

# Dell™ P1911 Flat Panel Monitor User's Guide

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## Notes, Notices, and Cautions



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



**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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Model P1911b, P1911t.

AUG 2010 Rev. A00

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## About Your Monitor

### Dell™ P1911 Flat Panel Monitor User's Guide

- [Package Contents](#)
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- [Identifying Parts and Controls](#)
- [Monitor Specifications](#)
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- [Universal Serial Bus \(USB\) Interface](#)
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## 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:** Stand and cables are not included when purchased with OptiPlex™ USFF 780/ OptiPlex™ SFF 980 AIO Stands.
- 📄 **NOTE:** To set up with the respective AIO stand, please refer to the respective AIO stand guide for setup instructions.

	1 Monitor (Black or Silver Bezel)
	1 Stand
	1 Power Cable

	<ul style="list-style-type: none"> <li>1 VGA Cable (attached to the monitor)</li> </ul>
	<ul style="list-style-type: none"> <li>1 DVI Cable</li> </ul>
	<ul style="list-style-type: none"> <li>1 USB up stream cable (enables the USB ports on the monitor)</li> </ul>
	<ul style="list-style-type: none"> <li>1 <i>Drivers and Documentation</i> media</li> <li>1 <i>Quick Setup Guide</i></li> <li>1 <i>Safety Information</i></li> </ul>

## Product Features

The **Dell Professional P1911** flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD). The monitor features include:

- 48.26 cm (19 inches) viewable area display (Measured diagonally) .
- 1440x900 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 capabilities.
- Removable pedestal 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.
- Software and documentation media which includes an information file (INF), Image color Matching File (ICM), and product documentation.
- Energy Saver feature for Energy Star compliance.
- Security lock slot.
- Asset Management Capable.
- EPEAT Gold Rating.
- Halogen Reduced.
- Energy Gauge shows the energy level being consumed by the monitor in real time.
- PowerNap Software included (comes in the CD shipped with the monitor).
- DCR 50,000: 1.

## Identifying Parts and Controls

 **NOTE:** Using Black bezel model for illustration

### Front View



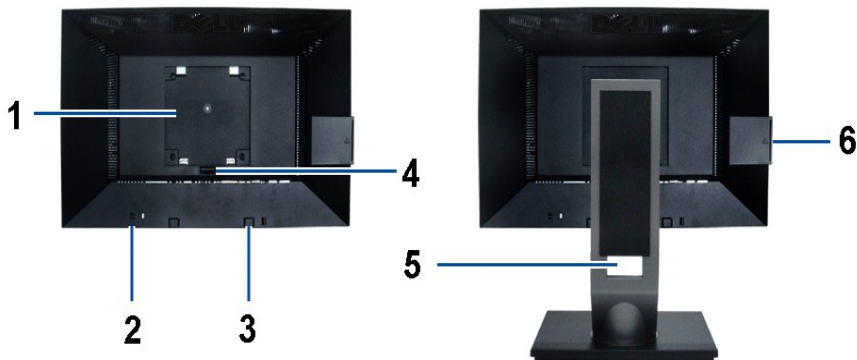
Front View



Front panel controls

Label	Description
1	Energy Modes (default, but configurable)
2	Brightness & Contrast (default, but configurable)
3	Menu
4	Exit
5	Power button (with power light indicator)

## Back View



Back view

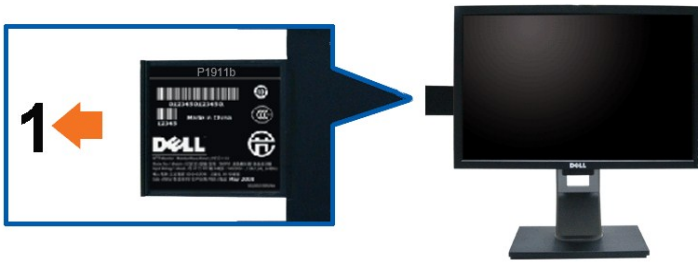
Back View with monitor stand

Label	Description	Use
1	VESA mounting holes (100mm) (Behind attached base plate)	To mount the monitor.
2	Security lock slot	To help secure your monitor.
3	Dell Soundbar mounting brackets	To attach the optional Dell Soundbar.
4	Stand Release Button	To press to release the stand.
5	Cable management slot	To organize cables by placing them through the slot.
6	label compartment	To pull out to view labels

