Setting the display resolution to 1920 x 1200 (maximum)

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Model U2412Mb/U2412Mc

2019-3 Rev. A13
Dell™ UltraSharp U2412M/U2412MWh Monitor User's Guide

About Your Monitor
Setting Up the Monitor
Operating the Monitor
Troubleshooting
Appendix

Notes, Notices, and Cautions

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

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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2019-3 Rev. A13
Setting the display resolution to 1920 x 1200 (maximum)

For maximum display performance with Microsoft® Windows® operating systems, set the display resolution to 1920 x 1200 pixels by performing the following steps:

In Windows Vista®, 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 1200.
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 1200.
4. Click Apply.

If you do not see 1920 x 1200 as an option, you may need to update your graphics driver. Please choose the scenario below that best describes the computer system you are using, and follow

1: If you have a Dell™ desktop or a Dell™ portable computer with internet access.
2: If you have a non Dell™ desktop, portable computer, or graphics card.
### 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.

<table>
<thead>
<tr>
<th>Monitor</th>
<th>Stand</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><a href="#">Power Cable</a></td>
<td><a href="#">VGA Cable</a></td>
</tr>
<tr>
<td><a href="#">DVI Cable</a></td>
<td><a href="#">USB upstream cable (enables the USB ports on the monitor)</a></td>
</tr>
<tr>
<td><a href="#">Quick Setup Guide</a></td>
<td><a href="#">Product and Safety Information Guide</a></td>
</tr>
</tbody>
</table>
Product Features

The **U2412M/U2412MWh** flat panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD). The monitor features include:

- 60.96 cm (24-inch) viewable area display (measured diagonally). 1920 x 1200 resolution, plus full-screen support for lower resolutions.
- 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 capability.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Security lock slot.
- Stand lock.
- Asset Management Capability.
- Capability to switch from wide aspect to standard aspect ratio while maintaining the image quality.
- EPEAT registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.
- Halogen Reduced.
- TCO Certified Displays.

Identifying Parts and Controls

Front View
Front view

<table>
<thead>
<tr>
<th>Label</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Preset Modes (default, but configurable)</td>
</tr>
<tr>
<td>2</td>
<td>Brightness &amp; Contrast (default, but configurable)</td>
</tr>
<tr>
<td>3</td>
<td>Menu</td>
</tr>
<tr>
<td>4</td>
<td>Exit</td>
</tr>
<tr>
<td>5</td>
<td>Power (with power light indicator)</td>
</tr>
</tbody>
</table>

Front panel controls

Back View
<table>
<thead>
<tr>
<th>Label</th>
<th>Description</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VESA mounting holes (100 mm x 100 mm - behind attached VESA Plate)</td>
<td>Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm)</td>
</tr>
<tr>
<td>2</td>
<td>Regulatory label</td>
<td>Lists the regulatory approvals</td>
</tr>
<tr>
<td>3</td>
<td>Stand release button</td>
<td>Release stand from monitor</td>
</tr>
<tr>
<td>4</td>
<td>Barcode serial number label</td>
<td>Refer to this label if you need to contact Dell for technical support</td>
</tr>
<tr>
<td>5</td>
<td>Security lock slot</td>
<td>Secures monitor with security cable lock</td>
</tr>
<tr>
<td>6</td>
<td>Dell Soundbar mounting brackets</td>
<td>Attaches the optional Dell Soundbar</td>
</tr>
<tr>
<td>7</td>
<td>USB downstream ports</td>
<td>Connect your USB devices</td>
</tr>
<tr>
<td>8</td>
<td>Cable management slot</td>
<td>Use to organize cables by placing them through the slot</td>
</tr>
</tbody>
</table>
### Bottom view

<table>
<thead>
<tr>
<th>Label</th>
<th>Description</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AC power cord connector</td>
<td>Connect the power cable</td>
</tr>
<tr>
<td>2</td>
<td>DC power connector for Dell Soundbar</td>
<td>Connect the power cord for the soundbar (optional)</td>
</tr>
<tr>
<td>3</td>
<td>DisplayPort connector</td>
<td>Connect your computer DP cable</td>
</tr>
<tr>
<td>4</td>
<td>DVI connector</td>
<td>Connect your computer DVI cable</td>
</tr>
<tr>
<td>5</td>
<td>VGA connector</td>
<td>Connect your computer VGA cable</td>
</tr>
<tr>
<td>6</td>
<td>USB upstream port</td>
<td>Connect the USB cable that came with your monitor to the monitor and the computer. Once this cable is connected, you can use the USB connectors on the side and bottom of the monitor</td>
</tr>
<tr>
<td>7</td>
<td>USB downstream ports</td>
<td>Connect your USB devices. You can only use this connector after you have connected the USB cable to the computer and USB upstream connector on the monitor</td>
</tr>
<tr>
<td>8</td>
<td>Stand lock feature</td>
<td>To lock the stand to the monitor using M3 x 6 mm screw (screw is not provided)</td>
</tr>
</tbody>
</table>

