

Dell UltraSharp U2417HWi Monitor User's Guide

Model: U2417HWi
Regulatory model: U2417HWib



Notes, cautions, and warnings



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



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



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

Copyright © 2016 Dell Inc. All rights reserved.

This product is protected by U.S. and international copyright and intellectual property laws. Dell™ and the Dell logo are trademarks of Dell Inc. in the United States and/or other jurisdictions. Android, Google, Google Play and other marks are trademarks of Google Inc. All other marks and names mentioned herein may be trademarks of their respective companies.

Contents

About Your Monitor	5
Introduction	5
Package Contents	5
Product Features	7
Identifying Parts and Controls	8
Monitor Specifications	11
Plug and Play Capability	17
Universal Serial Bus (USB) Interface	17
LCD Monitor Quality and Pixel Policy	18
Maintenance Guidelines	19
Setting Up the Monitor	20
Attaching the Stand	20
Connecting Your Monitor	21
Organizing Your Cables	22
Attaching the Cable Cover	23
Removing the Monitor Stand	23
Removing the Cable Cover	24
Wall Mounting (Optional)	24
Operating the Monitor	26
Power On the Monitor	26


Power Off the Monitor	26
Using the Front Panel Controls	27
Using the On-Screen Display (OSD) Menu.....	29
Setting the Maximum Resolution.....	42
Using the Tilt, Swivel, and Vertical Extension	43
Rotating the Monitor.....	44
Adjusting the Rotation Display Settings of Your System	47
Mirroring Your Device's Screen on the Monitor	48
Setting Up Wireless Connection.....	48
Connecting the Monitor via Screencast or Screen Mirror	50
Troubleshooting	69
Self-Test	69
Built-in Diagnostics.....	70
Common Problems	71
Product Specific Problems	73
Universal Serial Bus (USB) Specific Problems	73
Wireless Connection Problems	74
Appendix	75
FCC Notices (U.S. Only) and Other Regulatory Information	75
Contact Dell.....	75

About Your Monitor

Introduction


The Dell Wireless Monitor enables your laptop computer, Tablet & Mobile Phone devices to display your screen image via WiFi Direct interface. When you connect the Laptop, Tablet & Mobile Phone to the Dell Wireless Monitor, you can access the mouse & keyboard connected to the Monitor to control the Computer device (Laptop, Tablet or Mobile Phone).


Dell Wireless Monitor also enables your Laptop & Mobile Phone to be connected simultaneously via WiFi Direct interface. The Laptop is displayed in full screen and the Mobile Phone is displayed as an overlay (PiP) image.

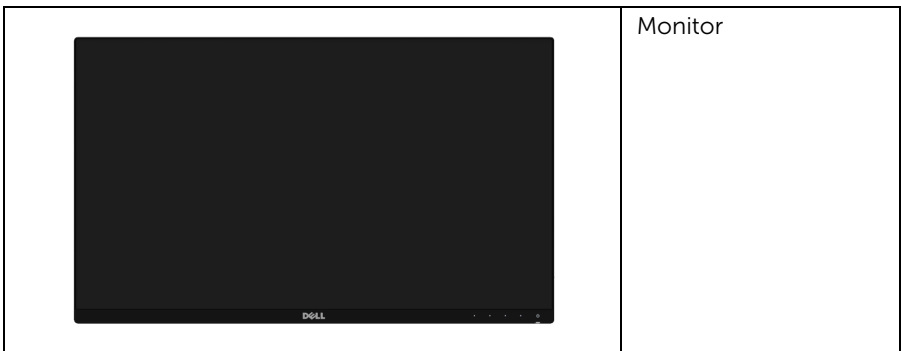
 **NOTE:** The monitor is equipped with an antenna of the radio transmitter, so we recommend that you keep a safe distance of 20 cm at least between the monitor and you.







Package Contents

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

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

 **NOTE:** To set up with any other stand, please refer to the respective stand setup guide for setup instructions.



	<p>Stand</p>
	<p>Cable Cover</p>
	<p>Power Cable (Varies by Countries)</p>
	<p>HDMI Cable</p>
	<p>USB 3.0 Upstream Cable (Enables the USB Ports on the Monitor)</p>
	<ul style="list-style-type: none"> • Drivers and Documentation Media • Quick Setup Guide • Safety, Environmental, and Regulatory Information • Factory Calibration Report • Wireless Safety and Regulatory Information

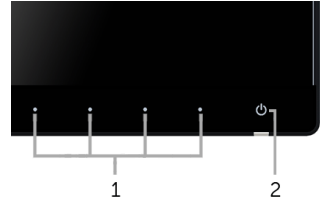
Product Features

The **Dell U2417HWi** flat panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- **U2417HWi:** 60.47 cm (23.8-inch) viewable area display (measured diagonally). 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- Wireless connectivity via IEEE 802.11 ac, bluetooth, and Screencast.
- Wide viewing angle to allow viewing from a sitting or standing position, or while moving from side-to-side.
- Tilt, swivel, vertical extension and rotate adjustment capabilities.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier set up with an elegant viewing experience.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Extensive all digital connectivity with HDMI, USB 3.0 and MicroUSB 2.0 (for repair center only) helps future proof your monitor.
- Plug and play capability if supported by your system.
- Color gamut of 96% sRGB (CIE1931) with an average Delta E of <4.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Software and documentation media includes an Information File (INF), Image Color Matching File (ICM), and product documentation.
- Dell Display Manager Software included (comes in the CD shipped with the monitor).
- Energy Saver feature for Energy Star compliance.
- Screenovate drivers/app to support additional/enhanced HID sharing features will be included for Windows® 7/8.x/10.
- Security lock slot.
- Stand lock.
- Capability to switch from wide aspect to standard aspect ratio while maintaining the image quality.
- EPEAT Gold Rating.
- U2417HWi monitor is BFR/PVC-free (Halogen-free) excluding external cables.
- TCO-Certified Displays.
- Meets NFPA 99 leakage current requirements.
- Arsenic-Free glass and Mercury-Free for the panel only.
- High Dynamic Contrast Ratio (2,000,000:1).
- 3 W standby power when in the Wireless Standby mode.
- Energy Gauge shows the energy level being consumed by the monitor in real time.

Identifying Parts and Controls

Front View



Front panel controls

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

Back View



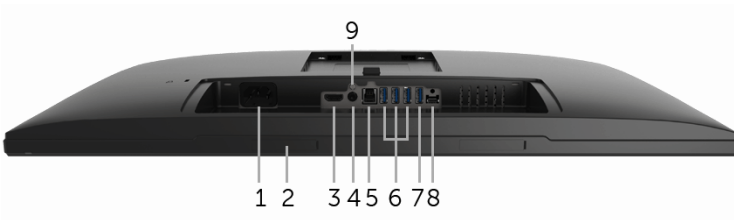
Back view with monitor stand

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA Cover)	Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm).
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases stand from monitor.
4	Security lock slot	Secures monitor with security lock (security lock not included).
5	Barcode serial number label	Refer to this label if you need to contact Dell for technical support.
6	Cable management slot	Use to organize cables by placing them through the slot.

Side View



Bottom View



Bottom view without monitor stand

Label	Description	Use
1	AC power cord connector	Connect the power cable.
2	Dell Soundbar mounting slots	Attach the optional Dell Soundbar. (Concealed below removable plastic sheets)
3	HDMI port connector	Connect your computer with HDMI cable.
4	Audio-Line out	Connect your speakers*.
5	USB upstream port	Connect the USB cable that came with your monitor to the computer. Once this cable is connected, you can use the USB connectors on the monitor.

6	USB downstream port	<p>HDMI source</p> <p>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 monitor.</p> <p>Wireless source</p> <p>Connect your keyboard and mouse. Other USB devices are restricted to USB Ethernet, USB Thumbdrive or USB 2.0 Hubs.</p>
7	USB downstream port with Power Charging	Connect to charge your device.
8	Micro-B port	This port is for service or debugging only. (NOT for end-user)
9	Stand lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).

* Headphone usage is not supported for the audio line out connector.

Monitor Specifications

Flat Panel Specifications

Model	U2417HWi
Screen type	Active matrix - TFT LCD
Panel technology	In-Plane Switching Type
Viewable image	
Diagonal	604.70 mm (23.8 inches)
Horizontal, Active Area	527.04 mm (20.75 inches)
Vertical, Active Area	296.46 mm (11.67 inches)
Area	156246.28 mm ² (242.18 inch ²)
Pixel pitch	0.2745 mm
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	250 cd/m ² (typical)
Contrast ratio	1000 to 1 (typical) 2M to 1 (typical Dynamic Contrast On)
Faceplate coating	Anti-Glare with 3H hardness

Backlight	LED edgelight system
Response time	14 ms gray to gray (typical) 8 ms with Overdrive (typical)
Color depth	16.77 million colors
Color gamut	CIE1976 (85%), CIE 1931* (72%)

* [U2417HWi] color gamut (typical) is based on CIE1976 (85%) and CIE1931 (72%) test standards. sRGB coverage is 96%.

Resolution Specifications

Model	U2417HWi
Horizontal scan range	30 kHz to 83 kHz (automatic)
Vertical scan range	56 Hz to 76 Hz (automatic)
Maximum preset resolution	1920 x 1080 at 60 Hz

Supported Video Modes

Model	U2417HWi
Video display capabilities (HDMI playback)	480p, 480i, 576p, 576i, 720p, 1080i, 1080p

Preset Display Modes

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

VESA, 1600 x 1200	75.0	60.0	162.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+

Electrical Specifications

Model	U2417HWi
Video input signals	HDMI 1.4*, 600mV for each differential line, 100 ohm input impedance per differential pair
Inrush current	<ul style="list-style-type: none"> • 120 V: 30 A (Max.) at 0 °C (cold start) • 240 V: 60 A (Max.) at 0 °C (cold start)
AC input voltage/frequency/ current	100 VAC to 240 VAC / 50 Hz or 60 Hz \pm 3 Hz / 1.5 A (typical)

* Not Support HDMI 1.4 optional specification, include HDMI Ethernet Channel (HEC), Audio Return Channel (ARC), standard for 3D format and resolutions, standard for 2K and 4K digital cinema resolution.

Physical Characteristics

Model	U2417HWi
Connector type	HDMI; USB 3.0
Signal cable type	<ul style="list-style-type: none"> • Digital: HDMI, 19 pins • Universal Serial Bus: USB, 9 pins
Dimensions (with stand)	
Height (extended)	485.8 mm (19.12 inches)
Height (compressed)	355.8 mm (14.00 inches)
Width	539.1 mm (21.23 inches)
Depth	185.0 mm (7.28 inches)
Dimensions (without stand)	
Height	321.1 mm (12.64 inches)
Width	539.1 mm (21.23 inches)
Depth	45.6 mm (1.80 inches)
Stand dimensions	
Height (extended)	399.8 mm (15.74 inches)
Height (compressed)	353.9 mm (13.93 inches)
Width	225.0 mm (8.86 inches)
Depth	185.0 mm (7.28 inches)

Weight	
Weight with packaging	7.66 kg (16.88 lb)
Weight with stand assembly and cables	5.42 kg (11.95 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.28 kg (7.23 lb)
Weight of stand assembly	1.84 kg (4.06 lb)
Front frame gloss	Black Frame - 5.0 gloss unit (max.)