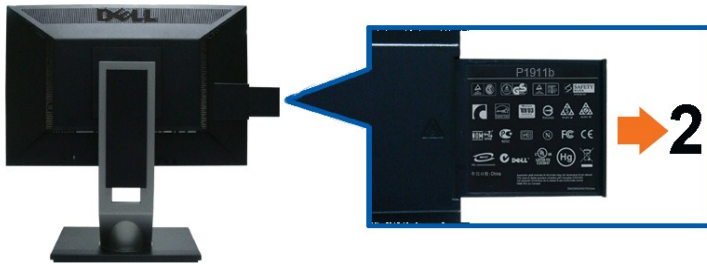
**Note:** The regulatory rating label and barcode serial number label is revealed when plate is pulled out from USB compartment.

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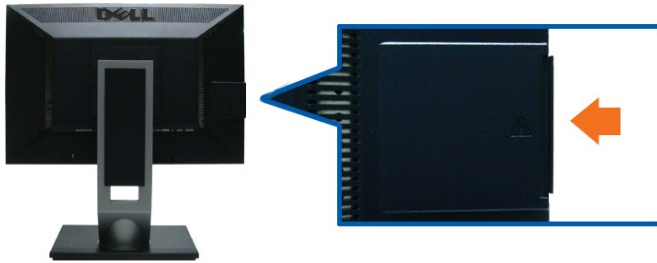
## Label View



Monitor front view with pull-out card extended to reveal barcode serial number marks.



Monitor rear view with pull-out card extended to reveal regulatory marks.



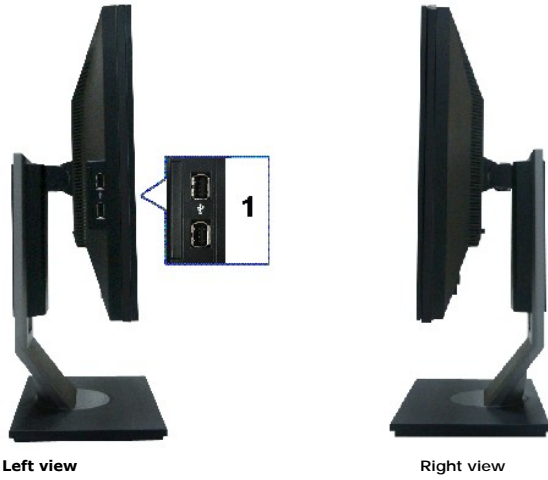
Monitor rear view with pull-out card inserted back to provide a clean back view.

Label	Description	Use
1	Barcode serial number label	To contact Dell for technical support.
2	Regulatory label	Lists the regulatory approvals.

**NOTE:** The regulatory rating label and barcode serial number label is revealed when plate is pulled out from USB compartment.

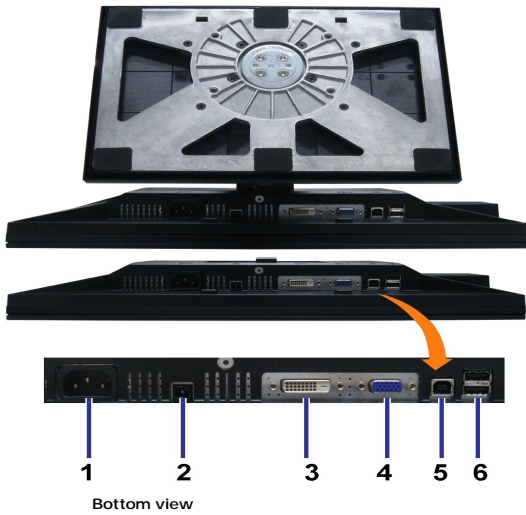
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## Side View



Label	Description
1	USB downstream ports

### Bottom View



Label	Description
1	AC power cord connector
2	Dell Soundbar power connector
3	DVI connector
4	VGA connector
5	USB upstream port
6	USB downstream ports

### Monitor Specifications

### Flat Panel Specifications

Screen type	Active matrix - TFT LCD
Panel type	TN
Screen dimensions	48.26 cm (19 inches viewable image size)
Preset display area:	408.24(H) X 255.15(V)
Horizontal	408.24 mm (16.08 inches)
Vertical	255.15 mm (10.05 inches)
Pixel pitch	0.2835 mm
Viewing angle	160° (vertical) typical, 160° (horizontal) typical
Luminance output	250 cd/m <sup>2</sup> (typical)
Contrast ratio	1000:1 (typical)
Dynamic contrast ratio	50,000:1 (max.)
Faceplate coating	Antiglare with hard-coating 3H
Backlight	CCFL (2) edgelight system
Response Time	5 ms typical
Color Gamut	80%*

\*[P1911] color gamut (typical) is based on CIE1976 (80%) and CIE1931 (72%) test standards.











