Dell Pro 22 Adjustable Stand Monitor E2225HSM

Dell Pro 24 Adjustable Stand Monitor E2425HSM

User's Guide

Model: E2225HSM / E2425HSM
Regulatory Model: E2225HSMf / E2425HSMf
March 2025
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DELL Technologies

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 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 cause damage to 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 that are marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

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

About your monitor

Package contents

The following table provides the list of components that are shipped with your monitor. If any component is missing, contact Dell. For more information, see Contacting Dell.

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

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

Table 1. Monitor components and descriptions.

Component image	Component description
	Monitor
	Stand riser
	Stand base
	Power cable (varies by country or region)
	HDMI cable (1.80 m)
	QR card Safety, Environmental, and Regulatory Information

Product features

The **Dell E2225HSM/E2425HSM** flat panel monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) panel with LED backlight. The monitor features include:

- **E2225HSM:** 544.8 mm (21.5 in.) viewable area display (measured diagonally).
- **E2425HSM:** 604.7 mm (23.8 in.) viewable area display (measured diagonally).
- **E2225HSM/E2425HSM:** 1920 x 1080 resolution, with full-screen support for lower resolutions.
- Wide viewing angle of 178 degrees in vertical and horizontal directions.
- Contrast ratio **E2225HSM:** 3000:1, **E2425HSM:** 1000:1.
- Digital connectivity with DisplayPort/HDMI.
- Support FHD @ 100 Hz.
- Height adjustment capability.
- Dual built-in speakers.
- Plug and play is capable if supported by your computer.
- On-Screen Display (OSD) adjustments for easy setup and screen optimization.
- ≤ 0.3 W in Standby mode.
- Optimize eye comfort with a flicker-free screen.
- Security-lock slot.
- Arsenic-free glass and Mercury-free panel only.
- BFR/PVC-Reduced (Its circuit boards are made from BFR/PVC-free laminates).
- Meets NFPA 99 leakage current requirement.
- TCO Certified and TCO Certified Edge.
- EPEAT registered where applicable, varies by country.
  See https://www.epeat.net for registration status by country.
- RoHS Compliant.
- Energy Star Certified.
- 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 to ≤50%*.
- This monitor is certified with TÜV Rheinland Eye Comfort 3.0 with a 3-star rating. It incorporates key technologies that also deliver a flicker-free screen, up to 100 Hz refresh rate, a color gamut of minimum 72% NTSC. 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 3.

  Blue light ratio:

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

  Table 2. Blue light ratio.

Category	Blue light ratio
1	≤ 20%
2	20% < R ≤ 35%
3	35% < R ≤ 50%

- Decreases the level of hazardous blue light that is emitted from the screen to make viewing more comfortable for your eyes without distortion of color accuracy.
- The monitor features Flicker-Free technology, which eliminates visible flicker to ensure a comfortable viewing experience and helps prevent 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 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 (≤50%) or Software LBL solution[1]	TÜV Hardware LBL Category II (≤35%) or Category I (≤20%)	TÜV Hardware LBL Category II (≤35%) or Category I (≤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 ≥ 75%		
	Color Uniformity	Color uniformity Δu'v' ≤ 0.02		
	Freedom of movement	Luminance changes shall decrease less than 50%; The color shift shall be less than 0.01.		
	Gamma difference	Gamma difference ≤ ±0.2	Gamma difference ≤ ±0.2	Gamma difference ≤ ±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	[1] Software controls the blue light emission by reducing excessive blue light, resulting in a more yellow tone. [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. [3] NTSC stands for National Television Standards Committee, which developed a color space for the television system that is used in the United States. [4] sRGB is a standard red, green, and blue color space that is in use on monitors, printers, and the World Wide Web. [5] DCI-P3, short for Digital Cinema Initiatives - Protocol 3, is a color space that is used in digital cinema that encompasses a wider range of colors than the standard RGB color space. [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.			

Operating system compatibility

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

Identifying parts and controls

Front view

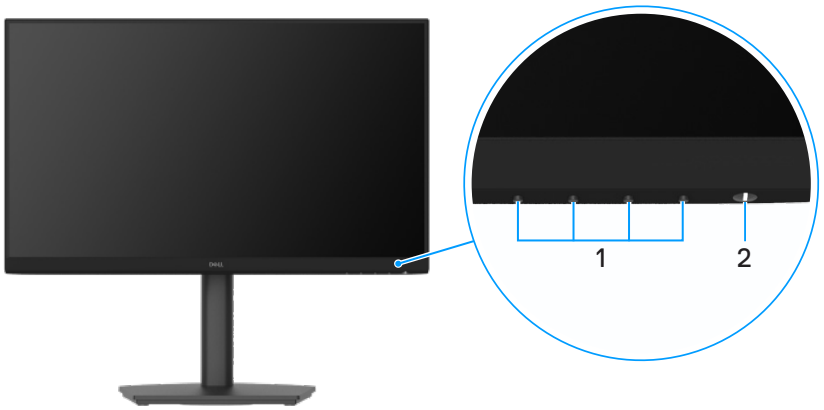


Figure 1. Front view

Table 4. Components and descriptions.

Label	Description	Use
1	Function buttons	To access the OSD menu and change the settings if required. For more information, see Using the front panel controls.
2	Power button (with LED indicator)	To turn the monitor on or off. 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

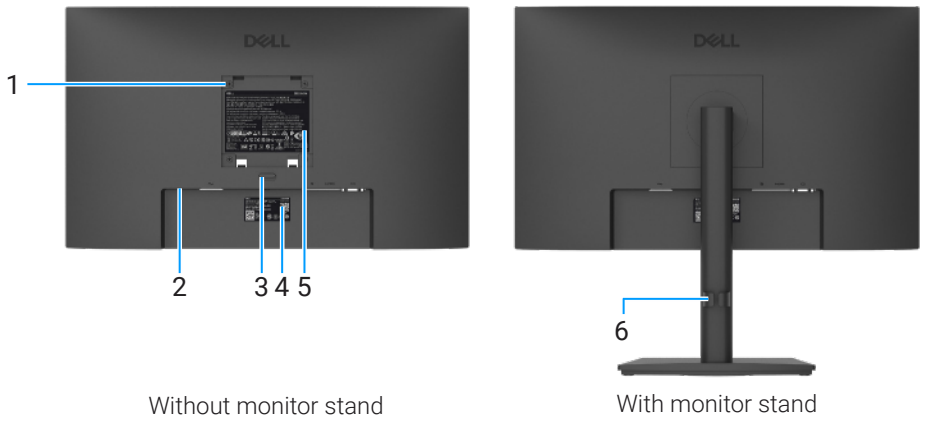


Figure 2. Back view

Table 5. Components and descriptions.

Label	Description	Use
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	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor. For more information, see Securing your monitor using Kensington lock (optional).
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	Regulatory information label	Lists the regulatory approvals.
6	Cable-management clip	Use to organize cables by inserting them through the slot.

Side view

Figure 3. Side view

Bottom view

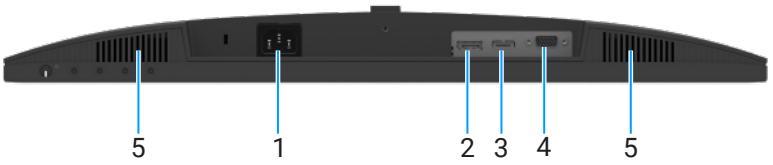


Figure 4. Bottom view

Table 6. Components and descriptions.

Label	Description	Use
1	Power port	To connect the monitor power cable.
2	DisplayPort 1.2 port	Connect your computer with the DisplayPort cable (to be purchased separately).
3	HDMI port	Connect to your computer with the HDMI cable.
4	VGA port	Connect to your computer with the VGA cable.
5	Built-in speakers	Provides audio output.

Monitor specifications

Table 7. Monitor specifications.

