

# Dell P5525QC Monitor

## User's Guide

## Notes, cautions, and warnings

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

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

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

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

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

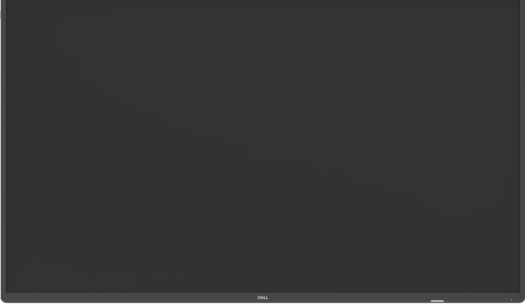









# About your monitor

## Package contents

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

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

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

Component image	Component description
	Display
	OptiPlex holder
	Remote Control and Batteries (AAA x 2)
	Power cable (varies by country)
	Power cable for connecting OptiPlex system to display. For more information on how to connect, see <a href="#">OptiPlex (optional)</a> .
	USB 3.2 upstream cable (enables the USB ports on the display)
	DisplayPort 3M cable (DisplayPort to DisplayPort)
	USB-C Gen1 1.8M cable (C to C)
	HDMI 3M cable
	<ul style="list-style-type: none"> <li>• Safety, Environmental and Regulatory Information</li> <li>• Quick Setup Guide</li> </ul>

## Product features

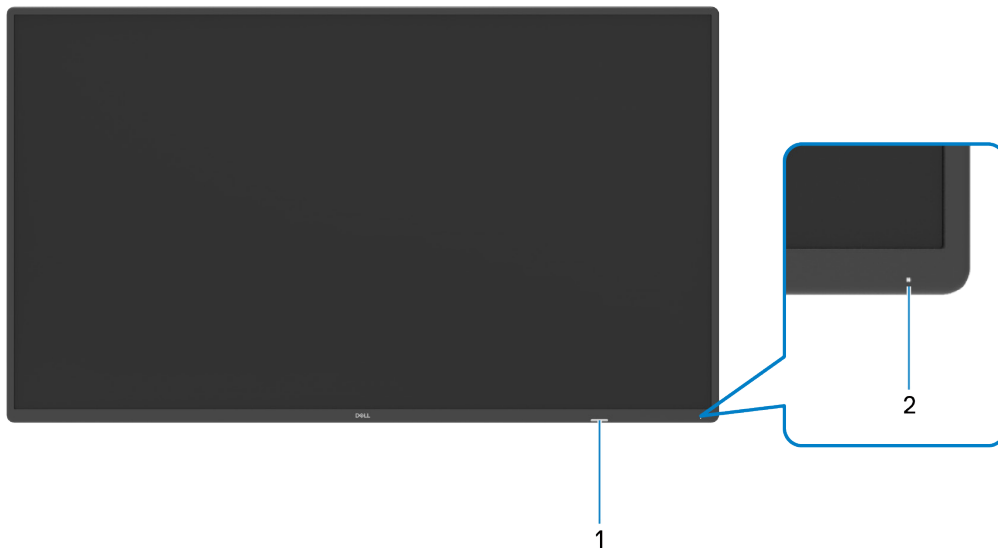
The Dell P5525QC monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), anti-static and LED backlight. The monitor has the following features:

- 138.787 cm (54.64 in.) viewable area display (measured diagonally) 3840 x 2160 (16:9 aspect ratio) resolution, with full-screen support for lower resolutions.
- Video Electronics Standards Association (VESA) 300 x 400 mm mounting holes.
- Built-in speakers (2 x 10 W).
- Plug and play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and OSD button lock.
- Security lock slot.
- Supports Asset Management Capability.
- Arsenic-Free glass and Mercury-Free for Panel only.
- Wattage 3.5 standby power when in the sleep mode.
- The Monitor allows multiple monitors that are daisy chained via DisplayPort to synchronize a pre-defined group of OSD settings in the background by Multi-Monitor Sync (MMS).
- Easily setup with Dell OptiPlex Micro PC (Micro Form Factor).
- Optimize eye comfort with a flicker-free screen and low blue light feature to minimize hazard blue light emission.
- Crestron Certified 2.0. **CRESTRON**  
CONNECTED

**⚠ WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, which includes but is not limited to eye fatigue and digital eye strain. ComfortView Plus feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.**

# Identifying parts and controls

## Front view



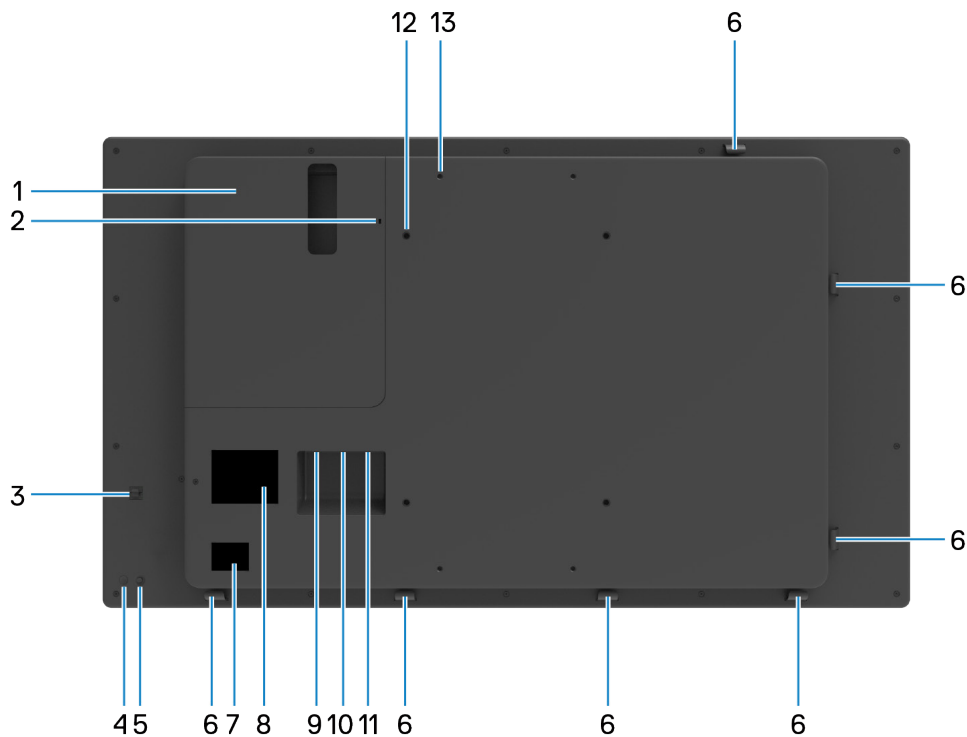
**Figure 1.** Front view of the monitor

**Table 2.** Components and descriptions.

Label	Description	Function
1	IR Lens	To receive remote control signal.
2	Power LED indicator	Solid white light indicates that the monitor is turned on and functioning normally. Breathing white light indicates that the monitor is in Standby Mode.



## Back view

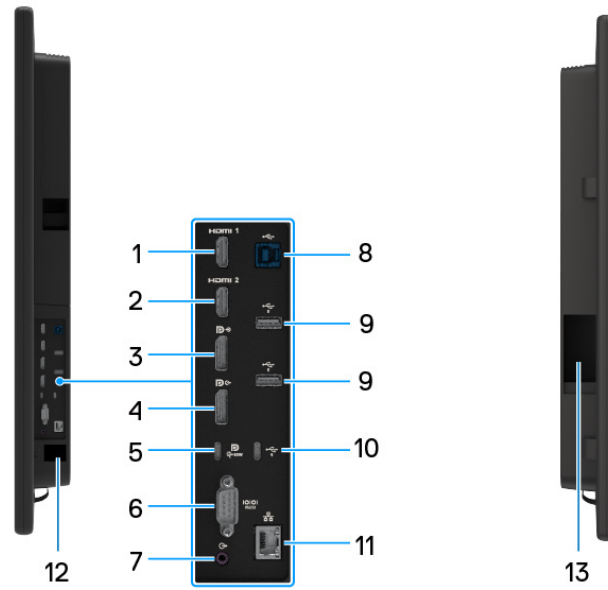


**Figure 2. Back view of the monitor**

**Table 3.** Components and descriptions.



Label	Description	Function
1	OptiPlex holder	Use to hold a Micro Form Factor OptiPlex PC.
2	Security lock slot	Secures OptiPlex with security cable lock (sold separately).
3	USB Type-C cable clip	Use to route USB Type-C cable.
4	Power On/Off button	Press the power button to turn the monitor on and off.
5	Joystick	Use to control the OSD menu. For more information, see <a href="#">Operating the display</a> .
6	Cable Holder Clip (7)	Cable clips on these positions to organize the cables.
7	Barcode, serial number, and Service Tag label	See this label if you need to contact Dell for technical support.
8	Regulatory label	List of approved regulatory labels.
9	AC power connector	To connect the display power cable.
10	Dell Micro Optiplex PC power port	AC power for Micro Optiplex PC power adapter (power rating: 100-240V~50/60HZ 2.4A).
11	VB Power port	This port is reserved for future Dell offerings (power rating: 100-240V~50/60HZ 2.4A). Disclaimer only use for Dell offerings.
12	VESA mounting holes (300 x 400 mm)	To mount the display.
13	VB vesa mounting holes	This mounting is reserved for future Dell offerings (screw thread size & depth of M6 x 16).

## Side view



**Figure 3. Side view of the monitor**

**Table 4.** Components and descriptions.

Label	Description	Function
1	HDMI 1 port	Connect to your computer or external device using a HDMI cable.
2	HDMI 2 port	
3	DisplayPort (in)	Connect your computer with the DisplayPort cable.
4	DisplayPort (out) 	DP output for MST (Multi-Stream Transport) capable monitor. To enable MST, see the instructions that are provided in the section <a href="#">Connecting the monitor for DP MST function</a> . <b>NOTE:</b> Remove the rubber plug when using DisplayPort out connector.
5	USB Type-C/DisplayPort	Connect to your computer using the USB Type-C cable. The USB Type-C port offer the fastest transfer rate USB 3.2 and the alternate mode with DP 1.4 support the maximum resolution of 3840 x 2160 at 60 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. <b>NOTE:</b> USB Type-C is not supported on Windows versions that are prior to Windows 10.
6	RS232 connector	Remote management and control of display via RS232.
7	Audio line-out port	Connect to external audio peripherals. Only supports 2-channel audio. <b>NOTE:</b> The audio line-out port does not support headphones.
8	USB 3.2 upstream ports	Connect the USB cable that comes with your display to the computer. Once this cable is connected, you can use the USB downstream connectors on the display.
9	USB 3.2 downstream ports (2)	Connect your USB device. You can only use this connector after you have connected the USB cable to the computer and USB upstream connector on the display.
10	USB Type-C 3.2 Gen 1 (5 Gbps) downstream (15 W) 	The USB Type-C port supports 5 V/3 A. Connect your USB device. To use this port, you must connect the USB Type-C cable (shipped with your monitor) to the USB Type-C upstream port on the monitor and to your computer.
11	RJ45 connector	Remote Network Management and control of display via RJ45.
12	Serial number, Service Tag label, and Website	See this label if you need to contact Dell for technical support.
13	Side compartment for VB power adapter storage	This cavity is reserved for future Dell offerings.

## Bottom view



**Figure 4.** Bottom view of the monitor

**Table 5.** Components and descriptions.

Label	Description	Function
1	Built-in speakers (2)	Provides audio output.

## Monitor specifications

**Table 6.** Monitor specifications.

Description	Value
Screen type	Active matrix-TFT LCD
Panel type	In-Plane Switching Technology (IPS)
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	1387.87 mm (54.64 in.)
Active Area	
Horizontal	1209.60 mm (47.62 in.)
Vertical	680.40 mm (26.79 in.)
Area	823011.84 mm <sup>2</sup> (1275.67 in. <sup>2</sup> )
Pixel pitch	0.315 (H) mm x 0.315 (V) mm
Pixel per inch (PPI)	81
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	400 cd/m <sup>2</sup> (typical)
Contrast ratio	1200 to 1 (typical)
Display screen coating	Anti-Glare with 3H hardness, Haze 25%
Backlight	LED Edgelight System
Response Time	8 ms typical (G to G)
Color depth	1.07 Billion colors (8Bit + FRC)
Color gamut	NTSC min. 72%
Connectivity	<ul style="list-style-type: none"> <li>• 1 x DP 1.4 (supports 2 x Display 4k@60Hz with DSC)</li> <li>• 1 x DP Out (support MST)</li> <li>• 1 x USB Type-C upstream (Alternate mode with DisplayPort 1.4, Power Delivery PD up to 90W)</li> <li>• 1 x USB Type-C 3.2 Gen 1 (5 Gbps) downstream (15 W)</li> <li>• 2 x HDMI 2.0</li> <li>• 2 x USB-A 3.2 Gen 1 (5 Gbps) downstream</li> <li>• 1 x USB-B 3.2 Gen 1 (5 Gbps) upstream</li> <li>• 1 x Analog 2.0 audio line out (3.5 mm jack)</li> <li>• 1 x RJ45</li> <li>• 1 x RS232</li> </ul>
Border width (edge of display to active area)	
Top	18.92 mm (0.74 in.)
Left/Right	18.92 mm (0.74 in.)
Bottom	28.51 mm (1.12 in.)
Dell Display Manager (DDM) Compatibility*	Easy Arrange and other key features
Built-in speakers	2 x 10 W

## \*Dell Display Manager

Dell Display Manager is an application software that enhances the experience of your Dell monitor- ensuring more productivity and ease in customization.

