

Dell Monitor

D2421H/D2721H/D2421DS

User's Guide

Monitor Model: D2421H/D2721H/D2421DS
Regulatory Model: D2421Ho/D2721Ho/D2421DSo





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



CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



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

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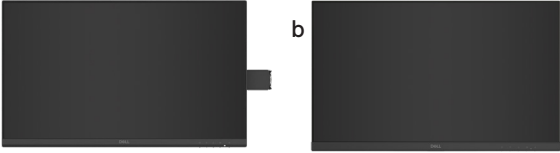
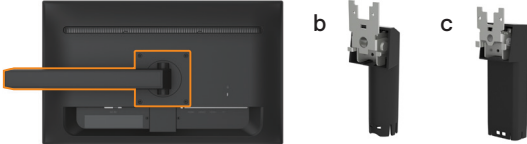
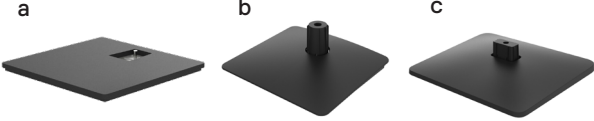





About Your Monitor

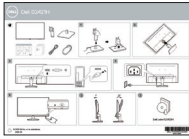
Package Contents

Your monitor ships with all the components shown below. Ensure that you have received all the components and [Contact Dell](#) if anything is missing.

NOTE: Some items may be optional and may not ship with your monitor. Some features or media may not be available in certain countries.

	<p>Display</p> <ul style="list-style-type: none"> a. D2421DS b. D2421H/D2721H
	<p>Stand Riser</p> <ul style="list-style-type: none"> a. D2421DS b. D2421H c. D2721H
	<p>Stand base</p> <ul style="list-style-type: none"> a. D2421DS b. D2421H c. D2721H
	<p>Screws x 2 (D2721H)</p>
	<p>Power Cable (varies by country)</p>
	<p>HDMI Cable</p>





Quick Setup Guide Safety and Regulatory Information

Product Features

The Dell D2421H/D2721H/D2421DS flat-panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) Panel with LED backlight. The monitor features include:

- **D2421H:** 60.5 cm (23.8 in.) diagonal viewable image size, 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- **D2721H:** 68.6 cm (27 in.) diagonal viewable image size, 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- **D2421DS:** 60.5 cm (23.8 in.) diagonal viewable image size, 2560 x 1440 resolution, full-screen support for lower resolutions.
- Tilt adjustment capability.
- Removable pedestal and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- **D2421H/D2721H:** Digital connectivity with HDMI and Analog connectivity with VGA.
- **D2421DS:** Digital connectivity with DisplayPort and HDMI.
- Height adjustment and pivot capability for D2421DS.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Security lock slot.
- RoHS compliant.
- Possible long-term effects of blue light emission from the monitor may cause damage to the eyes, including eye fatigue, digital eye strain, and so on. TÜV-certified ComfortView feature is designed to reduce the amount of blue light emitted from the monitor to help optimize eye comfort.
- Arsenic-free glass and Mercury-free for the panel only.
- **D2421H/D2421DS:** ≤ 0.5 W in Standby Mode.
- **D2721H:** ≤ 0.3 W in Standby Mode.



Identifying Parts and Controls

NOTE: The graphics are used for the purpose of illustration only. Appearance on the computer may vary.

D2421H

Front view



Label	Description
1	Function buttons (For more information, see Operating the Monitor)
2	Power On/Off button
3	LED indicator Solid blue light indicates the monitor is turned on and functioning normally. Solid orange light indicates the monitor is in Standby Mode.

Back view



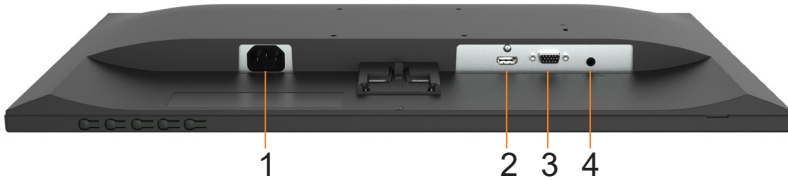
Back View with Monitor Stand

Label	Description	Use
1	VESA mounting holes (100 mm)	Supports optional mounting of the monitor using a VESA mount or arm.



2	Security lock slot	Secures monitor with security lock (security lock not included).
3	Regulatory rating label with Barcode serial number	Lists the regulatory approvals. Refer to this label if you need to contact Dell for technical support.
4	Stand release button	Release stand from monitor.

Bottom View



Label	Description	Use
1	AC power connector	To connect the monitor power cable.
2	HDMI connector	To connect your computer to the monitor using a HDMI cable.
3	VGA connector	To connect your computer to the monitor using a VGA cable.
4	Earphone connector	To connect your earphone

D2721H

Front view



Label	Description
1	Function buttons (For more information, see Operating the Monitor)
2	Power On/Off button



3	<p>LED indicator</p> <p>Solid blue light indicates the monitor is turned on and functioning normally.</p> <p>Solid orange light indicates the monitor is in Standby Mode.</p>
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Back view



Back View with Monitor Stand

Label	Description	Use
1	VESA mounting holes (100 mm)	Supports optional mounting of the monitor using a VESA mount or arm.
2	Security lock slot	Secures monitor with security lock (security lock not included).
3	Regulatory rating label with Barcode serial number	Lists the regulatory approvals. Refer to this label if you need to contact Dell for technical support.
4	Stand release button	Release stand from monitor.

Bottom View



Label	Description	Use
1	AC power connector	To connect the monitor power cable.
2	HDMI connector	To connect your computer to the monitor using a HDMI cable.
3	VGA connector	To connect your computer to the monitor using a VGA cable.



D2421DS

Front view



Label	Description
1	Function buttons (For more information, see Operating the Monitor)
2	Power On/Off button
3	LED indicator Solid blue light indicates the monitor is turned on and functioning normally. Solid orange light indicates the monitor is in Standby Mode.

Back view



Back View with Monitor Stand

Label	Description	Use
1	VESA mounting holes (100 mm)	Supports optional mounting of the monitor using a VESA mount or arm.