Wireless Specifications

Model	U2417HWi
Processor	Qualcomm Octa-core
Standard	802.11 ac
Frequency Band	2.4GHz, 5GHz - Concurrent
Connectivity	WiFi Direct, Screencast
Security	WPA, WPA2
Content DRM	HDCP 2.2

Environmental Characteristics

Model	U2417HWi
Temperature	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non-operating	<ul style="list-style-type: none"> Storage: -20 °C to 60 °C (-4 °F to 140 °F) Shipping: -20 °C to 60 °C (-4 °F to 140 °F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	<ul style="list-style-type: none"> Storage: 5% to 90% (non-condensing) Shipping: 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	<ul style="list-style-type: none"> 115.94 BTU/hour (maximum) 78.43 BTU/hour (typical)

Power Management Modes

If you have VESA's DPMT™ compliance display card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. The following table shows the power consumption and signaling of this automatic power saving feature.

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	White	60 W (maximum)** 25 W (typical)
Wireless Standby mode	Inactive	Inactive	Blanked	White (Breathing)	Less than 3 W (Network Standby)
Switch off	-	-	-	Off	Less than 0.3 W

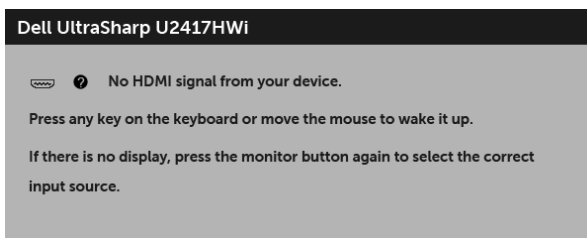
Energy Star	Power Consumption
On Mode	18 W***



NOTE: This monitor is **ENERGY STAR®**-compliant.



The OSD functions only in the normal operation mode. When any button is pressed under HDMI mode (with **Auto Select** function turned Off), the following message will be displayed:



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

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

** Maximum power consumption with max luminance.

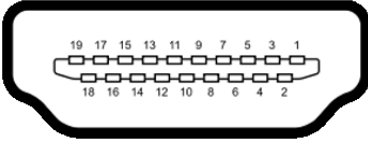
*** Energy consumption (On Mode) is tested at 230 Volts / 50 Hz.

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and shall have no obligation to update such information. Accordingly, the

customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

Pin Assignments

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	+5V POWER
19	HOT PLUG DETECT

Plug and Play Capability

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


Universal Serial Bus (USB) Interface

This section gives you information about the USB ports that are available on the monitor.

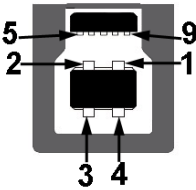


NOTE: This monitor is High-Speed USB 3.0 compatible.

Transfer Speed	Data Rate	Power Consumption*
Super-speed	5 Gbps	4.5 W (Max, each port)
High speed	480 Mbps	4.5 W (Max, each port)
Full speed	12 Mbps	4.5 W (Max, each port)

* Up to 2A on USB downstream port (port with  lightning icon) with BC1.2 compliance devices or normal USB devices.

USB Upstream Connector



Pin Number	4-pin Side of the Connector
1	VCC
2	D-
3	D+
4	GND
5	SSTX-
6	SSTX+
7	GND

8	SSRX-
9	SSRX+

USB Downstream Connector



Pin Number	4-pin Side of the Connector
1	VCC
2	D-
3	D+
4	GND
5	SSRX-
6	SSRX+
7	GND
8	SSTX-
9	SSTX+

USB Ports

- 1 upstream - back
- 4 downstream - back
- Power Charging Port- the port with  lightning icon; supports fast current charging capability if the device is BC1.2 compatible.



NOTE: USB 3.0 functionality requires a USB 3.0-capable computer.



NOTE: The monitor's USB interface works only when the monitor is On or in the power save mode. If you turn Off the monitor and then turn it On, the attached peripherals may take a few seconds to resume normal functionality.

LCD Monitor Quality and Pixel Policy

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

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 while unpacking, cleaning, or handling your monitor:

- To clean your anti-static screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the anti-static coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a lightly-dampened, warm cloth to clean the monitor. Avoid using detergent of any kind as some detergents leave a milky film on the monitor.
- If you notice white powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn Off your monitor when not in use.

Setting Up the Monitor

Attaching the Stand

-  **NOTE:** The stand is detached when the monitor is shipped from the factory.
-  **NOTE:** This is applicable for a monitor with a stand. When any other stand is bought, please refer to the respective stand setup guide for the set up instructions.



To attach the monitor stand:

- 1** Remove the cover and place the monitor on it.
- 2** Fit the two tabs on the upper part of the stand to the groove on the back of the monitor.
- 3** Press the stand till it snaps into place.

Connecting Your Monitor

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

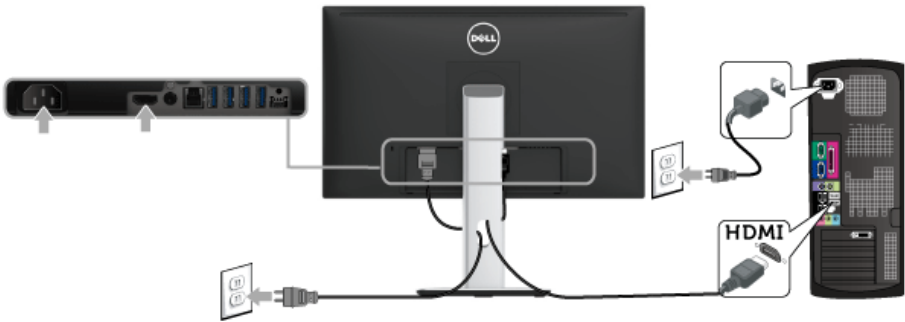
📝 NOTE: The monitor is equipped with an antenna of the radio transmitter, so we recommend that you keep a safe distance of 20 cm at least between the monitor and you.

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

To connect your monitor to the computer:

- 1 Turn Off your computer and disconnect the power cable.
- 2 Connect the HDMI to HDMI cable from your monitor to the computer.

Connecting the HDMI cable

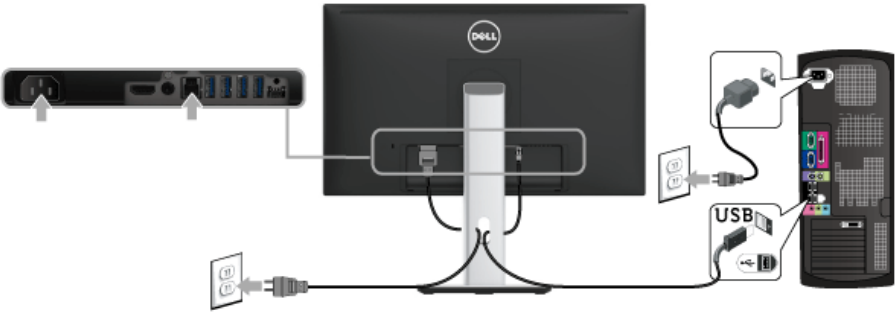


⚠ CAUTION: The graphics are used for the purpose of illustration only. Appearance of the computer may vary.

Connecting the USB 3.0 cable

After you have completed connecting the HDMI cable, follow the procedures below to connect the USB 3.0 cable to the computer and complete your monitor setup:

- 1 Connect the upstream USB 3.0 port (cable supplied) to an appropriate USB 3.0 port on your computer. (See [Bottom View](#) for details.)
- 2 Connect the USB 3.0 peripherals to the downstream USB 3.0 ports on the monitor.
- 3 Plug the power cables for your computer and monitor into a nearby outlet.
- 4 Turn On the monitor and the computer.
If your monitor displays an image, installation is complete. If it does not display an image, see [Universal Serial Bus \(USB\) Specific Problems](#).
- 5 Use the cable slot on the monitor stand to organize the cables.




Organizing Your Cables



After attaching all necessary cables to your monitor and computer, (See [Connecting Your Monitor](#) for cable attachment,) organize all cables as shown above.


Attaching the Cable Cover


 **NOTE:** The cable cover is detached when the monitor is shipped from the factory.



- 1 Fit the two tabs on the bottom part of the cable cover to the groove on the back of the monitor.
- 2 Press the cable cover till it snaps into place.

Removing the Monitor Stand

 **NOTE:** To prevent scratches on the LCD screen while removing the stand, ensure that the monitor is placed on a soft, clean surface.

 **NOTE:** This is applicable for a monitor with a stand. When any other stand is bought, please refer to the respective stand setup guide for the set-up instructions



To remove the stand:

- 1 Place the monitor on a soft cloth or cushion.
- 2 Press and hold the stand release button.

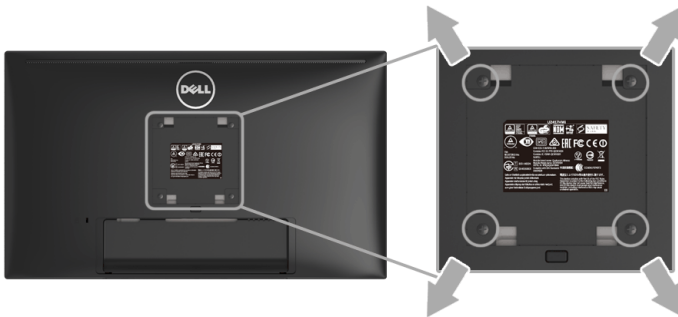
- 3 Lift the stand up and away from the monitor

Removing the Cable Cover



- 1 Press the tab on the cable cover.
- 2 Remove the two tabs on the bottom part of the cable cover from the groove on the back of the monitor.

Wall Mounting (Optional)



(Screw dimension: M4 x 10 mm).

Refer to the instructions that come with the VESA-compatible wall mounting kit.

- 1 Place the monitor panel on a soft cloth or cushion on a stable, flat table.
- 2 Remove the stand.
- 3 Use a Phillips crosshead 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 by following the instructions that comes with the wall mounting kit.

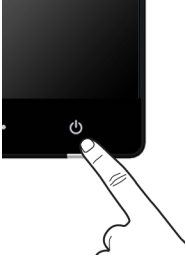


NOTE: For use only with UL-listed wall mount bracket with minimum weight/load bearing capacity of 13.12 kg.

Operating the Monitor

Power On the Monitor

Press the  button to turn On the monitor.



Power Off the Monitor

When the input source is set to wireless,

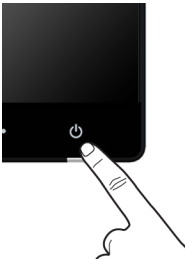
- a short press (< 3 seconds) on the Power button will put the monitor into standby mode. During standby mode, the white LED indicator on the Power button blinks slowly.
- a long press on the Power button will put the monitor into power off mode.

When the input source is set to HDMI,

- a press on the Power button will put the monitor into power off mode.

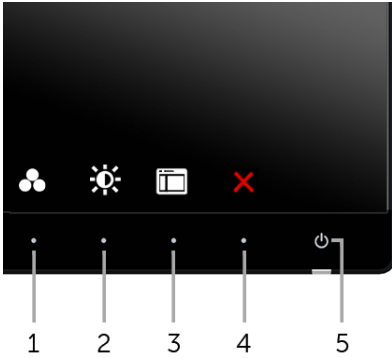


NOTE: If the HDMI cable is disconnected from the HDMI port, or your system is in the standby mode, the Power button blinks white indicating that the monitor has been in power-save mode.