### Monitor Specifications

#### Flat Panel Specifications

<table>
<thead>
<tr>
<th>Model</th>
<th>U2412M/U2412MWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen type</td>
<td>Active matrix - TFT LCD</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>Panel type</td>
<td>In-plane switching</td>
</tr>
<tr>
<td>Screen dimensions</td>
<td>60.96 cm (24-inches viewable image size)</td>
</tr>
<tr>
<td>Preset display area</td>
<td>518.4 (H) X 324.0 (V) mm</td>
</tr>
<tr>
<td>Horizontal</td>
<td>518.4 mm (20.3 inches)</td>
</tr>
<tr>
<td>Vertical</td>
<td>324.0 mm (12.7 inches)</td>
</tr>
<tr>
<td>Pixel pitch</td>
<td>0.27 mm</td>
</tr>
<tr>
<td>Viewing angle</td>
<td>178° (vertical) typical</td>
</tr>
<tr>
<td></td>
<td>178° (horizontal) typical</td>
</tr>
<tr>
<td>Luminance output</td>
<td>300 cd/m² (typical)</td>
</tr>
<tr>
<td>Contrast ratio</td>
<td>1000 to 1 (typical), 2M to 1 (typical Dynamic Contrast On)</td>
</tr>
<tr>
<td>Faceplate coating</td>
<td>Antiglare with hard-coating 3H</td>
</tr>
<tr>
<td>Backlight</td>
<td>LED edgelight system</td>
</tr>
<tr>
<td>Response time</td>
<td>8 ms gray-to-gray (typical)</td>
</tr>
<tr>
<td>Color depth</td>
<td>16.7 million colors</td>
</tr>
<tr>
<td>Color gamut</td>
<td>82%*</td>
</tr>
</tbody>
</table>

*U2412M/U2412MWh* color gamut (typical) is based on CIE1976 (82%) and CIE1931 (72%) test standards.

## Resolution Specifications

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>U2412M/U2412MWh</td>
</tr>
<tr>
<td>Horizontal scan range</td>
<td>30 kHz to 83 kHz (automatic)</td>
</tr>
<tr>
<td>Vertical scan range</td>
<td>50 Hz to 61 Hz (automatic)</td>
</tr>
<tr>
<td>Maximum preset resolution</td>
<td>1920 x 1200 at 60 Hz</td>
</tr>
</tbody>
</table>

## Supported Video Modes

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>U2412M/U2412MWh</td>
</tr>
<tr>
<td>Video display capabilities (DVI &amp; DP playback)</td>
<td>480p, 576p, 720p, 1080p, 576i, 1080i</td>
</tr>
</tbody>
</table>
### Electrical Specifications

**Model**

U2412M/U2412MWh

**Video input signals**

- Analog RGB, 0.7 Volts +/- 5%, positive polarity at 75 ohm input impedance
- Digital DVI-D TMDS, 600mV for each differential line, positive polarity at 50 ohm input impedance
- DP 1.1a signal input support

**Synchronization input signals**

- TTL levels required and separate syncs (including Trigger points), SOG (Composite SYNC on green)

**AC input voltage/frequency/current**

- 100 to 240 VAC / 50 or 60 Hz ± 3 Hz / 1.2 A (typical)

**Inrush current**

- 120 V : 30 A (Max)
- 240 V : 60 A (Max)

### Physical Characteristics

**Model**

U2412M/U2412MWh

**Connector type**

- 15-pin D-subminiature, blue connector; DVI-D, white connector; DP, black connector.

**Signal cable type**

- Digital: detachable, DVI-D, solid pins, shipped detached from the monitor
- Analog: attachable, D-Sub, 15pins, shipped detached from the monitor
<table>
<thead>
<tr>
<th><strong>Dimensions (with stand)</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Height (extended)</td>
<td>513.5 mm (20.22 inches)</td>
</tr>
<tr>
<td>Height (compressed)</td>
<td>398.5 mm (15.69 inches)</td>
</tr>
<tr>
<td>Width</td>
<td>556.0 mm (21.89 inches)</td>
</tr>
<tr>
<td>Depth</td>
<td>180.3 mm (7.10 inches)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Dimensions (without stand)</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Height</td>
<td>361.6 mm (14.24 inches)</td>
</tr>
<tr>
<td>Width</td>
<td>556.0 mm (21.89 inches)</td>
</tr>
<tr>
<td>Depth</td>
<td>64.9 mm (2.56 inches)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Stand dimensions</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Height (extended)</td>
<td>400.7 mm (15.78 inches)</td>
</tr>
<tr>
<td>Height (compressed)</td>
<td>285.7 mm (11.25 inches)</td>
</tr>
<tr>
<td>Width</td>
<td>279.8 mm (11.02 inches)</td>
</tr>
<tr>
<td>Depth</td>
<td>180.3 mm (7.10 inches)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Weight</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight with packaging</td>
<td>18.23 lbs (8.27 kg)</td>
</tr>
<tr>
<td>Weight with stand assembly and cables</td>
<td>13.73 lbs (6.24 kg)</td>
</tr>
<tr>
<td>Weight without stand assembly (For wall mount or VESA mount considerations - no cables)</td>
<td>8.73 lbs (3.97 kg)</td>
</tr>
<tr>
<td>Weight of stand assembly</td>
<td>3.87 lbs (1.76 kg)</td>
</tr>
</tbody>
</table>
| Front frame gloss | 5.0 gloss unit (max.) (Black Frame)  
20.0 gloss unit (max.) (Silver Frame) |