2	Security lock slot	Secures monitor with security lock (security lock not included).
3	Regulatory rating label with Barcode serial number	Lists the regulatory approvals. Refer to this label if you need to contact Dell for technical support.

Bottom View



Label	Description	Use
1	AC power connector	To connect the monitor power cable.
2	HDMI connector	To connect your computer to the monitor using a HDMI cable.
3	DP connector	To connect your computer to the monitor using a DP cable.

Monitor Specifications

Flat-Panel Specifications

Model number	D2421H	D2721H
Screen type	Active matrix - TFT LCD	Active matrix - TFT LCD
Panel type	In-Plane Switching Technology	In-Plane Switching Technology
Viewable image		
Diagonal	604.7 mm (23.8 in.)	686.0 mm (27 in.)
Horizontal Active Area	527.04 mm (20.76 in.)	597.89 mm (23.54 in.)
Vertical Active Area	296.46 mm (11.67 in.)	336.31 mm (13.24 in.)
Area	156246.27 mm ² (242.27 in. ²)	201076.91 mm ² (311.67 in. ²)
Pixel pitch	0.2745 x 0.2745 mm	0.3114 x 0.3114 mm
Pixel per inch (PPI)	92	81



Viewing angle		
Horizontal	178° (typical)	178° (typical)
Vertical	178° (typical)	178° (typical)
Brightness	250 cd/m ² (typical)	250 cd/m ² (typical)
Contrast ratio	1000 to 1 (typical)	1000 to 1 (typical)
Faceplate coating	Anti-glare with hard-coating 3H hardness	Anti-glare with hard-coating 3H hardness
Backlight	White LED edgelight system	White LED edgelight system
Response Time	5 ms (gray to gray - fast mode) 8 ms (gray to gray - normal mode)	5 ms (gray to gray - fast mode) 8 ms (gray to gray - normal mode)
Color Depth	16.7 mil colors	16.7 mil colors
Color Gamut	72% NTSC(CIE 1931) and 83% NTSC(CIE 1976)	72% NTSC(CIE 1931) and 83% NTSC(CIE 1976)
Connectivity	1 x VGA, 1 x HDMI 1.4, 1 x Earphone (ϕ 3.5 mm)	1 x VGA, 1 x HDMI 1.4
Border width (edge of monitor to active area)	6.25 mm (Side)/6.24 mm (Top)/22.26 mm (Bottom)	6.98 mm (Side)/6.98 mm (Top)/20.90 mm (Bottom)
Adjustability		
Height adjustable stand	N/A	N/A
Tilt	-5° to 20°	-5° to 20°
Pivot	N/A	N/A
Security	Security lock slot (cable lock sold separately)	Security lock slot (cable lock sold separately)

Model number	D2421DS
Screen type	Active matrix - TFT LCD
Panel type	In-Plane Switching Technology
Viewable image	
Diagonal	604.5 mm (23.8 in.)
Horizontal Active Area	526.85 mm (20.74 in.)
Vertical Active Area	296.35 mm (11.67 in.)
Area	156132.00 mm ² (242.03 in. ²)
Pixel pitch	0.2058 x 0.2058 mm



Pixel per inch (PPI)	123
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	300 cd/m ² (typical)
Contrast ratio	1000 to 1 (typical)
Faceplate coating	Anti-glare with hard-coating 3H hardness
Backlight	White LED edgelight system
Response Time	5 ms (gray to gray - fast mode) 8 ms (gray to gray - normal mode)
Color Depth	16.7 mil colors
Color Gamut	99% sRGB(TYP)
Connectivity	3 x HDMI 1.4, 1 x DP 1.2
Border width (edge of monitor to active area)	7.08 mm (Side)/7.02 mm (Top)/19.83 mm (Bottom)
Adjustability	
Height adjustable stand	100 mm
Tilt	-3.5° to 21.5°
Pivot	90° clockwise
Security	Security lock slot (cable lock sold separately)

Resolution Specifications

Model number	D2421H/D2721H	D2421DS
Scan range		
• Horizontal	30 kHz to 83 kHz (automatic)	30 kHz to 83 kHz (automatic)
• Vertical	50 Hz to 75 Hz (automatic)	50 Hz to 75 Hz (automatic)
Maximum preset resolution	1920 x 1080 at 60 Hz	2560 x 1440 at 60 Hz



Video display capabilities (HDMI&DP playback)	480i, 480p, 576i, 576p, 720p, 1080i, 1080p	480i, 480p, 576i, 576p, 720p, 1080i, 1080p
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Preset Display Modes

The following table lists the preset modes for which Dell guarantees image size and centering:

D2421H/D2721H

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.1	28.3	-/+
VESA, 640 x 480	31.5	59.9	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 800 x 600	37.9	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 900	60.0	60.0	108.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+

D2421DS

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.1	28.3	-/+
VESA, 640 x 480	31.5	59.9	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-



VESA, 800 x 600	37.9	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 900	60.0	60.0	108.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
VESA, 1920 x 1200	74.0	60.0	154.0	+/+
VESA, 2560 x 1440	88.8	60.0	241.5	+/-

Electrical Specifications

Model number	D2421H
Video input signals	<ul style="list-style-type: none"> Analog RGB: 0.7 V \pm 5 %, 75 ohm input impedance HDMI 1.4 (HDCP 1.4), 150 mV=\leqVp-p=\leq1560 mV for each differential line, 100 ohm input impedance per differential pair
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)
AC input voltage / frequency / current	100 VAC to 240 VAC / 50 Hz or 60 Hz \pm 3 Hz / 0.8 A (typical)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)
Power consumption	0.4 W (Off Mode) ¹ 0.4 W (Standby Mode) ¹ 12.8 W (On Mode) ¹ 22.0 W (Max) ² 14.7 W (Pon) ³ 45.7 kWh (TEC) ³



Model number	D2721H
Video input signals	<ul style="list-style-type: none"> Analog RGB: 0.7 V ± 5 %, 75 ohm input impedance HDMI 1.4 (HDCP 1.4), 150 mV=\leqVp-p=\leq1560 mV for each differential line, 100 ohm input impedance per differential pair
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)
AC input voltage / frequency / current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 1.0 A (typical)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)
Power consumption	0.2 W (Off Mode) ¹ 0.2 W (Standby Mode) ¹ 18.8 W (On Mode) ¹ 28.0 W (Max) ² 16.7 W (Pon) ³ 52.0 kWh (TEC) ³