Using the Front Panel Controls

Use the control buttons on the front of the monitor to adjust the characteristics of the image being displayed. As you use these buttons to adjust the controls, an OSD shows the numeric values of the characteristics as they change.

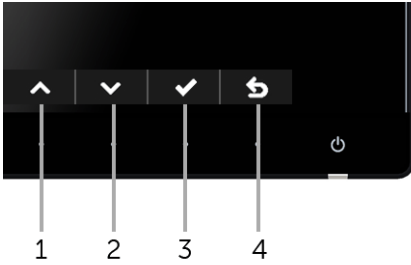






The following table describes the front panel buttons:

Front Panel Button	Description
1  Shortcut key/ Preset Modes	Use this button to choose from a list of preset color modes.
2  Shortcut key/ Brightness/Contrast	Use this button to directly access the Brightness/Contrast menu.
3  Menu	Use the MENU button to launch the On-Screen Display (OSD) and select the OSD Menu. See Accessing the Menu System .
4  Exit	Use this button to go back to the main menu or exit the OSD main menu.
5  Power (with power light indicator)	Use the Power button to turn the monitor On and Off . The white light indicates the monitor is On and fully functional. A breathing white light indicates the power save mode.

Front Panel Button

Use the buttons on the front of the monitor to adjust the image settings.




Front Panel Button	Description
1  Up	Use the Up button to adjust (increase ranges) items in the OSD menu.
2  Down	Use the Down button to adjust (decrease ranges) items in the OSD menu.
3  OK	Use the OK button to confirm your selection.
4  Back	Use the Back button to go back to the previous menu.

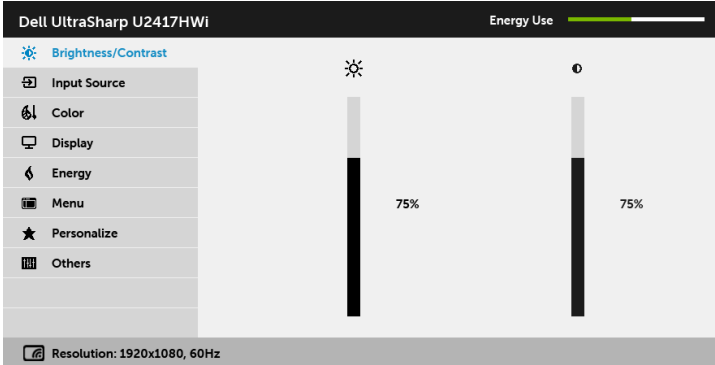
Using the On-Screen Display (OSD) Menu










Accessing the Menu System



NOTE: If you change the settings and then either proceed to another menu or exit the OSD menu, the monitor automatically saves those changes. The changes are also saved if you change the settings and then wait for the OSD menu to disappear.

- 1 Press the  button to launch the OSD menu and display the main menu.



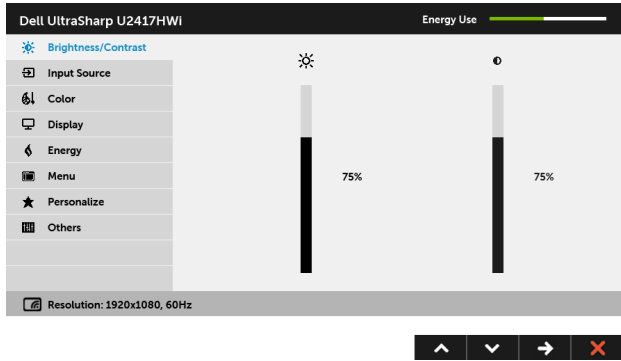
- 2 Press the  and  buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
- 3 Press the  button once to activate the highlighted option.
- 4 Press  and  button to select the desired parameter.
- 5 Press  to enter the slide bar and then use the  and  buttons, according to the indicators on the menu, to make your changes.
- 6 Select the  button to return to the main menu.

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





Brightness/Contrast

Use this menu to activate **Brightness/Contrast** adjustment.



Brightness



Brightness adjusts the luminance of the backlight.

Press the  button to increase the brightness and press the  button to decrease the brightness (min. 0 / max. 100).

NOTE: Manual adjustment of **Brightness** is disabled when **Dynamic Contrast** is switched On.

Contrast

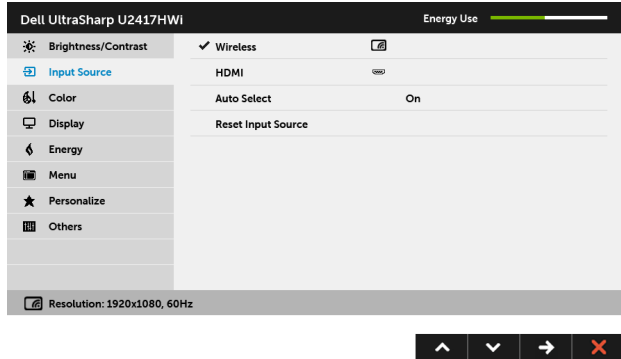
Adjust the **Brightness** first, and then adjust the **Contrast** only if further adjustment is necessary.


Press the  button to increase the contrast and press the  button to decrease the contrast (min. 0 / max. 100).


The **Contrast** function adjusts the degree of difference between darkness and lightness on the monitor screen.



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



Wireless Select the **Wireless** input when you intend to use the wireless connection. Use  to select the Wireless input source.

HDMI Select the **HDMI** input when you are using the HDMI connector. Press  to select the HDMI input source.

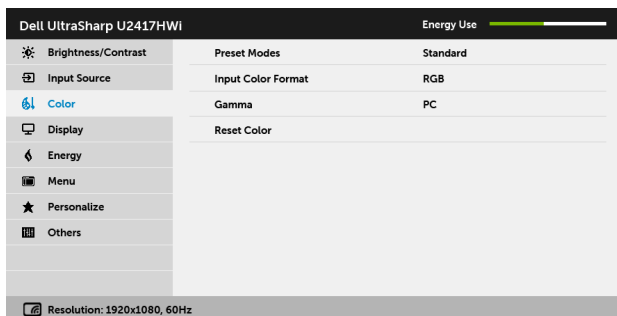
Auto Select Turning on the function allows you to scan for available input sources.

Reset Input Source Reset your monitor input settings to the factory settings.





Color

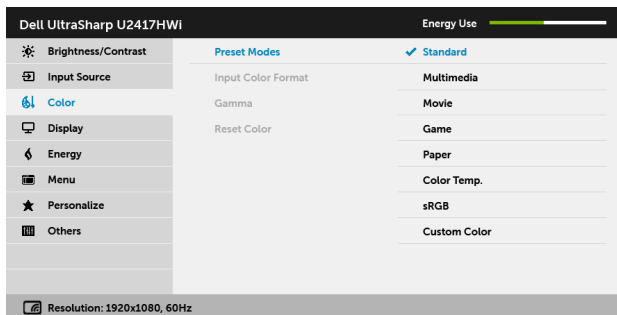
Use **Color** to adjust the color setting mode.



Preset Modes When you select **Preset Modes**, you can choose **Standard**, **Multimedia**, **Movie**, **Game**, **Paper**, **Color Temp.**, **sRGB**, or **Custom Color** from the list.

- **Standard**: Loads the monitor's default color settings. This is the default preset mode.
- **Multimedia**: Loads color settings ideal for multimedia applications.
- **Movie**: Loads color settings ideal for movies.
- **Game**: Loads color settings ideal for most gaming applications.
- **Paper**: Loads brightness and sharpness settings ideal for viewing text. Blend the text background to simulate paper media without affecting color images. Applies to RGB input format only.
- **Color Temp.**: Allows users to select the color temperature: 10000K, 9300K, 7500K, 6500K, 5700K and 5000K.
- **sRGB**: Emulates 72% NTSC color.
- **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.



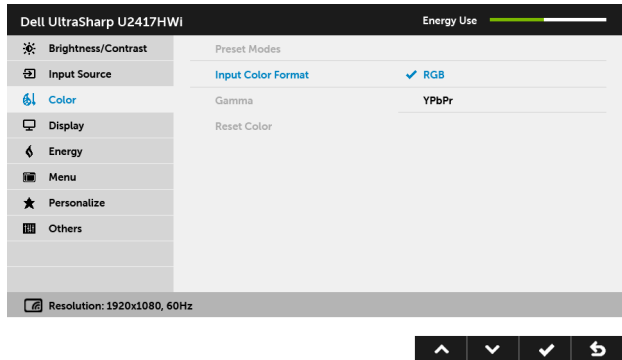
NOTE: Accuracy of sRGB is optimized for RGB input color format.

Input Color Format

Allows you to set the video input mode to:

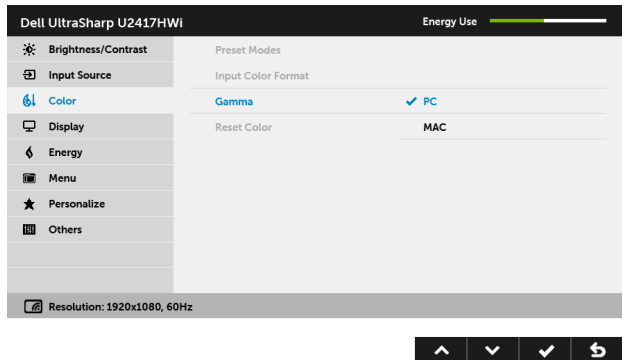
RGB: Select this option if your monitor is connected to a computer (or DVD player) using the HDMI cable.

YPbPr: Select this option if your monitor is connected to a DVD player by YPbPr using the HDMI cable; or if the DVD color output setting is not RGB.





Gamma


Allows you to set the **Gamma** to **PC** or **MAC**.







Hue

This feature can shift the color of the video image to green or purple. This is used to adjust the desired flesh tone color. Use  or  to adjust the hue from '0' to '100'.

Press  to increase the green shade of the video image.

Press  to increase the purple shade of the video image.

NOTE: Hue adjustment is available only when you select **Movie** or **Game** preset mode.

Saturation This feature can adjust the color saturation of the video image. Use  or  to adjust the saturation from '0' to '100'. Press  to increase the colorful appearance of the video image. Press  to increase the monochrome appearance of the video image.

NOTE: Saturation adjustment is available only when you select **Movie** or **Game** preset mode.



Reset Color Reset your monitor color settings to the factory settings.



Display Use **Display** to adjust image.



Aspect Ratio Adjusts the image ratio to **Wide 16:9**, **4:3**, or **5:4**.

Sharpness This feature can make the image look sharper or softer. Use  or  to adjust the sharpness from '0' to '100'.

Dynamic Contrast Allows you to increase the level of contrast to provide sharper and more detailed image quality.

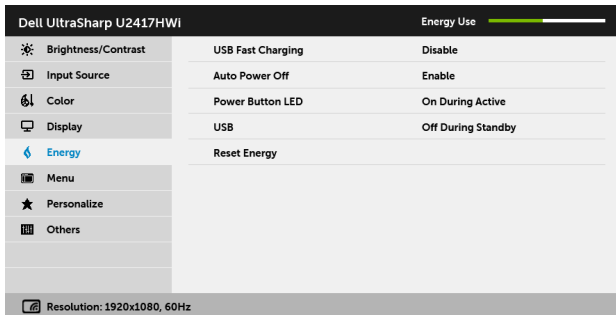
Press the  button to select the **Dynamic Contrast "On"** or **"Off"**.