Model	E2225HSM	E2425HSM
Screen type	Active matrix-TFT LCD	Active matrix-TFT LCD
Panel technology	Vertical Alignment (VA) Technology	In-Plane Switching (IPS) Technology
Aspect ratio	16:9	16:9
Viewable image dimensions		
Diagonal	544.8 mm (21.5 in.)	604.7 mm (23.8 in.)
Active area		
Horizontal	478.66 mm (18.84 in.)	527.04 mm (20.75 in.)
Vertical	260.28 mm (10.25 in.)	296.46 mm (11.67 in.)
Area	124584.58 mm^2 (193.11 $in.^2$)	156246.28 mm^2 (242.18 $in.^2$)
Pixel pitch		
Horizontal	0.2493 mm	0.2745 mm
Vertical	0.2410 mm	0.2745 mm
Pixel per inch (PPI)	103	93
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	3000 : 1 (typical)	1000 : 1 (typical)
Faceplate 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)	Normal mode: 8.0 ms (gray to gray) Fast mode: 5.0 ms (gray to gray)	Normal mode: 8.0 ms (gray to gray) Fast mode: 5.0 ms (gray to gray)
Color depth	16.7 million colors	16.7 million colors
Color gamut	NTSC 72% (CIE 1931) (minimum)	NTSC 72% (CIE 1931) (minimum)
Dell Display and Peripheral Manager	Yes	Yes
Connectivity	• 1 x HDMI port (HDCP 1.4) (supports up to FHD 1920 x 1080, 100 Hz as per specified in HDMI 1.4) • 1 x DisplayPort 1.2 (HDCP 1.4) port (Supports up to FHD 1920 x 1080, 100 Hz) • 1 x VGA port	• 1 x HDMI port (HDCP 1.4) (supports up to FHD 1920 x 1080, 100 Hz as per specified in HDMI 1.4) • 1 x DisplayPort 1.2 (HDCP 1.4) port (Supports up to FHD 1920 x 1080, 100 Hz) • 1 x VGA port
Bezel width (edge of the monitor to active area)	6.70 mm (0.26 in.) (Top) 6.70 mm (0.26 in.) (Left/Right) 17.15 mm (0.68 in.) (Bottom)	5.80 mm (0.23 in.) (Top) 5.80 mm (0.23 in.) (Left/Right) 17.43 mm (0.69 in.) (Bottom)
Security	Security-lock slot (cable lock sold separately)	Security-lock slot (cable lock sold separately)
Tilt angle	-5° to 21°	-5° to 21°
Height adjustable stand	130 ± 5 mm	130 ± 5 mm
Swivel (Lazy Susan)	-173° to 173°	-173° to 173°
Pivot	-90° to 90°	-90° to 90°
Built-in Speakers (2 x 2 W sound output)	Speaker 2 x 2 W	Speaker 2 x 2 W

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. Arrange 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. If the display supports the Keyboard Video Mouse (KVM) feature, you can set up and share the keyboard and mouse across connected computers using the **USB KVM** option.
9. Also, if the display supports the **Network KVM** feature, then you can share the keyboard and mouse across computers on the same network and transfer files between them.
10. For displays with integrated webcams, this software provides features to customize the webcam settings.
11. A macOS version of DDPM software is also available for your monitor. For the list of displays that support DDPM macOS version, see the knowledge base article 000201067 at https://www.dell.com/support.

    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 https://www.dell.com/support/ddpm.

Resolution specifications

Table 8. Resolution specifications.

Model	E2225HSM/E2425HSM
Horizontal scan range	• VGA: 30 kHz to 82 kHz (automatic) • DisplayPort 1.2: 30 kHz to 110 kHz (automatic) • HDMI: 30 kHz to 110 kHz (automatic)
Vertical scan range	• VGA: 50 Hz to 76 Hz (automatic) • DisplayPort 1.2: 50 Hz to 100 Hz (automatic) • HDMI: 50 Hz to 100 Hz (automatic)
Maximum preset resolution	• VGA: 1920 x 1080 at 60 Hz • DisplayPort 1.2: 1920 x 1080 at 100 Hz • HDMI: 1920 x 1080 at 100 Hz

Supported video modes

Table 9. Supported video modes.

Model	E2225HSM/E2425HSM
Video display capabilities (DisplayPort/HDMI)	480p at 60 Hz 576p at 50 Hz 720p at 50 Hz 720p at 60 Hz 1080p at 50 Hz 1080p at 60 Hz

Preset display modes

Table 10. Preset display modes.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
720 x 400	31.47	70.08	28.32	-/+
VESA, 640 x 480	31.46	59.94	25.17	-/-
VESA, 640 x 480	37.50	75.00	31.50	-/-
VESA, 800 x 600	37.87	60.31	40.00	+/+
VESA, 800 x 600	46.87	75.00	49.50	+/+
VESA, 1024 x 768	48.36	60.00	65.00	-/-
VESA, 1024 x 768	60.02	75.02	78.75	+/+
VESA, 1152 x 864	67.50	75.00	108.00	+/+
1280 x 720	45.00	59.94	74.25	-/+
1280 x 720	56.46	74.78	95.75	-/+
VESA, 1280 x 1024	63.98	60.02	108.00	+/+
VESA, 1280 x 1024	79.97	75.02	135.00	+/+
VESA, 1600 x 900	60.00	60.00	108.00	+/+
VESA, 1920 x 1080	67.50	60.00	148.50	+/+
1920 x 1080 @100 Hz (DisplayPort/ HDMI)	110.00	100.00	228.80	+/-

Electrical specifications

Table 11. Electrical specifications.

Model	E2225HSM	E2425HSM
Video input signals	• Analog RGB: 0.7 V ± 5 %, 75 Ω input impedance • DP 1.2, 600 mV for each differential line, 100 Ω input impedance per differential pair • HDMI 1.4, 600 mV for each differential line, 100 Ω input impedance per differential pair	
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)	
Input voltage/frequency/ current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 0.7 A (typical)	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 0.7 A (typical)
Inrush current	• 120 V: 30 A (maximum) at 0°C (cold start) • 240 V: 60 A (maximum) at 0°C (cold start)	
Power Consumption	• 0.3 W (Off Mode)[1] • 0.3 W (Standby Mode)[1] • 11.4 W (On Mode)[1] • 25 W (Max)[2] • 11.54 W (P_{on})[3] • 37.0 kWh (TEC)[3]	• 0.3 W (Off Mode)[1] • 0.3 W (Standby Mode)[1] • 12.1 W (On Mode)[1] • 28.5 W (Max)[2] • 11.94 W (P_{on})[3] • 38.32 kWh (TEC)[3]

[1] As defined in EU 2019/2021 and EU 2019/2013.
[2] Max 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 ordered, and you shall have no obligation to update such information.

So, the customer should not rely upon this information in deciding 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.

Model	E2225HSM	E2425HSM
Signal cable type:	• D-Sub (VGA) • DP / HDMI	
ⓘ **NOTE:** Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. As Dell does not have control over the different cable suppliers in the market, the type of material, connector, and process that is used to manufacture these cables, Dell does not guarantee video performance on cables that are not shipped with your Dell monitor.		
Dimensions (with stand):		
Height (Extended)	468.59 mm (18.45 in.)	485.77 mm (19.12 in.)
Height (Compressed)	348.07 mm (13.70 in.)	355.77 mm (14.01 in.)
Width	492.06 mm (19.37 in.)	538.64 mm (21.21 in.)
Depth	211.60 mm (8.33 in.)	211.60 mm (8.33 in.)
Dimensions (without stand):		
Height	288.93 mm (11.38 in.)	324.21 mm (12.76 in.)
Width	492.06 mm (19.37 in.)	538.64 mm (21.21 in.)
Depth	54.33 mm (2.14 in.)	53.54 mm (2.11 in.)
Stand dimensions:		
Height (Extended)	400.04 mm (15.75 in.)	400.04 mm (15.75 in.)
Height (Compressed)	348.07 mm (13.70 in.)	348.07 mm (13.70 in.)
Width	257.02 mm (10.12 in.)	257.02 mm (10.12 in.)
Depth	211.60 mm (8.33 in.)	211.60 mm (8.33 in.)
Weight:		
Weight with packaging	5.92 kg (13.05 lb)	6.56 kg (14.46 lb)
Weight with stand assembly and cables	4.11 kg (9.06 lb)	4.66 kg (10.27 lb)
Weight without stand assembly and cables	2.26 kg (4.98 lb)	2.81 kg (6.19 lb)
Weight of stand assembly	1.51 kg (3.33 lb)	1.50 kg (3.31 lb)

Environmental characteristics

Table 13. Environmental characteristics.

Model	E2225HSM/E2425HSM
Temperature: Operating	0°C to 40°C (32°F to 104°F)
Non-operating: Storage/Shipping	-20°C to 60°C (-4°F to 140°F)
Humidity: Operating	10% to 80% (non-condensing)
Non-operating: Storage/Shipping	5% to 90% (non-condensing)
Altitude:	
Operating (maximum)	5,000 m (16,404 ft)
Non-operating (maximum)	12,192 m (40,000 ft)
Thermal dissipation	**E2225HSM** 85.3 BTU/hour (Maximum) 38.9 BTU/hour (On mode) **E2425HSM** 97.2 BTU/hour (Maximum) 41.3 BTU/hour (On mode)
Compliant standards	• ENERGY STAR certified monitor. • EPEAT registered where applicable. EPEAT registration varies by Country. See www.epeat.net for registration status by country. • RoHS-compliant. • TCO Certified and TCO Certified edge. • BFR/PVC reduce monitor. (The circuit boards are made from BFR/PVC-free laminates.) • Arsenic-free glass and Mercury-free for the panel only. • Meets NFPA 99 leakage current requirement.