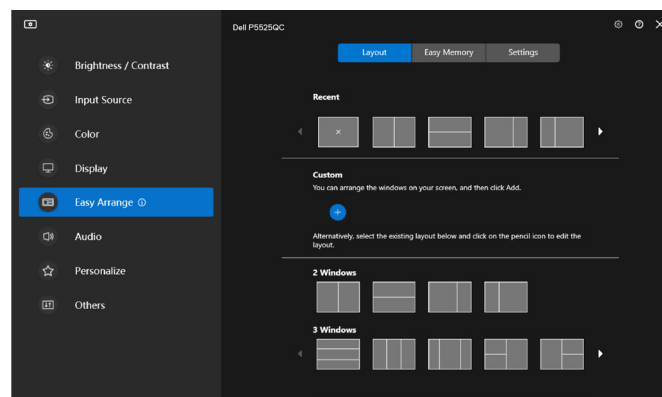
With this application you can:

1. Adjust the monitor On Screen Display (OSD) settings such as brightness, contrast, input source setting and so on, with ease. No need to toggle using the joystick on the monitor; simply use the DDM software.
  1. Organize multiple applications on your screen, snapping them into a template of your choice with the Easy Arrange.
  2. Assign applications or even files to the partitions of Easy Arrange, save the layout as a profile and then restore the profile automatically using Easy Arrange Memory.
2. Connect your Dell monitor to multiple input sources and manage these multiple video inputs using Input source.
3. Customize each application with different color mode using Color Preset.
4. Replicate the Dell Display Manager application settings from one monitor to another monitor of the same model with Import/export application settings.

Moreover, this model comes with advanced remote management features for IT admins.

For more information about Dell Display Manager, see [Dell Display Manager](#).

You can download the software from this link and find detailed user guide of the software and knowledge base article under the documentation tab.



**Figure 5. Dell Display Manager User Interface**

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and Dell 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.

## Resolution specifications

**Table 7.** Resolution specifications.

Description	Value
Horizontal frequency	30 kHz to 140 kHz (DP/HDMI)
Vertical refresh rate	24 Hz to 75 Hz (DP/HDMI)
Maximum preset resolution	3840 x 2160 at 60 Hz

## Supported video modes

**Table 8.** Supported video modes.

Description	Value
Video display capabilities (DP & HDMI playback)	480p, 576p, 720p, 1080i, 1080p, 2160p

## Preset display modes

**Table 9.** Preset display modes.

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
720 x 400	31.5	70.0	28.3	-/+
640 x 480	31.5	60.0	25.2	-/-
640 x 480	37.5	75.0	31.5	-/-
800 x 600	37.9	60.0	40.0	+/+
800 x 600	46.9	75.0	49.5	+/+
1024 x 768	48.4	60.0	65.0	-/-
1024 x 768	60.0	75.0	78.8	+/+
1152 x 864	67.5	75.0	108.0	+/+
1280 x 800	49.3	60.0	71.0	+/+
1280 x 1024	64.0	60.0	108.0	+/+
1280 x 1024	80.0	75.0	135.0	+/+
1600 x 1200	75.0	60.0	162.0	-/+
1920 x 1080	67.5	60.0	193.5	+/+
2048 x 1152	71.6	60.0	197.0	+/-
2560 x 1440	88.8	60.0	241.5	+/-
3840 x 2160	65.68	30.0	262.75	+/+
3840 x 2160	133.313	60.0	533.25	+/+

## Electrical specifications

**Table 10.** Electrical specifications.

Description	Value
Video input signals	<ul style="list-style-type: none"> <li>Digital video signal for each differential line Per differential line at 100 ohm impedance</li> <li>DP/HDMI/USB Type-C signal input support</li> </ul>
Input voltage/frequency/current	100-240 VAC / 50/60 Hz $\pm$ 3 Hz / 8.3 A (maximum)
Output (PC) voltage/frequency/current	100-240 VAC / 50/60 Hz $\pm$ 3 Hz / 2.4 A (maximum)
Output (VB) voltage/frequency/current	100-240 VAC / 50/60 Hz $\pm$ 3 Hz / 2.4 A (maximum)
Inrush current	120 V: 42 A (Maximum) at 0°C (cold start) 240 V: 80 A (Maximum) at 0°C (cold start)
Power consumption	0.3 W (Off Mode) <sup>1</sup> 0.5 W (Standby Mode) <sup>1</sup> 2.0 W (Networked standby Mode) <sup>1</sup> 77.1 W (On Mode) <sup>1</sup> 300 W (Maximum) <sup>2</sup> 65.8 W (P <sub>on</sub> ) <sup>3</sup> Not Applicable (TEC) <sup>3</sup>


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

<sup>2</sup> Maximum brightness and contrast setting with maximum power loading on all USB ports.

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

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

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

## Physical characteristics

**Table 11.** Physical characteristics.

Description	Value
Dimensions	
Height	727.83 mm (28.65 in.)
Width	1247.43 mm (49.11 in.)
Depth	79.80 mm (3.14 in.)
Weight	
Weight with packaging	33.80 kg (74.52 lb)
Weight without packaging, with cables and accessories	23.30 kg (51.37 lb)
Weight without packaging	22.40 kg (49.38 lb)

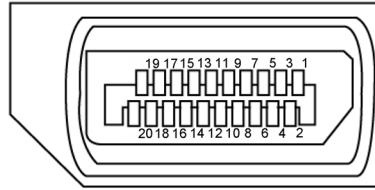
## Environmental characteristics

**Table 12.** Environmental characteristics.

Description	Value
Compliant Standards	
<ul style="list-style-type: none"> <li>• ENERGY STAR certified Monitor</li> <li>• EPEAT registered where applicable. EPEAT registration varies by country. See <a href="#">EPEAT</a> for registration status by country.</li> <li>• TCO Certified &amp; TCO Certified Edge.</li> <li>• RoHS Compliant.</li> <li>• BFR/PVC Free monitor (excluding external cables).</li> <li>• Arsenic-Free glass and Mercury-Free for the panel only.</li> </ul>	
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	-20°C to 60°C (-4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	5% to 90% (non-condensing)
Altitude	
Operating	5,000 m (16,404 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	
	1023.64 BTU/hour (maximum)
	263.08 BTU/hour (on Mode)

## Pin assignments

### DisplayPort



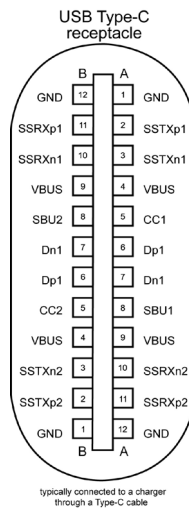
**Figure 6.** DisplayPort

**Table 13.** DisplayPort.

Pin number	20-pin side of the connected signal cable
1	ML3 (n)
2	GND
3	ML3 (p)
4	ML2 (n)
5	GND
6	ML2 (p)
7	ML1 (u)
8	GND
9	ML1 (p)
10	ML0 (n)
11	GND
12	ML0 (p)
13	CONFIG1 / (GND)
14	CONFIG2 / (GND)
15	AUX CH (p)
16	DP_Cable Detect
17	AUX CH (n)
18	Hot Plug Detect
19	GND
20	+3.3 V DP_PWR



## USB Type-C port

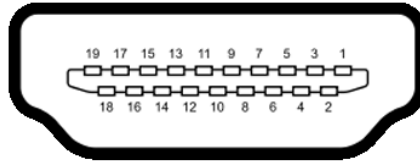


**Figure 7.** USB Type-C port

**Table 14.** USB Type-C port.

Pin	Signal	Pin	Signal
<b>A1</b>	GND	<b>B12</b>	GND
<b>A2</b>	SSTXp1	<b>B11</b>	SSRXp1
<b>A3</b>	SSTXn1	<b>B10</b>	SSRXn1
<b>A4</b>	VBUS	<b>B9</b>	VBUS
<b>A5</b>	CC1	<b>B8</b>	SBU2
<b>A6</b>	Dp1	<b>B7</b>	Dn1
<b>A7</b>	Dn1	<b>B6</b>	Dp1
<b>A8</b>	SBU1	<b>B5</b>	CC2
<b>A9</b>	VBUS	<b>B4</b>	VBUS
<b>A10</b>	SSRXn2	<b>B3</b>	SSTXn2
<b>A11</b>	SSRXp2	<b>B2</b>	SSTXp2
<b>A12</b>	GND	<b>B1</b>	GND

## HDMI connector

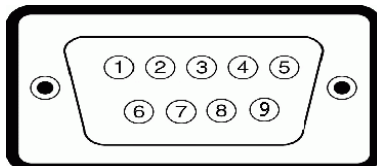


**Figure 8.** HDMI connector

**Table 15.** 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	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

## RS232 connector

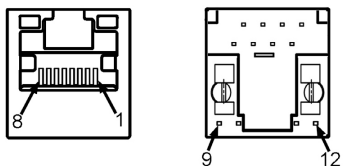


**Figure 9.** RS232 connector

**Table 16.** RS232 connector.

Pin number	9-pin side of the connected signal cable
1	Not Used
2	RX
3	TX
4	Not Used
5	GND
6	Not Used
7	Not Used
8	Not Used
9	Not Used

## RJ45 connector



**Figure 10.** RJ45 connector

**Table 17.** RJ45 connector.

Pin number	12-pin side of the connected signal cable
1	D+
2	RCT
3	D-
4	D+
5	RCT
6	D-
7	GND
8	GND
9	LED2_Y+
10	LED2_Y-
11	LED2_G+
12	LED2_G-

## Universal Serial Bus (USB)

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

Your computer has the following USB ports:

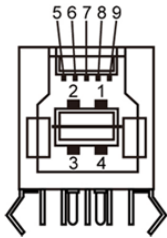
- 1 USB 3.2 upstream
- 2 USB 3.2 downstream
- 1 USB-C upstream
- 1 USB-C downstream

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

**Table 18.** Device speed

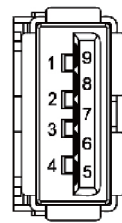
Transfer speed	Data rate	Power consumption
SuperSpeed	5 Gbps	4.5 W (maximum, each port)
High-Speed	480 Mbps	4.5 W (maximum, each port)
Full speed	12 Mbps	4.5 W (maximum, each port)

**Table 19.** Universal Serial Bus (USB).



**Figure 11.** USB 3.2 upstream port

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



**Figure 12.** USB 3.2 downstream port

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

## Plug-and-play capability

You can install the display in any Plug-and-Play-compatible computer. The display automatically provides the computer system with its extended display identification data (EDID) using display data channel (DDC) protocols so the computer can configure itself and optimize the display settings. Most display installations are automatic; you can select different settings if desired. For more information about changing the display settings, see [Operating the display](#).

## LCD display quality and pixel policy

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

## Maintenance guidelines

### Cleaning your monitor

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


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


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

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your Dell monitor. If available, use a screen-cleaning tissue or solution suitable for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.

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

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

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

 **NOTE:** Monitor damages 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 your monitor

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

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

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

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

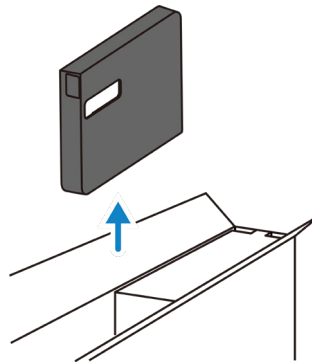
To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the HDMI/DP/USB Type-C/USB cable from your monitor to the computer.
3. Connect the power cable to the monitor and the wall outlet.
4. Turn on your monitor.
5. Select the correct input source from the OSD menu on your monitor and then turn on your computer.

## OptiPlex (optional)

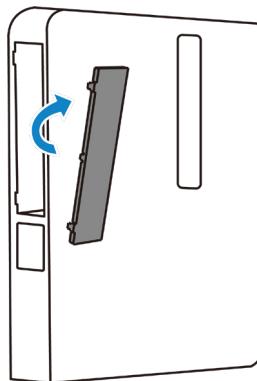
### Attaching the OptiPlex

1. Take out the OptiPlex holder.



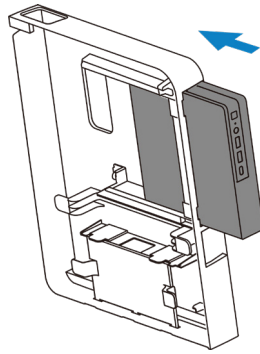
**Figure 13.** Take out the OptiPlex holder

2. Remove the OptiPlex holder front cover.



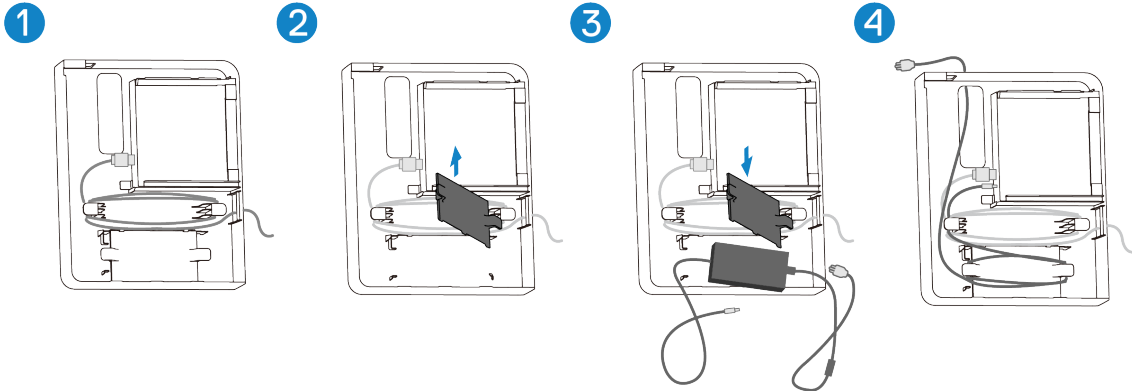
**Figure 14.** Remove OptiPlex holder front cover

- 3. Insert the OptiPlex PC into the respective compartments.