<table>
<thead>
<tr>
<th><strong>Environmental Characteristics</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model</strong></td>
<td>U2412M/U2412MWh</td>
</tr>
<tr>
<td><strong>Temperature</strong></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>0 °C to 40 °C</td>
</tr>
</tbody>
</table>
| Non-operating                    | Storage: -20 °C to 60 °C (-4 °F to 140 °F)  
Shipping: -20 °C to 60 °C (-4 °F to 140 °F) |
### Humidity

<table>
<thead>
<tr>
<th>Condition</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>10% to 80% (non-condensing)</td>
</tr>
<tr>
<td>Non-operating</td>
<td>Storage: 5% to 90% (non-condensing)</td>
</tr>
<tr>
<td></td>
<td>Shipping: 5% to 90% (non-condensing)</td>
</tr>
</tbody>
</table>

### Altitude

<table>
<thead>
<tr>
<th>Condition</th>
<th>Max Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>3,048 m (10,000 ft) max</td>
</tr>
<tr>
<td>Non-operating</td>
<td>10,668 m (35,000 ft) max</td>
</tr>
</tbody>
</table>

### Thermal dissipation

- Maximum: 245.66 BTU/hour
- Typical: 129.66 BTU/hour

### Power Management Modes

If you have VESA's DPM™ compliance display card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. This is referred to as Power Save Mode*. If the computer detects input from the keyboard, mouse, or other input devices, the monitor automatically resumes functioning. The following table shows the power consumption and signaling of this automatic power saving feature:

#### VESA Modes

<table>
<thead>
<tr>
<th>Mode</th>
<th>Horizontal Sync</th>
<th>Vertical Sync</th>
<th>Video</th>
<th>Power Indicator</th>
<th>Power Consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal operation</td>
<td>Active</td>
<td>Active</td>
<td>Active</td>
<td>Blue</td>
<td>72 W (maximum) ** 29 W (typical)</td>
</tr>
<tr>
<td>Active-off mode</td>
<td>Inactive</td>
<td>Inactive</td>
<td>Blanked</td>
<td>Amber</td>
<td>Less than 0.5 W</td>
</tr>
<tr>
<td>Switch off</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>Off</td>
<td>Less than 0.5 W</td>
</tr>
</tbody>
</table>

#### Energy Star

- $P_{on}$: 17.3 W
- $E_{TEC}$: 54.5 kWh

The OSD will only function in the normal operation mode. When any button is pressed in Active-off mode, one of the following messages will be displayed:
Activate the computer and the monitor to gain access to the OSD.

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

**NOTE:**

- $P_{on}$: Power consumption of on mode as defined in Energy Star 7.0 version.
- $E_{TEC}$: Total energy consumption in kWh as defined in Energy Star 7.0 version.

* Zero power consumption in OFF mode can only be achieved by disconnecting the main cable from the monitor.
** Maximum power consumption with max luminance, Dell Soundbar, and USB active.

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**

**VGA Connector**
### Pin Number | 15-pin Side of the Connected Signal Cable
--- | ---
1 | Video-Red
2 | Video-Green
3 | Video-Blue
4 | GND
5 | Self-test
6 | GND-R
7 | GND-G
8 | GND-B
9 | Computer 5V/3.3V
10 | GND-sync
11 | GND
12 | DDC data
13 | H-sync
14 | V-sync
15 | DDC clock

**DVI Connector**
<table>
<thead>
<tr>
<th>Pin Number</th>
<th>24-pin Side of the Connected Signal Cable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TMDS RX2-</td>
</tr>
<tr>
<td>2</td>
<td>TMDS RX2+</td>
</tr>
<tr>
<td>3</td>
<td>TMDS Ground</td>
</tr>
<tr>
<td>4</td>
<td>Floating</td>
</tr>
<tr>
<td>5</td>
<td>Floating</td>
</tr>
<tr>
<td>6</td>
<td>DDC Clock</td>
</tr>
<tr>
<td>7</td>
<td>DDC Data</td>
</tr>
<tr>
<td>8</td>
<td>Floating</td>
</tr>
<tr>
<td>9</td>
<td>TMDS RX1-</td>
</tr>
<tr>
<td>10</td>
<td>TMDS RX1+</td>
</tr>
<tr>
<td>11</td>
<td>TMDS Ground</td>
</tr>
<tr>
<td>12</td>
<td>Floating</td>
</tr>
<tr>
<td>13</td>
<td>Floating</td>
</tr>
<tr>
<td>14</td>
<td>+5V/+3.3V power</td>
</tr>
<tr>
<td>15</td>
<td>Self test</td>
</tr>
<tr>
<td>16</td>
<td>Hot Plug Detect</td>
</tr>
<tr>
<td>17</td>
<td>TMDS RX0-</td>
</tr>
<tr>
<td>18</td>
<td>TMDS RX0+</td>
</tr>
<tr>
<td>19</td>
<td>TMDS Ground</td>
</tr>
<tr>
<td>20</td>
<td>Floating</td>
</tr>
<tr>
<td>21</td>
<td>Floating</td>
</tr>
<tr>
<td>22</td>
<td>TMDS Ground</td>
</tr>
<tr>
<td>23</td>
<td>TMDS Clock+</td>
</tr>
<tr>
<td>24</td>
<td>TMDS Clock-</td>
</tr>
</tbody>
</table>

