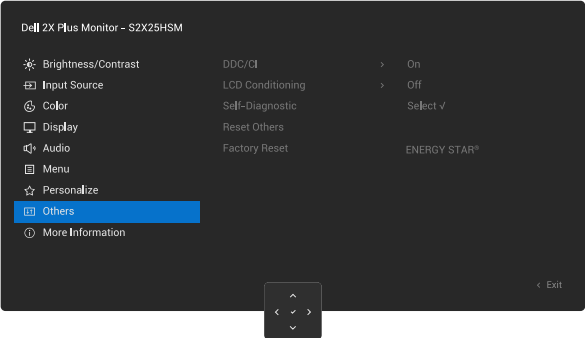
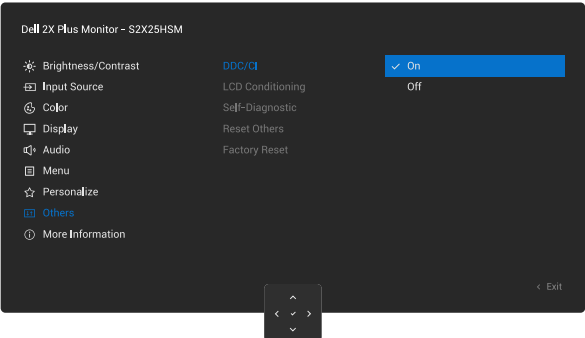
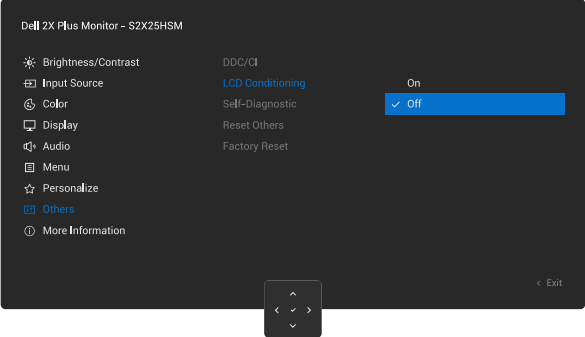
Icon	Menu and submenus	Description
☀️	Brightness/ Contrast	Adjusts the brightness and contrast of the display.  <p>NOTE: When MPRT is selected, the brightness level can be adjusted separately and the maximum brightness at 100% is lower.</p>
	Brightness	Adjusts the luminance of the backlight (Range: 0–100). Use the Up navigation key to increase brightness. Use the Down navigation key to decrease brightness.
	Contrast	Adjust brightness first, and adjust contrast only if you need further adjustment. Use the Up navigation key to increase contrast and Use the Down navigation key to decrease contrast (Range: 0–100). The Contrast function adjusts the degree of difference between darkness and lightness on the monitor screen.
➡️	Input Source	Selects between different video inputs that are connected to your monitor. 
	HDMI 1	Select the HDMI 1 input when you are using the HDMI 1 port. Press the Joystick to confirm the selection.
	HDMI 2	Select the HDMI 2 input when you are using the HDMI 2 port. Press the Joystick to confirm the selection.
	Rename Inputs	Allows you to Rename Inputs .
	Auto Select	Allows you to scan for available input sources. Press the joystick to confirm the selection.
	Option for HDMI	Allows you to set this feature to: <ul style="list-style-type: none"> • Prompt for Multiple Inputs: Always show Switch to HDMI Video Input message for user to choose whether to switch or not. • Always Switch: The monitor always switches to HDMI video by default while HDMI is connected. • Off: The monitor does not auto-switch to HDMI video from another available input.
	Reset Input Source	Resets Input Source to the default settings.