Model number	D2421DS
Video input signals	<ul style="list-style-type: none"> HDMI 1.4 (HDCP 1.4), 150 mV=\leqVp-p=\leq1560 mV for each differential line, 100 ohm input impedance per differential pair DisplayPort 1.2 (HDCP 1.4), 120mV min.(For HBR) 50 mV min. (For HBR2) for each differential line, 100 ohm input impedance per differential pair
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)
AC input voltage / frequency / current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 0.8 A (typical)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)
Power consumption	0.3 W (Off Mode) ¹ 0.4 W (Standby Mode) ¹ 19.2 W (On Mode) ¹ 35.0 W (Max) ² 16.8 W (Pon) ³ 52.2 kWh (TEC) ³


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

²Max brightness and contrast setting.

³Pon : Power consumption of On Mode measured with reference to Energy Star test method.

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



The OSD operates only in the normal operation mode. In the active-off mode, you only could press  button into Input Source.

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

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

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

Physical Characteristics

The following table lists the monitor’s physical characteristics:

Model number	D2421H	D2721H
Signal cable type	<ul style="list-style-type: none"> • Analog: D-Sub, 15 pins • Digital: HDMI, 19 pins 	<ul style="list-style-type: none"> • Analog: D-Sub, 15 pins • Digital: HDMI, 19 pins
Dimensions: (with stand)		
Height	393.7 mm (15.50 in.)	478.5 mm (18.84 in.)
Width	539.5 mm (21.24 in.)	611.8 mm (24.09 in.)
Depth	176.9 mm (6.96 in.)	236.9 mm (9.33 in.)
Dimensions: (without stand)		
Height	325.3 mm (12.81 in.)	364.2 mm (14.34 in.)
Width	539.5 mm (21.24 in.)	611.8 mm (24.09 in.)
Depth	40.8 mm (1.61 in.)	47.6 mm (1.87 in.)
Stand dimensions:		
Height	176.4 mm (6.94 in.)	186.9 mm (7.36 in.)
Width	199.9 mm (7.87 in.)	272.7 mm (10.74 in.)
Depth	176.9 mm (6.96 in.)	236.9 mm (9.33 in.)



Weight:		
Weight with packaging	4.9 Kg (10.80 lb)	6.0 Kg (13.23 lb)
Weight with stand assembly and cables	3.8 Kg (8.38 lb)	4.8 Kg (10.58 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.2 Kg (7.05 lb)	4.0 Kg (8.82 lb)
Weight of stand assembly	0.3 Kg (0.66 lb)	0.5 Kg (1.10 lb)

Model number	D2421DS
Signal cable type	<ul style="list-style-type: none"> • Digital: DisplayPort, 20 pins • Digital: HDMI, 19 pins
Dimensions: (with stand)	
Height (extended)	505.7 mm (19.91 in.)
Height (compressed)	405.7 mm (15.97 in.)
Width	541.0 mm (21.30 in.)
Depth	211.6 mm (8.33 in.)
Dimensions: (without stand)	
Height	323.2 mm (12.72 in.)
Width	541.0 mm (21.30 in.)
Depth	44.9 mm (1.77 in.)
Stand dimensions:	
Height (extended)	391.9 mm (15.43 in.)
Height (compressed)	347.22 mm (13.67 in.)
Width	214.6 mm (8.45 in.)
Depth	211.6 mm (8.33 in.)
Base	214.6 mm x 211.6 mm (8.45 in. x 8.33 in.)
Weight:	
Weight with packaging	7.0 Kg (15.43 lb)
Weight with stand assembly and cables	5.9 Kg (13.01 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.5 Kg (7.72 lb)
Weight of stand assembly	2.1 Kg (4.63 lb)



Environmental Characteristics

Model number	D2421H/D2721H/D2421DS
Temperature <ul style="list-style-type: none"> • Operating • Non-operating 	0°C to 50°C (32°F to 122°F) Storage: -20°C to 60°C (-4°F to 140°F) Shipping: -20°C to 60°C (-4°F to 140°F)
Humidity <ul style="list-style-type: none"> • Operating • Non-operating 	20 % to 90 % (non-condensing) Storage: 5 % to 90 % (non-condensing) Shipping: 5 % to 90 % (non-condensing)
Altitude <ul style="list-style-type: none"> • Operating • Non-operating 	5,000 m (16,404 ft) max 12,191 m (40,000 ft) max

Model number	D2421H	D2721H	D2421DS
Thermal dissipation	75.1 BTU/hour (maximum) 68.2 BTU/hour (typical)	95.5 BTU/hour (maximum) 85.3 BTU/hour (typical)	119.4 BTU/hour (maximum) 102.4 BTU/hour (typical)

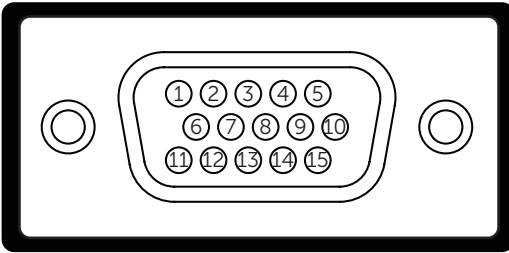
Compliant standards

Model number	D2421H/D2721H/D2421DS
RoHS Compliant	yes
BFR/PVC free Monitor (excluding external cables)	no



Pin Assignments

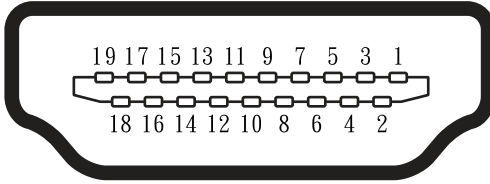
VGA connector



Pin number	15-pin side of the connected signal cable
1	Video-Red
2	Video-Green
3	Video-Blue
4	GND
5	Self-test
6	GND-R
7	GND-G
8	GND-B
9	DDC +5 V
10	GND-sync
11	GND
12	DDC data
13	H-sync
14	V-sync
15	DDC clock