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## Appendix

### Dell™ P1911 Flat Panel Monitor User's Guide


● [Safety Instructions](#)

● [FCC Notice \(U.S. Only\) and Other Regulatory Information](#)

● [Contacting Dell](#)

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## **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*.

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

For FCC notices and other regulatory information, see the regulatory compliance website located at: [http://www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).

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## 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:

1. Visit [support.dell.com](http://support.dell.com).
  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.
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## Help on PowerNap Installation

To install PowerNap successfully, follow these steps: -

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1. <i>Check Operating System Requirements</i>	<i>Windows XP, Windows Vista<sup>®</sup>, Windows<sup>®</sup> 7</i>
2. <i>Install Entech API</i>	<a href="#">Install</a>
3. <i>Install PowerNap Software</i>	<a href="#">Install</a>

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## Setting Up Your Monitor

### Dell™ P1911 Flat Panel Monitor

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#### **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 **1440 X 900** again.

 **NOTE:** If you are unable to set the resolution to 1440 x 900, please contact Dell™ to inquire about a Graphics Adapter that supports these resolutions.

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## Setting Up Your Monitor

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### If you have non Dell™ desktop, portable computer, or graphic card

In Windows XP:

1. Right-click on the desktop and click **Properties**.
2. Select the **Settings** tab.
3. Select **Advanced**.
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 **1440 X 900** again.

In Windows Vista® or Windows® 7:

1. Right-click on the desktop and click **Personalization**.
2. Click **Change Display Settings**.
3. Click **Advanced Settings**.
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 **1440 X 900** again.

 **NOTE:** If you are unable to set the resolution to 1440 x 900, please contact the manufacturer of your computer or consider purchasing a graphics adapter that support the video resolution of 1440 x 900.

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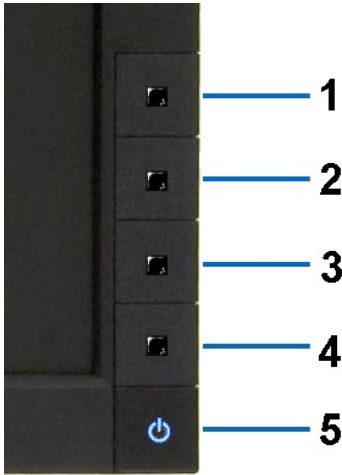
## Operating the Monitor

### Dell™ P1911 Flat Panel Monitor User's Guide





- [Using the Front Panel Controls](#)
  - [Using the On-Screen Display \(OSD\) Menu](#)
  - [PowerNap Software](#)
  - [Setting the Maximum Resolution](#)
  - [Using the Dell Soundbar \(Optional\)](#)
  - [Using the Tilt, Swivel, and Vertical Extension](#)
  - [Rotating the monitor](#)
  - [Adjusting the Rotation Display Settings of Your System](#)
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## 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/ Energy modes	Use this button to directly access the "Energy modes" menu.
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 <a href="#">Accessing the Menu System</a> .
4  Exit	Use this button to go back to the main menu or exit the OSD main menu.



5	 <b>Power</b> (with power light indicator)	<p>Use the Power button to turn the monitor on and off.</p> <p>The Blue LED indicates the monitor is on and fully functional. An amber LED indicates DPMS power save mode.</p>
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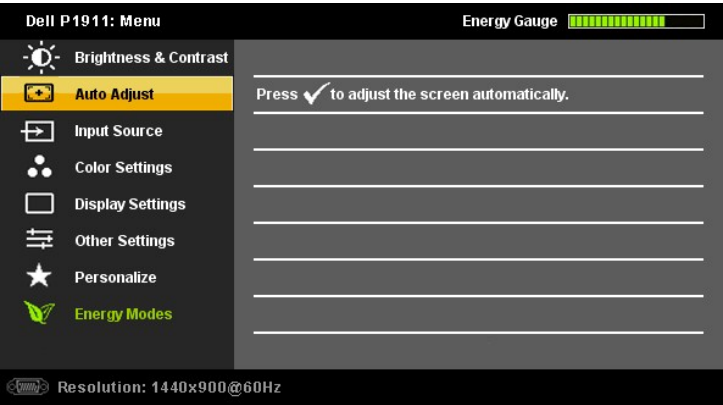
## Using the On-Screen Display (OSD) Menu