NOTE: Dynamic Contrast provides higher contrast if you select **Game** or **Movie** preset mode.

Reset Display Select this option to restore default display settings.



Energy



USB Fast Charging

Allows you to enable or disable USB Fast Charging.

Auto Power Off

This function is applicable only when Input Source is set to Wireless. When enabled:

- The monitor powers off after more than 5 minutes of inactivity while in Standby mode (indicated by a slow blinking white LED on the Power button).
- The monitor resumes normal operation with any user activity detected.

When disabled:

- The monitor remains active at all times and does not go into Off mode.

Power Button LED

Allows you to set the power LED indicator On or Off to save energy.

USB

Allows you to enable or disable USB function during monitor standby mode.

NOTE: USB ON/OFF under standby mode is only available when the USB upstream cable is unplugged. This option will be grayed out when the USB upstream cable plugs in.

NOTE: This option will always be grayed out when Input Source is set to Wireless.

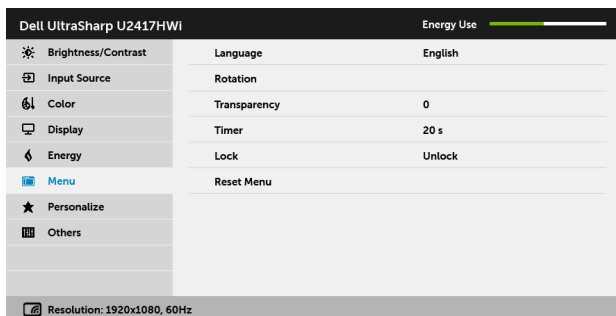
Reset Energy

Select this option to restore default **Energy** settings.





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

Rotation Rotates the OSD by 90 degrees counter-clockwise. You can adjust the menu according to your [Display Rotation](#).

Transparency Select this option to change the menu transparency by using the  and  buttons (min. 0 / max. 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 Controls user access to adjustments. When **Lock** is selected, no user adjustments are allowed. All buttons are locked.

NOTE:

Unlock function– Only hard unlock (press and hold the button beside the power button for 6 seconds).

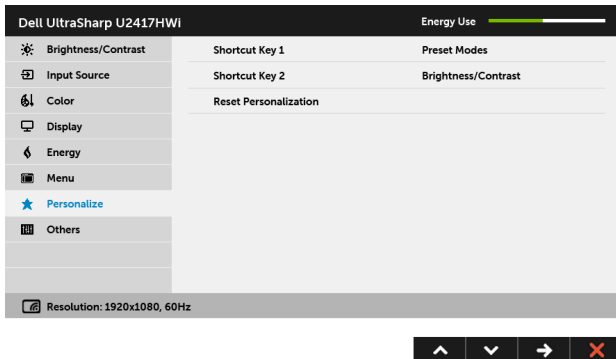
Lock function – Either soft lock (through the OSD menu) or hard lock (press and hold the button beside the power button for 6 seconds).

Reset Menu Reset all OSD settings to the factory preset values.



Personalize

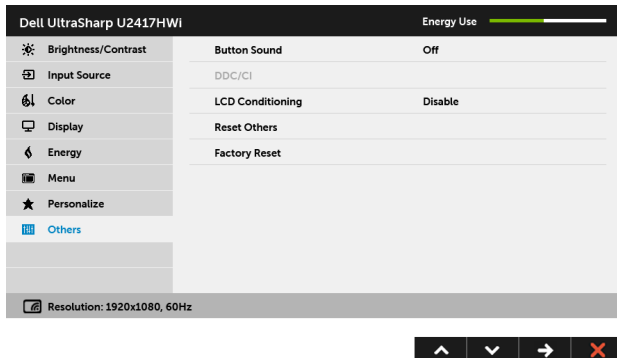
Users can choose a feature from **Preset Modes**, **Brightness/Contrast**, **Input Source**, **Aspect Ratio**, or **Rotation** and set it as a shortcut key.





Others

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



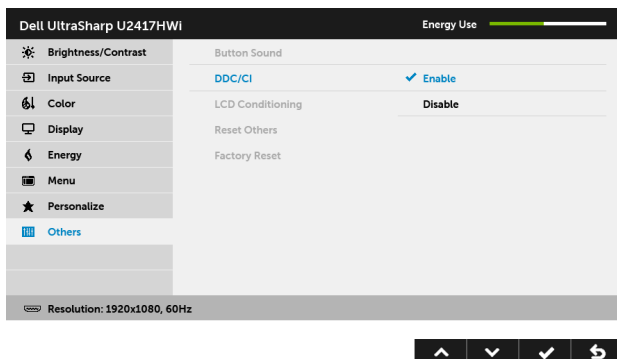
DDC/CI

DDC/CI (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, and etc.) to be adjustable via the software on your computer.

You can disable this feature by selecting **Disable**.

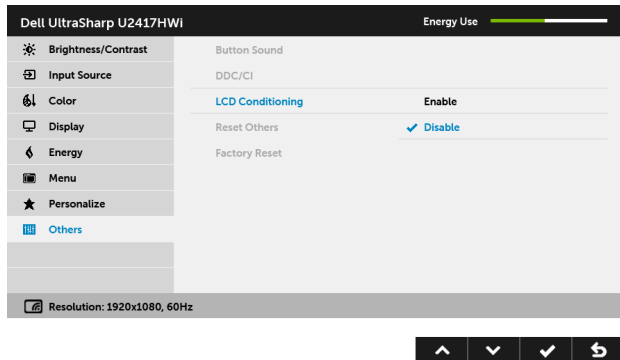
Enable this feature for best user experience and optimum performance of your monitor.

NOTE: This function is only available when using an HDMI connection.




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 **Enable**.



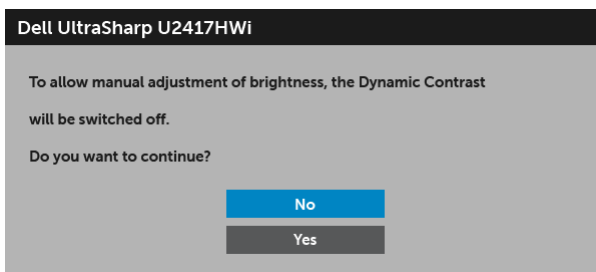
Reset Others Reset all settings under the **Others** menu to the factory preset values.

Factory Reset Reset all settings to the factory preset values.

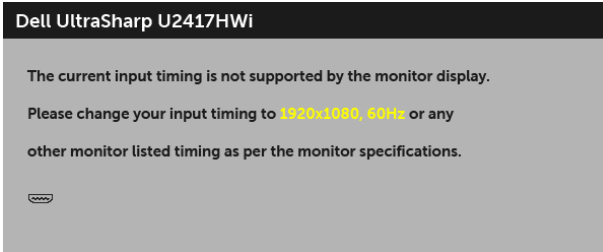
 **NOTE:** This monitor has a built-in feature to automatically calibrate the brightness to compensate for LED aging.

OSD Warning Messages

When the **Dynamic Contrast** feature is enabled (in these preset modes: **Game** or **Movie**), manual brightness adjustment is disabled.

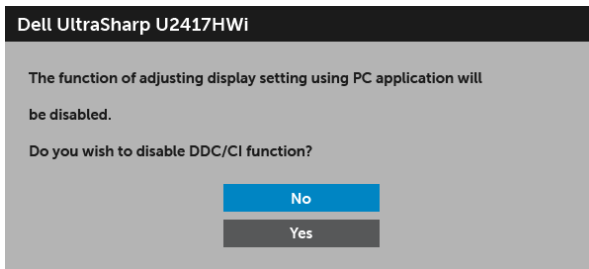


When the monitor does not support a particular resolution mode, you will see the following message:

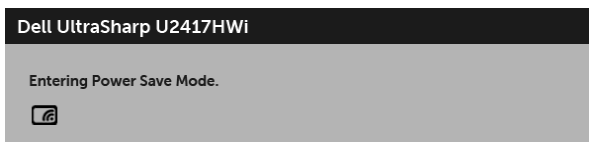


This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor Specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 1920 x 1080.

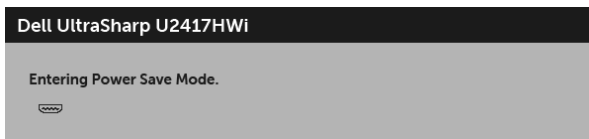
You will see the following message before the DDC/CI function is disabled:



When the monitor goes into power-save mode, the following message appears:

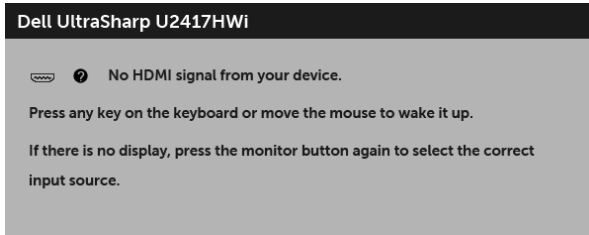


OR

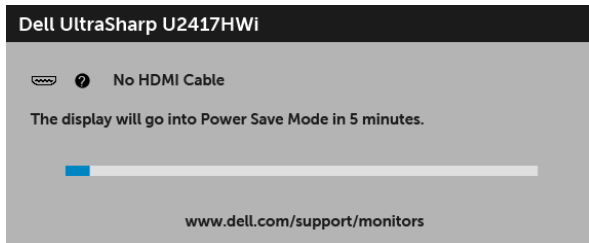


Activate the computer and wake up the monitor to gain access to the [OSD](#).

If you press any button other than the power button, the following message will appear under HDMI mode (with **Auto Select** function turned off):



If HDMI input is selected and the corresponding cable is not connected, a dialog box as shown below appears.



See [Troubleshooting](#) for more information.

Setting the Maximum Resolution

To set the maximum resolution for the monitor:

In Windows[®] 7, Windows[®] 8, and Windows[®] 8.1:

- 1 For Windows[®] 8 and Windows[®] 8.1 only, select the Desktop tile to switch to classic desktop.
- 2 Right-click on the desktop and click **Screen Resolution**.
- 3 Click the Dropdown list of the Screen Resolution and select **1920 x 1080**.
- 4 Click **OK**.

In Windows[®] 10:

- 1 Right-click on the desktop and click **Display Settings**.
- 2 Click **Advanced display settings**.
- 3 Click the Dropdown list of **Resolution** and select **1920 x 1080**.
- 4 Click **Apply**.

If you do not see 1920 x 1080 as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or portable computer:

- Go to <http://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 (portable or desktop):

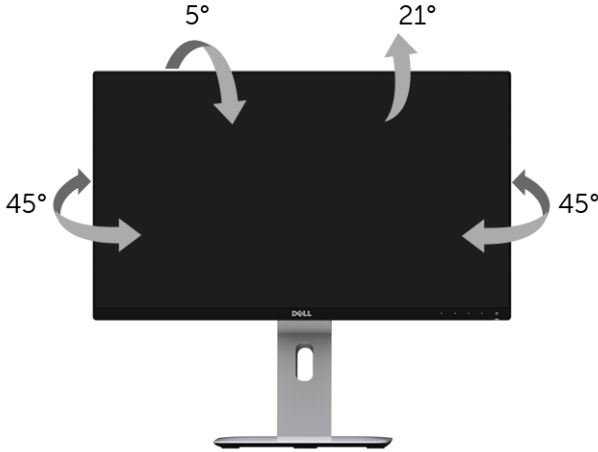
- Go to the support site for your computer and download the latest graphic drivers.
- Go to your graphics card website and download the latest graphic drivers.