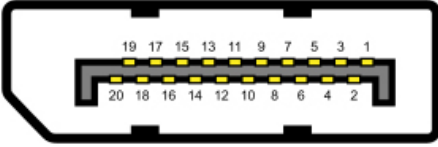
HDMI connector



Pin number	19-pin Side of the Connected Signal Cable
1	TMDS DATA 2+
2	TMDS DATA 2 SHIELD
3	TMDS DATA 2-
4	TMDS DATA 1+
5	TMDS DATA 1 SHIELD
6	TMDS DATA 1-
7	TMDS DATA 0+
8	TMDS DATA 0 SHIELD
9	TMDS DATA 0-
10	TMDS CLOCK
11	TMDS CLOCK SHIELD
12	TMDS CLOCK-
13	No Connection
14	No Connection
15	DDC CLOCK (SCL)
16	DDC DATA (SDA)
17	GND
18	+5 V POWER
19	HOT PLUG DETECT



DP connector



Pin number	20-pin side of the connected signal cable
1	ML_LANE3_N
2	GND
3	ML_LANE3_P
4	ML_LANE2_N
5	GND
6	ML_LANE2_P
7	ML_LANE1_N
8	GND
9	ML_LANE1_P
10	ML_LANE0_N
11	GND
12	ML_LANE0_P
13	GND
14	GND
15	AUX_CH_P
16	GND
17	AUX_CH_N
18	HPD
19	RETURN
20	DP_PWR



Plug and Play

You can install the monitor in any Plug and Play compatible system. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so that the system can configure itself and optimize the monitor settings. Most monitor installations are automatic. You can select different settings if desired. For more information about changing the monitor settings, see Operating the Monitor.

LCD Monitor Quality & Pixel Policy

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



Setting Up the Monitor

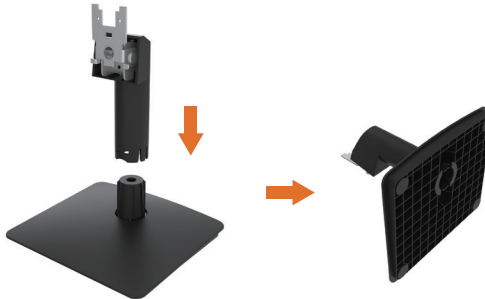
Connecting the stand

- 🔪 NOTE: The stand is not installed at the factory when shipped. (D2421H/D2721H)
- 🔪 NOTE: The stand is installed at the factory when shipped. (D2421DS)
- 🔪 NOTE: The graphics are used for the purpose of illustration only. Appearance on the computer may vary.
- 🔪 NOTE: The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

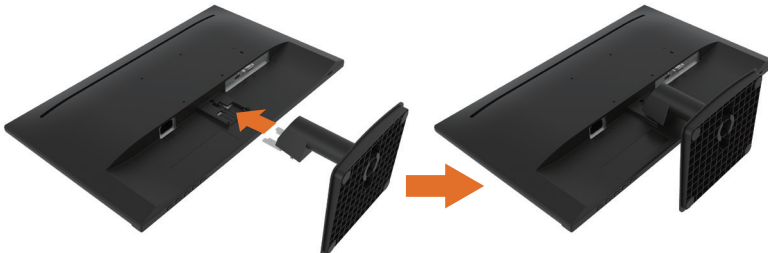
To attach the monitor stand:

D2421H

1. Assemble the stand riser to stand base.
 - a. Place the monitor stand base on a stable table top.
 - b. Slide the monitor stand body in the downward direction into the stand base until it clicks into place.

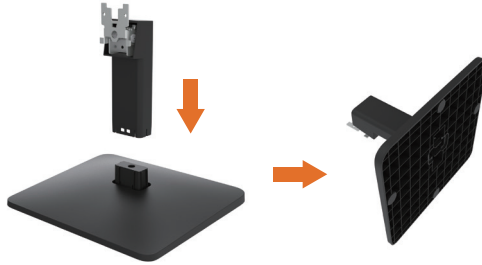


2. Attach the stand assembly to the monitor:
 - a. Place the monitor on a soft cloth or cushion near the edge of desk.
 - b. Align the stand assembly bracket to the monitor groove.
 - c. Insert the bracket towards monitor until it locks in place.

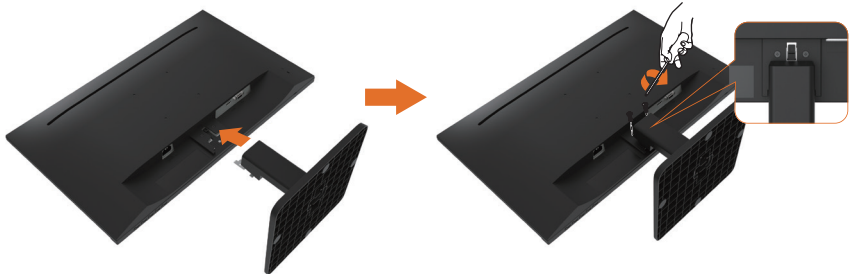


D2721H

1. Assemble the stand riser to stand base.
 - a. Place the monitor stand base on a stable table top.
 - b. Slide the monitor stand body in the downward direction into the stand base until it clicks into place.

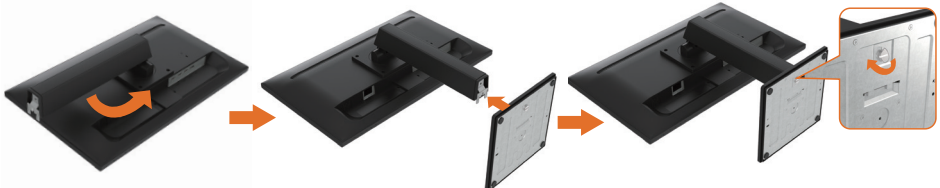


2. Attach the stand assembly to the monitor:
 - a. Place the monitor on a soft cloth or cushion near the edge of desk.
 - b. Align the stand assembly bracket to the monitor groove.
 - c. Use a screwdriver to fully tighten the two screws to the top of the stand.



D2421DS

1. Remove the monitor's protective cover and place the monitor with its display side facing downward.
2. Insert the stand base blocks fully into the stand slot.
3. Lift the screw handle and turn the screw clockwise.
4. After fully tightening the screw, fold the screw handle flat within the recess.