Pin assignments

Pin assignments - VGA port

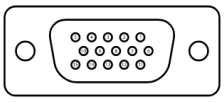


Figure 5. VGA port

Table 14. VGA port.

Pin number	Signal assignment
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

Pin assignments - DisplayPort port

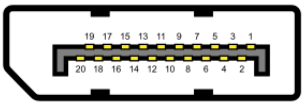


Figure 6. DisplayPort port

Table 15. DisplayPort port.

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

Pin assignments - HDMI port

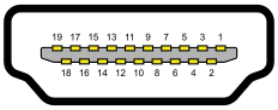


Figure 7. HDMI port

Table 16. 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

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

LCD monitor quality and pixel policy

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

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 periods, it is recommend that you:
  - 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 at 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 of the chair.
- 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 cables that may interfere with comfortable seating or present a potential trip hazard.

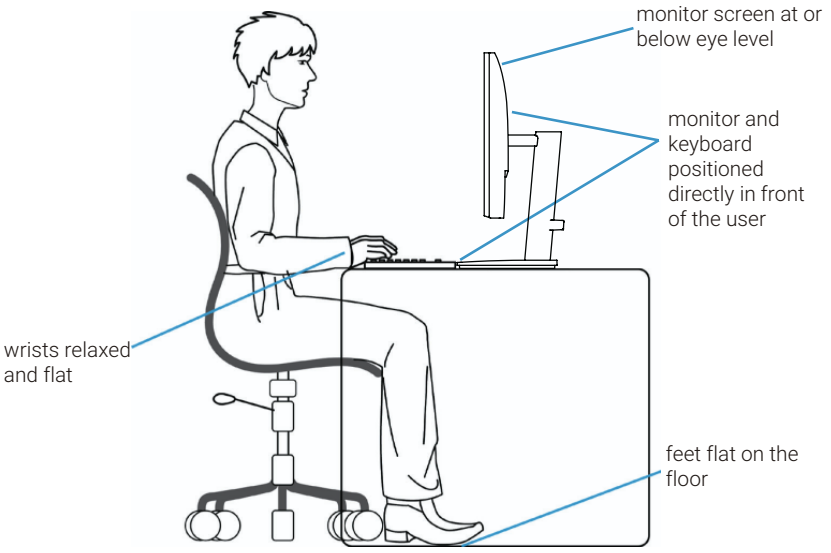


Figure 8. Ergonomics

Handling and moving your display

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

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

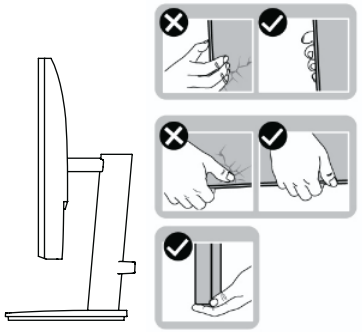


Figure 9. Moving or lifting the monitor

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

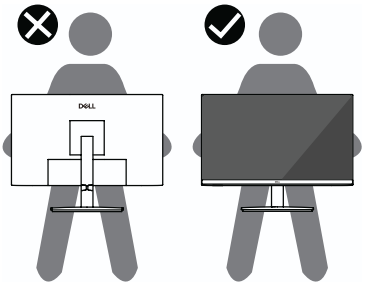


Figure 10. Ensure that the screen is facing away from you

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

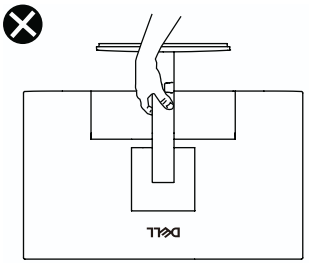


Figure 11. Do not turn the monitor upside down

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 that are listed 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 for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.

  △ **CAUTION: Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air.**

  △ **CAUTION: Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.**

  ⚠ **WARNING: Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so allows liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.**

  ⓘ **NOTE:** Monitor damage due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer-Induced Damage (CID). CID is not covered under the standard Dell warranty.
- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Setting up the monitor

Connecting the stand

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

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

1. Assemble the stand riser to stand base:
   a. Insert the stand base blocks fully into the stand slot.
   b. Lift the screw handle and turn the screw clockwise.

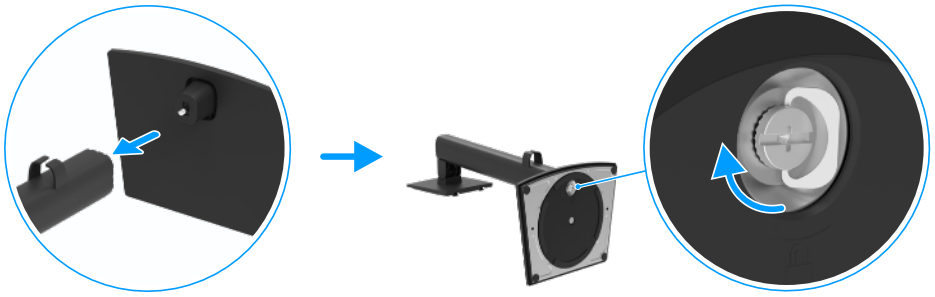


Figure 12. Assemble the stand

2. Attach the stand assembly to the monitor:
   a. Fit the two tabs on the upper part of the stand to the groove on the back of the display.
   b. Press the stand down till it snaps into place.

Figure 13. Attach the stand

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.**

⚠ **WARNING: A certified power supply cord has to be used with this equipment. The relevant national installation and/or equipment regulations should be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75 mm² or H05VVH2-F2 3G 0.75 mm²) should be used.**

ⓘ **NOTE:** Do not connect all cables to the computer simultaneously. It is recommended to route the cables through the cable-management slot before you connect them to the monitor.

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

To connect your monitor to the computer:

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

Connecting VGA cable

Figure 14. Connecting VGA cable

Connecting DP cable

Figure 15. Connecting DP cable

Connecting HDMI cable

Figure 16. Connecting HDMI cable

Organizing cables

Use the cable-management clip to route the cables that are connected to your monitor.

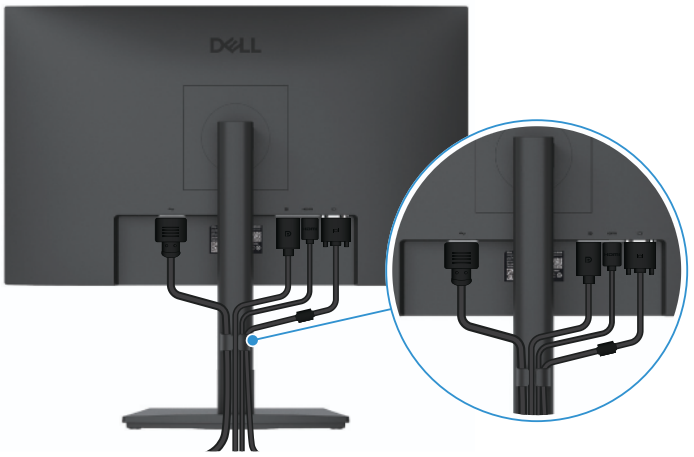


Figure 17. Organizing cables

Securing your monitor using Kensington lock (optional)

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

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

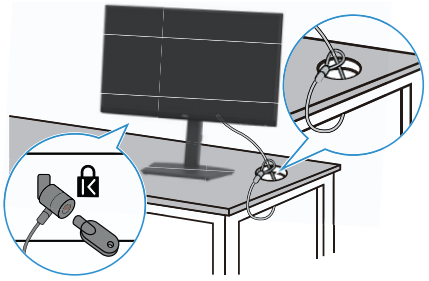


Figure 18. Using Kensington lock

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

Removing the monitor stand

NOTE: To prevent scratches on the LCD screen when removing the stand, ensure that the monitor is placed on a soft surface and handle it carefully.

NOTE: The following instructions are applicable only for the stand that was 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.

NOTE: Before removing the stand, ensure that you have disconnected all the cables from the monitor.

To remove the stand:

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand release button at the back of the display.
3. Lift the stand assembly up and away from the monitor.