**DisplayPort Connector**
<table>
<thead>
<tr>
<th>Pin Number</th>
<th>20-pin Side of the Connected Signal Cable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ML0(p)</td>
</tr>
<tr>
<td>2</td>
<td>GND</td>
</tr>
<tr>
<td>3</td>
<td>ML0(n)</td>
</tr>
<tr>
<td>4</td>
<td>ML1(p)</td>
</tr>
<tr>
<td>5</td>
<td>GND</td>
</tr>
<tr>
<td>6</td>
<td>ML1(n)</td>
</tr>
<tr>
<td>7</td>
<td>ML2(p)</td>
</tr>
<tr>
<td>8</td>
<td>GND</td>
</tr>
<tr>
<td>9</td>
<td>ML2(n)</td>
</tr>
<tr>
<td>10</td>
<td>ML3(p)</td>
</tr>
<tr>
<td>11</td>
<td>GND</td>
</tr>
<tr>
<td>12</td>
<td>ML3(n)</td>
</tr>
<tr>
<td>13</td>
<td>GND</td>
</tr>
<tr>
<td>14</td>
<td>GND</td>
</tr>
<tr>
<td>15</td>
<td>AUX(p)</td>
</tr>
<tr>
<td>16</td>
<td>GND</td>
</tr>
<tr>
<td>17</td>
<td>AUX(n)</td>
</tr>
<tr>
<td>18</td>
<td>HPD</td>
</tr>
<tr>
<td>19</td>
<td>DP_PWR Return</td>
</tr>
<tr>
<td>20</td>
<td>+3.3V DP_PWR</td>
</tr>
</tbody>
</table>

**Plug and Play Capability**
Universal Serial Bus (USB) Interface

This section gives you information about the USB ports that are available on the left side of your monitor.

**NOTE:** This monitor supports High-Speed Certified USB 2.0 interface.

<table>
<thead>
<tr>
<th>Transfer Speed</th>
<th>Data Rate</th>
<th>Power Consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>High speed</td>
<td>480 Mbps</td>
<td>2.5W (Max, each port)</td>
</tr>
<tr>
<td>Full speed</td>
<td>12 Mbps</td>
<td>2.5W (Max, each port)</td>
</tr>
<tr>
<td>Low speed</td>
<td>1.5 Mbps</td>
<td>2.5W (Max, each port)</td>
</tr>
</tbody>
</table>

**USB Upstream Connector**

```
1 2
```

<table>
<thead>
<tr>
<th>Pin Number</th>
<th>4-pin Side of the Connector</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DMU</td>
</tr>
<tr>
<td>2</td>
<td>VCC</td>
</tr>
<tr>
<td>3</td>
<td>DPU</td>
</tr>
<tr>
<td>4</td>
<td>GND</td>
</tr>
</tbody>
</table>

**USB Downstream Connector**
<table>
<thead>
<tr>
<th>Pin Number</th>
<th>4-Pin Side of the Signal Cable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VCC</td>
</tr>
<tr>
<td>2</td>
<td>DMD</td>
</tr>
<tr>
<td>3</td>
<td>DPD</td>
</tr>
<tr>
<td>4</td>
<td>GND</td>
</tr>
</tbody>
</table>

**USB Ports**

- 1 upstream - back
- 4 downstream - 2 on the back; 2 on the left side

**NOTE:** USB 2.0 functionality requires a USB 2.0-capable computer.

**NOTE:** The monitor's USB interface works only when the monitor is on or in 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: [support.dell.com](http://support.dell.com).

**Maintenance Guidelines**

**Cleaning Your Monitor**

**WARNING:** Read and follow the [safety instructions](http://support.dell.com) before cleaning the monitor.

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

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

- To clean your antistatic screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the antistatic coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a 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 scratch and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.
Setting Up the Monitor

Dell™ UltraSharp U2412M/U2412MWh Monitor User’s Guide

- Attaching the Stand
- Connecting the Monitor
- Organizing Your Cables
- Attaching the Soundbar AX510/AX510PA (optional)
- Removing the Stand
- Wall Mounting (Optional)

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 set up instructions.

![](image)

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 its place.

Connecting Your Monitor

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

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
   
   Connect the blue (VGA) cable from your monitor to your computer.

   **NOTE:** If your computer supports a white DVI connector, connect the white DVI cable to the monitor and the white DVI connector on your computer.