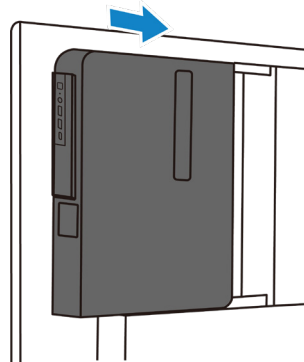
**Figure 15. Insert the OptiPlex PC**

- 4. Plug in the power adapter and route the cables using the cable management hooks that is within the OptiPlex box holder.



**Figure 16. Plug in the power adapter and route the cables**

- 5. Slide OptiPlex holder back into the monitor.

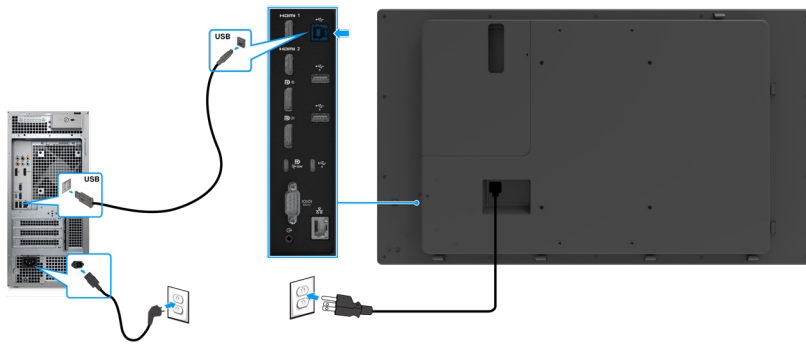


**Figure 17. Slide OptiPlex holder back into monitor**



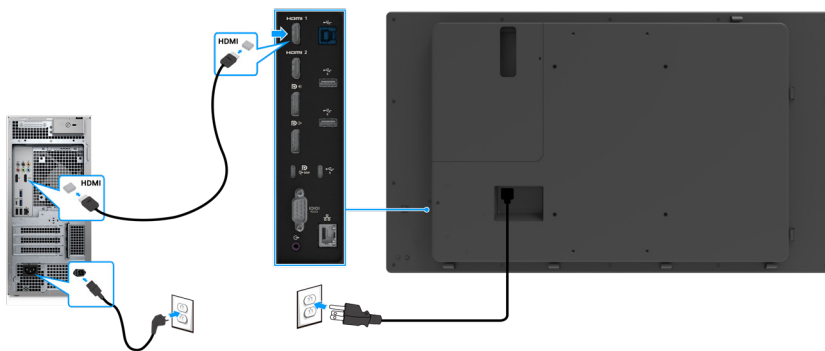
## External PC connection

### Connecting the USB cable



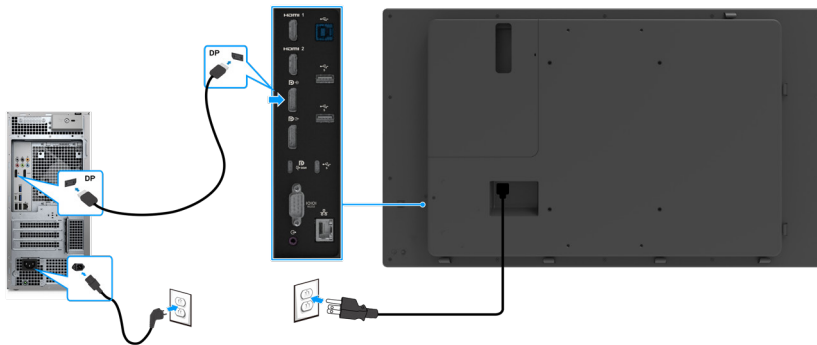
**Figure 18.** Connecting the USB cable

### Connecting the HDMI cable



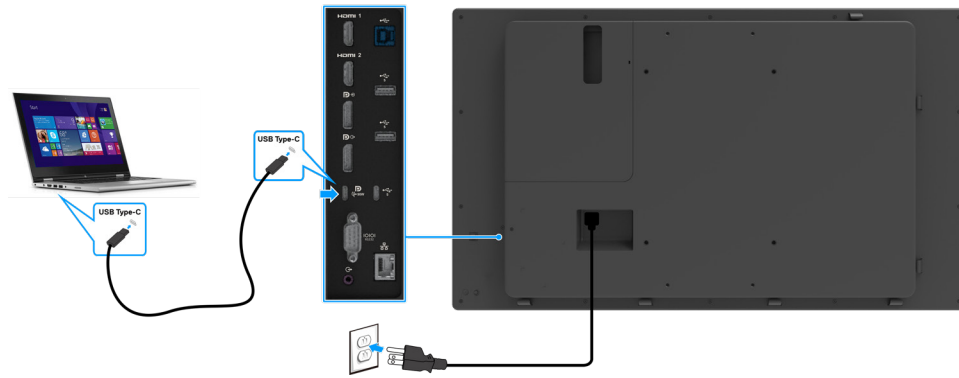
**Figure 19.** Connecting the HDMI cable

### Connecting the DP cable



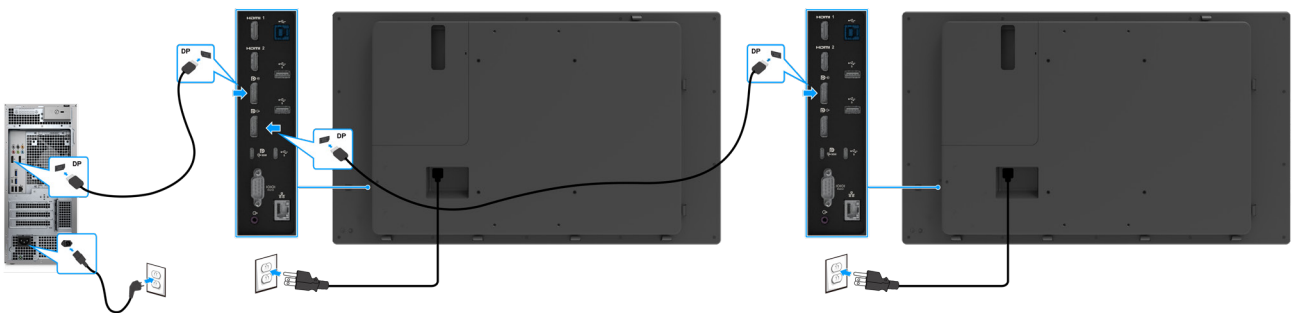
**Figure 20.** Connecting the DP cable

## Connecting the USB Type-C cable



**Figure 21.** Connecting the USB Type-C cable

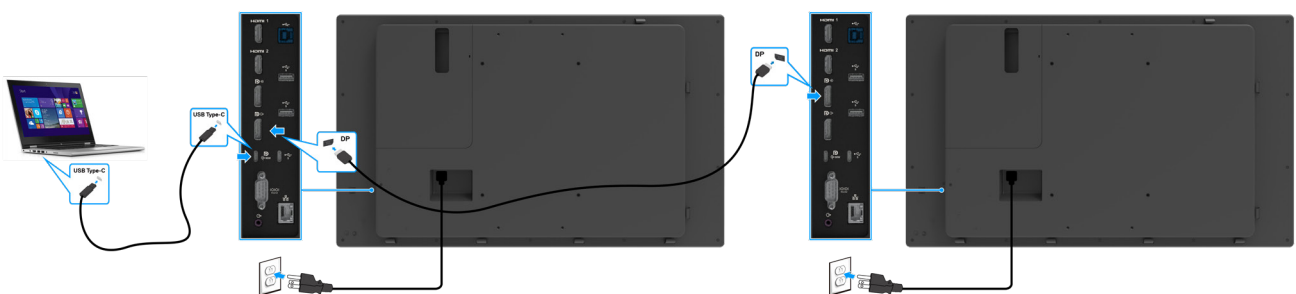
## Connecting the monitor for DP Multi-Stream Transport (MST) function



**Figure 22.** Connecting the monitor for DP Multi-Stream Transport (MST) function

- NOTE:** Supports the DP MST feature. To make use of this feature, your computer graphics card must be certified to at least DP1.2 with MST option.
- NOTE:** Remove the rubber plug when using DP out connector.

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



**Figure 23.** Connecting the monitor for USB-C Multi-Stream Transport (MST) function

- NOTE:** The maximum number of supported monitors through MST is subjected to the bandwidth of the USB-C source.
- NOTE:** Remove the rubber plug when using DP out connector.

## Connecting the OptiPlex (optional)

### Connecting the USB cable

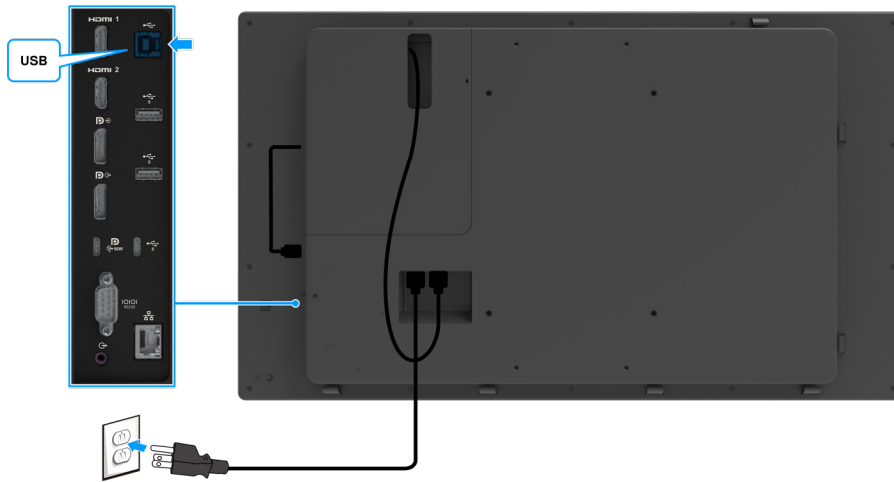


Figure 24. Connecting the USB cable

### Connecting the HDMI cable

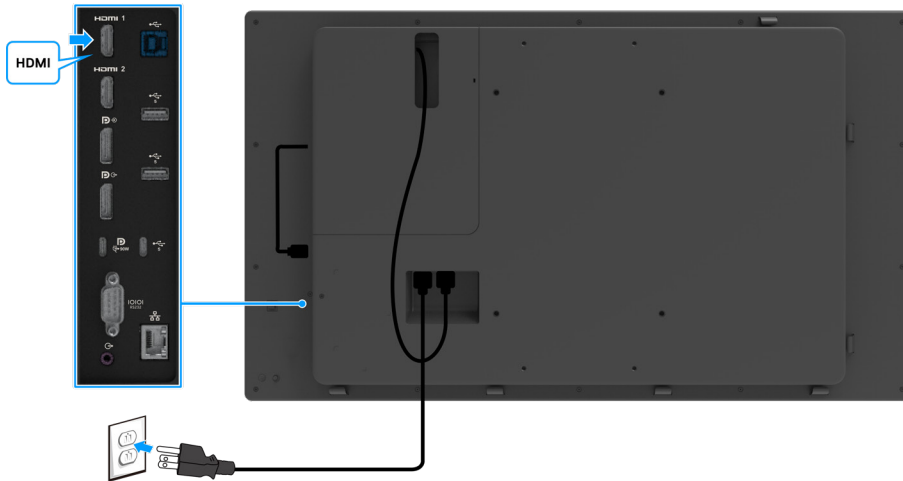


Figure 25. Connecting the HDMI cable

### Connecting the DP cable

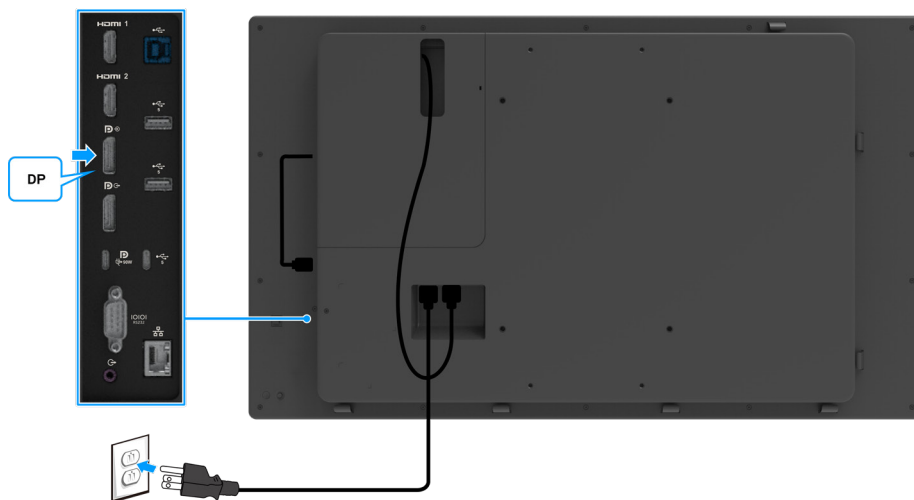


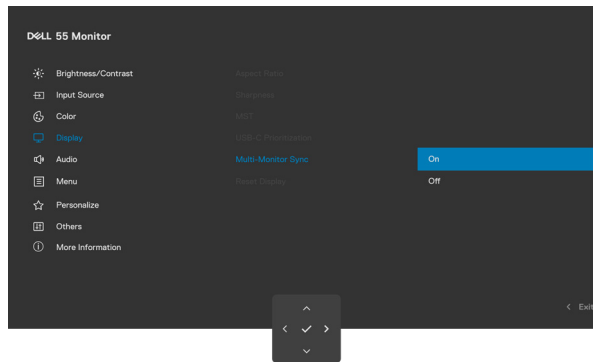
Figure 26. Connecting the DP cable

## Multi-Monitor Sync (MMS)

Multi-Monitor Sync allows multiple monitors that are daisy chained via DisplayPort to synchronize a pre-defined group of OSD settings in the background.