Using the Tilt, Swivel, and Vertical Extension

NOTE: This is applicable for a monitor with a stand. When any other stand is bought, please refer to the respective stand setup guide for set up instructions.

Tilt, Swivel

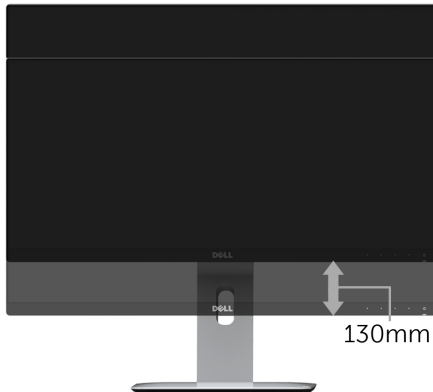
With the stand attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.



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

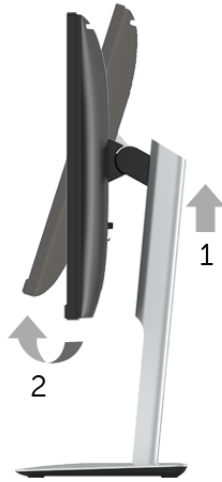
Vertical Extension

NOTE: The stand extends vertically up to 130 mm. The figure below illustrates how to extend the stand vertically.

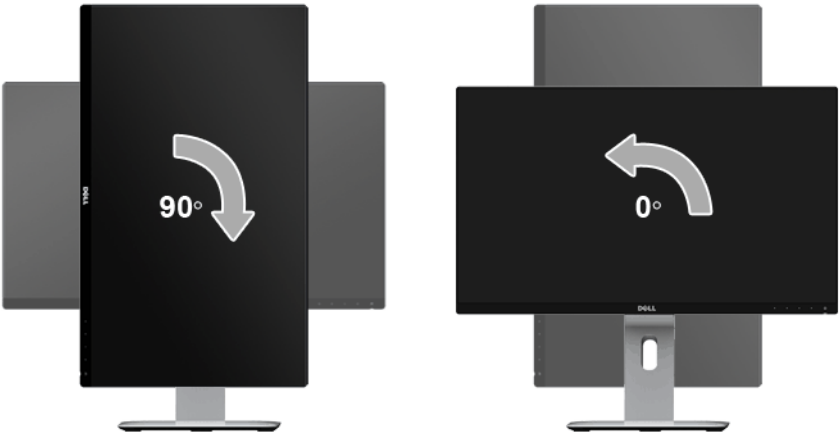


Rotating the Monitor

Before you rotate the monitor, your monitor should be fully vertically extended ([Vertical Extension](#)) and fully tilted up to avoid hitting the bottom edge of the monitor.



Rotate clockwise



Rotate counterclockwise



Reverse (180°) mount

- ✎ **NOTE:** To reverse (180°) mount, remove the stand and use wall mounting solution (optional).



- ✎ **NOTE:** To use the Display Rotation function (**Landscape** versus **Portrait** view) with your Dell computer, you require an updated graphics driver that is not included with this monitor. To download the graphics driver, go to www.dell.com/support and see the **Download** section for **Video Drivers** for latest driver updates.
- ✎ **NOTE:** When in the **Portrait View Mode**, you may experience performance degradation in graphic-intensive applications (3D Gaming and etc.).

Dual-Monitor Setup

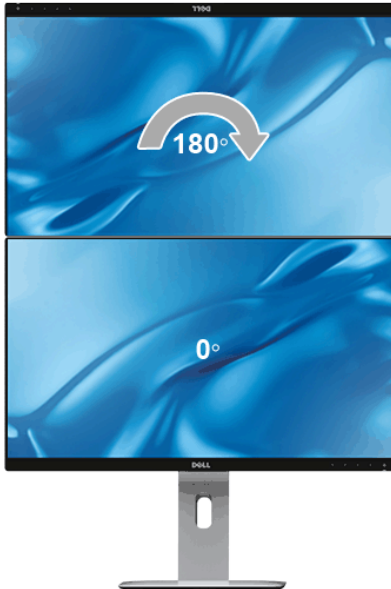
The ability to rotate 90° clockwise, 90° counterclockwise and reverse (180°) mount enable the thinnest borders of each monitor to be placed side by side to ensure minimum gap between display images.

The recommended dual-monitor setup:

Landscape (side by side)



Landscape (Top-bottom)




Portrait




Adjusting the Rotation Display Settings of Your System

After you have rotated your monitor, you need to complete the procedure below to adjust the Rotation Display Settings of your system.

 **NOTE:** If you are using the monitor with a non-Dell computer, you need to go the graphics driver website or your computer manufacturer website for information on rotating the 'contents' on your display.

To adjust the Rotation Display Settings:

- 1 Right-click on the desktop and click **Properties**.
- 2 Select the **Settings** tab and click **Advanced**.
- 3 If you have an ATI graphics card, select the **Rotation** tab and set the preferred rotation.
- 4 If you have an nVidia graphics card, click the **nVidia** tab, in the left-hand column select **NVRotate**, and then select the preferred rotation.
- 5 If you have an Intel® graphics card, select the **Intel** graphics tab, click **Graphic Properties**, select the **Rotation** tab, and then set the preferred rotation.

 **NOTE:** If you do not see the rotation option or it is not working correctly, go to www.dell.com/support and download the latest driver for your graphics card.

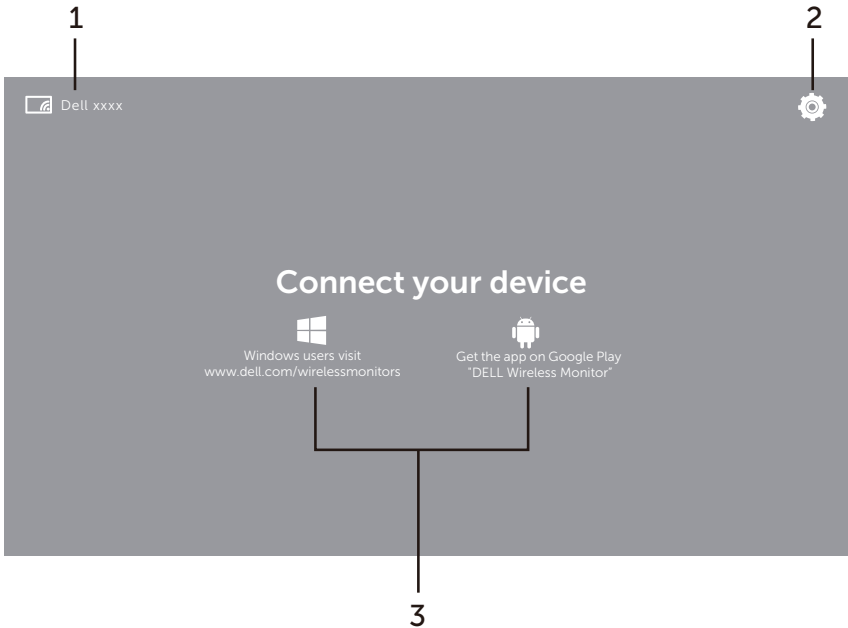
Mirroring Your Device's Screen on the Monitor

Setting Up Wireless Connection

Dell Wireless Monitor allows you to wirelessly display and manage content. Wireless display is supported by Windows® 8.1, Windows® 10, Android™ 5.0 or newer version operating systems via Screencast. Wireless display is supported by Windows® 7 via Dell Wireless Monitor Software.

When the input source for the monitor is set to wireless, the Dell wireless home screen allows you to configure more advanced wireless settings.

Navigating the Home Screen



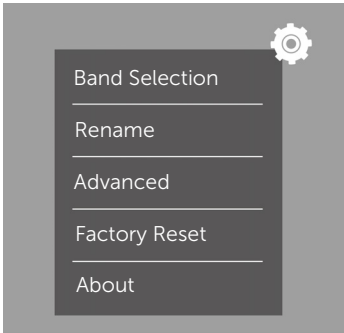
NOTE: The illustration is for reference only and may differ from the newer versions.

Label	Item	Description
1	SSID (Service Set Identifier)	Displays the network name (SSID) of your wireless monitor, broadcasted over Wi-Fi and identified by your smart devices. You may change the name, see Band Selection .

2	Settings	The Settings menu is your main hub for your wireless monitor and general settings. See Using the Settings menu .
3	Information and Assistance	For further information or assistance, visit Dell Support website: www.dell.com/wirelessmonitors or download DELL Wireless Monitor app from Google Play™ store to your Android smart device.

Using the Settings menu

Clicking the **Settings** menu icon, , opens the following menu options.



Menu	Description
Band Selection	Allows you to switch between 2.4 GHz and 5 GHz bands. The default setting is Auto . NOTE: It is recommended that you use the default setting of Auto if you can not determine the best Wi-Fi channel for your device.
Rename	Select to display the Rename dialog box. Then use the keyboard to change the network name (SSID) of the your monitor.
Advanced	The default setting is Enabled , allowing you to mirror two of your Screenshot-capable devices' screens in real-time.
Factory Reset	Select OK to restore default settings. Selecting Cancel will quit without saving.
About	Select to view the current version number.

Connecting the Monitor via Screencast or Screen Mirror

To wirelessly connect the monitor with your computer, click the link below of the operating system (OS) you are using to see more details.

- [Using Windows® 10](#)
- [Using Windows® 8.1](#)
- [Using Windows® 7](#)

To wirelessly connect the monitor with an Android device, you may use either the Settings menu on the device or DELL Wireless Monitor app, downloaded from Google Play store. Click the link below to see more details.

- [Using Settings on an Android™ Smartphone](#)
- [Using DELL Wireless Monitor App on an Android™ Smartphone](#)



NOTE: The environment surrounding the monitor and the computer may affect transmission signal and compromise signal strength. Avoid placing objects between the monitor and the connecting device that may interfere with the normal wireless operations.

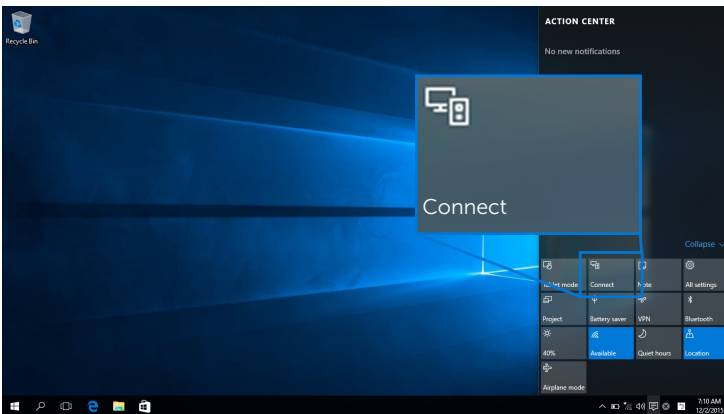
Using Windows® 10



NOTE: The illustrations below are for reference only and may differ from your actual computer screen based on the settings, version, and the language of your operating system.