NOTE: Lift the monitor carefully to prevent it from slipping or falling.



Using the Tilt and Vertical Extension

Tilt

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

D2421H

D2721H

5° 20°

5° 20°



D2421DS

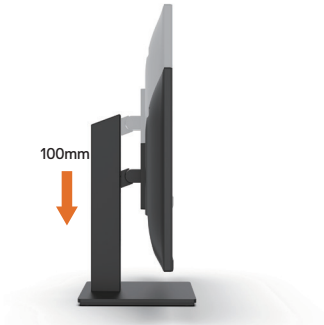
3.5° 21.5°



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

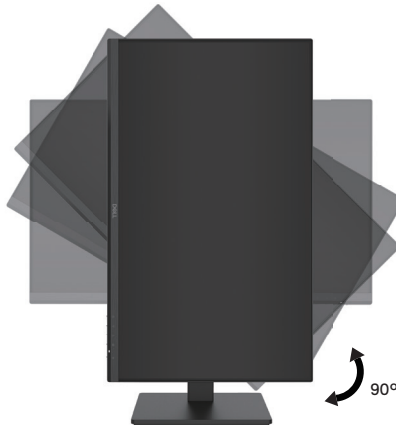
Vertical Extension

 **NOTE:** The stand extends vertically up to 100 mm. The figure below illustrates how to extend the stand vertically.



Rotating the Monitor

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



Connecting Your Monitor

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





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



NOTE: Dell monitors are designed to work optimally with Dell supplied inbox cables. Dell does not guarantee the video quality and performance when using non-Dell cables.



NOTE: The graphics are used for the purpose of illustration only. Appearance on the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the black VGA or HDMI or DP cable to the corresponding video port on the back of your computer.
3. Connect the Earphone port. (D2421H)

Connecting VGA/HDMI Cable and Earphone D2421H



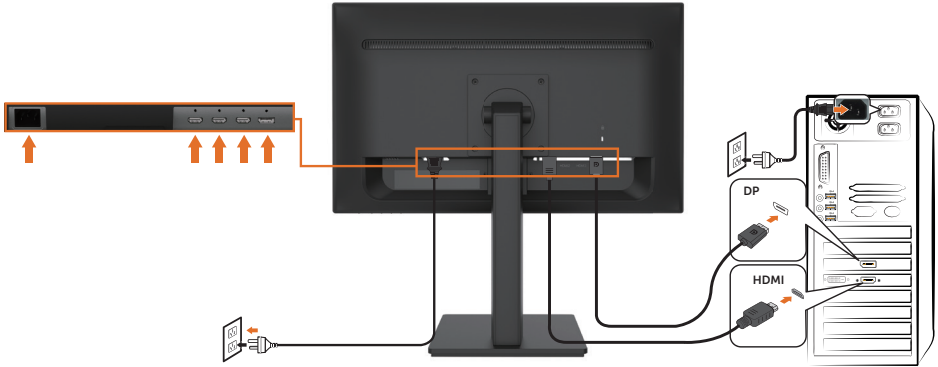
Connecting VGA/HDMI Cable D2721H

D2721H



Connecting HDMI/DP Cable

D2421DS



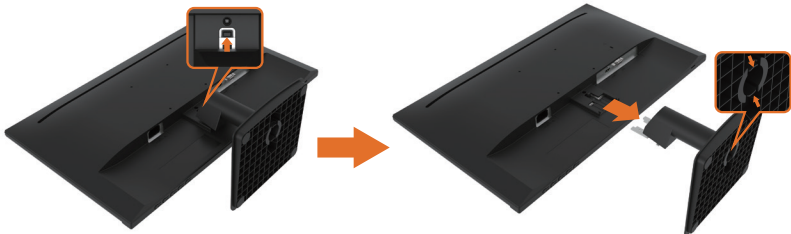
Removing the Monitor Stand

- NOTE: To prevent scratches on the screen when removing the stand, ensure that the monitor is placed on a soft and clean surface.
- NOTE: The following procedure is applicable for the stand that shipped with your monitor.
- NOTE: The graphics are used for the purpose of illustration only. Appearance on the computer may vary.

To remove the stand:

D2421H

1. Place the monitor panel on a soft cloth or cushion.
2. Use a long screwdriver to push the release latch located in a hole just above the stand.
3. Once the latch is released, remove the stand away from the monitor.
4. Press the tenons inwardly and pull the base from stand to remove.

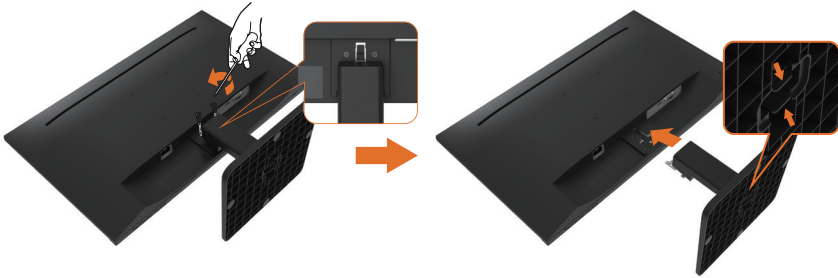


D2721H

1. Place the monitor panel on a soft cloth or cushion.

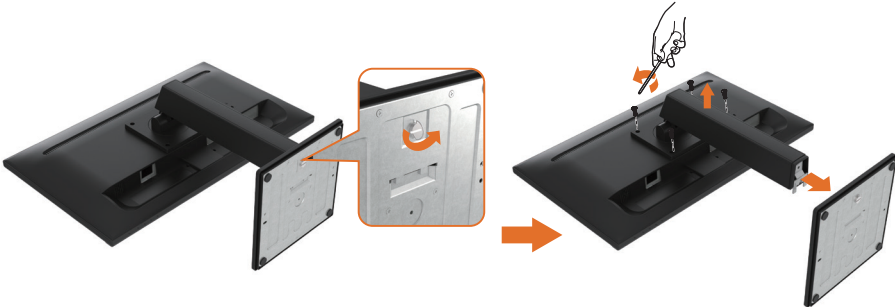


2. Use a screwdriver to loosen the two screws at the top of the stand, Use a long screwdriver to push the release latch located in a hole just above the stand.
3. Once the latch is released, remove the stand away from the monitor.
4. Press the tenons inwardly and pull the base from stand to remove.