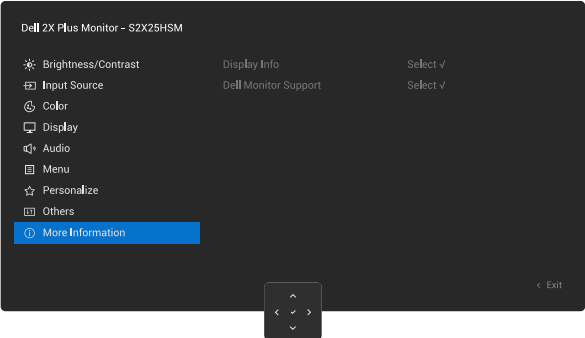
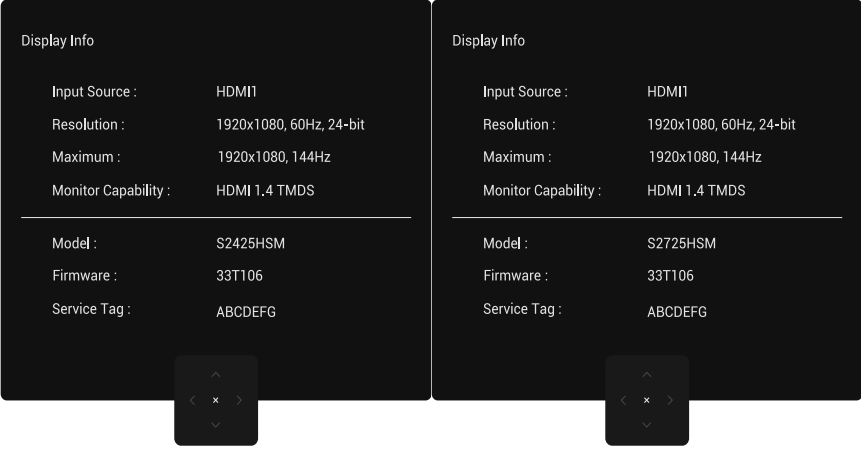
Icon	Menu and submenus	Description
	Color	Adjusts the color setting mode. 
	Preset Modes	Allows you to choose from the list of preset color modes.  <ul style="list-style-type: none"> • Standard: Default Color setting, this monitor uses a low blue light panel, and is certified by TUV to reduce blue light output and create a more relaxing and less stimulating image while reading content on the screen. • Movie: Loads color setting ideal for movies. • FPS: Loads color setting ideal for First-Person Shooter (FPS) games. • RTS: Loads color setting ideal for Real-Time Strategy(RTS) games. • RPG: Loads color setting ideal for Role-Playing Games (RPG). • Warm: Presents colors at lower color temperatures. The screen appears warmer with a red/yellow tint. • Cool: Presents colors at higher color temperatures. The screen appears cooler with a blue tint. • Custom Color: Allows you to manually adjust the color settings (R/G/B) and create your own preset color mode.
	Input Color Format	Allows you to set the video input mode to: <ul style="list-style-type: none"> • RGB: Select this option if your monitor is connected to a computer or a media player that supports RGB output. • YCbCr: Select this option if your media player supports only YCbCr output. 
	Hue	Shift the color of the video image to green or purple. This is used to adjust the desired flesh tone color. <p> NOTE: Available only when you select Movie, FPS, RTS, or RPG mode.</p>

Icon	Menu and submenus	Description
	Saturation	Adjust the color saturation of the video image. NOTE: Available only when you select Movie, FPS, RTS, or RPG mode.
	Reset Color	Resets Color to the default settings.
	Display	Use the Display menu to adjust the image. 
	Aspect Ratio	Adjust the image ratio to 16:9, 4:3, 5:4 .
	Sharpness	Adjust the image sharpness to look sharper or softer.
	Response Time	Allows you to set the Response Time to Normal, Fast, Extreme, or MPRT . NOTE: To select MPRT, source refresh rate need to be 120Hz or higher. NOTE: When MPRT is selected, AMD FreeSync will be not supported.
	Reset Display	Resets Display to the default settings.
	Audio	Use the Audio Settings menu to adjust the audio settings. 
	Volume	Allows you to set the volume level of audio source.
	Speaker	Allows you to turn On or Off speaker .

Icon	Menu and submenus	Description
	Audio Profiles	<p>Expand to show the various audio profiles.</p>  <ul style="list-style-type: none"> • Standard: Default audio setting. • Movie: For motion picture viewing. • Game: For game. • Music: For music listening. • Voice: For speech. • Custom Audio: Allows you to manually adjust the sound. Use the Up and Down navigation keys to adjust the setting.
	Reset Audio	Resets Audio to the default settings.
	Menu	<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> 
	Language	Select one of eight languages for the OSD display: English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese.
	Rotation	Rotates the OSD by 0/90/270 degrees.
	Transparency	Select this option to change the menu transparency by moving the Joystick Up or Down (Range: 0–100).
	Timer	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.

Icon	Menu and submenus	Description
☰	Lock	Locking the control buttons prevents unauthorized access and accidental activation.  <ul style="list-style-type: none"> • Menu Buttons: Lock the Menu buttons. • Power Button: Lock the Power button. • Menu + Power Buttons: Lock the Menu and Power buttons. • Disable: Move the Joystick Left, Right, Up or Down and hold for 4 seconds.
	Reset Menu	Resets Menu to the default settings.
★	Personalize	Personalization of Shortcut Key settings and Direct Key settings . 
	Shortcut Key Guide	For entering Shortcut Keys Guide .
	Shortcut Key 1	Select from Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, Rotation, Volume, Display Info , Audio Profiles set as shortcut key in the menu launcher.
	Shortcut Key 2	
	Shortcut Key 3	
	Shortcut Key 4	
	Shortcut Key 5	
	Direct Key Guide	For entering Direct Keys Guide .
	Direct Key 1 ↓	Allows you to choose a feature from Off, Menu Launcher, Preset Modes, Brightness, Contrast, Input Source, Aspect Ratio, Rotation, Volume, Display Info or Audio Profiles and set it as a Direct Key.
	Direct Key 2 →	
	Direct Key 3 ↑	
Direct Key 4 ←		
Power LED	Allows you to set the state of the power light to save energy.	
Reset Personalization	Resets Personalize to the default settings.	