An OSD option, **Multi-Monitor Sync** is available in **Display Menu** to allow user to enable or disable syncing.

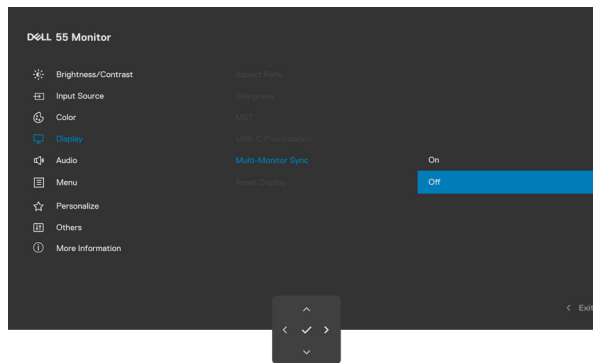
**i** **NOTE:** MMS is not supported over HDMI interface.



**Figure 27. Multi-Monitor Sync On**

If Monitor 2 supports Multi-Monitor Sync, its MMS option will automatically be set to **On** for syncing as well.

If syncing of OSD settings across monitors is not preferred, this feature can be disabled by setting MMS option of any of the monitor to **Off**.



**Figure 28. Multi-Monitor Sync Off**

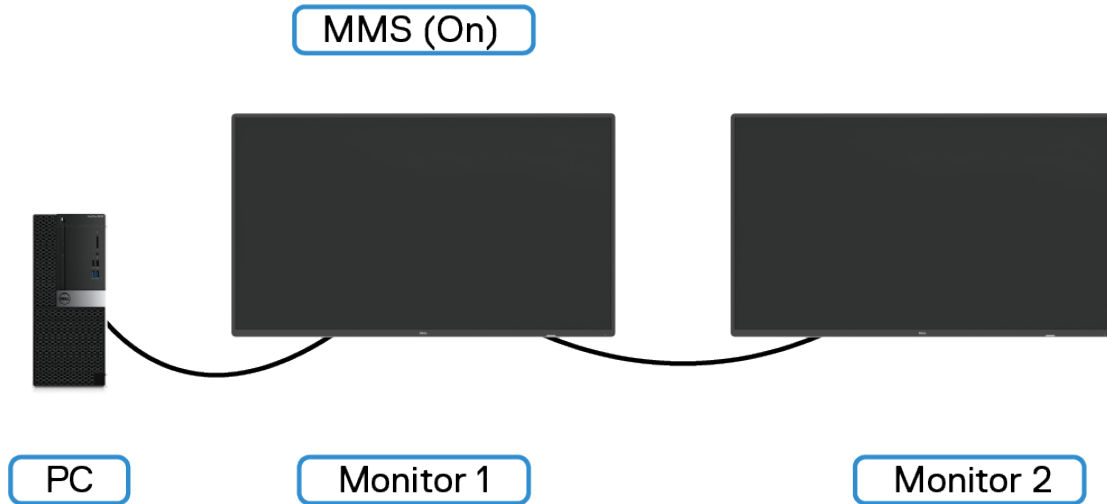
### OSD Settings to be Synchronized

- Brightness
- Contrast
- Preset Modes
- Color Temperature
- Custom Color
- Sharpness

## Setting Multi-Monitor Sync (MMS)

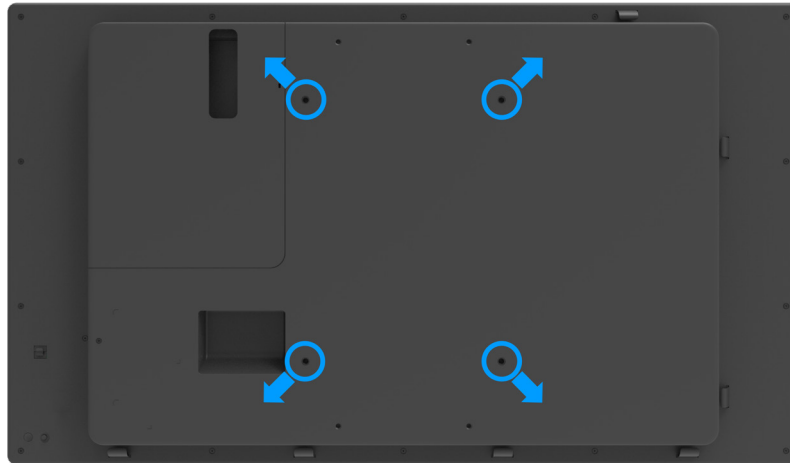
During initial power on or connection of new monitor, user setting synchronization starts only if MMS is **On**. All monitor should synchronize settings from Monitor 1.

After first synchronization, subsequent syncing is driven by changes to the predefined group of OSD settings from any node in the chain. Any node may initiate the changes downstream and upstream.



**Figure 29.** Setting Multi-Monitor Sync

## Wall mounting



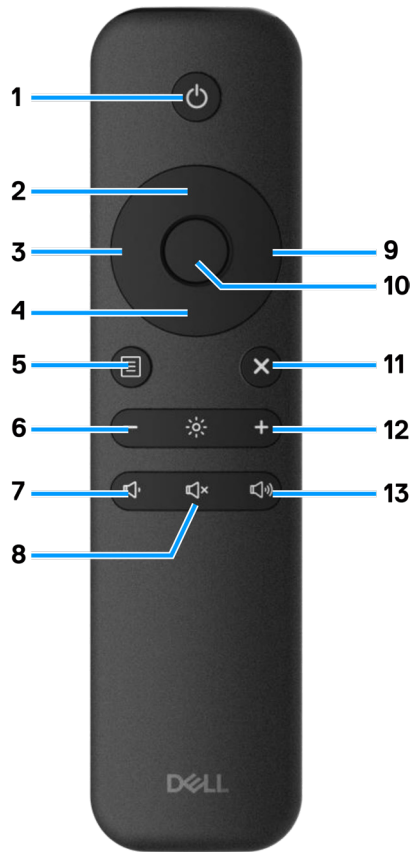
**Figure 30. Wall mounting**

(Screw dimension: M8 x 35 mm).

See the installation instruction that comes with the third-party wall mount that customer purchases. Vesa-compatible base mounting kit (300 x 400) mm.

1. Install Wall Plate to the wall.
  2. Place the display panel on a soft cloth or cushion on a stable flat table.
  3. Attach the mounting brackets from the wall mounting kit to the display.
  4. Install the display to Wall Plate.
  5. Ensure that the display is mounted vertically with no tilt forward or backward and a leveler is used to assist to mount the display.
- i NOTE:** Do not attempt to wall mount the display by yourself. It should be installed by qualified installers. Recommended wall mount for this display can be found in the Dell support website at [Dell Support Site](#).
- i NOTE:** For use only with UL or CSA or GS-listed wall mount bracket with minimum weight/load bearing capacity of the product.

## Remote control



**Figure 31. Remote control**

**Table 20.** Components and descriptions.

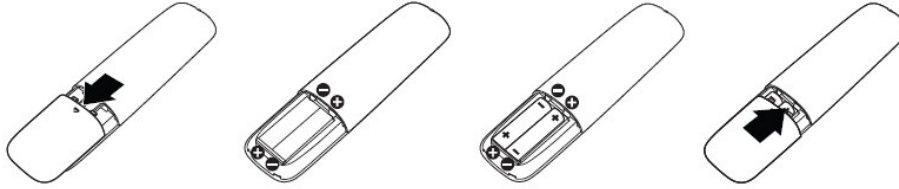
Label	Description	Function
1	Power On/Off	Switch this display on or off.
2	Up	Press to move the selection up in OSD menu.
3	Left	Press to move the selection left in OSD menu.
4	Down	Press to move the selection down in OSD menu.
5	Menu	Press to turn on the OSD menu.
6	Brightness -	Press to decrease the brightness.
7	Volume -	Press to decrease the volume.
8	MUTE	Press to turn the mute function on/off.
9	Right	Press to move the selection right in OSD menu.
10	OK	Confirm an entry or selection.
11	Exit	Press to exit the menu.
12	Brightness +	Press to increase the brightness.
13	Volume +	Press to increase the volume.

## Inserting the batteries in the remote control

The remote control is powered by two 1.5 V AAA batteries.

To install or replace batteries:

1. Press and then slide the cover to open it.
2. Align the batteries according to the (+) and (-) indications inside the battery compartment.
3. Slide the cover to close it.



**Figure 32.** Inserting the batteries in the remote control

**CAUTION:** The incorrect use of batteries can result in leaks or bursting. Be sure to follow these instructions:

- Place “AAA” batteries matching the (+) and (-) signs on each battery to the (+) and (-) signs of the battery compartment.
- Do not mix battery types.
- Do not combine new batteries with used ones. It causes shorter life or leakage of batteries.
- Remove the dead batteries immediately to prevent them from liquid leaking in the battery compartment. Do not touch exposed battery acid, as it can damage your skin.

**NOTE:** If you do not intend to use the remote control for a long period, remove the batteries.

## Handling the remote control

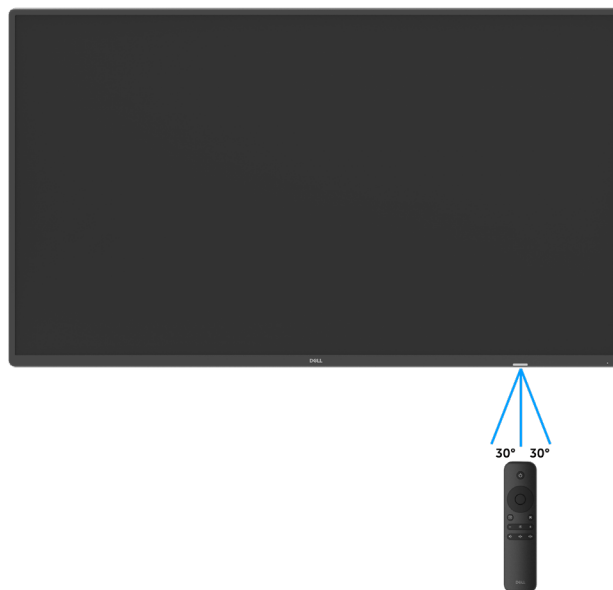
- Do not subject to strong shock.
- Do not allow water or other liquids to splash on the remote control. If the remote control gets wet, wipe it dry immediately.
- Avoid exposure to heat and steam.
- Other than to install the batteries, do not open the remote control.

## Operating range of the remote control

Point the top of the remote control toward the LCD display’s remote sensor during button operation.

Use the remote control within a distance of about 7 m from remote control sensor or at a horizontal and vertical angle of within 30° within a distance of about 7 m.

**NOTE:** The remote control may not function properly when the remote control sensor on the display is under direct sunlight or strong illumination, or when there is an obstacle in the path of signal transmission.



**Figure 33.** Operating range of the remote control



## Area for remote control magnet

When not in use, place the remote control on the side surface of the display frame.



**Figure 34.** Remote control attachment position

## Magnet warning statement

Avoid interference with pacemakers. Maintain a minimum of 15 cm (6 in.) between product and pacemakers to avoid potential interference, as recommended by manufacturers and the independent research group. If you have any reason to suspect that your product is interfering with a pacemaker or other medical device, distancing the remote control away immediately and contact the manufacturer of the pacemaker or medical device for guidance.

# Operating the display

## Turn on the monitor

Press the power button to turn on the monitor.

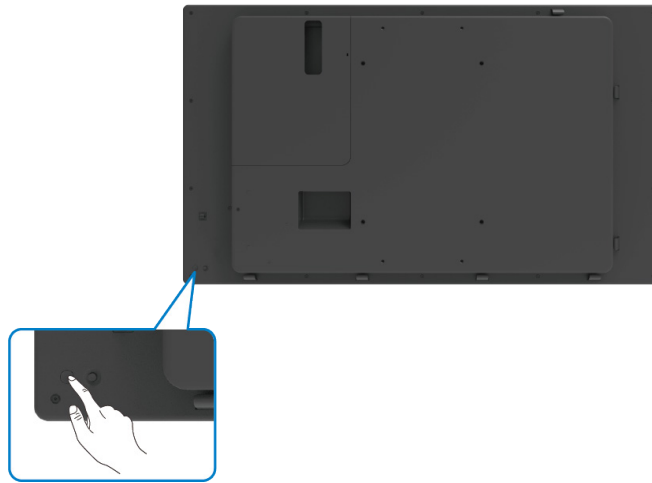


Figure 35. Turn on the monitor

## Using the joystick control

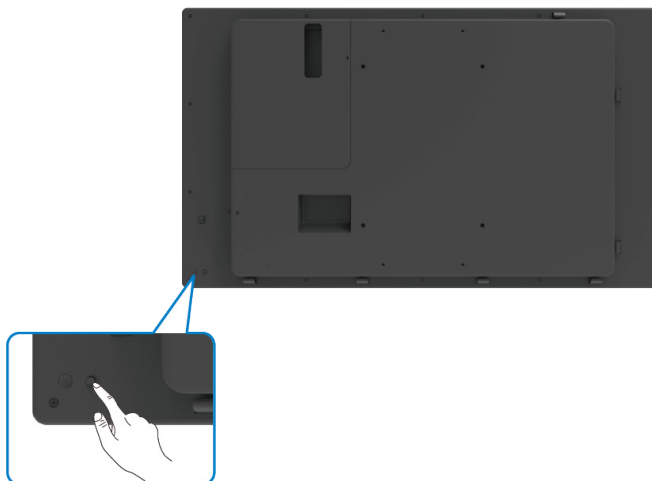





Figure 36. Using the joystick control

To modify the OSD adjustments using the joystick control on the rear end of the monitor, do the following:

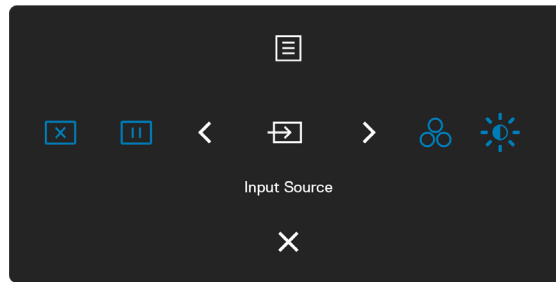
1. Press the joystick button to launch the OSD menu.
2. Move the joystick up/down/left/right to toggle between options.