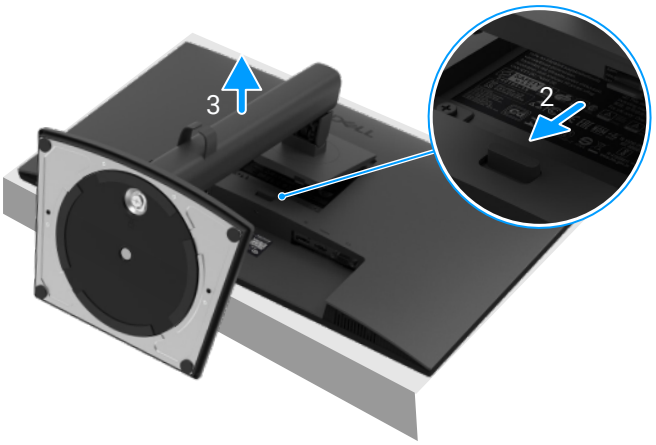


Figure 19. Removing the monitor stand

VESA wall mounting (optional)

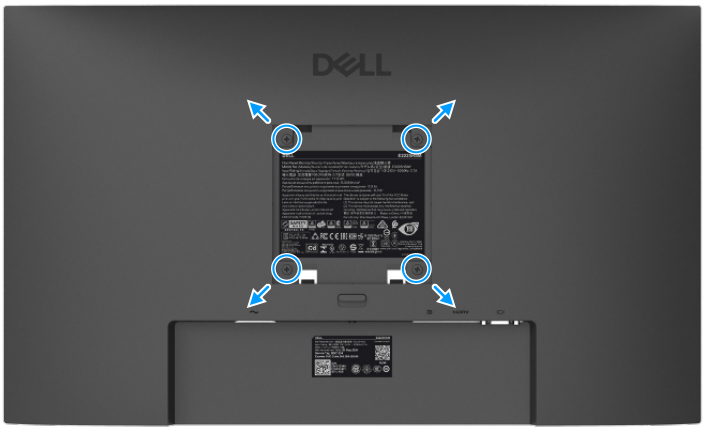


Figure 20. VESA wall mounting

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

1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the stand. For more information, see Removing the monitor stand.
3. Use a screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall mounting kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that is shipped with the wall mounting kit.

NOTE: Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit. For use only with UL or CSA listed wall-mount brackets that have a minimum weight/load-bearing capacity of 9.04 kg (19.93 lb) for E2225HSM, 11.24 kg (24.78 lb) for E2425HSM.

Using tilt

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

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

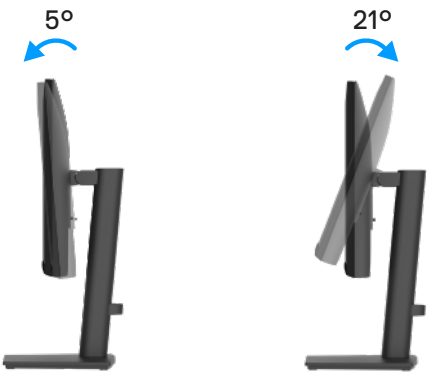


Figure 21. Tilt adjustment

Using height

You can adjust the monitor height for the most comfortable viewing angle.

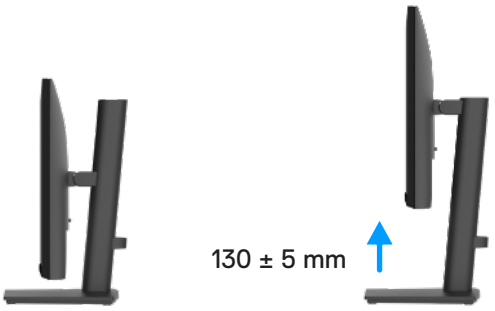


Figure 22. Height adjustment

Using swivel (Lazy Susan)

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

Figure 23. Swivel adjustment

Using pivot

You can pivot the monitor either clockwise or anti-clockwise.

Figure 24. Pivot adjustment

Operating the monitor

Power on the monitor

Press the button to turn on the monitor.

Figure 25. Power on the monitor

Using the front panel controls

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

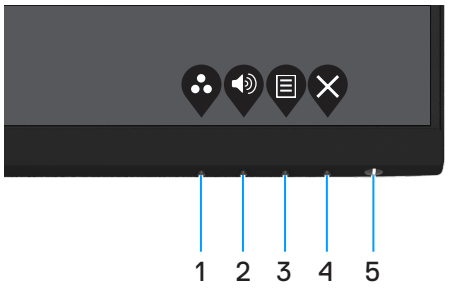


Figure 26. Front panel controls

The following table describes the control buttons:

Table 17. Control buttons description.

	Control buttons	Description
1	Preset mode	Use this button to choose from a list of preset modes.
2	Volume	Use the Volume key to direct access to the "Volume" control menu.
3	Menu	To launch the On-Screen Display (OSD) menu, or to access the list of items/options of a menu item. For more information, see Accessing the OSD menu.
4	Exit	To exit or return to the OSD main menu.
5	Power button (with power-status light)	To turn the monitor on or off. Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.

Using the OSD lock function

You can lock the front-panel control buttons to prevent access to the OSD menu and power button.

Use the Lock menu to lock the buttons

1. Select one of the following options.

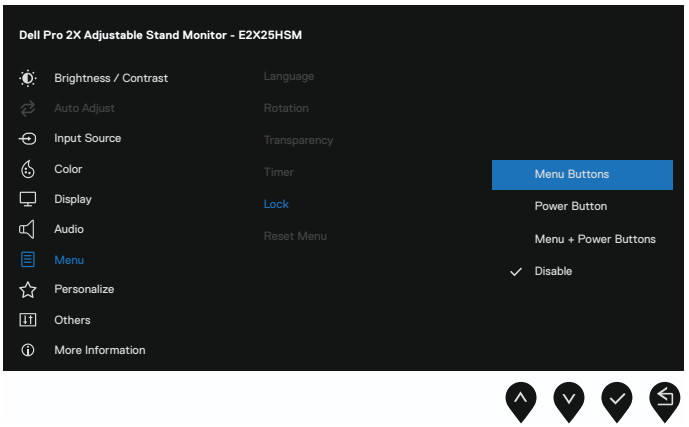


Figure 27. Select OSD main menu

2. When the following message appears, select **Yes** to lock the buttons. Once locked, pressing any control button displays the lock icon .

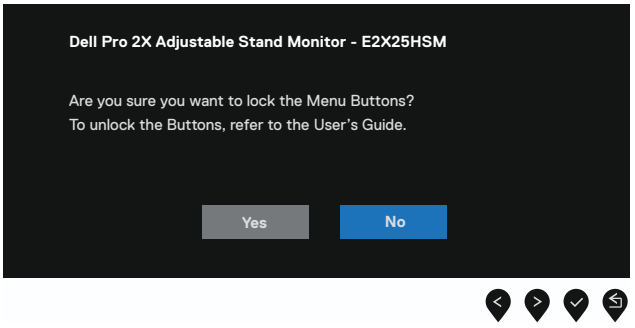


Figure 28. Lock Menu buttons prompt message

Use the front-panel control button to lock the buttons

Figure 29. Front-panel control button

1. Press and hold **Button 4** for four seconds, a menu appears on the screen.

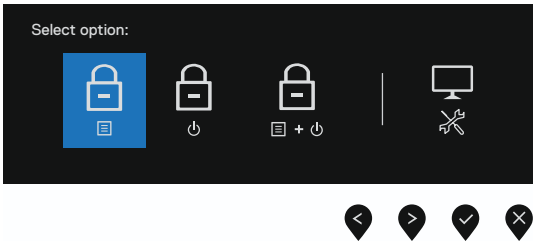


Figure 30. Option for Menu buttons lock

2. Select one of the following options:

Table 18. Lock buttons description.

	Options	Description
1	Menu Buttons lock	Select this option to lock the OSD menu function.
2	Power Button lock	Select this option to lock the power button.
3	Menu and Power Buttons lock	Select this option to lock the OSD menu and power button.
4	Built-in Diagnostics	Select this option to run the built-in diagnostics, see Built-in diagnostics.

To unlock the buttons

Press and hold **Button 4** for four seconds until a menu appears on the screen. The following table describes the options to unlock the front-panel control buttons.

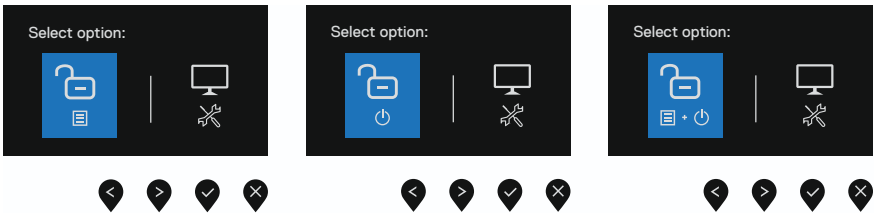


Figure 31. Option for unlocking

Table 19. Unlock buttons description.