Connecting to a Device

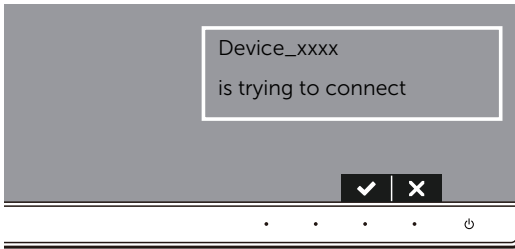
- 1 Select **Connect** from the Action Center.





2 Select the SSID name as displayed on your monitor from the list.

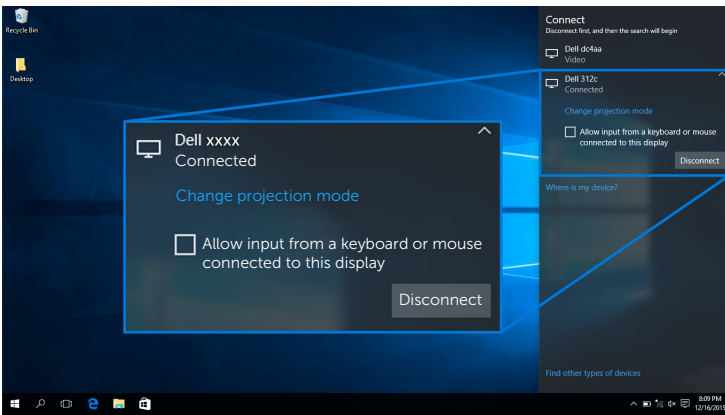


Then select on your monitor to accept connection, and your device will start projecting images to your monitor.



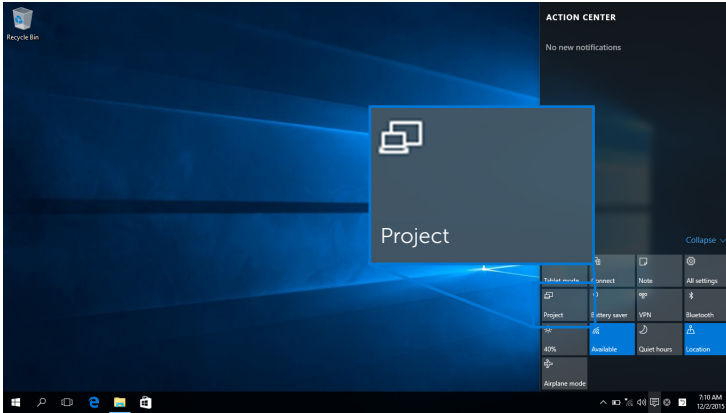
 **NOTE:** You will not be asked to verify subsequent connections for the same device.

 **NOTE:** To control the projected images with keyboard and mouse connected to your monitor, select **Allow input from a keyboard or mouse connected to this display**.

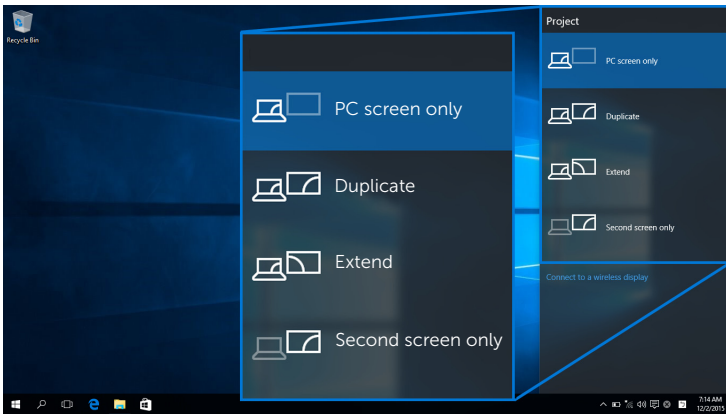


Changing the Projection Mode

- 1 Select **Project** from the Action Center.

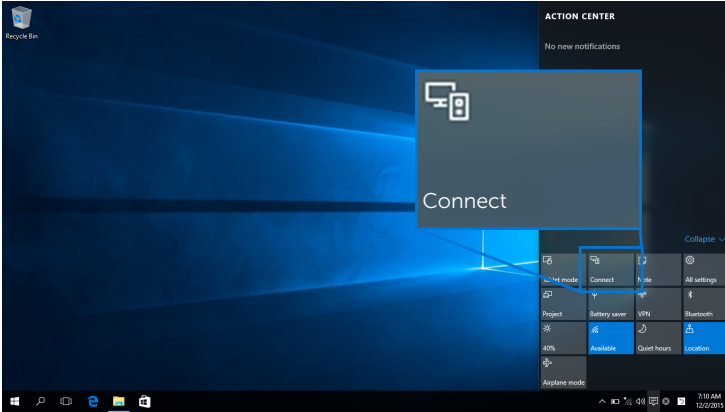


- 2 Select your Projection Mode.

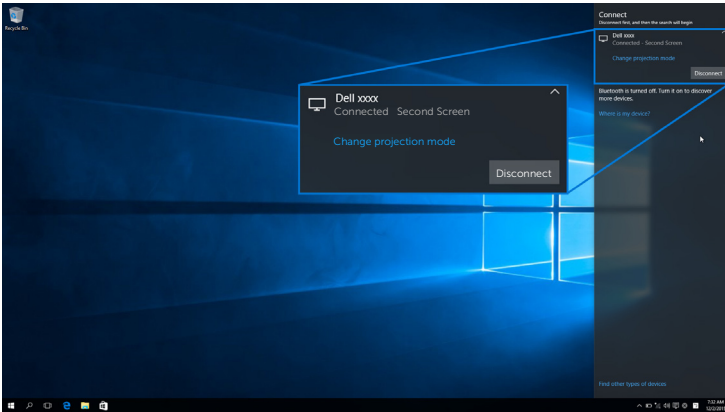


Disconnecting from a Device

- 1 Select **Connect** from the Action Center.



- 2 Select **Disconnect** and your device will stop projecting images to your monitor.



Using Windows® 8.1



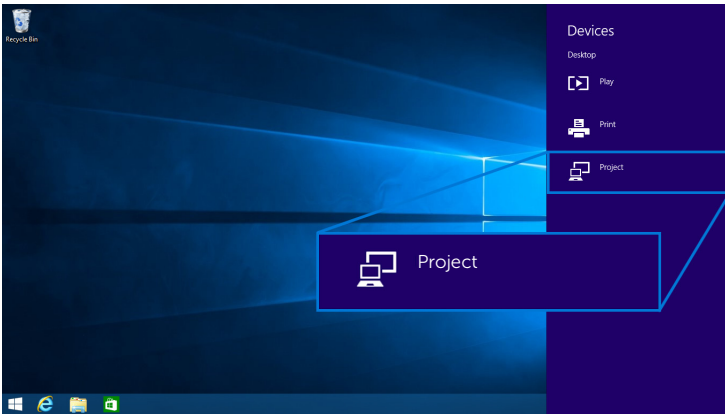
NOTE: The illustrations below are for reference only and may differ from your actual computer screen based on the settings, version, and the language of your operating system.

Connecting to a Device

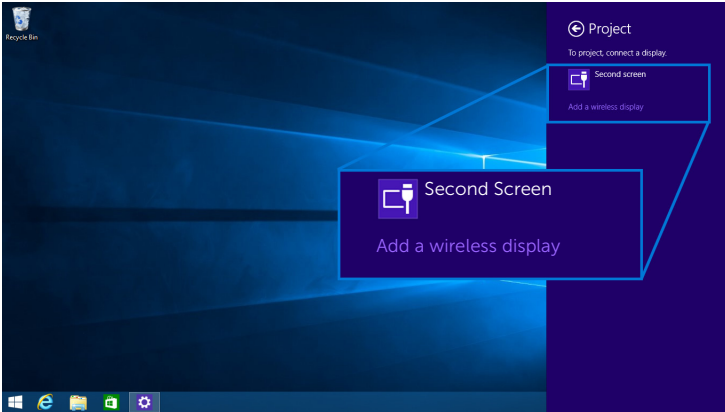
- 1 Select **Devices** from the Charms bar.



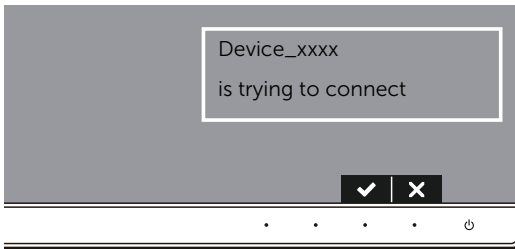
- 2 Select **Project** from the **Devices** menu.





3 Select **Add a wireless display** from the **Project** menu.



Then select on your monitor to accept connection, and your device will start projecting images to your monitor.



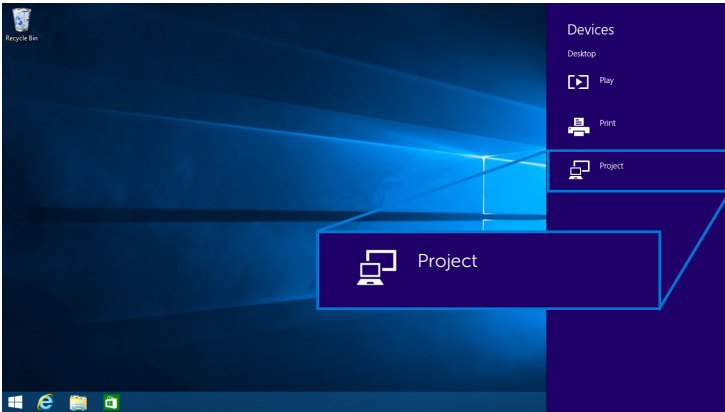
-  **NOTE:** You will not be asked to verify subsequent connections for the same device.
-  **NOTE:** You may control the projected images with keyboard and mouse connected to your monitor.

Changing the Projection Mode

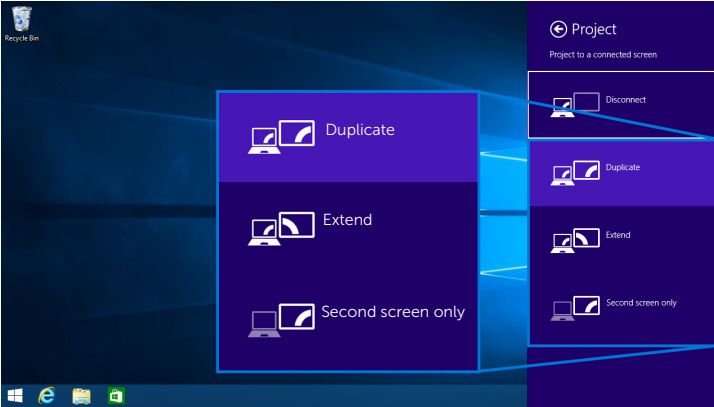
- 1 Select **Devices** from the Charms bar.



- 2 Select **Project** from the **Devices** menu.