2. Connect the white (digital DVI-D) or the blue (analog VGA) or the black (DisplayPort) display connector cable to the corresponding video port on the back of your computer. Do not use the three cables on the same computer. Use all cables only when they are connected to three different computers with appropriate video systems.
Connecting the white DVI cable

Connecting the blue VGA cable

Connecting the black DisplayPort cable

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

Connecting the USB cable

After you have completed connecting the DVI/VGA/DP cable, follow the procedures below to connect the USB cable to the computer and complete your monitor setup:

1. Connect the upstream USB port (cable supplied) to an appropriate USB port on your computer. (See bottom view for details.)
2. Connect USB peripherals to the downstream USB ports (side or bottom) on the monitor. (See side or bottom view for details.)
3. Plug the power cables for your computer and monitor into a nearby outlet.
4. Turn on the monitor and the computer.
5. If your monitor displays an image, installation is complete. If it does not display an image, see Solving Problems.
6. 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 Soundbar AX510/AX510PA (Optional)

**CAUTION:** Do not use with any device other than the Dell Soundbar.

**NOTE:** The Soundbar power connector (+12 V DC output) is for the optional Dell Soundbar only.

To attach the Soundbar:

1. Working from the back of the monitor, attach the Soundbar by aligning the two slots with the two tabs along the bottom of the monitor.
2. Slide the Soundbar to the left until it snaps into place.
3. Connect the Soundbar with the DC power connector.
4. Insert the mini stereo plug from the back of the Soundbar into the computer’s audio output port.

For HDMI/DP, you can insert the mini stereo plug into the monitor’s audio output port. If there is no sound, check your PC if the Audio output is configured to HDMI/DP output.

---

## Removing the 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 set up instructions.
To remove the stand:
1. Place the monitor on a flat surface.
2. Press and hold the stand release button.
3. Lift the stand up and away from 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 Philips 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 came with the wall mounting kit.

**NOTE:** For use only with UL Listed Wall Mount Bracket with minimum weight/load bearing capacity of 4.52 kg.

Back to Contents Page
Using the Front Panel

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:

<table>
<thead>
<tr>
<th>Front Panel Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Use this button to choose from a list of preset color modes.</td>
</tr>
<tr>
<td>2</td>
<td>Use this button to directly access the &quot;Brightness/Contrast&quot; menu.</td>
</tr>
<tr>
<td>3</td>
<td>Use the MENU button to launch the on-screen display (OSD) and select the OSD Menu. See Accessing the Menu System.</td>
</tr>
<tr>
<td>4</td>
<td>Use this button to go back to the main menu or exit the OSD main menu.</td>
</tr>
</tbody>
</table>
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. Push the button to launch the OSD menu and display the main menu.

Main Menu for analog (VGA) input

Main Menu for digital (DVI) input
NOTE: Auto Adjust is only available when you use the analog (VGA) connector.

2. Push 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. Push the ► button once to activate the highlighted option.

4. Push ▲ and ▼ button to select the desired parameter.
5. Push  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.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Menu and Submenus</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Brightness/Contrast" /></td>
<td>Brightness/Contrast</td>
<td>Use this menu to activate Brightness/Contrast adjustment.</td>
</tr>
</tbody>
</table>

**Dell U2412M**

**Brightness/Contrast**

- **Brightness**
  - Adjusts the luminance of the backlight.
  - Push the  button to increase brightness and push the  button to decrease brightness (min 0 ~ max 100).
  - **NOTE:** Manual adjustment of Brightness is disabled when Energy Smart or Dynamic Contrast is switched on.

- **Contrast**
  - Adjust Brightness first, and then adjust Contrast only if further adjustment is necessary.
  - Push the  button to increase contrast and push the  button to decrease contrast (min 0 ~ max 100).
  - The Contrast function adjusts the degree of difference between darkness and lightness on the monitor screen.

| ![Auto Adjust](image) | Auto Adjust | Even though your computer recognizes your monitor on startup, the Auto Adjustment function optimizes the display settings for use with your particular setup. Auto Adjustment allows the monitor to self-adjust to the incoming video signal. After using Auto Adjustment, you can further tune your monitor by using the Pixel Clock (Coarse) and Phase (Fine) controls under Display Settings. |

- **NOTE:** In most cases, Auto Adjust produces the best image for your configuration.
- **NOTE:** Auto Adjust option is only available when you are using the analog (VGA) connector.

| ![Input Source](image) | Input Source | Use the Input Source menu to select between different video signals that may be connected to your monitor. |
Auto Select
Push to select Auto Select, the monitor will auto detect either VGA input or DVI-D input or DisplayPort input.

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

DVI-D
Select DVI-D input when you are using the Digital (DVI) connector. Push to select the DVI input source.

DisplayPort
Select DisplayPort input when you are using the DisplayPort (DP) connector. Push to select the DisplayPort input source.

Color Settings
Use Color Settings to adjust the color setting mode and color temperature. There are different color setting sub-menus for VGA/DVI-D and Video input.

Input Color Format
Choose the RGB option if monitor is connected to a computer or a DVD using a VGA or DVI cable. Choose the YPbPr option if monitor is connected to a DVD by a YPbPr to VGA or YPbPr to DVI cable or if the DVD color output setting is not RGB.
### Gamma
Allows you to set the color mode to PC or MAC.