	Options	Description
1	Menu Buttons unlock	Select this option to unlock the OSD menu function.
2	Power Button unlock	Select this option to unlock the power button.
3	Menu and Power Buttons unlock	Select this option to unlock the OSD menu and power button.
4	Built-in Diagnostics	Select this option to run the built-in diagnostics, see Built-in diagnostics.

OSD controls

Use the buttons on the bottom edge of the monitor to adjust the image settings.

Figure 32. OSD controls

Table 20. OSD control buttons description.

	Control buttons	Description
1	Up	Use the Up button to increase values or move up in a menu.
2	Down	Use the Down button to decrease values or move down in a menu.
3	OK	Use the OK button to confirm your selection in a menu.
4	Back	Use the Back button to go back to the previous menu.

Using the On-Screen Display (OSD) menu

Accessing the OSD menu

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

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

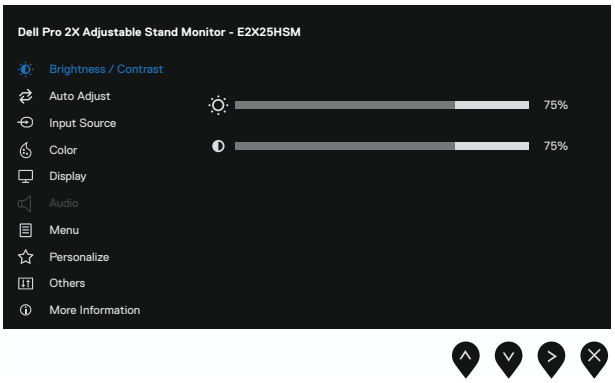
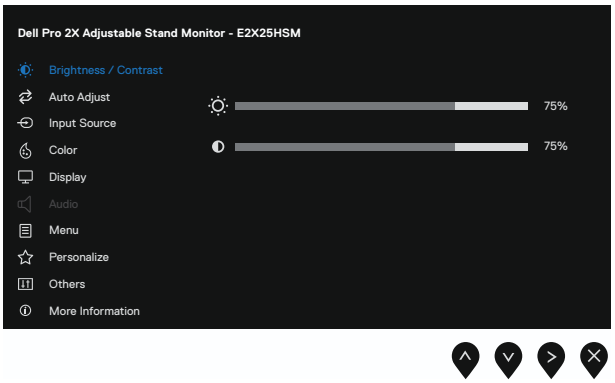
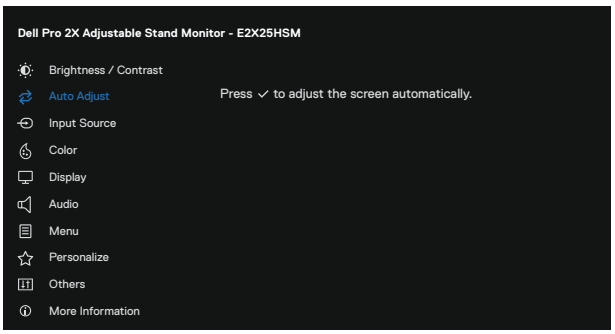
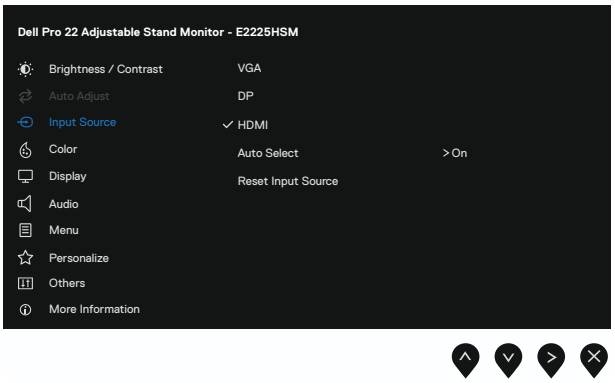


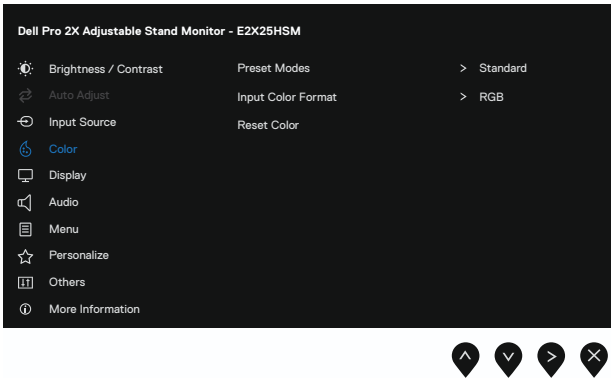
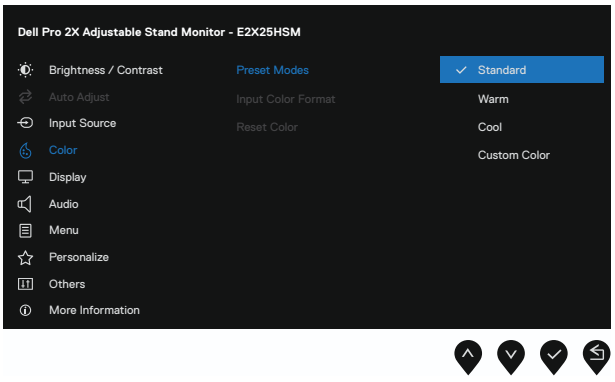
Figure 33. OSD main menu

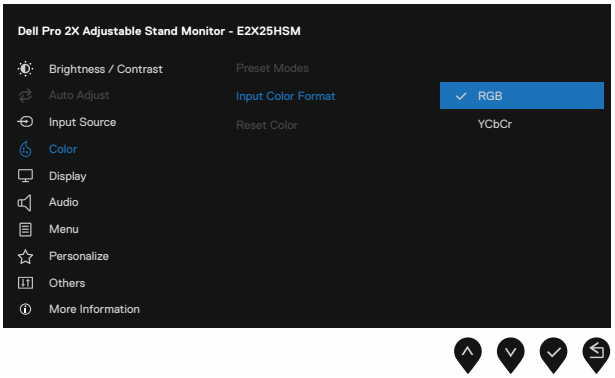
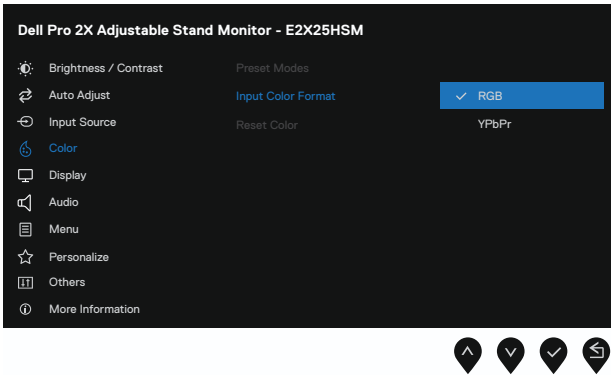
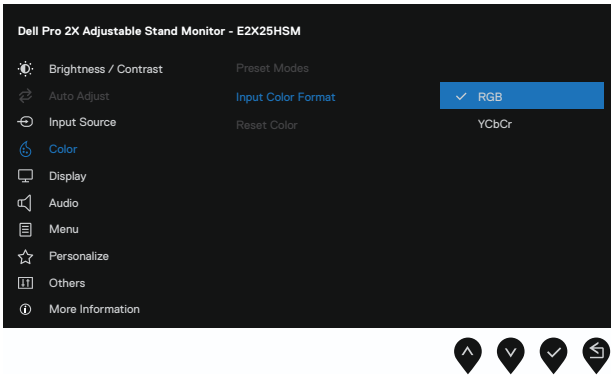
2. Press the and buttons to move between the setting options. As you move from one icon to another, the option name is highlighted.
3. Press the button once to activate the highlighted option.
4. Press and button to select the desired parameter.
5. Press and then use the and buttons, according to the indicators on the menu, to make your changes.
6. Select the button going back to the previous menu.