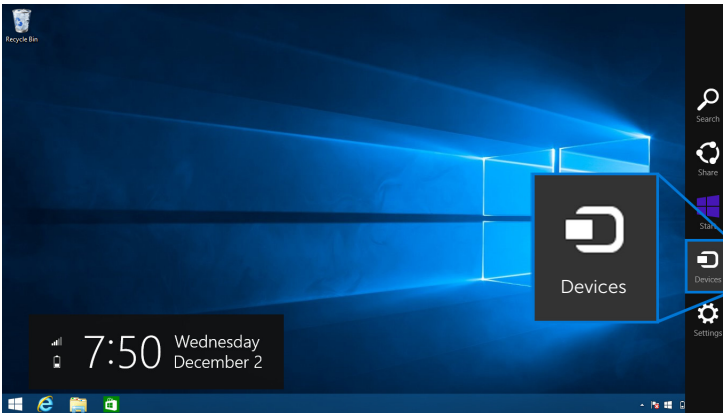


3 Select your Projection Mode.

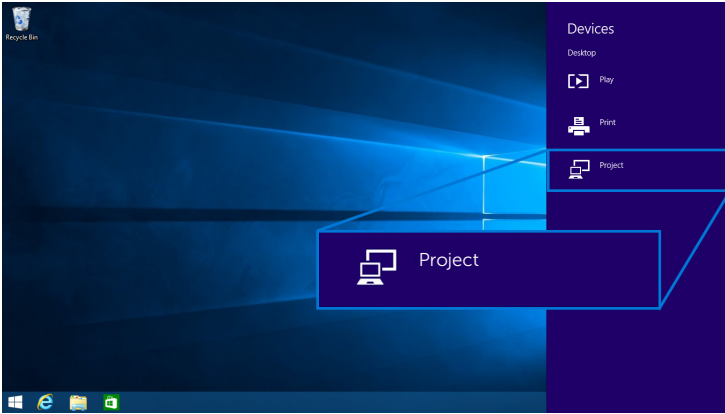


Disconnecting from a Device

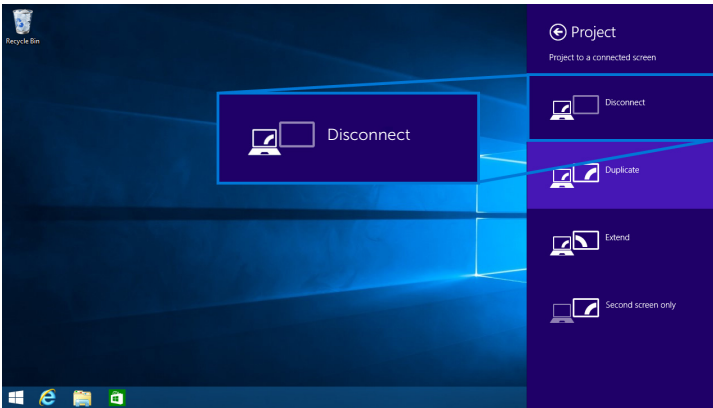
1 Select **Devices** from the Charms bar.



2 Select **Project** from the **Devices** menu.



3 Select **Disconnect** and your device will stop projecting images to your monitor.



Using Windows® 7



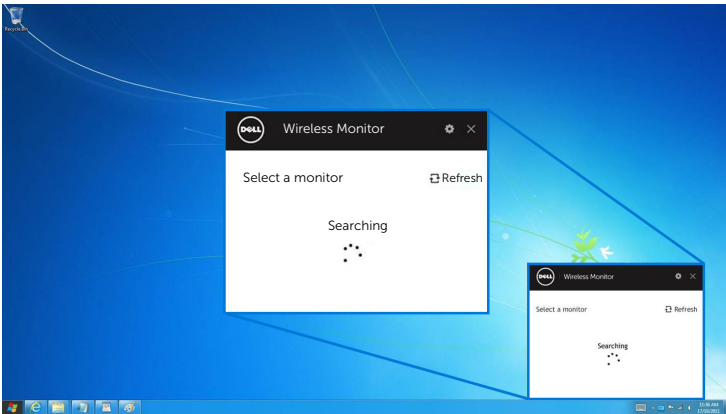
NOTE: Download the Dell Wireless Monitor Software before making wireless connection to your monitor.



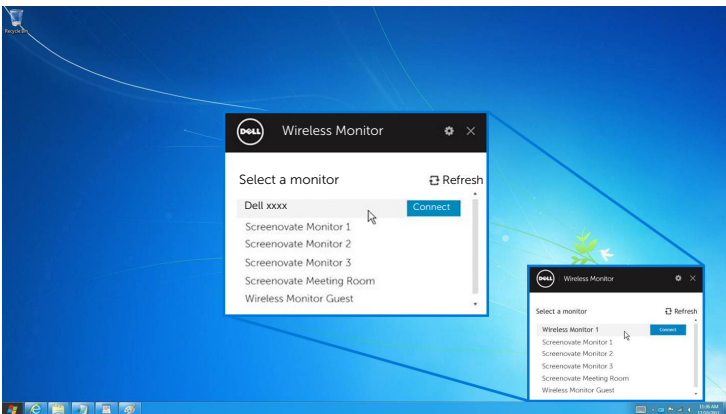
NOTE: The illustrations below are for reference only and may differ from your actual computer screen based on the settings, version, and the language of your operating system.


Connecting to a Device

- 1 Open the Dell Wireless Monitor Software and it will automatically search for available devices.




- 2 When the SSID name as displayed on your monitor shows up on the list, click **Connect**.



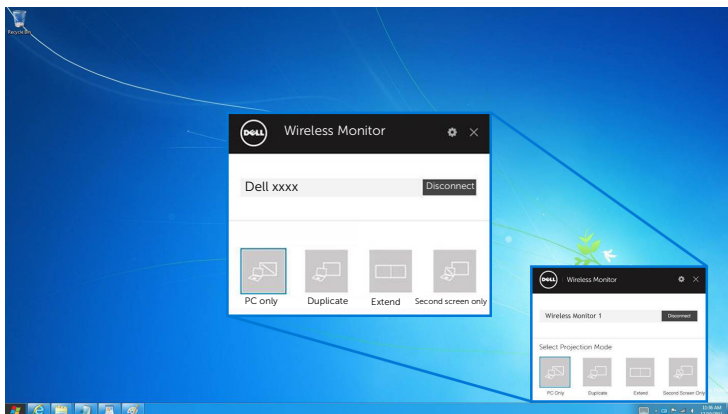
Then select  on your monitor to accept connection, and your device will start projecting images to your monitor.



 **NOTE:** You will not be asked to verify subsequent connections for the same device.

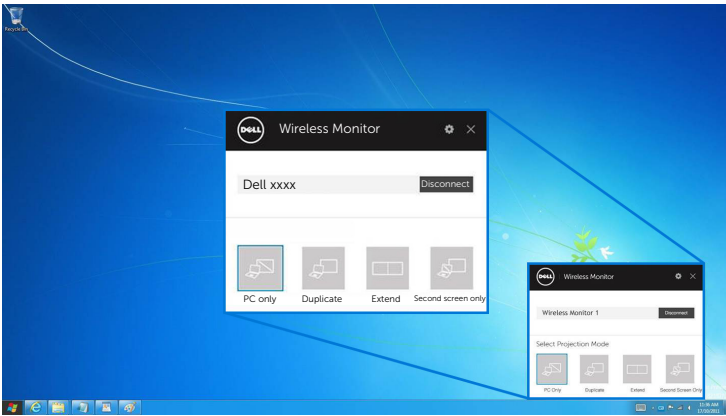
Changing the Projection Mode

- 1 Click on the Dell Wireless Monitor Software.
- 2 Select your Projection Mode.



Disconnecting from a Device

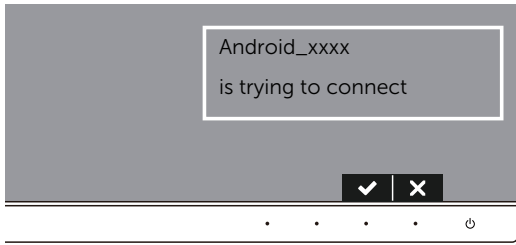
- 1 Click on the Dell Wireless Monitor Software.
- 2 Click **Disconnect** and your device will stop projecting images to your monitor.



Using Settings on an Android™ Smartphone

Use Settings to connect to a Device

- 1 Open the Settings menu of your device.
- 2 Tap **Display**, then tap **Screen Mirroring** (depending on your device manufacturer, the name may be different).
- 3 Tap **Cast**.
- 4 Tap the **Menu** icon, then select **Enable** wireless display.
- 5 Wait for a couple of seconds for the connection, then select on your monitor to accept connection, and your device will start projecting images to your monitor.



NOTE: You will not be asked to verify subsequent connections for the same device.

To stop projecting images to your monitor, swipe down the notification shade with two fingers from the top of your screen and touch **Disconnect**.

Using DELL Wireless Monitor App on an Android™ Smartphone

Connecting to a Device

- 1 Turn on Wi-Fi and Bluetooth connection on your Android device.

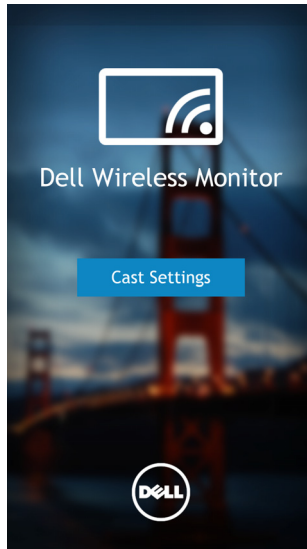


NOTE: If the Bluetooth on your Android device is turned on before making the connection, you will be able to control the casted screen with keyboard or mouse connected to your monitor after connection is made.

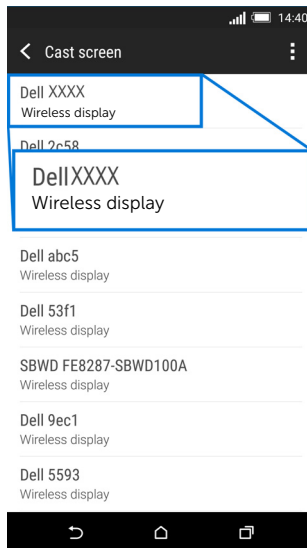
- 2 Tap to activate the **DELL Wireless Monitor** app on your Android device.



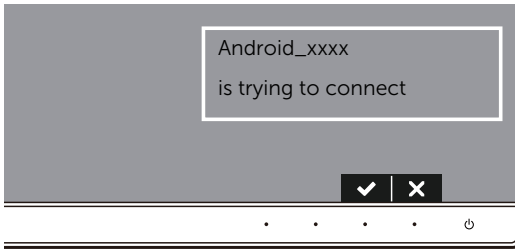
3 Tap **Cast Settings**.





4 Tap the SSID name as displayed on your monitor.



Then select on your monitor to accept connection, and your Android device will start projecting images to your monitor.



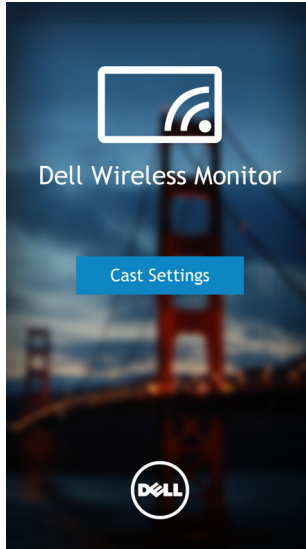
-  **NOTE:** You will not be asked to verify subsequent connections for the same device.
-  **NOTE:** If your device settings differ from those shown above, please refer to your device manual for **Cast Screen** connection instructions.