<table>
<thead>
<tr>
<th>Preset Modes</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard</strong></td>
<td>Loads the monitor's default color settings. This is the default preset mode.</td>
</tr>
<tr>
<td><strong>Multimedia</strong></td>
<td>Loads color settings ideal for multimedia applications.</td>
</tr>
<tr>
<td><strong>Movie</strong></td>
<td>Loads color settings ideal for movies.</td>
</tr>
<tr>
<td><strong>Game</strong></td>
<td>Loads color settings ideal for most gaming applications.</td>
</tr>
<tr>
<td><strong>Text</strong></td>
<td>Loads brightness and sharpness settings ideal for viewing texts.</td>
</tr>
<tr>
<td><strong>Color Temp.</strong></td>
<td>Allows you to manually adjust the color temperature. Press the ▲ and ◀ buttons to adjust the values. The screen appears warmer with a red/yellow tint when you set the slider at 5000K or cooler with a blue tint when you set the slider at 10000K.</td>
</tr>
<tr>
<td><strong>Custom Color</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
### 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 monochrome appearance of the video image.
- Press ▼ to increase the colorful appearance of the video image.

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

### Reset Color Settings

Reset your monitor color settings to the factory settings.

### Display Settings

Use the Display Settings to adjust image.
### Aspect Ratio
Adjust the image ratio to Wide 16:10, 5:4 or 4:3.

### Horizontal Position
Use ▲ or ▼ to adjust the image left or right. Minimum is '0' (-). Maximum is '100' (+).

### Vertical Position
Use ▲ or ▼ to adjust the image up or down. Minimum is '0' (-). Maximum is '100' (+).

**NOTE:** Horizontal Position and Vertical Position adjustments are only available for “VGA” input.

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

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

Use ▲ or ▼ to adjust for best image quality.

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

**NOTE:** Pixel Clock and Phase adjustments are only available for “VGA” input.

### Dynamic Contrast
Dynamic Contrast adjusts the contrast ratio to 2M to 1. Push 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 Settings
Select this option to restore default display settings.

### Other Settings
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, Espanol, Francais, Deutsch, Brazilian Portuguese, Russian, Simplified Chinese or Japanese).

**Menu Transparency**
Select this option to change the menu transparency by pressing the **↑** and **↓** buttons (Minimum: 0 ~ Maximum: 100).

**Menu 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.

**Menu Lock**
Controls user access to adjustments. When Lock is selected, no user adjustments are allowed. All buttons are locked.

**Menu Rotation**
Rotates the OSD by 90 degrees counter-clockwise. You can adjust the menu according to your Display Rotation.

**Energy Smart**
To turn on or off dynamic dimming. The dynamic dimming feature automatically reduces the screen's brightness level when the displayed image contains a high proportion of bright areas.

**Power Save Audio**
To turn on or off Audio Power during Power Save mode.

**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.
**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”.

**Factory Reset**

Reset all OSD settings to the factory preset values.

**Personalize**

Users can choose a feature from “Preset Modes”, “Brightness/Contrast”, “Auto Adjust”, “Input Source”, “Aspect Ratio” or “Menu Rotation” and set it as a shortcut key.
NOTE: This monitor has a built-in feature to automatically calibrate the brightness to compensate for LED aging.

**OSD Warning Messages**

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

Dell U2412M

To allow manual adjustment of brightness, the Energy Smart / Dynamic Contrast will be switched off.

Do you want to continue?

- No
- Yes

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

Dell U2412M

The current input timing is not supported by the monitor display. Please change your input timing to 1920x1200@60Hz or any other monitor listed timing as per the monitor specifications.
If either VGA or DVI-D or DP input is selected and both VGA and DVI-D cables are not connected, a floating dialog box as shown below appears:

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 1200.

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

When monitor enters Power Save mode, the following message appears:

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

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

**VGA/DVI-D/DP input**

If either VGA or DVI-D or DP input is selected and both VGA and DVI-D cables are not connected, a floating dialog box as shown below appears:
PowerNap Software

You can get the PowerNap software at Dell.com/U2412M/U2412MWh.

This software provides Power Saving mode for your monitor. The Power Saving mode lets users set the monitor to "Screen Dim" or "Sleep" when your PC enters the screen saver mode.

1. Screen Dim - the monitor dims to a minimum brightness level when the PC is in the screen saver mode.
2. Sleep - the monitor enters the sleep mode when the PC is in the screen saver mode.

The PowerNap software provides an option to check if there is a new update. Please check periodically if there is a new update for your software.

NOTES:
- After installation, one desktop shortcut and one shortcut under "Start" for PowerNap are created.
- OS support: Windows XP (32 and 64 bits), Vista (32 and 64 bits), Windows 7 (32 and 64 bits)
- Video interface support: VGA and DVI only.

The latest version of the PowerNap Software can be downloaded from Dell's website.

Steps to download the software:
1. Go to http://www.support.dell.com
2. Select "Monitor Drivers" under "Drivers and downloads" tab
3. Select your Monitor Model - PowerNap Application
4. Download and install the application

Enhanced Menu Rotation Software

Enhanced Menu Rotation is embedded within the PowerNap software, allowing you to pivot the monitor screen from the OSD menu. The selection of either "Landscape" or "Portrait" will trigger the monitor screen accordingly.