Table 21. Joystick functions

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

## Using the Menu Launcher








Press the joystick to open the OSD Menu Launcher.



**Figure 37. Menu launcher**

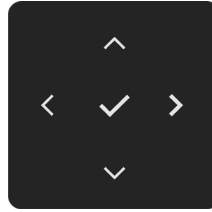
- Move the joystick up to open the **Main Menu**.
- Move the joystick to left or right to select the **Shortcut Keys**.
- Move the joystick down to exit.

**Table 22.** Menu launcher details

Options	Description
 <p><b>Shortcut key:</b> <b>Menu</b></p>	Use this <b>Menu</b> button to launch the On-Screen Display (OSD) and select the OSD menu.
 <p><b>Shortcut key:</b> <b>Brightness/Contrast</b></p>	Use this button to directly access the <b>Brightness/Contrast</b> adjustment sliders.
 <p><b>Shortcut key:</b> <b>Preset Modes</b></p>	Use this button to choose from a list of <b>Preset color modes</b> .
 <p><b>Shortcut key:</b> <b>Input Source</b></p>	Use this button to choose from a list of <b>Input Source</b> .
 <p><b>Shortcut key:</b> <b>Screen Off</b></p>	Use this icon to switch screen to black or white.
 <p><b>Shortcut key:</b> <b>Freeze</b></p>	Use this icon to screen freeze or restore.
 <p><b>Exit</b></p>	Use this button to go back to the main menu or <b>Exit</b> the OSD main menu.











## Using the navigation keys

Use the joystick to configure the settings.



**Figure 38.** Navigation keys

**Table 23.** Navigation keys details

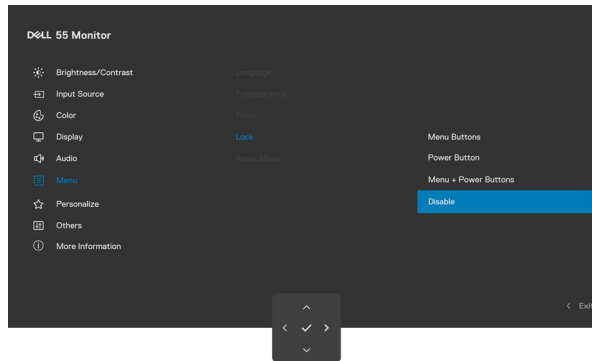
Joystick	Description
 <b>Up</b>	Use  to adjust (increase ranges) items in the OSD menu.
 <b>Down</b>	Use  to adjust (decrease ranges) items in the OSD menu.
 <b>Previous</b>	For all first level in the Menu list,  exits or closes the OSD menu.
 <b>Next</b>	For all other levels except first level in the Menu list,  takes to the next level.
 <b>OK</b>	Use  to confirm your selection.

## Using the OSD lock function

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

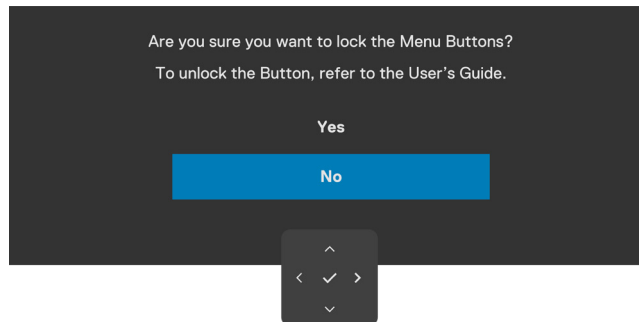
### To lock the buttons using the Lock menu:

1. Select the required option to lock.



**Figure 39. Select the required option to lock**

2. The following message appears.

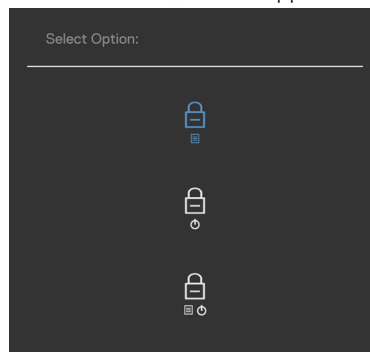


**Figure 40. Message**

3. Select **Yes** to lock the buttons. Once locked, pressing any control button displays the lock icon .

### Use the joystick to lock the buttons:


1. Press the left directional navigation of joystick for four seconds, a menu appears on the screen.





**Figure 41. Lock buttons menu**

2. Select one of the following options.

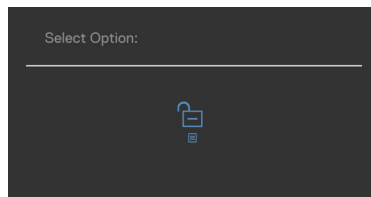
**Table 24.** Lock buttons description

Options	Description
 <b>Menu Button lock</b>	Select this option to lock the OSD menu function.

Options	Description
 <b>Power Button lock</b>	Use this option to lock the power button. It prevents the user to turn off the monitor using the power button.
 <b>Menu and Power Button lock</b>	Use this option to lock the OSD menu and power button to turn off the monitor.




**To unlock the button(s):**

Press the left directional navigation of the joystick for four seconds until a menu appears on the screen. The following table describes the options to unlock the front-panel control buttons.




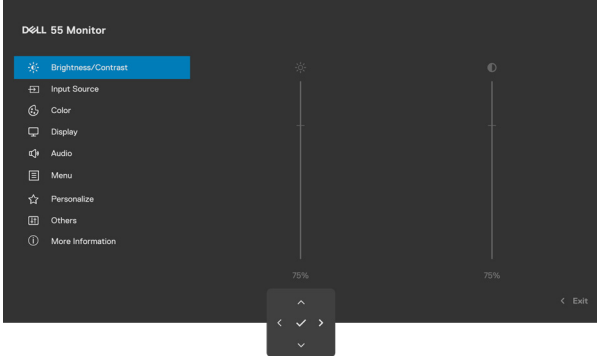




**Figure 42. Unlock button menu**


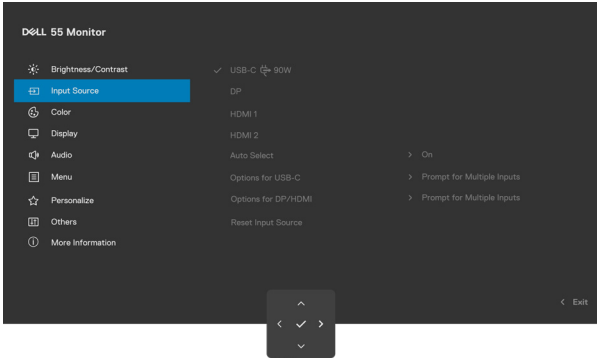
**Table 25.** Unlock button description

Options	Description
 <b>Menu Button unlock</b>	Use this option to unlock the OSD menu function.
 <b>Power Button unlock</b>	Use this option to unlock the power button to turn off the monitor.
 <b>Menu and Power Button unlock</b>	Use this option to unlock the OSD menu and power button to turn off the monitor.

## Using the Main Menu

Table 26. OSD Tree list

Icon	Menu and Submenus	Description
	<b>Brightness/Contrast</b>	Use this menu to activate <b>Brightness/Contrast</b> adjustment.
		
<b>Brightness</b>		Adjusts the luminance of the backlight (Range: 0 - 100). Move the joystick  to increase brightness. Move the joystick  to decrease brightness.
<b>Contrast</b>		Adjust the brightness first, and then adjust contrast only if further adjustment is necessary. Move the joystick  to increase contrast and move the joystick  to decrease contrast (Range: 0 - 100). The contrast function adjusts the degree of difference between darkness and lightness on the monitor screen.

Icon	Menu and Submenus	Description
	<b>Input Source</b>	Use the <b>Input Source</b> menu to select between different video inputs that are connected to your monitor.
		
	<b>USB-C (90 W)</b>	Select <b>USB-C (90 W)</b> input when you are using the USB-C (90 W) connector. Press the joystick button to confirm the selection.
	<b>DP</b>	Select <b>DP</b> input when you are using the DP (DisplayPort) connector. Press the Joystick button to confirm the selection.
	<b>HDMI 1</b>	Select the <b>HDMI 1</b> input when using the HDMI 1 connector. Press the joystick button to confirm the selection.
	<b>HDMI 2</b>	Select the <b>HDMI 2</b> input when using the HDMI 2 connector. Press the joystick button to confirm the selection.
	<b>Auto Select</b>	Allows you to scan for available input sources. Press <input checked="" type="checkbox"/> to select this function.
	<b>Options for USB-C</b>	Press <input checked="" type="checkbox"/> to select this function. <ul style="list-style-type: none"> <li>• <b>Prompt for Multiple Inputs:</b> Always displays the Switch to USB-C Video Input message for you to choose whether to switch or not.</li> <li>• <b>Always Switch:</b> Always switches to USB-C video by default while USB-C is connected.</li> <li>• <b>Off:</b> The monitor does not auto-switch to USB-C video from another available input.</li> </ul>
	<b>Options for DP/HDMI</b>	Press <input checked="" type="checkbox"/> to select this function. <ul style="list-style-type: none"> <li>• <b>Prompt for Multiple Inputs:</b> Always displays the Switch to USB-C Video Input message for you to choose whether to switch or not.</li> <li>• <b>Always Switch:</b> Always switches to USB-C video by default while USB-C is connected.</li> <li>• <b>Off:</b> The monitor does not auto-switch to USB-C video from another available input.</li> </ul>
	<b>Reset Input Source</b>	Reset all settings under the <b>Input Source</b> menu to the factory defaults.

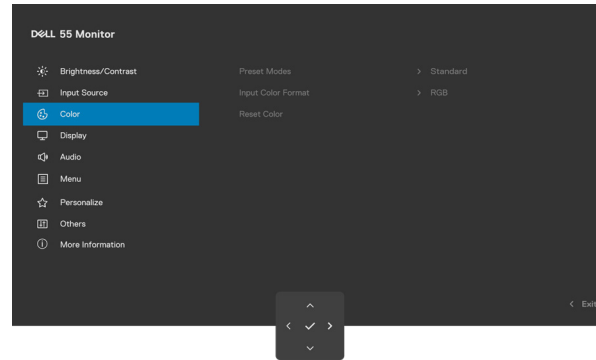


Icon	Menu and Submenus	Description
------	-------------------	-------------



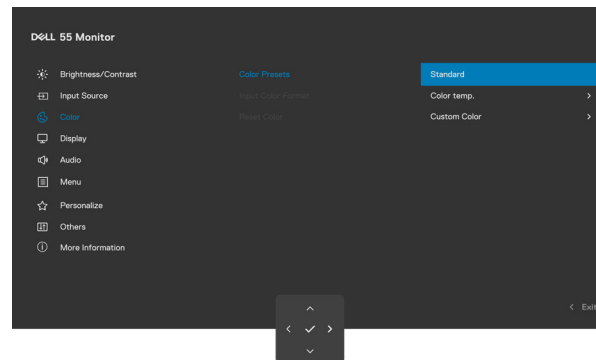
## Color



Adjusts the color setting mode.



### Preset Modes

When you select **Preset Modes**, you can choose **Standard**, **Color temp.**, or **Custom Color** from the list.

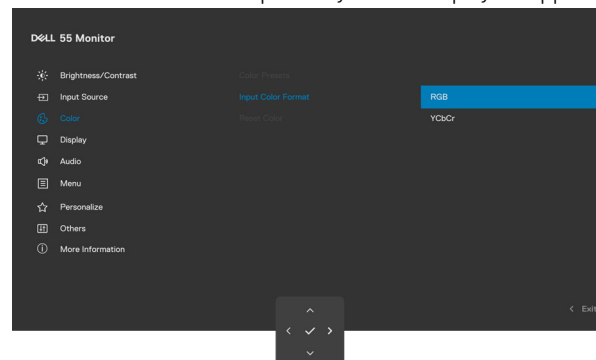


- **Standard:** Default color setting. This monitor is certified with TUV HW LBL at Standard color preset mode.
- **Color temp.:** The screen appears warmer with a red/yellow tint with slider set at 5,000K or cooler with blue tint with slider set at 10,000K.
  - **NOTE:** The color temperature setting of 6500K is used for conformity with the criteria in TCO Certified.
- **Custom Color:** Allows you to manually adjust the color settings. Press the joystick  and  buttons to adjust the Red, Green, and Blue values and create your own preset color mode.