Disconnecting from a device

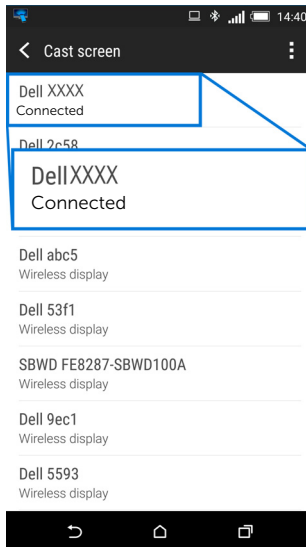
- 1 Tap to activate the **DELL Wireless Monitor** app on your Android device.



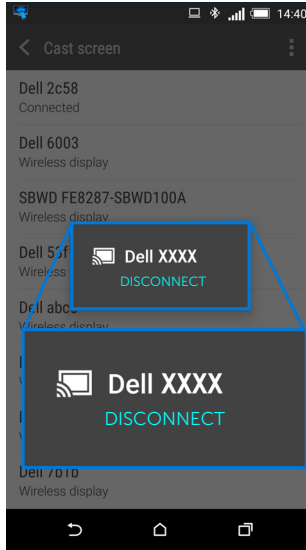
2 Tap **Cast Settings**.



3 Tap the monitor name that is **Connected**.






- 4 Tap **DISCONNECT** and your Android device will stop projecting images to your monitor.

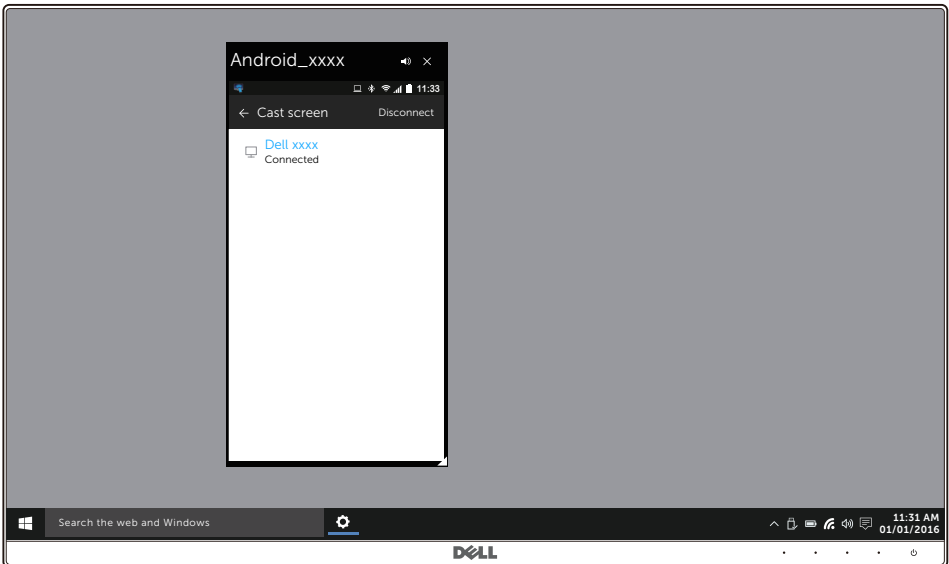


NOTE: To check whether your device is supported, please visit Dell Support website: www.dell.com/wirelessmonitors or refer to your device manual or contact your device manufacturer for compatibility.

Dual Screencast Connection

 **NOTE:** The function is only supported when your computer or Android device has installed Dell Wireless Monitor software or app.

- 1 Follow the procedures mentioned in [Connecting the Monitor via Screencast or Screen Mirror](#) to make wireless connection.
- 2 In the second screen (on the Android device), there are several functions you can use to control the image:
 - Left-click the mouse to drag the windows.
 - Click on the  icon on the upper right corner of the projected image to disconnect the Android Device.
 - Click on the  icon on the upper right corner of the projected image to mute or unmute the sound.
 - Click and drag the lower right corner of the projected image to enlarge or shrink the image.



Updating Software of Wireless Monitor

With the OTA (over-the-air) upgrade feature, the DELL Wireless Monitor can be upgraded to the most up-to-date version.

Please make sure that you have the following installed and ready:

- 1 Install DELL Wireless Monitor app on your Windows® system.
- 2 Connect your Windows® system to the Internet.
- 3 Connect your Windows® system to the monitor for wireless display.

Connecting Keyboard and Mouse

Dell Wireless Monitor allows user to control device from a single keyboard and mouse connected to the monitor.



NOTE: Make sure Dell Wireless Monitor Software has been installed before using a keyboard or mouse to control the computer or Android device.



NOTE: The function support standard keyboard and mouse only.

- 1 Connect the keyboard or mouse to the USB downstream port of the monitor.
- 2 Then you can use the keyboard or mouse to control the home screen, computer, or Android device.

Troubleshooting



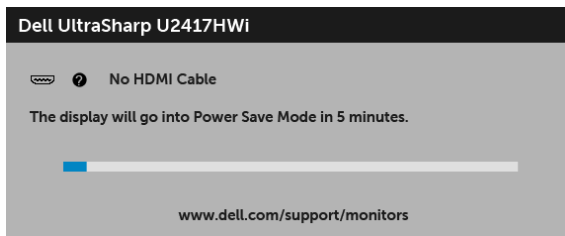
WARNING: Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

Self-Test

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

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

The floating 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. Also, depending upon the selected input, the dialog shown below will continuously scroll through the screen.



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

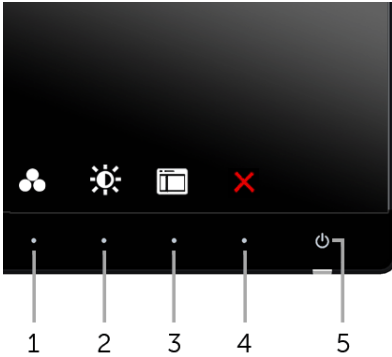
If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

Built-in Diagnostics

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



NOTE: You can run the built-in diagnostics only when the video cable is unplugged and the monitor is in self-test mode.



To run the built-in diagnostics:

- 1 Ensure that the screen is clean (no dust particles on the surface of the screen).
- 2 Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
- 3 Press and hold **Button 1** and **Button 4** on the front panel simultaneously for 2 seconds. A gray screen appears.
- 4 Carefully inspect the screen for abnormalities.
- 5 Press **Button 4** on the front panel again. The color of the screen changes to red.
- 6 Inspect the display for any abnormalities.
- 7 Repeat steps 5 and 6 to inspect the display in green, blue, black, white and text screens.

The test is complete when the text screen appears. To exit, press **Button 4** again.

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

Common Problems

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

Common Symptoms	What You Experience	Possible Solutions
No Video/Power LED off	No picture	<ul style="list-style-type: none">• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.• Verify that the power outlet is functioning properly using any other electrical equipment.• Ensure that the power button is pressed fully.• Ensure that the correct input source is selected in the Input Source menu.
No Video/Power LED on	No picture or no brightness	<ul style="list-style-type: none">• Increase brightness & contrast controls via OSD.• Perform monitor self-test feature check.• Check for bent or broken pins in the video cable connector.• Run the built-in diagnostics.• Ensure that the correct input source is selected in the Input Source menu.
Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none">• Eliminate video extension cables.• Reset the monitor to factory settings.• Change the video resolution to the correct aspect ratio.
Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none">• Reset the monitor to factory settings.• Check environmental factors.• Relocate the monitor and test in another room.
Missing Pixels	LCD screen has spots	<ul style="list-style-type: none">• Cycle power On-Off.• Pixel that is permanently Off is a natural defect that can occur in LCD technology.• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: http://www.dell.com/support/monitors.
Stuck-on Pixels	LCD screen has bright spots	<ul style="list-style-type: none">• Cycle power On-Off.• Pixel that is permanently off is a natural defect that can occur in LCD technology.• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: http://www.dell.com/support/monitors.
Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none">• Reset the monitor to factory settings.• Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none">• Reset the monitor to factory settings.

Horizontal/ Vertical Lines	Screen has one or more lines	<ul style="list-style-type: none"> • Reset the monitor to factory settings. • 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	Screen is scrambled or appears torn	<ul style="list-style-type: none"> • Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in the <i>safe mode</i>.
Safety Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> • Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	<ul style="list-style-type: none"> • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing Color	Picture missing color	<ul style="list-style-type: none"> • Perform monitor self-test feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	<ul style="list-style-type: none"> • Change the settings of the Preset Modes in the Color menu OSD depending on the application. • Adjust R/G/B value under Custom Color in Color menu OSD. • Change the Input Color Format to PC RGB or YPbPr in the Color menu OSD. • Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	<ul style="list-style-type: none"> • Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power Management Modes). • Alternatively, use a dynamically changing screensaver.

Product Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	<ul style="list-style-type: none">• Check the Aspect Ratio setting in the Display menu OSD.• Reset the monitor to factory settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	<ul style="list-style-type: none">• Turn Off the monitor, unplug the power cord, plug it back, and then turn On the monitor.• Check whether the OSD menu is locked. If yes, press and hold the button beside the Power button for 6 seconds to unlock (for more information, see Lock).
No Input Signal when user controls are pressed	No picture, the LED light is white	<ul style="list-style-type: none">• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.• Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.• Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none">• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.• Run the built-in diagnostics.

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">• Check that your monitor is turned On.• Reconnect the upstream cable to your computer.• Reconnect the USB peripherals (downstream connector).• Switch Off and then turn On the monitor again.• Reboot the computer.• Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
High Speed USB 3.0 interface is slow	High Speed USB 3.0 peripherals working slowly or not working at all	<ul style="list-style-type: none">• Check that your computer is USB 3.0-capable.• Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.• Reconnect the upstream cable to your computer.• Reconnect the USB peripherals (downstream connector).• Reboot the computer.

Wireless Connection Problems

Specific Symptoms	What You Experience	Possible Solutions
Wireless Screencast is not working	No network name (SSID) of your wireless monitor found	<ul style="list-style-type: none">• Ensure that your device has an active Wi-Fi connection.• Check whether your device and wireless monitor use the same Wi-Fi channel (for more information, see Band Selection).• Ensure that you have upgraded the operating system and Wi-Fi driver the latest version.• Ensure that the Dell Wireless Monitor software or app has been installed and updated to the latest version.
	No connection from the wireless monitor	<ul style="list-style-type: none">• Restart the wireless monitor.• Remove the device that was connected from the list and then reconnect it.• Ensure that you have upgraded the operating system and Wi-Fi driver the latest version.• Ensure that the Dell Wireless Monitor software or app has been installed and updated to the latest version.

Appendix

WARNING: Safety Instructions



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

For information on safety instructions, see the Safety, Environmental, and Regulatory Information (SERI).

FCC Notices (U.S. Only) and Other Regulatory Information

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

Contact Dell

For customers in the United States, call 800-WWW-DELL (800-999-3355).



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

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

- Online technical assistance — www.dell.com/support/monitors
- Contacting Dell — www.dell.com/contactdell



AT	BE	BG	CH	CY	CZ	DE	DK	EE
EL	ES	FI	FR	HR	HU	IE	IS	IT
LI	LT	LU	LV	MT	NL	NO	PL	PT
RO	SE	SI	SK	TR	UK			