The following picture shows a screen shot of Enhanced Menu Rotation (Triggering the Enhanced Menu Rotation function through the OSD menu):
NOTES:
OS support: Windows XP (32 and 64 bits), Vista (32 and 64 bits), Windows 7 (32 and 64 bits)
Video interface support: VGA and DVI only.
If you do not see the screen rotation, you may need to update your graphics driver. Depending on your computer, complete the following procedures:

- If you have a Dell desktop or portable computer:
  - Go to support.dell.com, 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.

Setting the Maximum Resolution

To set the maximum resolution for the monitor:

In Windows Vista®, 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 1200.
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 1200.
4. Click Apply.

If you do not see 1920 x 1200 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 support.dell.com, 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 Dell Soundbar (Optional)

The Dell Soundbar is a stereo two channel system adaptable to mount on Dell Flat Panel Displays. The Soundbar has a rotary volume and on/off control to adjust the overall system level, a blue LED for power indication, and two audio headset jacks.
1. Attach mechanism
2. Headphone jacks
3. Power indicator
4. Power/Volume control

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.

**Vertical Extension**

**NOTE:** The stand is detached when the monitor is shipped from the factory.
NOTE: The stand extends vertically up to 115 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 (Tilt) up to avoid hitting the bottom edge of the monitor.
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 support.dell.com and see the Download section for Video Drivers for latest driver updates.

NOTE: When in Portrait View Mode, you may experience performance degradation in graphic-intensive applications (3D Gaming and etc.)

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. If you have an nVidia graphics card, click the nVidia tab, in the left-hand column select NVRotate, and then select the preferred rotation.
4. 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 support.dell.com and download the latest driver for your graphics card.
Troubleshooting
Dell™ UltraSharp U2412M/U2412MWh Monitor User’s Guide

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 (white connector) and the Analog (blue connector) 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. While in self-test mode, the power LED remains green. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.

1. This box also appears during normal system operation if the video cable becomes disconnected or damaged.
2. 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 and white screens.

The test is complete when the white 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:

<table>
<thead>
<tr>
<th>Common Symptoms</th>
<th>What You Experience</th>
<th>Possible Solutions</th>
</tr>
</thead>
</table>
| No Video/Power LED off           | No picture                           | ▪ Ensure that the video cable connecting the monitor and the computer is properly connected and secure.  
▪ Verify that the power outlet is functioning properly using any other electrical equipment.  
▪ Ensure that the power button is depressed fully.  
▪ Ensure that the correct input source is selected via the Input Source Select button. |
| No Video/Power LED on            | No picture or no brightness          | ▪ 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 via the Input Source Select button. |
| Poor Focus                       | Picture is fuzzy, blurry, or ghosting | ▪ Perform Auto Adjust via OSD.  
▪ Adjust the Phase and Pixel Clock controls via OSD.  
▪ Eliminate video extension cables.  
▪ Reset the monitor to Factory Settings.  
▪ Change the video resolution to the correct aspect ratio (16:10). |
| Shaky/Jittery Video              | Wavy picture or fine movement        | ▪ Perform Auto Adjust via OSD.  
▪ Adjust the Phase and Pixel Clock controls via OSD.  
▪ Reset the monitor to Factory Settings.  
▪ Check environmental factors.  
▪ Relocate the monitor and test in another room. |
| Missing Pixels                   | LCD screen has spots                 | ▪ 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: support.dell.com. |
| Stuck-on Pixels                  | LCD screen has bright spots          | ▪ 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: support.dell.com. |
| Brightness Problems              | Picture too dim or too bright        | ▪ Reset the monitor to Factory Settings.  
▪ Auto Adjust via OSD.  
▪ Adjust brightness & contrast controls via OSD. |
| Geometric Distortion             | Screen not centered correctly       | ▪ Reset the monitor to Factory Settings.  
▪ Auto Adjust via OSD.  
▪ Adjust horizontal & vertical controls via OSD.  
**NOTE:** When using DVI-D input, the positioning adjustments are not available. |
| Horizontal/Vertical Lines        | Screen has one or more lines         | ▪ Reset the monitor to Factory Settings.  
▪ Perform Auto Adjust via OSD. |
### Product Specific Problems

<table>
<thead>
<tr>
<th>Specific Symptoms</th>
<th>What You Experience</th>
<th>Possible Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen image is too small</td>
<td>Image is centered on screen, but does not fill entire viewing area</td>
<td>Check the Scaling Ratio setting in Image Setting OSD. Reset the monitor to Factory Settings.</td>
</tr>
<tr>
<td>Cannot adjust the monitor with the buttons on the front panel</td>
<td>OSD does not appear on the screen</td>
<td>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 above the Power button for 10 seconds to unlock (for more information, see Menu Lock.).</td>
</tr>
<tr>
<td>No input signal when user controls are pressed</td>
<td>No picture, the LED light is blue</td>
<td>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.</td>
</tr>
<tr>
<td>The picture does not fill the entire screen.</td>
<td>The picture cannot fill the height or width of the screen</td>
<td>Check the monitor is turned ON. Reconnect the upstream cable to your computer. Reconnect the USB peripherals (downstream connector). Reboot the computer.</td>
</tr>
</tbody>
</table>