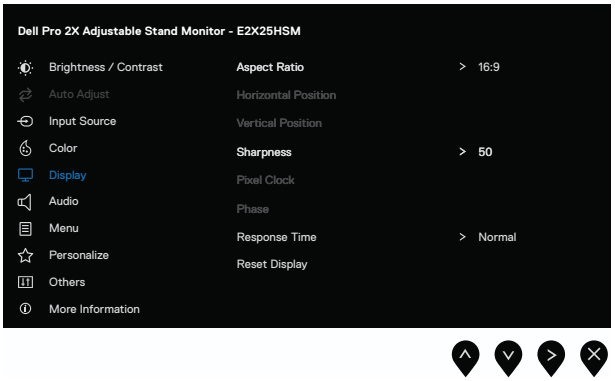
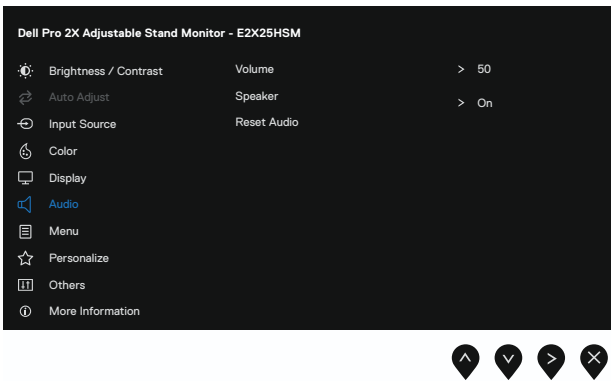
Table 21. OSD tree list.

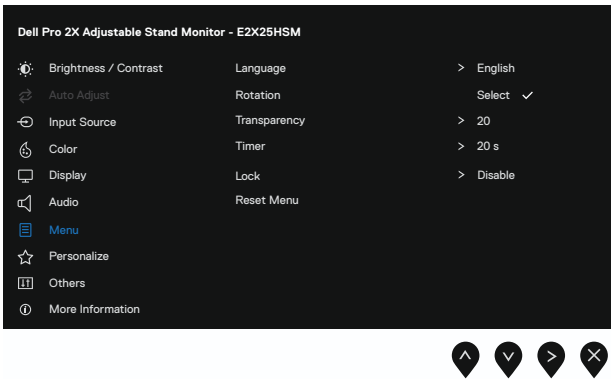
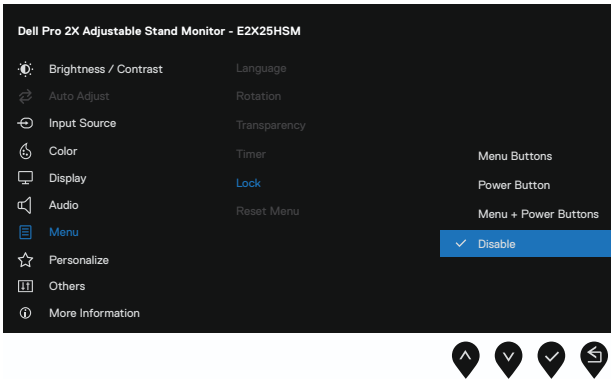
Icon	Menu and submenus	Description
	Brightness/Contrast	Use this option to control the brightness or contrast settings. 
	Brightness	Brightness adjusts the luminance of the backlight (minimum 0; maximum 100). Press the button to increase the brightness and press the button to decrease the brightness level.
	Contrast	Adjust the brightness first, and then adjust the contrast only if further adjustment is necessary. Press the button to increase the contrast and press the button to decrease the contrast (Range: 0 ~ 100). The contrast function adjusts the degree of difference between darkness and lightness on the screen.
	Auto Adjust	Use this option to activate automatic setup and adjust the menu.  The following dialog appears on a black screen as the monitor self-adjusts to the current input: Auto Adjust allows the monitor to self-adjust to the incoming video signal. After using Auto Adjustment, you can further tune your monitor by using the Pixel Clock (Coarse) and Phase (Fine) controls under Display. **NOTE:** Auto Adjust does not occur if you press the button while there are no active video input signals or attached cables. This option is available only when you are using the analog (VGA) connector.

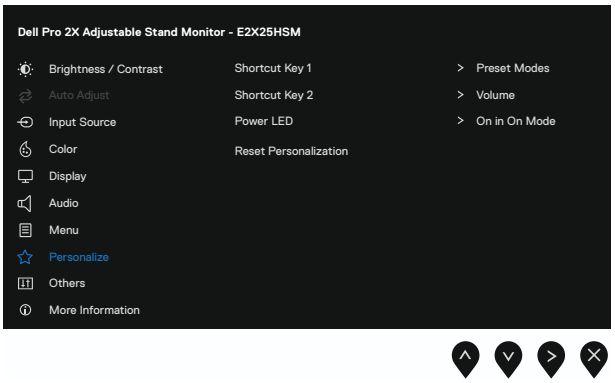
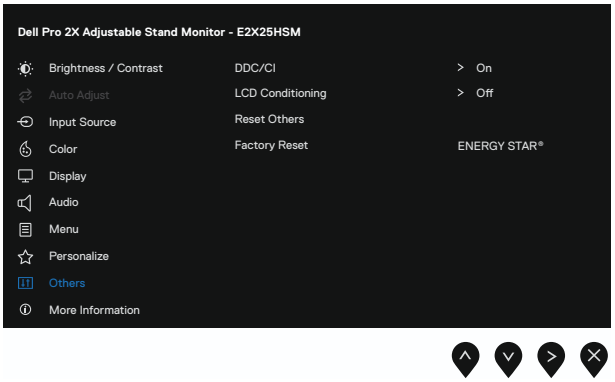
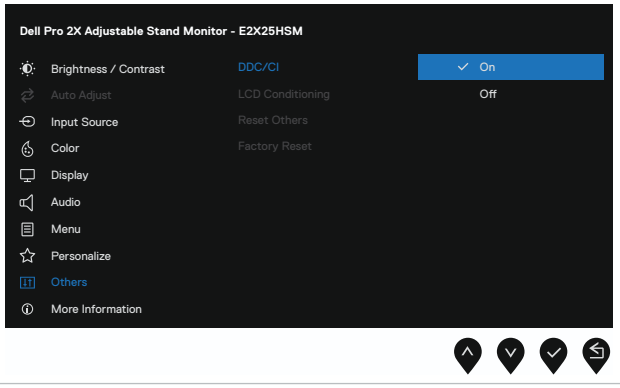
Icon	Menu and submenus	Description
	Input Source	Use the Input Source menu to switch between the different video signals that may be connected to your monitor. 
	VGA	Push to select the VGA input source when using VGA connector.
	DP	Push to select the DP input source when using DP connector.
	HDMI	Push to select the HDMI input source when using HDMI connector.
	Auto Select	Select **Auto Select** to scan for available input signals.
	Reset Input Source	Select this option to restore default input source.

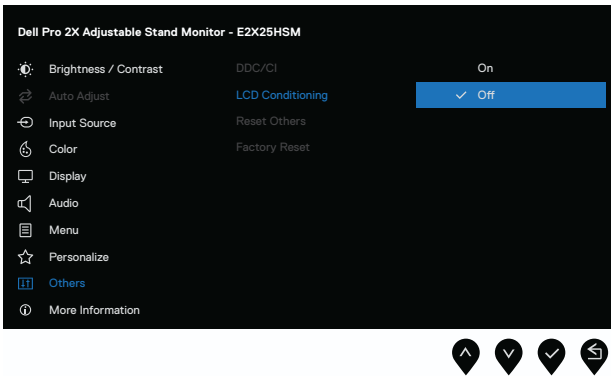
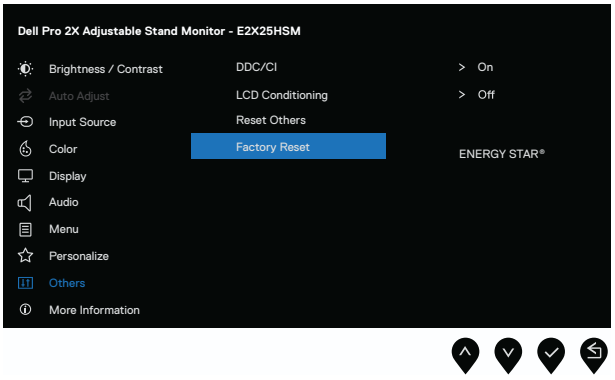
Icon	Menu and submenus	Description
	Color	Use color to adjust the color setting mode. 
	Preset Modes	Allows you to choose from a list of preset color modes. • **Standard**: Load the monitor's default color settings. This is the default preset mode. • **Warm**: Increase the color temperature. The screen appears warmer with a red/ yellow tint. • **Cool**: Decrease the color temperature. The screen appears cooler with a blue tint. • **Custom Color**: Allows you to manually adjust the color settings. Press the and buttons to adjust the three colors (R, G, B) values and create your own preset color mode. 