Icon	Menu and submenus	Description
	Others	Adjusts the OSD settings, such as DDC/CI , LCD Conditioning , Self-Diagnostic , Reset Others , and Factory Reset . 
	DDC/CI	DDC/CI (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 Off . 
	LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting On . 
	Self-Diagnostic	Run the built-in diagnostics, see Built-in diagnostics .
	Reset Others	Resets all settings under the Others menu to the factory preset values.
	Factory Reset	Restores all preset values to the factory default settings. These are also the settings for ENERGY STAR tests.

Icon	Menu and submenus	Description
	More Information	<p>Allows you to view the monitor's information or seek more monitor support.</p> 
	Display Info	<p>Displays current settings, firmware version, and Service Tag of your monitor.</p>  <p>NOTE: The image shown is for the purpose of illustration only. The information may vary depending on the model and current settings.</p>
	Dell Monitor Support	<p>Access the general monitor support materials for your monitor, use your smartphone to scan the QR code.</p>

Locking the control buttons 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, or right for about four seconds until a pop-up menu appears.

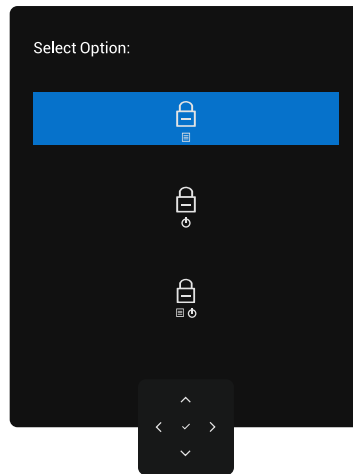





Figure 28. The message of locking the control buttons


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.

OSD warning messages

Table 20. OSD warning messages

OSD warning messages

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

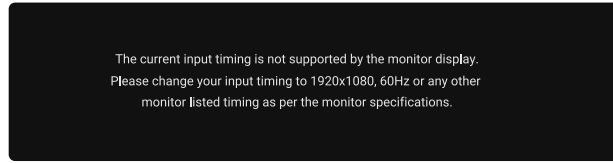


Figure 29. Does not support a particular resolution mode

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:

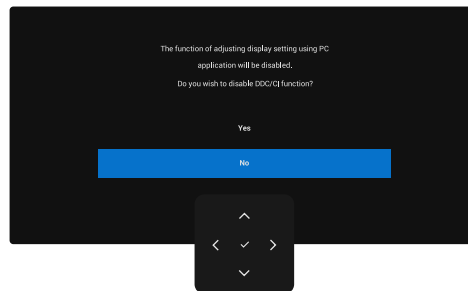


Figure 30. DDC/CI warning message

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

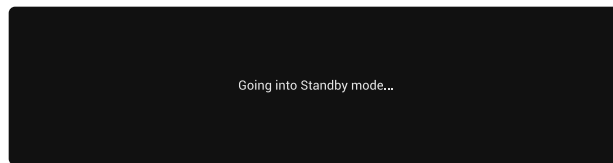


Figure 31. Standby mode warning message

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:

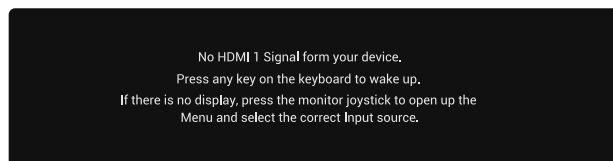


Figure 32. Monitor wake-up warning message

OSD warning messages

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

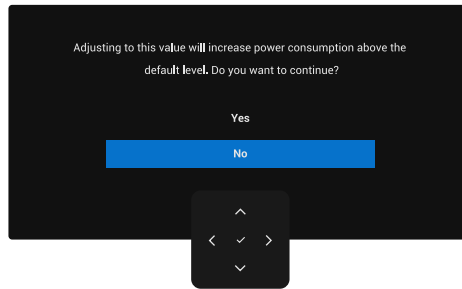


Figure 33. Power warning message

- 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 1 or HDMI 2 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.