### Universal Serial Bus (USB) Specific Problems

<table>
<thead>
<tr>
<th>Specific Symptoms</th>
<th>What You Experience</th>
<th>Possible Solutions</th>
</tr>
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<tbody>
<tr>
<td>USB interface is not working</td>
<td>USB peripherals are not working</td>
<td>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.</td>
</tr>
<tr>
<td>High Speed USB 2.0 interface is slow.</td>
<td>High Speed USB 2.0 peripherals working slowly or not working at all</td>
<td>Check that your computer is USB 2.0-capable. Some computers have both 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.</td>
</tr>
</tbody>
</table>

### Dell™ Soundbar Problems

<table>
<thead>
<tr>
<th>Common Symptoms</th>
<th>What You Experience</th>
<th>Possible Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Sound</td>
<td>No power to Soundbar - the power indicator is off</td>
<td>Turn the Power/Volume knob on the Soundbar clockwise to the middle position; check if the power indicator (Blue LED) on the front of the Soundbar is illuminated. Confirm that the power cable from the Soundbar is plugged into the adapter.</td>
</tr>
<tr>
<td>No Sound</td>
<td>Soundbar has power - power indicator is on</td>
<td>Plug the audio line-in cable into the computer's audio out jack. Set all Windows volume controls to their maximum. Play some audio content on the computer (i.e. audio CD, or MP3). Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting. Clean and reseat the audio line-in plug. Test the Soundbar using another audio source (i.e. portable CD player).</td>
</tr>
<tr>
<td>Distorted Sound</td>
<td>Computer’s sound card is used as the audio source</td>
<td>Clear any obstructions between the Soundbar and the user.</td>
</tr>
<tr>
<td>Issue</td>
<td>Resolution</td>
<td></td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
</tbody>
</table>
| Distorted Sound       | - Confirm that the audio line-in plug is completely inserted into the jack of the sound card.  
                        | - Set all Windows volume controls to their midpoints.  
                        | - Decrease the volume of the audio application.  
                        | - Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting.  
                        | - Clean and reseat the audio line-in plug.  
                        | - Troubleshoot the computer's sound card.  
                        | - Test the Soundbar using another audio source (i.e., portable CD player). |
| Other audio source is used | - Clear any obstructions between the Soundbar and the user.  
                        | - Confirm that the audio line-in plug is completely inserted into the jack of the audio source.  
                        | - Decrease the volume of the audio source.  
                        | - Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting.  
                        | - Clean and reseat the audio line-in plug. |
| Unbalanced Sound Output | - Clear any obstructions between the Soundbar and the user.  
                        | - Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source.  
                        | - Set all Windows audio balance controls (L-R) to their midpoints.  
                        | - Clean and reseat the audio line-in plug.  
                        | - Troubleshoot the computer's sound card.  
                        | - Test the Soundbar using another audio source (i.e., portable CD player). |
| Sound from only one side of Soundbar | - Clear any obstructions between the Soundbar and the user.  
                        | - Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source.  
                        | - Set all Windows audio balance controls (L-R) to their midpoints.  
                        | - Clean and reseat the audio line-in plug.  
                        | - Troubleshoot the computer's sound card.  
                        | - Test the Soundbar using another audio source (i.e., portable CD player). |
| Low Volume            | - Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting.  
                        | - Set all Windows volume controls to their maximum.  
                        | - Increase the volume of the audio application.  
                        | - Test the Soundbar using another audio source (i.e., portable CD player). |
| Volume is too low     | - Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting.  
                        | - Set all Windows volume controls to their maximum.  
                        | - Increase the volume of the audio application.  
                        | - Test the Soundbar using another audio source (i.e., portable CD player). |
Appendix

Dell™ UltraSharp U2412M/U2412MWh Monitor User's Guide

- Safety Instructions
- FCC Notice (U.S. Only) and Other Regulatory Information
- Contacting Dell

⚠️ 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 Product Information Guide.

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.

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

2. Verify your country or region in the Choose A Country/Region drop-down menu at the bottom of the page.
3. Click Contact Us on the left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.
If you have a Dell™ desktop or a Dell™ portable computer with internet access

1. Go to http://support.dell.com, enter your service tag, and download the latest driver for your graphics card.
2. After installing the drivers for your Graphics Adapter, attempt to set the resolution to **1920 x 1200** again.

**NOTE:** If you are unable to set the resolution to 1920 x 1200, please contact Dell™ to inquire about a Graphics Adapter that supports these resolutions.
If you have a non Dell™ desktop, portable computer, or graphics card

In Windows Vista®, 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 Personalization.
3. Click Change Display Settings.
4. Click Advanced Settings.
5. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).
6. Refer to the graphic card provider website for updated driver (for example, http://www.ATI.com OR http://www.NVIDIA.com).
7. After installing the drivers for your Graphics Adapter, attempt to set the resolution to 1920 x 1200 again.

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 1200.
4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).
5. Refer to the graphic card provider website for updated driver (for example, http://www.ATI.com OR http://www.NVIDIA.com).
6. After installing the drivers for your Graphics Adapter, attempt to set the resolution to 1920 x 1200 again.

**NOTE:** If you are unable to set the resolution to 1920 x 1200, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 1920 x 1200.