D2421DS

1. Place the monitor panel on a soft cloth or cushion.
2. Loosen the screw from the base.
3. Use a screwdriver to loosen the four screws at the back of the monitor.
4. Lift the stand up and away from the monitor.



Wall Mounting (Optional)




NOTE: (Screw dimension: M4 x 10 mm). Refer to the instructions that come with the VESA-compatible base mounting kit.

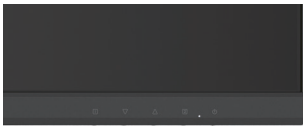
1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the stand.
3. Remove 4 screws from wall hanging hole. (D2421H/D2721H)
4. Attach the mounting bracket from the wall mounting kit to the LCD.
5. Mount the LCD on the wall by following the instructions that came with the base mounting kit.

NOTE: For use only with UL-listed wallD-mount bracket with minimum weight/load bearing capacity of 9.6 Kg (21.16 lb) for D2421H, 12.0 Kg (26.46 lb) for D2721H, 10.8 Kg (23.81 lb) for D2421DS.

Operating the Monitor

Power On the Monitor

Press the  button to turn on the monitor.

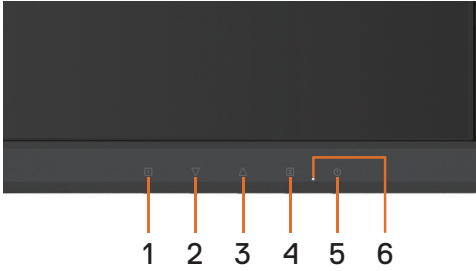


A

Using the Front-Panel Controls

Use the keys on the front of the monitor to adjust the settings.





Front-Panel	Button	Description
1		Use this button to launch the on-screen display (OSD). See Accessing the Menu System.
		Use this button to go back to the main menu or exit the OSD main menu.
2		Use this button to select the next item down the list or decrease the setting value.
		When not in OSD menu, directly enters Contrast/Brightness.
3		Use this button to select the next item up the list or increase the setting value.
		When not in OSD menu, directly enters Color Vision Mode.
4		Use this button to select the OSD menu.
		When not in OSD menu, directly enters Input Source from a list of VGA, HDMI, Auto (D2421H/D2721H). When not in OSD menu, directly enters Input Source from a list of HDMI1, HDMI2, HDMI3, DP, Auto (D2421DS).
5		Use the Power button to turn the monitor On and Off.
6		The blue LED indicates the monitor is On and fully functional.

Using the OSD Lock function

Button	Description
+	OSD Lock, press 10 seconds to lock, repeat press 10 seconds to unlock (when not in OSD menu)
+	Power Lock, press 10 seconds to lock, repeat press 10 seconds to unlock (when not in OSD menu)



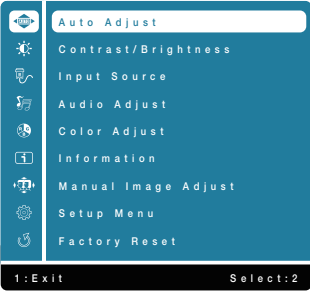



Using the On-Screen Display (OSD) Menu

Accessing the Menu System

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

Press the  button to open the OSD menu and display the main menu.

Icon	Menu and Submenus	Description
	Auto Adjust (D2421H/ D2721H)	<p>Adjust the Horizontal Position, Vertical Position, Phase (Fine Tune) and Clock (H. Size) of the screen.</p> <p> NOTE: Only available for D-SUB input.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>D2421H</p>  </div> <div style="text-align: center;"> <p>D2721H</p>  </div> </div>





Contrast/ Brightness

Use the **Contrast/Brightness** menu to adjust the Contrast/
Brightness/DCR/ECO.

D2421H



D2721H



D2421DS



Contrast

Adjust brightness first, and adjust contrast only if you need further adjustment.
Press the Δ key to increase contrast and press ∇ the key to decrease contrast (min 0 ~ max 100).

Brightness

Brightness adjusts the luminance of the backlight(min 0 ~ max 100).
Press the ∇ button to decrease brightness.
Press the Δ button to increase brightness.

DCR

To set DCR function on/off. If DCR on, brightness should be at 100 and should not be adjustable.

ECO

To control ECO function on/off. If ECO on, brightness should be at 20 and should not be adjustable. DCR should not be adjustable.

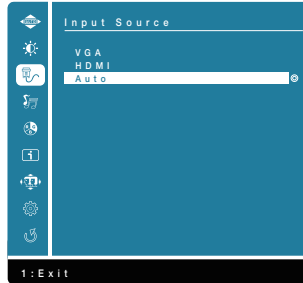




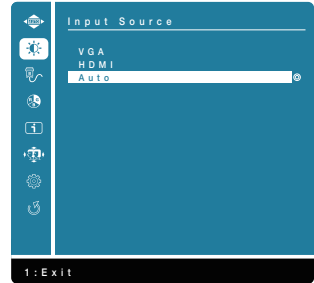
Input Source

Use the **Input Source** menu to select between different video signals that may be connected to your monitor.

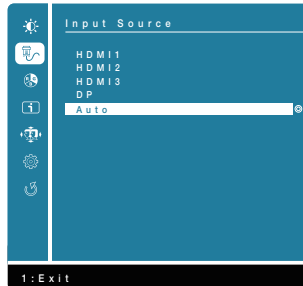
D2421H



D2721H



D2421DS



VGA

Select **VGA** input when you are using the analog (VGA) connector. Push ∇/Δ to select the VGA input source.

HDMI

Select **HDMI** input when you are using the HDMI connector. Push ∇/Δ to select the HDMI input source.

DP

Select **DP** input when you are using the DP connector. Push ∇/Δ to select the DP input source.

Auto

Select **Auto** to scan for available input signals.





Audio Adjust (only for D2421H)

Use the Audio Settings menu to adjust the audio settings. When input source is VGA, “Audio Adjust” option on “Main Menu” can’t be selected.



