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Dell U2424HE

Dell UltraSharp 24" Hub Monitor (U2424HE) User Manual

Model: U2424HE

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1. INTRODUCTION

This user manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Dell UltraSharp 24" Hub Monitor (U2424HE). This monitor is designed to deliver exceptional visual clarity and versatile connectivity for various computing needs. Please read this manual thoroughly before using your monitor to ensure proper installation and optimal performance.



Figure 1.1: Front view of the Dell UltraSharp 24" Hub Monitor (U2424HE). This image shows the monitor from the front, displaying a vibrant landscape with mountains and a lake, highlighting its visual capabilities.

2. SAFETY INFORMATION

Please observe the following safety precautions to prevent damage to the monitor and to ensure your personal safety:

- Do not place the monitor on an unstable cart, stand, or table.
- Do not block ventilation openings.
- Do not use the monitor near water or in wet environments.
- Do not insert any objects into the monitor's slots.
- Use only the power cord and adapter provided by Dell.
- Disconnect the power plug from the outlet if the monitor is not used for a long period.
- Refer all servicing to qualified service personnel.

3. PACKAGE CONTENTS

Verify that all components are present in your package. If any items are missing or damaged, contact Dell support.

- Dell UltraSharp 24" Hub Monitor (U2424HE)
- Stand Riser
- Stand Base
- Power Cable
- USB-C to USB-C Cable
- DisplayPort to DisplayPort Cable
- Quick Setup Guide
- Safety and Regulatory Information

4. SETUP

4.1 Assembling the Monitor Stand

1. Place the monitor panel face down on a soft cloth or cushion on a flat, stable surface.
2. Attach the stand riser to the stand base. Ensure it clicks into place securely.
3. Align the assembled stand with the VESA mounting holes on the back of the monitor panel.
4. Gently push the stand into the mounting area until it locks into place.



Figure 4.1: Side view of the Dell UltraSharp 24" Hub Monitor (U2424HE) with its stand. This image illustrates the slim profile of the monitor and the design of its adjustable stand.

4.2 Connecting the Monitor

The Dell U2424HE offers various connectivity options. Choose the appropriate cable for your device.

- **Power Connection:** Connect the power cable to the monitor's power port and then to a wall outlet.
- **Video Connection:**
 - **USB-C:** Connect the USB-C cable from your computer to the USB-C upstream port on the monitor. This single cable can transmit video, data, and power.
 - **DisplayPort:** Connect a DisplayPort cable from your computer to the DisplayPort IN port on the monitor.
 - **HDMI:** Connect an HDMI cable from your computer to an HDMI IN port on the monitor.
- **USB Hub Connection:** If using DisplayPort or HDMI for video, connect a USB-A to USB-B upstream cable from your computer to the monitor's USB upstream port to enable the monitor's USB hub functionality.

- **Peripheral Connections:** Connect your USB devices (keyboard, mouse, external drives) to the USB-A downstream ports on the monitor.



Figure 4.2: Rear view of the Dell UltraSharp 24" Hub Monitor (U2424HE) showing various input and output ports. This image highlights the comprehensive connectivity options available on the monitor, including power, HDMI, DisplayPort, USB-C, and USB-A ports.

5. OPERATING INSTRUCTIONS

5.1 Power On/Off

Press the power button located on the bottom right side of the monitor to turn it on or off. The power LED will indicate the monitor's status.

5.2 Input Source Selection

The monitor can automatically detect the active input source. To manually select an input:

1. Press any button on the monitor (except the power button) to bring up the On-Screen Display (OSD) menu.
2. Navigate to the "Input Source" option.
3. Select your desired input (e.g., HDMI, DisplayPort, USB-C).

5.3 On-Screen Display (OSD) Menu

The OSD menu allows you to adjust various monitor settings:

- **Brightness/Contrast:** Adjust the display's luminance and contrast levels.
- **Color:** Select color presets, adjust RGB values, or set color temperature.
- **Display:** Adjust aspect ratio, sharpness, and response time.
- **Menu:** Change OSD language, transparency, and timeout.
- **Personalize:** Customize shortcut keys.
- **Others:** Access DDC/CI, LCD conditioning, and factory reset options.



Figure 5.1: The Dell UltraSharp 24" Hub Monitor displaying a vibrant dashboard. This image demonstrates the monitor's ability to render detailed graphics and data, suitable for professional use.

5.4 Advanced Features

- **KVM Switch Functionality:** The monitor features a built-in KVM (Keyboard, Video, Mouse) switch, allowing you to control two different computers using a single keyboard and mouse connected to the monitor's USB ports. To use this, connect both computers to the monitor (one via USB-C, the other via USB-B upstream + video input) and switch between them via the OSD menu.
- **Ambient Light Sensor:** The integrated ambient light sensor automatically adjusts the screen brightness based on the surrounding light conditions, optimizing viewing comfort and energy efficiency. This feature can be enabled or disabled in the OSD menu.
- **ComfortView Plus:** This hardware-based low blue light solution reduces harmful blue light emissions without compromising color accuracy. It is always-on and does not require software installation.
- **USB Power Delivery:** The USB-C port supports power delivery, allowing you to charge compatible laptops and devices directly through the monitor while receiving video and data.

6. MAINTENANCE

6.1 Cleaning the Monitor

- Always unplug the monitor from the electrical outlet before cleaning.
- Use a soft, lint-free cloth lightly dampened with water or a non-abrasive screen cleaner.
- Do not spray cleaner directly onto the screen.
- Avoid using benzene, thinner, ammonia, or abrasive cleaners.

6.2 Storage

When storing the monitor for an extended period, ensure it is powered off and disconnected from all cables. Store it in a cool, dry place, preferably in its original packaging to protect it from dust and physical damage.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
No image on screen	Power cable not connected; Video cable not connected; Incorrect input source selected.	Ensure power cable is securely connected. Check video cable connection (HDMI, DisplayPort, USB-C). Select the correct input source via the OSD menu.
Image is blurry or distorted	Incorrect resolution; Loose video cable.	Set the display resolution to 1920x1080. Ensure video cable is securely connected.
USB ports not working	USB upstream cable not connected; Driver issues.	Connect the USB-C or USB-B upstream cable from the monitor to your computer. Ensure USB drivers are up to date on your computer.
Monitor flickering	Refresh rate mismatch; Cable issue.	Ensure refresh rate is set to 60Hz. Try a different video cable.

8. SPECIFICATIONS

Feature	Detail
Model Name	Dell UltraSharp U2424HE
Screen Size	23.8 inches (24 inches standing screen display size)
Panel Type	IPS
Resolution	1920 x 1080 (Full HD)
Refresh Rate	60Hz
Response Time	5ms (Gray-to-Gray)
Contrast Ratio	1000:1 (typical)
Color Gamut	100% sRGB, 85% DCI-P3, 100% BT.709
Connectivity	1x HDMI, 1x DisplayPort, 1x USB-C (upstream, power delivery), USB-A (downstream)
Dimensions (LxWxH)	28.8 x 17.5 x 5.8 inches (with stand)
Weight	18.16 pounds (with stand)



Figure 8.1: Dimensions of the Dell UltraSharp 24" Hub Monitor (U2424HE). This image provides a visual representation of the monitor's physical measurements, including width, height, and depth.

9. WARRANTY & SUPPORT

For warranty information and technical support, please refer to the documentation included with your monitor or visit the official Dell support website.

- **Dell Support Website:** www.dell.com/support
- **Product Registration:** Register your product to receive updates and support.
- **Contact Support:** Find contact numbers and online chat options on the Dell support website.