### Input Color Format


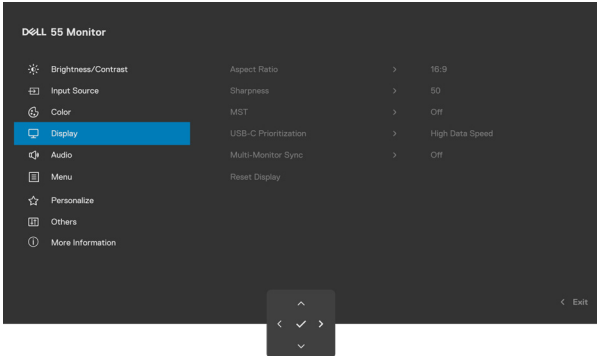




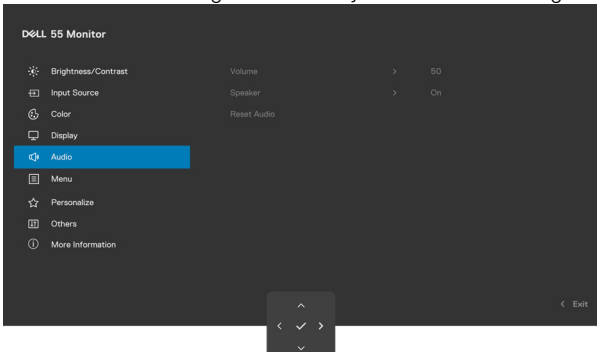


Allows you to set the video input mode to:

- **RGB:** Select this option if your monitor is connected to a computer or a media player that supports RGB output.
- **YCbCr:** Select this option if your media player supports only YCbCr output.



### Reset Color

Reset your monitor color settings to the factory defaults.

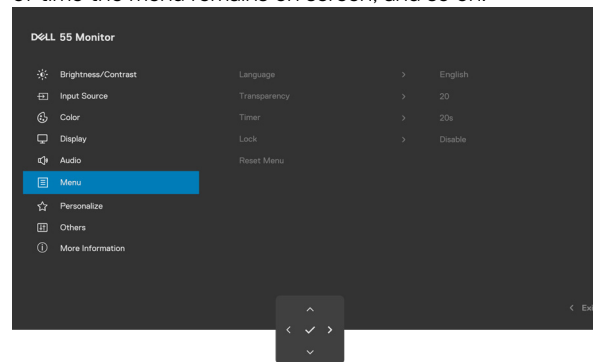
Icon	Menu and Submenus	Description
	<b>Display</b>	Use the <b>Display</b> menu to adjust image.
		
<b>Aspect Ratio</b>		Adjust the image ratio to <b>16:9</b> , <b>4:3</b> , and <b>5:4</b> .
<b>Sharpness</b>		Makes the image look sharper or softer. Move the joystick  and  to adjust the sharpness from 0 to 100.
<b>MST</b>		DP Multi Stream Transport, set to <b>ON</b> enables MST (DP out), set to <b>OFF</b> disables MST function.  <b>NOTE:</b> When DP or USB-C upstream cable and DP downstream cable is connected, monitor will set MST to ON automatically, this action will only be done once after Factory Reset or Display Reset is selected.
<b>USB-C Prioritization</b>		Allows you to specify the priority to transfer the data with high resolution (High Resolution) or high speed (High Data Speed) when using the USB-C port.
<b>Multi-Monitor Sync</b>		Multi-Monitor Sync allows multiple monitors that are daisy chained via DisplayPort to synchronize a pre-defined group of OSD settings in the background. An OSD option, <b>Multi-Monitor Sync</b> will be created in Display Menu to allow user to enable/disable syncing. For more information, see <a href="#">Multi-Monitor Sync (MMS)</a> .
<b>Reset Display</b>		Reset all settings under the <b>Display</b> menu to the factory defaults.
	<b>Audio</b>	Use the Audio Settings menu to adjust the audio settings.
		
<b>Volume</b>		Allows you to set the volume level of audio source. Move the joystick  and  to adjust the volume from 0 to 100.
<b>Speaker</b>		Allows you to turn on or off speaker function.
<b>Reset Audio</b>		Reset all settings under the <b>Audio</b> menu to the factory preset values.

Icon	Menu and Submenus	Description
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## 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

Set the OSD display to one of eight languages.  
(English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).

### Transparency

Select this option to change the menu transparency by moving the joystick  or  (Range: 0 - 100).

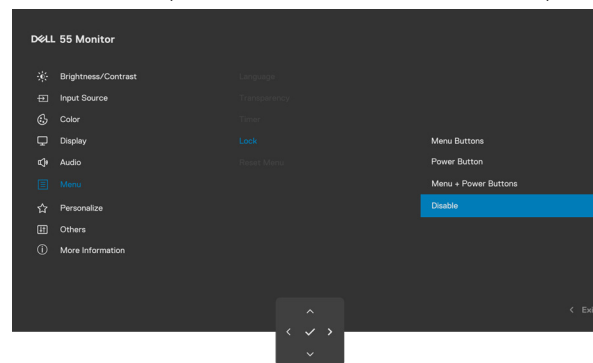
### Timer

**OSD Hold Time:** Sets the length of time the OSD remains active after you press a button.

Move the joystick to adjust the slider in one second increments, from 5 to 60 seconds.

### Lock


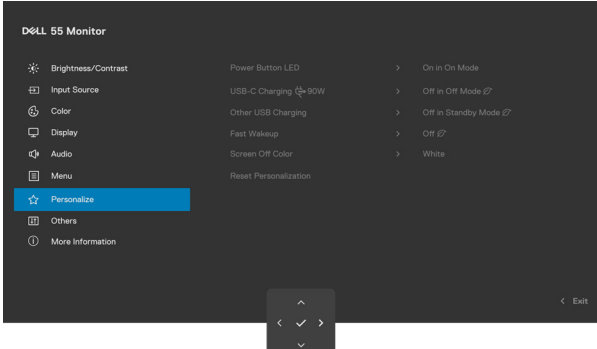

With the control buttons on the monitor is locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.



- **Menu Buttons:** Through OSD to lock the Menu buttons.
- **Power Button:** Through OSD to lock the Power button.
- **Menu + Power Buttons:** Through OSD to lock all Menu and Power buttons.
- **Disable:** Move the joystick left and hold for 4 seconds.

### Reset Menu

Reset all settings under the **Reset Menu** to the factory defaults.

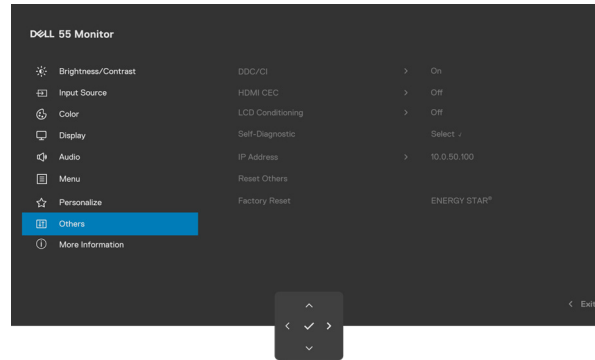
Icon	Menu and Submenus	Description
	<b>Personalize</b>	
	<b>Power Button LED</b>	Allows you to set the state of the power light to save energy.
	<b>USB-C Charging 90W</b> 	<p>Allows you to enable or disable <b>USB-C Charging 90W</b> charging function during monitor power off mode.</p> <p><b>NOTE:</b> When this function is enabled, you will be able to charge your notebook or mobile devices through the USB-C cable even when the monitor is powered off.</p>
	<b>Other USB Charging</b>	<p>Allows you to enable or disable <b>Other USB Charging</b> function during monitor Standby Mode.</p> <p><b>NOTE:</b> When this function is enabled, you will be able to charge your mobile phone through the USB-A cable even when the monitor is in standby mode.</p>
	<b>Fast Wakeup</b>	Speed up recovery time from sleep mode.
	<b>Screen Off Color</b>	Allows you to set the <b>Screen Off Color</b> to <b>White</b> or <b>black</b> .
	<b>Reset Personalization</b>	Reset all settings under the <b>Personalize</b> to the factory defaults.

Icon	Menu and Submenus	Description
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## Others

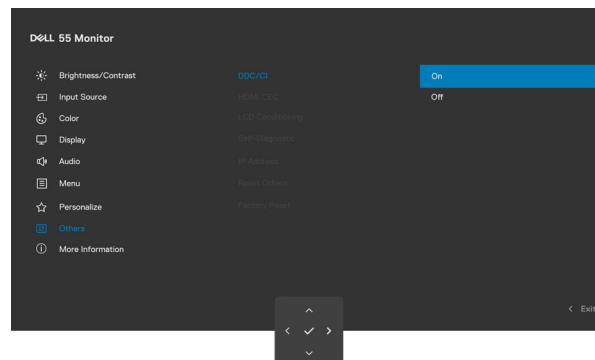
Select this option to adjust the OSD settings such as the **DDC/CI**, **LCD Conditioning**, and so on.



## DDC/CI

**DDC/CI** (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, and so on) to be adjustable by the software on your computer. You can disable this feature by selecting **Off**.

Enable this feature for best user experience and optimum performance of your monitor.

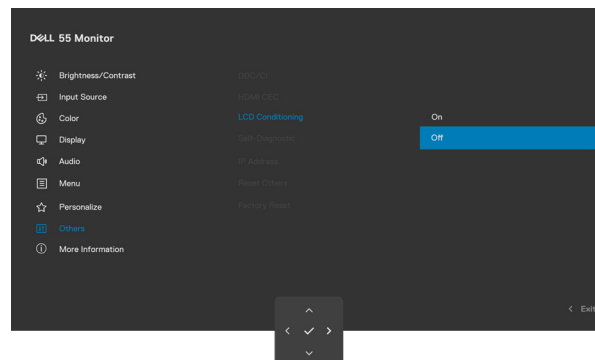


## HDMI CEC

Allows you to On or Off **HDMI CEC** function.

## LCD Conditioning

Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting **On**.



## Self-Diagnostic

Use this option to run the built-in diagnostics. For more information, see [Built-in Diagnostics](#).

## IP Address


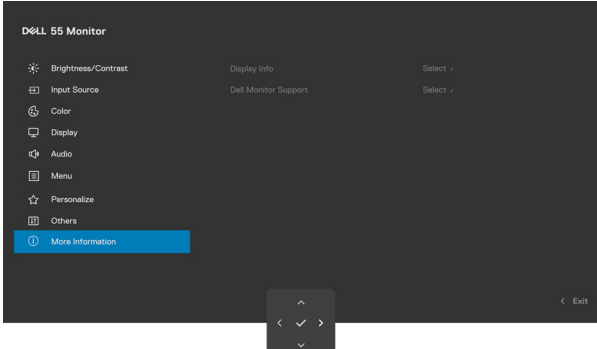
Displays the IP address.


## Reset Others

Reset all settings under the **Others** menu to the factory defaults.

## Factory Reset

Restore all preset values to the factory default settings. These are also the settings for ENERGY STAR tests.

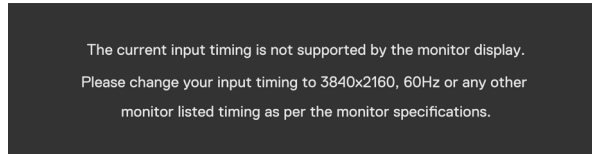
Icon	Menu and Submenus	Description
	<b>More Information</b>	

<b>Display Info</b>	Displays the monitor's current settings.	
---------------------	--	--

**Dell Monitor Support** You can scan the QR code for Dell Monitor Support.

## OSD warning messages

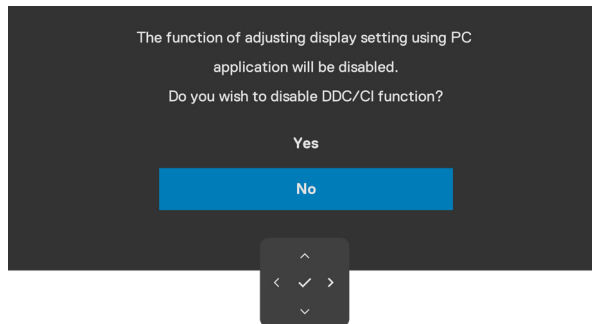
When the monitor does not support a particular resolution mode, you can see the following message:



**Figure 43. Does not support a particular resolution mode**

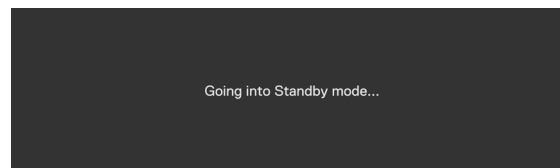
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Resolution specifications](#) for the horizontal and vertical frequency ranges addressable by this monitor. The recommended mode is 3840x2160.

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



**Figure 44. DDC/CI warning message**

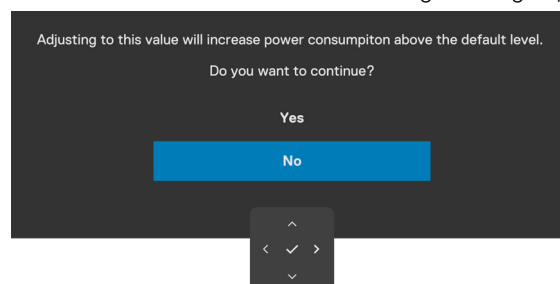
When the monitor enters the **Standby** mode, the following message appears:



**Figure 45. Standby mode warning message**

Activate the computer and wake up the monitor to gain access to the [OSD](#).