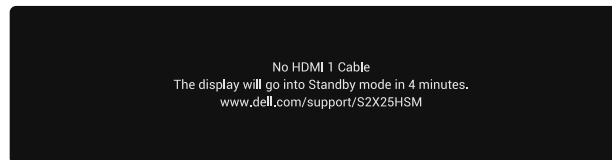


Figure 34. HDMI 1 cable disconnected warning message

or

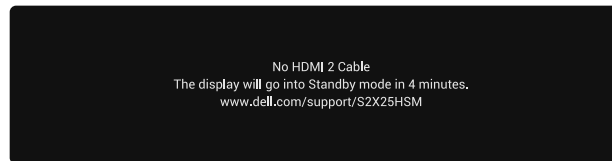


Figure 35. HDMI 2 cable disconnected warning message

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 **S2425HSM/S2725HSM**.
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:

- 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):

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

Troubleshooting

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

Self-test

Your monitor provides a self-test feature that allows you to check 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.

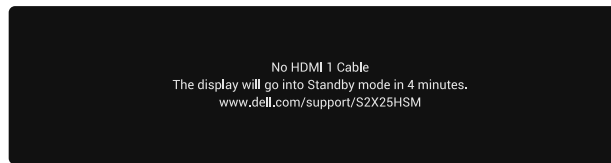


Figure 36. HDMI 1 cable disconnected warning message

or

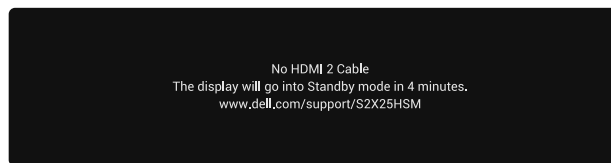


Figure 37. HDMI 2 cable disconnected warning message

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.

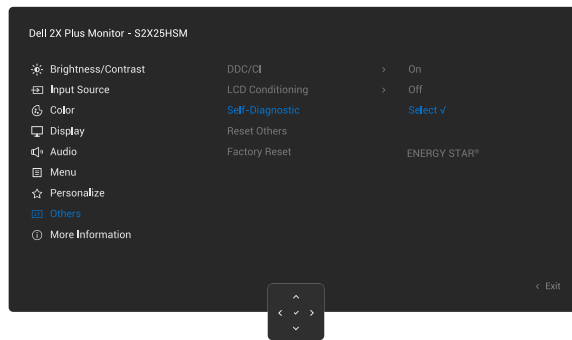


Figure 38. Built-in diagnostics

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 21. Common problems

Common symptoms	What you experience	Possible solutions
No video/power LED off	No picture	<ul style="list-style-type: none"> Ensure that the video cable connecting the monitor and the computer is properly connected and secure. Verify that the power outlet is functioning properly using any other electrical equipment. Ensure that you have pressed the power button properly.
No video/power LED on	No picture or no brightness	<ul style="list-style-type: none"> Increase brightness and contrast controls through OSD. Perform monitor self-test feature check. Check for bent or broken pins in the video cable connector. Run the Built-in diagnostics. Ensure that the correct input source is selected in the Input Source menu.
Missing pixels	LCD screen has spots	<ul style="list-style-type: none"> Cycle power on-off. Pixel that is permanently off is a natural defect that can occur in LCD technology. For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Stuck-on pixels	LCD screen has bright spots	<ul style="list-style-type: none"> Cycle power On-Off. Pixel that is permanently off is a natural defect that can occur in LCD technology. For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Brightness problems	Picture too dim or too bright	<ul style="list-style-type: none"> Reset the monitor to factory settings. Adjust brightness and contrast controls through OSD.
Safety-related issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> Do not perform any troubleshooting steps. Contact Dell immediately.
Intermittent problems	Monitor malfunctions on and off	<ul style="list-style-type: none"> Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. Reset the monitor to factory settings. Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing color	Picture missing color	<ul style="list-style-type: none"> Perform a monitor Built-in diagnostics. Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. Check for bent or broken pins in the video cable connector.
Wrong color	Picture color not good	<ul style="list-style-type: none"> Try different Preset Modes in Color settings OSD. Adjust R/G/B value under Custom Color in the Color menu OSD. Change the Input Color Format to RGB or YCbCr in the Color settings OSD. Run the Built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	<ul style="list-style-type: none"> 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. Alternatively, use a dynamically changing screensaver.
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"> Check the Aspect Ratio setting in the Display menu OSD. Reset the display to factory settings.
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"> Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor. Check whether the OSD menu is locked. If yes, move and hold the joystick Up, Down, Left, or Right navigation keys for 4 seconds to unlock.

Common symptoms	What you experience	Possible solutions
No input signal when user controls are pressed	No picture; the LED light is white	<ul style="list-style-type: none"> • 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. • Ensure the video cable is securely connected. If needed, disconnect and reconnect the cable to confirm a proper connection. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> • Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

Regulatory information

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 S2425HSM](#)
- [Energy Labeling Information for S2725HSM](#)

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 22. Revision history

Revision	Date	Description
A00	August 2025	Original publish date
A01	September 2025	Revised the fonts, and updated all illustrations to meet Accessibility Compliance guidelines.