Volume

Push ∇/Δ to adjust the earphone output scale.

Mute

To set or reset the mute function.



Color Adjust

When you select **Color Adjust**, you can choose Cool, Normal, Warm, ComfortView, User Color and Color Vision Mode from the list.

D2421H




D2721H



D2421DS



	Cool	Adds blue to screen image for cooler white.
	Normal	Adds red to screen image for warmer white and richer red.
	Warm	Adds green to screen image for a darker color.
	ComfortView	Optimize eye comfort with a TÜV-certified flicker-free screen. Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes. NOTE: To reduce the risk of eye strain and neck/arm/back/shoulders pain from using the monitor for long periods of time, we suggest that you: <ul style="list-style-type: none"> • Set the screen about 20~28 in. (50~70 cm) from your eyes. • Blink frequently to moisten or lubricate your eyes. • Take regular 20-minute breaks every two hours. • Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks. • Perform stretches to relieve tension in the neck/arm/back/shoulders during the breaks.
	User Color	Individual adjustments for red (R), green (G), blue (B). Each step will increase/decrease value by 1.
	Color Vision Mode	Provides an optimum display environment depending on the contents displayed. To select Standard, Scenery, Game, Cinema, Text mode. When it is not under Standard mode, "Contrast/Brightness" option on "Main Menu" can't be selected.
	Information	When you select Information , displays the data about Model Name, Input Source, Resolution, H. Frequency, V. Frequency, Pixel Clock, Service Tag.

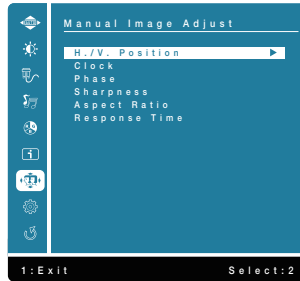




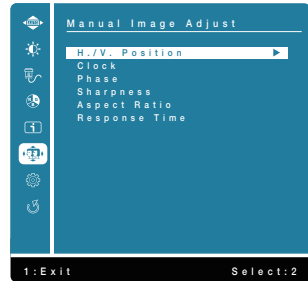
Manual Image Adjust

When you select **Manual Image Adjust**, you can choose H./V. Position, Clock, Phase, Sharpness, Aspect Ratio and Response Time from the list. (D2421H/D2721H)

D2421H

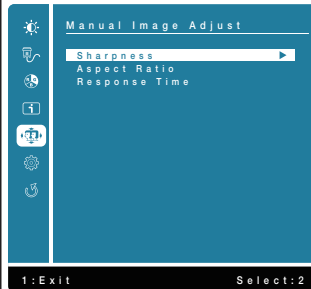


D2721H



When you select **Manual Image Adjust**, you can choose Sharpness, Aspect Ratio and Response Time from the list. (D2421DS)

D2421DS



H./V. Position

To adjust the horizontal and vertical position of the video.

Clock

The Phase and Pixel Clock adjustments allow you to adjust your monitor to your preference.

Phase

If satisfactory results are not obtained using the phase adjustment, use the Clock (coarse) adjustment and then use Phase (fine), again.

Sharpness

To select the picture sharpness of display.

Aspect Ratio

To adjust the video mode between Full Screen or 4:3

Response Time

Increase response time of panel. (Off/Normal/Fast)





Setup Menu

When you select **Setup Menu**, you can choose Language Select, OSD Position, OSD Time Out and OSD Background from the list.

D2421H



D2721H



D2421DS



Language

To select one of followed languages: English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese.

Note: For China, only English and Simplified Chinese are supported.

OSD Position

Adjust the horizontal position of the OSD.

Adjust the vertical position of the OSD.

OSD Time Out

To set the displaying time of OSD

OSD Background

Allows the user to change the OSD Transparency from 0/20/40/60/80/100.



Factory Reset

Restore all preset values to the factory default settings.



OSD Messages

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

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

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



See [Troubleshooting](#) for more information.



Troubleshooting

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

Self-check

This monitor provides a self-check function that allows you to check whether the monitor is working properly. If the monitor and computer are correctly connected, but the monitor screen remains blank, complete the following steps to run the monitor self-check:

1. Turn off the computer and monitor.
2. Remove the video cable from the back of the computer. To ensure the proper running of the self-check, remove all digital and analog cables from the back of the computer.
3. Turn on the monitor again.

If the monitor cannot detect the video signal but is working normally, the No Signal dialog box (with a black background) appears. In the self-check mode, the power LED indicator is solid blue. After the self-check ends, the power LED indicator turns orange.

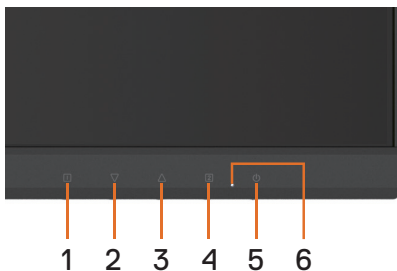


4. If the video cable is disconnected or damaged, this dialog box also appears.
5. Turn off the monitor, reconnect the video cable, and then turn on the computer and monitor.

If the monitor screen remains blank after you complete the preceding steps, check the video controller and computer because the monitor is normal.

Built-in diagnosis

This monitor provides a built-in diagnostic tool that can help detect whether the monitor screen is abnormal, and whether the link from the motherboard to the display is normal.



Method 1:

1. Turn off the monitor and remove all the connected signal cables and power cable.
2. Plug in the power cable and turn on the monitor. When the "No signal" prompt menu appears, press the 2+3+5 combination key, and the monitor displays the built-in diagnosis screen, where the red, green, blue, black, and white pictures switch automatically.
3. Press the 5 key to turn off the computer and exit the built-in diagnosis function.

Method 2:

1. Plug in the power cable and signal cables, and then turn on the monitor.
2. After the monitor screen becomes normal, press the 2+3+5 combination key to display the "BURN IN" prompt menu.
3. Remove the signal cable from the monitor, and the monitor automatically displays the built-in diagnosis screen, on which the red, green, blue, black, and white pictures automatically switch.
4. Press the 5 key to turn off the computer and exit the built-in diagnosis function.

If no screen abnormality can be detected by using the built-in diagnostic tool, the monitor is working properly. In this case, check the video card and computer.