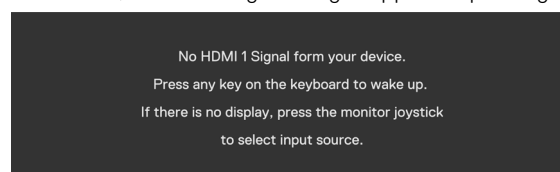
If the Brightness level adjusted is above the default level 75%, the following message appears:



**Figure 46. Brightness level warning message**

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

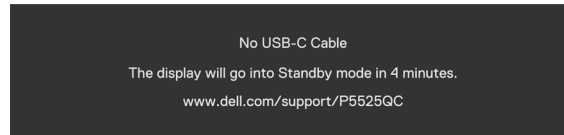
If you press any button other than the power button, the following messages appear depending on the selected input:



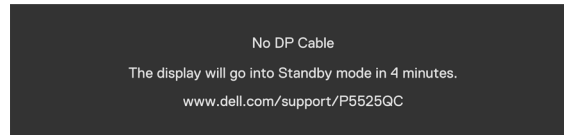
**Figure 47. Selected input warning message**

If either USB-C, DP, HDMI 1 or HDMI 2 input is selected and the corresponding cable is not connected, a floating dialog box as shown

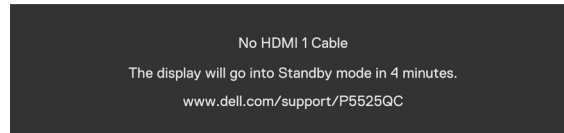
below appears.



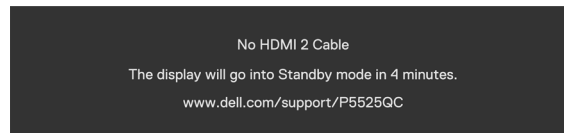
**Figure 48. USB-C cable disconnected warning message**



**Figure 49. DP cable disconnected warning message**



**Figure 50. HDMI 1 cable disconnected warning message**



**Figure 51. HDMI 2 cable disconnected warning message**

See [Troubleshooting](#) for more information.



## Setting the maximum resolution

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

To set the maximum resolution for the monitor:

In Windows 10 and Windows 11:

1. Right-click the desktop and click **Display Settings**.
2. If you have more than one monitor connected, ensure that you select **P5525QC**.
3. Click the **Display Resolution** dropdown list and select **3840 x 2160**.
4. Click **Keep changes**.

If you do not see **3840 x 2160** as an option, you must update your graphics driver to the latest version. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or laptop:

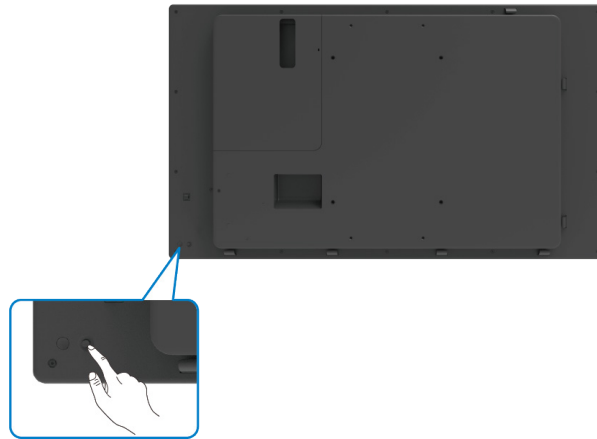
- Go to [Dell Support Site](#), enter your service tag, and download the latest driver for your graphics card.

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



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

## Dell web management for displays

Before accessing the Dell Display Web Management feature, ensure the Ethernet is working normally.

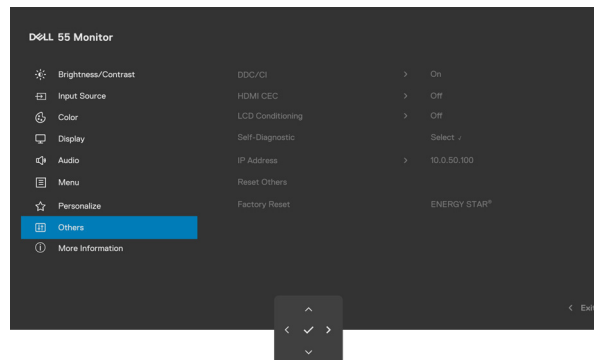


**Figure 52. Using the joystick control**

- Ethernet Enable:  
Press the joystick button for 3 seconds to turn on. A network icon  appears and is shown on the center for 3 seconds.
- Ethernet Disable:  
Press the joystick button for 3 seconds to turn off. A network icon  appears and is shown on the center for 3 seconds.

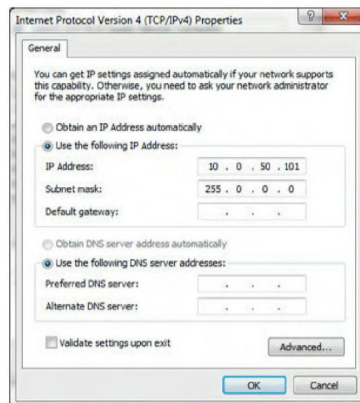
To access the Dell Display Web Management tool you need to set the IP Addresses for your computer and the display.

1. Press the Menu key on the remote control to display the IP Address of the display, or by navigating to **OSD Menu > Others**. By default, the IP Address is 10.0.50.100.



**Figure 53. IP Address**

2. In the computer's IP Properties tab, specify an IP Address by selecting Use the following **IP Address** and enter the following values: For IP Address: 10.0.50.101 and for Subnet Mask: 255.0.0.0 (leave all other entries as blanks).



**Figure 54. IP Properties tab**

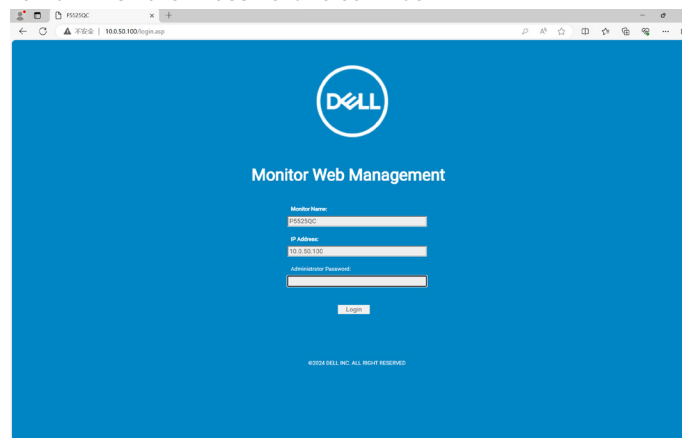
3. The IP Address configuration would now look like this:



**Figure 55. IP Address configuration**

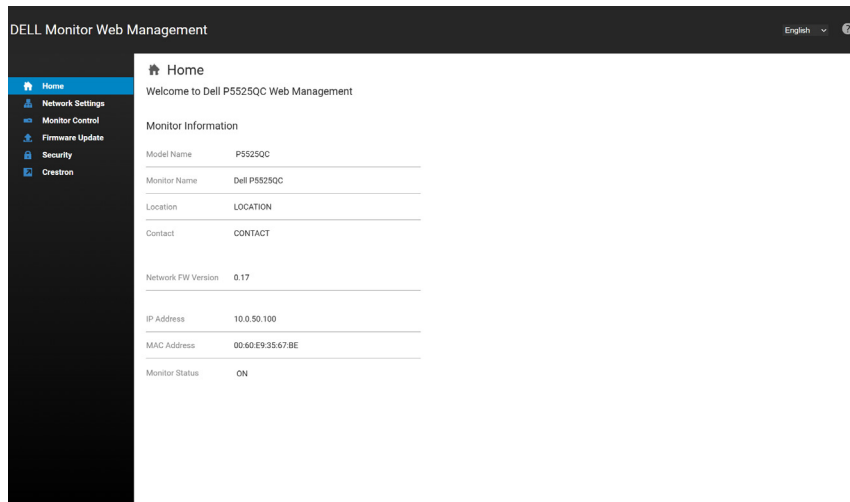
To access and use the web management tool, do the following:

1. Open a web browser and type the display's IP Address (10.0.50.100) in the address bar.
2. The log-in page opens. Enter the **Administrator Password** to continue.



**Figure 56. Log-in page**

3. The **Home** page opens.



**Figure 57. Home page**

4. Click **Network Settings** tab to see the network settings.

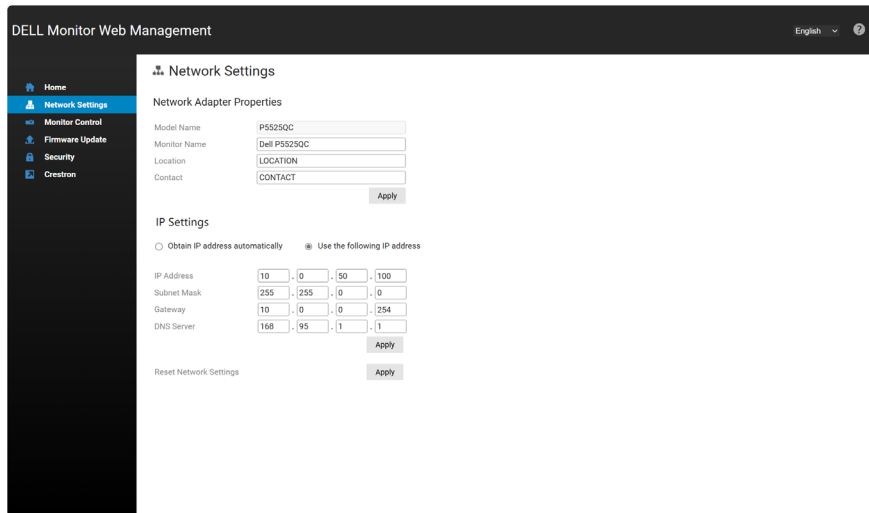


Figure 58. Network Settings tab

5. Click **Monitor Control** to see the display's status.

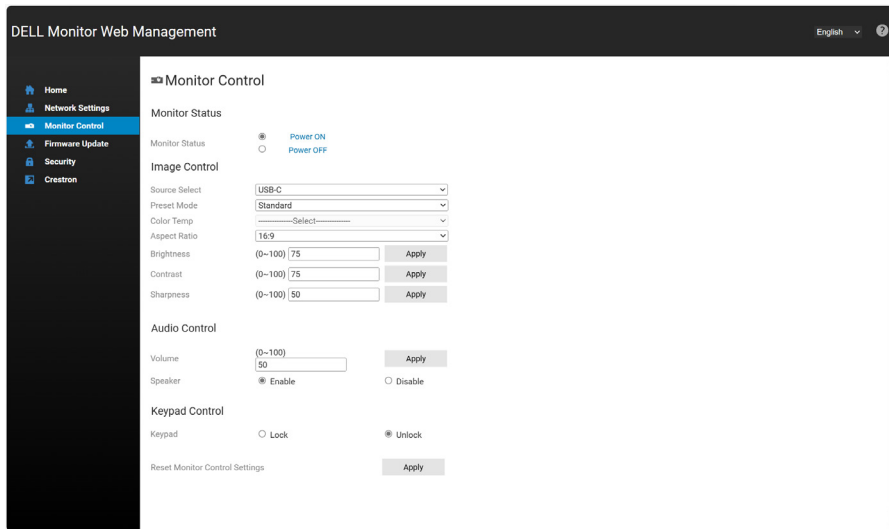


Figure 59. Monitor Control

6. Click **Firmware Update**. You can download the latest drivers from the Dell Support website at [Dell Support Site](#).

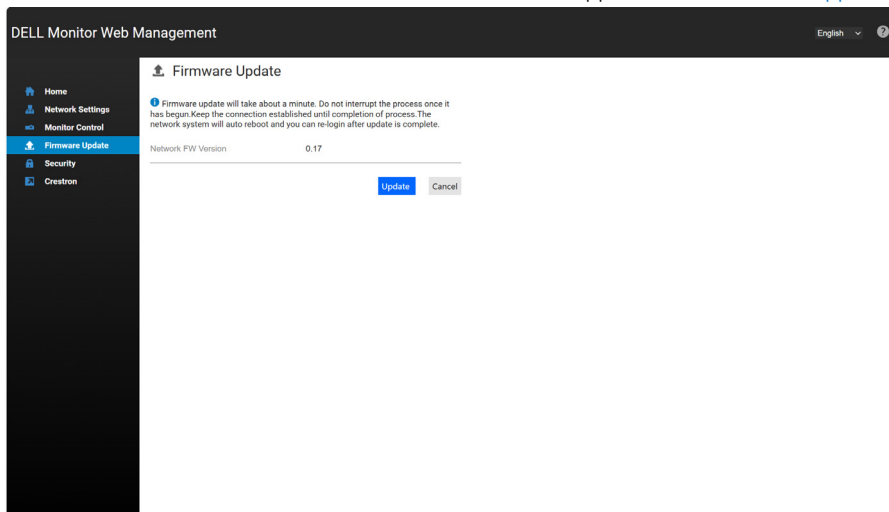
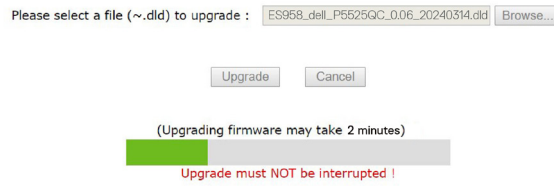


Figure 60. Firmware Update

Click **Update** and on the **Firmware Update** page and wait for 2 minutes.