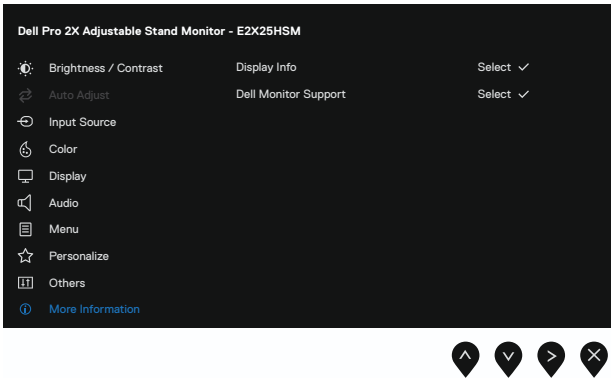
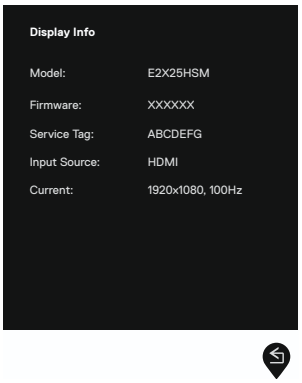
Icon	Menu and submenus	Description
	Input Color Format	Allow you to set the video input mode to: • **RGB**: Select this option if your monitor is connected to a computer or a media player that supports RGB output. • **YCbCr/YPbPr***: Select this option if your media player supports only YCbCr/YPbPr output.  *When **DP** input is selected.  *When **VGA** input is selected.  *When **HDMI** input is selected.
	Reset Color	Reset your monitor color settings to the factory settings.

Icon	Menu and submenus	Description
	Display	Use the display to adjust the image. 
	Aspect Ratio	Adjust the image ratio to 16:9, 4:3, or 5:4.
	Horizontal Position (VGA input only)	Use or to move image left and right. Minimum is '0' (-). Maximum is '100' (+).
	Vertical Position (VGA input only)	Use or to move image up and down. Minimum is '0' (-). Maximum is '100' (+).
	Sharpness	This feature can make the image look sharper or softer. Use or to adjust the sharpness from 0 ~ 100.
	Pixel Clock (VGA input only)	The Pixel Clock feature enables you to adjust image quality on your monitor according to your preference. Use or buttons to adjust for the best image quality.
	Phase (VGA input only)	If satisfactory results are not obtained using the Phase adjustment, use the Pixel Clock (coarse) adjustment and then use Phase (fine), again.
	Response Time	Allows you to select between Normal (8 ms), Fast (5 ms).
	Reset Display	Select this option to restore default display settings.
	Audio	
	Volume	Use the buttons to adjust the volume. Minimum is '0' (-). Maximum is '100' (+).
	Speaker	Allows you to enable or disable the Speaker function.
	Reset Audio	Select this option to restore default audio settings.

Icon	Menu and submenus	Description
	Menu	Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time, the menu remains on screen, and so on. 
	Language	Language option sets the OSD display to one of the eight languages: English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese.
	Rotation	Press the button to rotate the OSD and the screen by 0/90/270 degrees. You can adjust the menu according to your display rotation.
	Transparency	Select this option to change the menu transparency by pressing the or buttons from 0 to 100.
	Timer	OSD hold time: sets the length of time , the OSD will remain active after the last time you pressed a button. Use or to adjust the slider in 1 second increments, from 5 to 60 seconds.
	Lock	With the control buttons on the monitor locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.  • **Menu Buttons:** All Menu/function buttons (except the power button) are locked and not accessible by the user. • **Power Button:** Only the Power button is locked and cannot be accessed. • **Menu + Power Buttons:** Both the Menu/function and power buttons are locked and cannot be accessed. The default setting is **Disable**. **NOTE:** To unlock the buttons, press and hold the key of the monitor for 4 seconds.
	Reset Menu	Select this option to restore default menu settings.

Icon	Menu and submenus	Description
☆	**Personalize**	Selecting this option allows you to set two shortcut keys and a power LED indicator function. 
	Shortcut Key 1	Allow you to select one of the following: Preset Modes, Brightness/Contrast, Auto Adjust, Input Source, Aspect Ratio, Rotation, Volume to set the shortcut key 1.
	Shortcut Key 2	Allow you to select one of the following: Preset Modes, Brightness/Contrast, Auto Adjust, Input Source, Aspect Ratio, Rotation, Volume to set the shortcut key 2.
	Power LED	Allow you to set the power LED indicator. On in On Mode or Off in On Mode to save energy.
	Reset Personalization	Allow you to restore shortcut key to the default setting.
⊥†	**Others**	
	DDC/CI	DDC/CI (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer. Select **Off** to turn off this feature. Enable this feature for the best user experience and optimum performance of your monitor. 

Icon	Menu and submenus	Description
	LCD Conditioning	Help reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. To start **LCD Conditioning**, select **On**. 
	Reset Others	Reset all settings under the Others setting menu to the factory default.
	Factory Reset	Restore all preset values to the factory default setting. These are also the settings for ENERGY STAR tests. 

Icon	Menu and submenus	Description
ⓘ	**More Information**	Use the menu to view the monitor's information or seek more monitor support. 
	Display Info	Select to display the current settings, firmware version, and service tag of your monitor.  **NOTE:** The image that is shown above is for the purpose of illustration only. The information may vary depending on the model and current settings.
	Dell Monitor Support	To access the general monitor support materials for your monitor, use your smartphone to scan the QR code.

OSD warning messages

The following power warning message box applies to brightness functions for the first time when you adjust the brightness level above the default level.

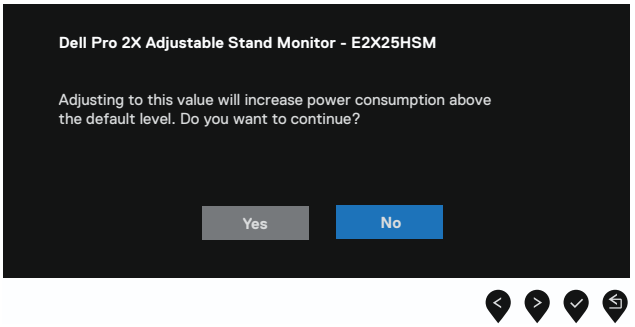


Figure 34. Power warning message

Before the lock function is activated, the following message is displayed.

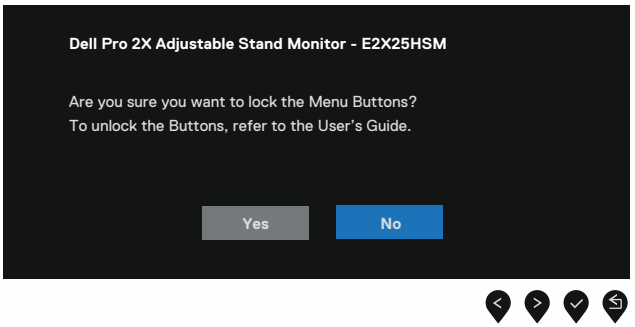


Figure 35. Lock function warning message

NOTE: The message may vary slightly different according to the selected settings.

Before the DDC/CI function is disabled, the following message is displayed.

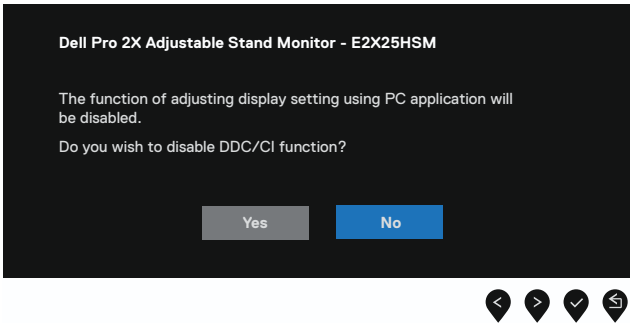


Figure 36. DDC/CI warning message

When the monitor enters Standby mode, the following message appears.

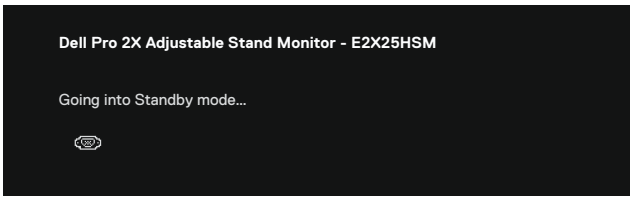


Figure 37. Standby mode warning message

If the VGA or DP or HDMI cable is not connected, a floating dialog box appears. The monitor will enter Standby mode after 4 minutes if left at this state.