Common Problems



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

Common Symptoms	What You Experience	Possible Solutions
No Video/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 the power button is depressed fully.• Ensure that the correct input source is selected via the Input Source select button.




No Video/Power LED on	No picture or no brightness	<ul style="list-style-type: none"> • Increase brightness & contrast controls via OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Ensure that the correct input source is selected via the Input Source select menu. • Perform built-in diagnosis.
Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> • Perform Auto Adjust via OSD. • Adjust the Phase and Pixel Clock controls via OSD. • Eliminate video extension cables. • Reset the monitor to Factory Reset. • Change the video resolution to the correct aspect ratio (16:9).
Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none"> • Perform Auto Adjust via OSD. • Adjust the Phase and Pixel Clock controls via OSD. • Reset the monitor to Factory Reset. • Check environmental factors. • Relocate the monitor and test in another room.
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. <p>For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines.</p>
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. <p>For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines.</p>





Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none"> Reset the monitor to Factory Reset. Auto Adjust via OSD. Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none"> Reset the monitor to Factory Reset. Auto Adjust via OSD. Adjust brightness & contrast controls via OSD. <p> NOTE: When using 'HDMI', the positioning adjustments are not available.</p>
Horizontal/Vertical Lines	Screen has one or more lines	<ul style="list-style-type: none"> Reset the monitor to Factory Reset. Perform Auto Adjust via OSD. Adjust Phase and Pixel Clock controls via OSD. Perform monitor self-test feature check and determine if these lines are also in self-test mode. Check for bent or broken pins in the video cable connector. <p> NOTE: When using 'HDMI', the Pixel Clock and Phase adjustments are not available.</p>
Synchronization Problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> Reset the monitor to Factory Reset. Perform Auto Adjust via OSD. Adjust Phase and Pixel Clock controls via OSD. Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. Check for bent or broken pins in the video cable connector. Restart the computer in the safe mode.
Safety-Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> Do not perform any troubleshooting steps. Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & 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 Reset. 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 monitor self-test feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	<ul style="list-style-type: none"> • Change the Color Vision Mode in the Color Adjust OSD to Graphics or Video depending on the application. • Try different User Color in Color Adjust OSD. Adjust R/G/B value in User Color OSD if the Color Vision Mode is turned off.

 **NOTE:** When choosing HDMI mode, the Auto Adjust function is not available.

Product-Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	<ul style="list-style-type: none"> • Check the Aspect Ratio setting in the Display OSD. • Reset the monitor to Factory Reset.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	<ul style="list-style-type: none"> • Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, press the  button and  button for 10 seconds to unlock (for more information, see Lock).
No Input Signal when user controls are pressed	No picture, the LED light is blue. When you press “up”, “down” or “Menu” key, the message “No input signal” will appear.	<ul style="list-style-type: none"> • Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. • 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. • Perform built-in diagnosis.




Appendix

Safety Instructions

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

For information on safety instructions, see the *Product Information Guide*(SERI).

Contact Dell

 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog. Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

To get online Monitor support content:

See www.dell.com/support/monitors

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

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

Setting Up Your Monitor

D2421H/D2721H

Setting display resolution to 1920 x 1080

For best performance, set the display resolution to 1920 x 1080 pixels by performing the following steps:

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen Resolution**.



3. Click the Dropdown list of the Screen Resolution and select 1920 x 1080.
4. Click **OK**.

In Windows 10:

1. Right-click on the desk top and click **Display Settings**.
2. Click Advanced **Display Settings**.
3. Click the drop-down menu under **Resolution** and select 1920 x 1080.
4. Click **Apply**.

If you do not see the recommended resolution as an option, you may need to update your graphics driver. Use one of the following methods to update the graphics driver:

Dell computer

1. Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.
2. After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.

 **NOTE:** If you are unable to set the resolution to 1920 x 1080, please contact Dell to inquire about a graphics adapter that supports these resolutions.

Non-Dell computer

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click Personalization.
3. Click Change Display Settings.
4. Click Advanced Settings.
5. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
6. Refer to the graphic card provider website for updated driver (for example, www.AMD.com or www.NVIDIA.com).
7. After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.

In Windows 10:

1. Right-click on the desktop and click Display Settings.
2. Click Advanced display settings.



3. Click Display adapter properties.
4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
5. Refer to the graphic card provider website for updated driver (for example, www.AMD.com or www.NVIDIA.com).
6. After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.



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

Setting Up Your Monitor

D2421DS

Setting display resolution to 2560 x 1440

For best performance, set the display resolution to 2560 x 1440 pixels by performing the following steps:

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the Dropdown list of the Screen Resolution and select 2560 x 1440.
4. Click **OK**.

In Windows 10:


1. Right-click on the desk top and click **Display Settings**.
2. Click Advanced **Display Settings**.
3. Click the drop-down menu under **Resolution** and select 2560 x 1440.
4. Click **Apply**.

If you do not see the recommended resolution as an option, you may need to update your graphics driver. Use one of the following methods to update the graphics driver:



Dell computer

1. Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.
2. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

 **NOTE:** If you are unable to set the resolution to 2560 x 1440, please contact Dell to inquire about a graphics adapter that supports these resolutions.


Non-Dell computer

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click Personalization.
3. Click Change Display Settings.
4. Click Advanced Settings.
5. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
6. Refer to the graphic card provider website for updated driver (for example, www.AMD.com or www.NVIDIA.com).
7. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

In Windows 10:

1. Right-click on the desktop and click Display Settings.
2. Click Advanced display settings.
3. Click Display adapter properties.
4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
5. Refer to the graphic card provider website for updated driver (for example, www.AMD.com or www.NVIDIA.com).
6. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

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



Maintenance Guidelines

Caring for 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 while unpacking, cleaning, or handling your monitor:

- To clean your antistatic screen, slightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the antistatic coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a slightly dampened, warm cloth to clean the plastics. Avoid using detergent of any kind as some detergents leave a milky film on the plastics.
- If you notice a white powder when you unpack your monitor, wipe it off with a cloth. This white powder occurs during the shipping of the monitor.
- Handle your monitor with care as a darker-colored monitor may scratch 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 power off your monitor when not in use