### Upgrade Firmware



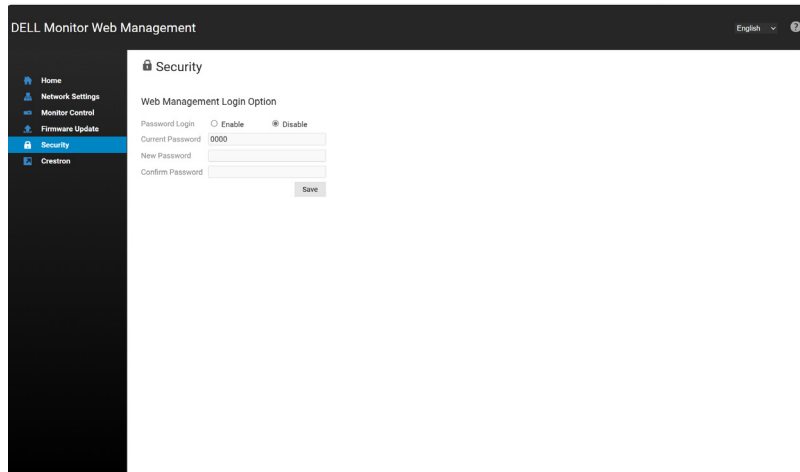
**Figure 61. Upgrade firmware**

Once the upgrade is completed, wait for 30 seconds.



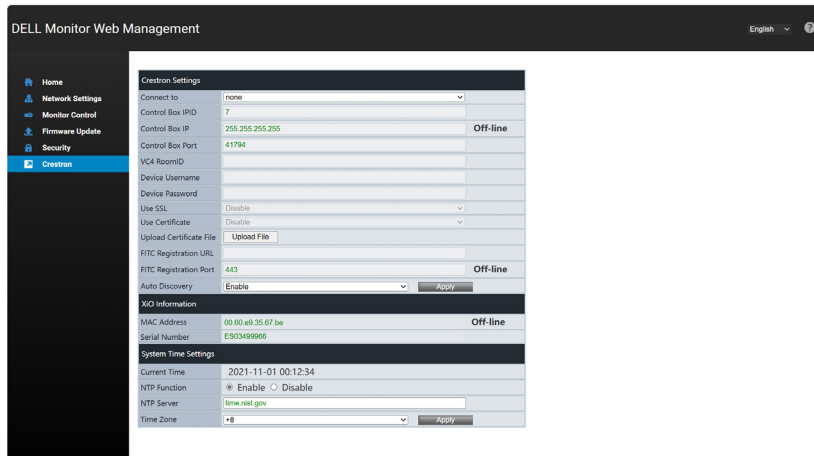
**Figure 62. Upgrade finished**

7. Click **Security** to set a password.



**Figure 63. Security**

8. Click **Crestron** to control interface.



**Figure 64. Crestron Settings**

Crestron settings configures the setting of **Crestron** control system devices.

**Table 27.** Crestron page

Item	Description
Crestron Settings	
Connect to	None or Control Box or FITC
Control Box IPID	Configures the IPID of the control system.
Control Box IP	Configures the IP address of the control system.
Control Box Port	Specifies the port number used for communication by the control system.
VC4 Room ID	If Display is to be connected to VC4, [VC4 Room ID] would require setting.
Device Username	If enable [Use SSL], [Device Username] and [Device Password] can be edited. This information is for Crestron device.
Device Password	If enable [Use SSL], [Device Username] and [Device Password] can be edited. This information is for Crestron device.
Use SSL	Setting [Use SSL], [Use Certificate] to change Display with Crestron communication mode by secure or unsecure mode.
Use Certificate	Setting [Use SSL], [Use Certificate] to change Display with Crestron communication mode by secure or unsecure mode.
Upload Certificate File	Upload File
FITC Registration URL	Support secure connection. If choose to use secure connect, [Use SSL] must be Enable. Items that need to be modified (in blue block) are [FITC Registration URL] and [FITC Registration Port]
FITC Registration Port	Support secure connection. If choose to use secure connect, [Use SSL] must be Enable. Items that need to be modified (in blue block) are [FITC Registration URL] and [FITC Registration Port]
Auto Discovery	The [Auto Discovery] is for Crestron tool search Display.
XiO Information	
MAC Address	User can claim the Display in XiO Cloud with the [MAC Address] and [Serial Number] information.
Serial Number	User can claim the Display in XiO Cloud with the [MAC Address] and [Serial Number] information.
System Time Settings	
Current Time	Current Time
NTP Function	NTP Function
NTP Server	NTP Server
Time Zone	Time Zone

# Troubleshooting

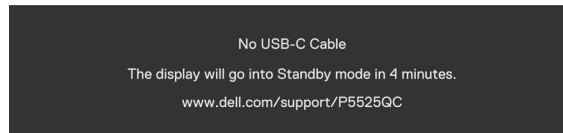
**⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

## Self-Test

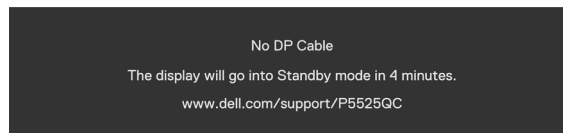
Your display provides a self-test feature that allows you to check whether your display is functioning properly. If your display and computer are properly connected but the display screen remains dark, run the display self-test by performing the following steps:

1. Turn off both your computer and the display.
2. Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
3. Turn on the display.

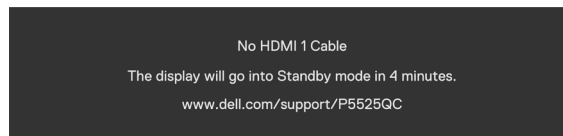
The floating dialog box should appear on-screen (against a black background), if the display cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through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



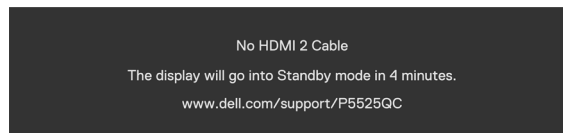
**Figure 65. USB-C cable disconnected warning message**



**Figure 66. DP cable disconnected warning message**



**Figure 67. HDMI 1 cable disconnected warning message**



**Figure 68. HDMI 2 cable disconnected warning message**

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

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

## Built-in diagnostics

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

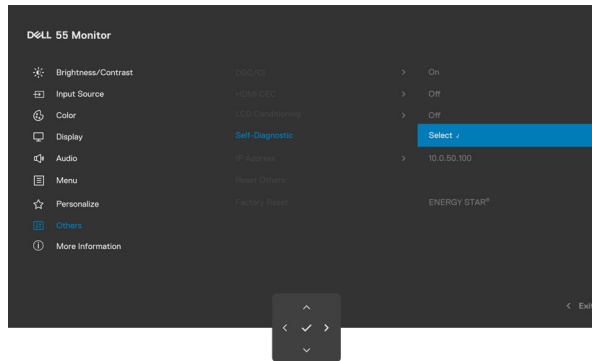


Figure 69. Self-Diagnostic

To run the built-in diagnostics:

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

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

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



## Common problems

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

**⚠ WARNING: The monitor LCD panel duty cycle is designed for 18 hours a day, 7 days a week. Usage higher than the designed duty cycle may result in premature decrease in panel backlight luminance, which may not be covered under warranty.**

**Table 28.** Common problems

Common symptoms	What you experience	Possible solutions
No Video/Power LED off	No picture	<ul style="list-style-type: none"> <li>• Ensure that the video cable connecting the display and the computer is properly connected and secure.</li> <li>• Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>• Ensure that the power button is on.</li> <li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li> </ul>
No Video/Power LED on	No picture or no brightness	<ul style="list-style-type: none"> <li>• Increase brightness and contrast controls through OSD.</li> <li>• Perform monitor self-test feature check.</li> <li>• Check for bent or broken pins in the video cable connector.</li> <li>• Run the built-in diagnostics.</li> <li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li> </ul>
Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> <li>• Eliminate video extension cables.</li> <li>• Reset the display to factory settings.</li> <li>• Change the video resolution to the correct aspect ratio.</li> </ul>
Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none"> <li>• Reset the display to factory settings.</li> <li>• Check environmental factors.</li> <li>• Relocate the display and test in another room.</li> </ul>
Missing Pixels	LCD screen has spots	<ul style="list-style-type: none"> <li>• Cycle power on-off.</li> <li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>• For more information about Dell Display Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>
Stuck-on pixels	LCD screen has bright spots	<ul style="list-style-type: none"> <li>• Cycle power on-off.</li> <li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>• For more information about Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>
Brightness problems	Picture too dim or too bright	<ul style="list-style-type: none"> <li>• Reset the monitor to factory settings.</li> <li>• Adjust brightness and contrast controls through OSD.</li> </ul>
Audio problem	No Audio	<ul style="list-style-type: none"> <li>• Check PC setting if the playback is correctly selected.</li> <li>• Checking other video cables.</li> <li>• Ensure that the speaker is enabled via OSD.</li> </ul>
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none"> <li>• Reset the display to factory settings.</li> </ul>
Synchronization Problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> <li>• Reset the display to factory settings.</li> <li>• Perform display self-test feature check to determine if the scrambled screen appears in self-test mode.</li> <li>• Check for bent or broken pins in the video cable connector.</li> <li>• Restart the computer in safe mode.</li> </ul>
Safety Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>• Do not perform any troubleshooting steps.</li> <li>• Contact Dell immediately.</li> </ul>
Intermittent Problems	Display malfunctions on and off	<ul style="list-style-type: none"> <li>• Ensure that the video cable connecting the display to the computer is connected properly and is secure.</li> <li>• Reset the display to factory settings.</li> <li>• Perform display self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>

Common symptoms	What you experience	Possible solutions
Missing Color	Picture missing color	<ul style="list-style-type: none"> <li>Perform display self-test.</li> <li>Ensure that the video cable connecting the display to the computer is connected properly and is secure.</li> <li>Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong Color	Picture color not good	<ul style="list-style-type: none"> <li>Change the settings of the Preset Modes in the Color menu OSD depending on the application.</li> <li>Adjust R/G/B value under Custom. Color in Color menu OSD.</li> <li>Change the Input Color Format to PC RGB or YCbCr in the Color menu OSD.</li> <li>Run the built-in diagnostics.</li> </ul>
Image retention from a static image left on the display for a long period of time	Faint shadow from the static image displayed appears on the screen	<ul style="list-style-type: none"> <li>Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting.</li> <li>Alternatively, use a dynamically changing screensaver.</li> </ul>

## Product-specific problems

**Table 29.** Product-specific problems

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on screen, but does not fill entire viewing area	<ul style="list-style-type: none"> <li>Check the Aspect Ratio setting in the Display menu OSD.</li> <li>Reset the display to factory settings.</li> </ul>
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	<ul style="list-style-type: none"> <li>Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor.</li> <li>Check if the OSD menu is locked. If yes, move and hold the joystick up/down/left/right for 4 seconds to unlock.</li> </ul>
No Input Signal when user controls are pressed	No picture, the LED light is white	<ul style="list-style-type: none"> <li>Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.</li> <li>Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.</li> <li>Reset the computer or video player.</li> </ul>
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> <li>Due to different video formats (aspect ratio) of DVDs, the display may display in full screen.</li> <li>Run the built-in diagnostics.</li> </ul>
No image when using USB Type-C connection to computer, laptop, and so on	Black screen	<ul style="list-style-type: none"> <li>Verify if the USB Type-C interface of the device can support DP alternate mode.</li> <li>Verify if the device required more than 90 W power charging.</li> <li>USB Type-C interface of device cannot support DP alternate mode.</li> <li>Set Windows to Projection mode.</li> <li>Ensure that the USB Type-C cable is not damaged.</li> </ul>
No charging when using USB Type-C connection to computer, laptop, and so on	No charging	<ul style="list-style-type: none"> <li>Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles.</li> <li>Verify if the Notebook requires a &gt;90W power adapter.</li> <li>If the Notebook requires a &gt;90W power adapter, it may not charge with the USB Type-C connection.</li> <li>Ensure that you use only the Dell approved adapter or the adapter that comes with the product.</li> <li>Ensure that the USB Type-C cable is not damaged.</li> </ul>
Intermittent charging when using USB Type-C connection to computer, laptop, and so on	Intermittent charging	<ul style="list-style-type: none"> <li>Check if the maximum power consumption of device is over 90 W.</li> <li>Ensure that you use only Dell approved adapter or the adapter that comes with the product.</li> <li>Ensure that the USB Type-C cable is not damaged.</li> </ul>



## Universal Serial Bus (USB) specific problems

**Table 30.** Universal Serial Bus (USB) specific problems

Specific symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none"> <li>• Check that your display is turned ON.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Switch off and then turn on the display again.</li> <li>• Reboot the computer.</li> <li>• Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.</li> </ul>
SuperSpeed USB 3.2 interface is slow	SuperSpeed USB 3.2 peripherals working slowly or not working at all	<ul style="list-style-type: none"> <li>• Check that your computer is USB 3.2-capable.</li> <li>• Some computers have USB 3.1, USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Reboot the computer.</li> </ul>
Wireless USB peripherals stop working when a USB 3.2 device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	<ul style="list-style-type: none"> <li>• Increase the distance between the USB 3.2 peripherals and the wireless USB receiver.</li> <li>• Position your wireless USB receiver as close as possible to the wireless USB peripherals.</li> <li>• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 port.</li> </ul>
USB is not working	No USB functionalities	<ul style="list-style-type: none"> <li>• See the input source and USB pairing table.</li> </ul>

## Ethernet problems

**Table 31.** Ethernet problems

Specific symptoms	What you experience	Possible solutions
Ethernet not working	Dell Web Management for Displays Webpage control is not working	<ul style="list-style-type: none"> <li>• Ensure that the Network cable connecting the display is properly secured.</li> <li>• Press the joystick button for 3 seconds to turn on. A network icon  appears and is shown on the center for 3 seconds.</li> <li>• Press the joystick button for 3 seconds to turn off. A network icon  appears and is shown on the center for 3 seconds.</li> </ul>

## **Regulatory information**

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


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


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

P5525QC: <https://eprel.ec.europa.eu/qr/2049837>

# Contacting Dell

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

 **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.