### 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.

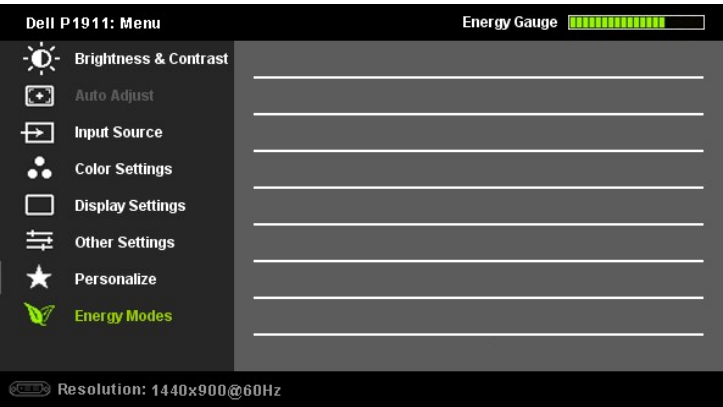
1. Press the MENU button to launch the OSD menu and display the main menu.

#### Main Menu for Analog (VGA) Input














or


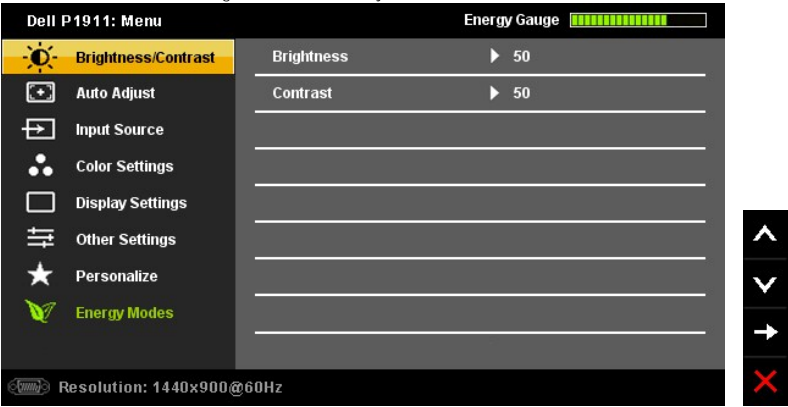




#### Main Menu for Digital (DVI-D) Input



**NOTE:** AUTO ADJUST is only available when you use the analog (VGA) connector.

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  or  button once to activate the highlighted option.
4. Press the  and  buttons to select the desired parameter.
5. Press  to enter the slide bar and then use the  or  button, according to the indicators on the menu, to make your changes.
6. Press the  button once to return to the main menu to select another option or press the  button two or three times to exit from the OSD menu.

Icon	Menu and	Description
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	Submenus	
	Energy Gauge	This meter shows the energy level being consumed by the monitor in real time. When the meter is green, it indicates the monitor consuming low energy level. When the energy consumed increases, the meter will change to yellow and subsequently red.
	Brightness/Contrast	<p>Use this menu to activate Brightness/Contrast adjustment.</p> 
	Brightness	<p>Brightness adjusts the luminance of the backlight.</p> <p>Press the  button to increase brightness and Press the  button to decrease brightness (min 0 ~ max 100).</p> <p><b>NOTE:</b> Brightness control will be greyed out during "Screen dim" in PowerNap option when screen saver is activated.</p>
	Contrast	<p>Adjust Brightness first, and then adjust Contrast only if further adjustment is necessary.</p> <p>Press the  button to increase contrast and Press 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.</p>