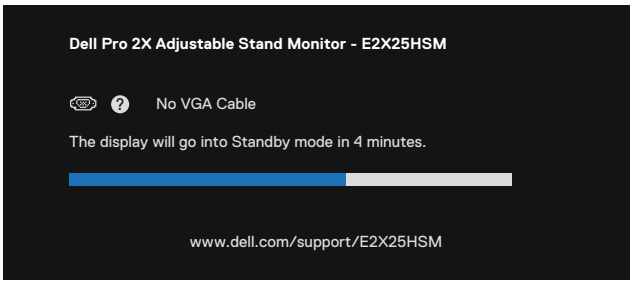


Figure 38. VGA cable disconnected warning message

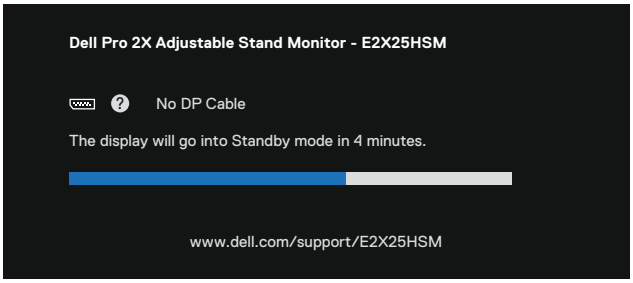


Figure 39. DP cable disconnected warning message

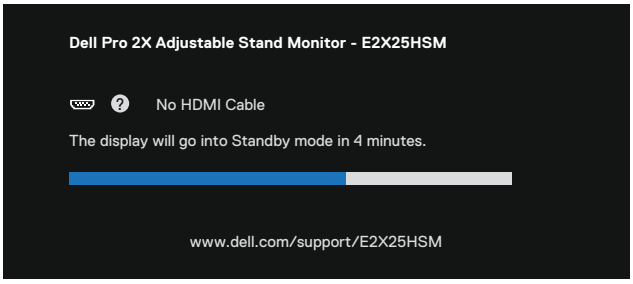


Figure 40. HDMI cable disconnected warning message

For more information, see Troubleshooting.

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 **E2225HSM/E2425HSM**.
3. Click the **Display settings** drop-down 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 www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.

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

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

Troubleshooting

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

Self-test

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

1. Turn off both your computer and the monitor.
2. Disconnect all video cables from the monitor. To ensure proper self-test operation, remove all digital cables from the back of the computer.
3. Turn on the monitor.

ⓘ **NOTE:** A dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white.

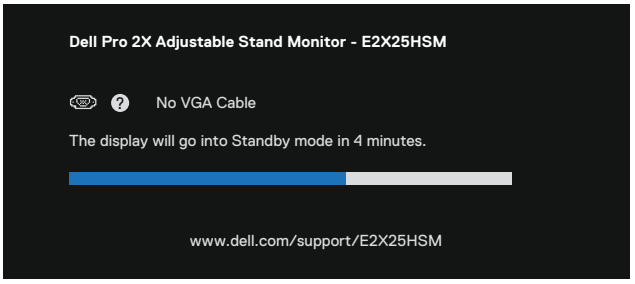


Figure 41. VGA cable disconnected warning message

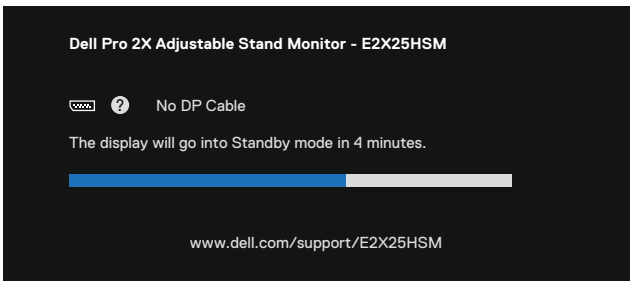


Figure 42. DP cable disconnected warning message

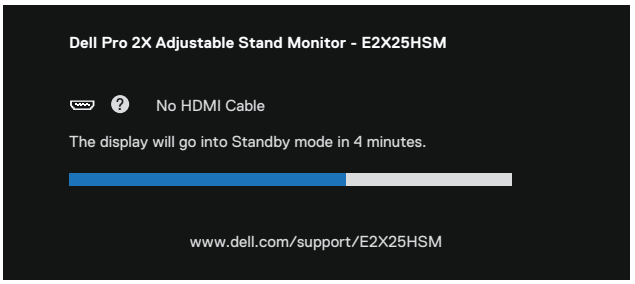


Figure 43. HDMI cable disconnected warning message

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

4. Turn off your monitor and reconnect the video cable; then turn on your computer and the monitor.

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

Built-in diagnostics

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

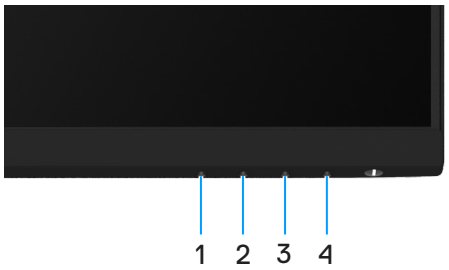


Figure 44. Built-in diagnostics function buttons

Table 22. Label description.

Label	Description
1	Button 1
2	Button 2
3	Button 3
4	Button 4

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Press and hold **Button 4** for about 4 seconds and wait for a pop-up menu.
3. Use **Button 1** or **2** to select the and press to confirm.
   A gray test pattern appears at the beginning of the diagnostic program.
4. Carefully inspect the screen for abnormalities.
5. Press **Button 1** to change the test patterns.
6. Repeat steps 4 and 5 to inspect the display in red, green, blue, black, white, and text screens.
7. When in white color test screen, check for white color uniformity and if there white color appears greenish/reddish and so on.
8. Press **Button 1** to end the diagnostic program.

Common problems

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

Table 23. Common problems and solutions.

Common symptoms	Possible solutions
No video/Power LED off	• 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 pressed. • Ensure that the correct input source is selected using the Input Source menu.
No video/Power LED on	• Increase brightness and contrast controls using the 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 using the Input Source menu.
Poor focus	• Disconnect video extension cables. • Reset the monitor to factory settings (**Factory Reset**). • Change the video resolution to the correct aspect ratio.
Shaky/Jittery video	• Reset the monitor to factory settings (**Factory Reset**). • Check environmental factors. • Relocate the monitor and test in another room.
Missing pixels	• Turn off the monitor and turn it on again. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines.
Stuck-on pixels	• Turn off the monitor and turn it on again. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines.
Brightness problems	• Reset the monitor to factory settings (**Factory Reset**). • Adjust brightness and contrast controls using OSD.
Geometric distortion	• Reset the monitor to factory settings (**Factory Reset**). • Adjust horizontal and vertical using OSD.
Horizontal/Vertical lines	• Reset the monitor to factory settings (**Factory Reset**). • 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. • Run the built-in diagnostics.
Synchronization problems	• Reset the monitor to factory settings (**Factory Reset**). • Perform a 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 safe mode.
Safety-related issues	• Do not perform any troubleshooting step. • Contact Dell immediately.
Intermittent problems	• Try different **Preset Modes** in **Color** settings OSD. Adjust **R/G/B** value in **Custom Color** in **Color** settings OSD. • Change the **Input Color Format** to **RGB** or **YCbCr/YPbPr** in the **Color** settings OSD. • Run the built-in diagnostics.

Common symptoms	Possible solutions
Missing color	• 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	• Try different **Preset Modes** in **Color** settings OSD. Adjust **R/G/B** value in **Custom Color** in **Color** settings OSD. • Change the **Input Color Format** to **RGB** or **YCbCr/YPbPr** 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	• 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.
Video ghosting or overshooting	• Change the **Response Time** in the **Display** OSD to **Fast** or **Normal** depending on your application and usage.

Product-specific problems

Table 24. Product-specific problems and solutions.

Specific symptoms	Possible solutions
Screen image is too small	• Check the **Aspect Ratio** setting in the **Display** settings OSD. • Reset the monitor to factory settings (**Factory Reset**).
Cannot adjust the monitor with the buttons on the bottom of the panel	• Turn off the monitor, unplug the power cable, plug it back, and then turn on the monitor. • Check if the OSD menu is locked. If yes, press and hold the Exit button (button 4) for four seconds to unlock.
No input signal when user controls are pressed	• Check the signal source. Ensure that the computer is not in standby or sleep mode by moving the mouse or pressing any key on the keyboard. • Check if the video cable is plugged in properly. Disconnect and reconnect the video cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

Regulatory information

TCO Certified

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

For more information on your Dell product and the TCO certification, please visit:

Dell.com/environment/TCO_Certified

For more information on TCO's environmental certifications, please visit:

tcocertified.com

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

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

EU product database for energy label and product information sheet

E2225HSM: https://eprel.ec.europa.eu/qr/2192930

E2425HSM: https://eprel.ec.europa.eu/qr/2193019

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

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

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