Vertical line 1

Vertical line 2

Vertical line 3

Vertical line 1

Vertical line 2

Vertical line 3

Vertical line 1

Vertical line 2

Vertical line 3

Vertical line 1

Vertical line 2

Vertical line 3

Vertical line 1

Vertical line 2

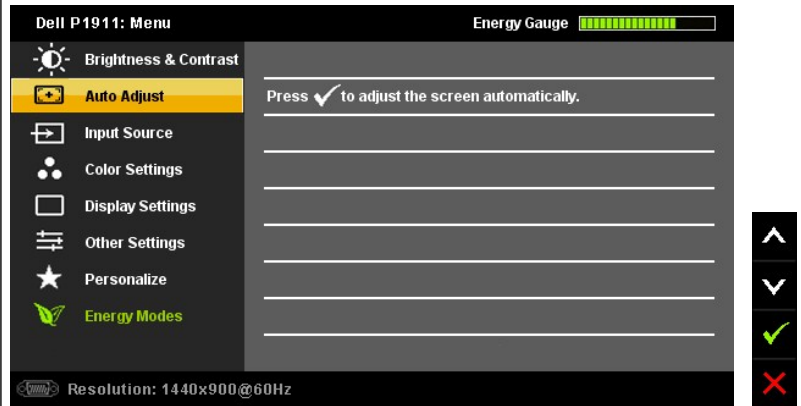
Vertical line 3



### AUTO ADJUST

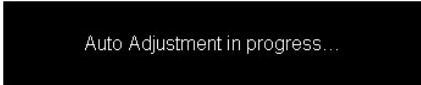
Even though your computer recognizes your monitor on startup, the Auto Adjustment function optimizes the display settings for your particular setup.

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 and Phase controls under Displays Settings.



The following dialog appears on a black screen as the monitor automatically adjusts to the current input:



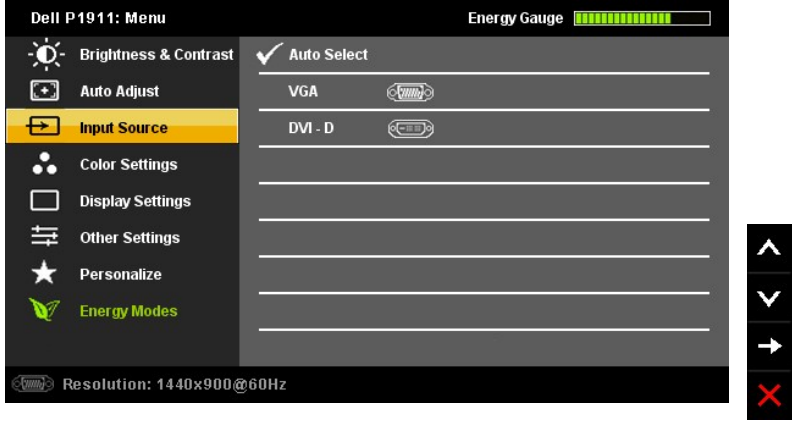


**NOTE:** In most cases, Auto Adjust produces the best image for your configuration.  
**NOTE:** AUTO ADJUST option is only available when you are using the analog (VGA) connector.



**INPUT SOURCE**

Use the INPUT SOURCE menu to select between different video signals that may be connected to your monitor.



**Auto Select**

Select Auto Select to scan for available input signals.



**VGA**

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



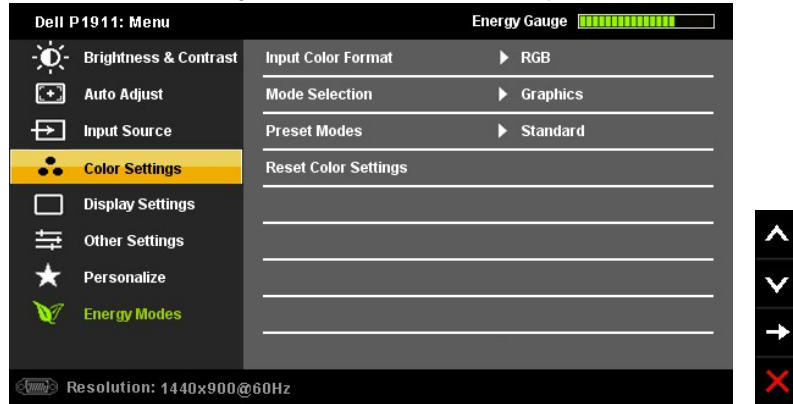
**DVI-D**

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



**Color Settings**

Use the 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**

Allows you to set the video input mode to:

- 1 **RGB:** Select this option if your monitor is connected to a computer or DVD player using the VGA and DVI cable or the HDI DVI adapter.
- 1 **YPbPr:** Select this option if your DVD player supports only YPbPr output.

**Mode Selection**



Allows you to set the display mode to:

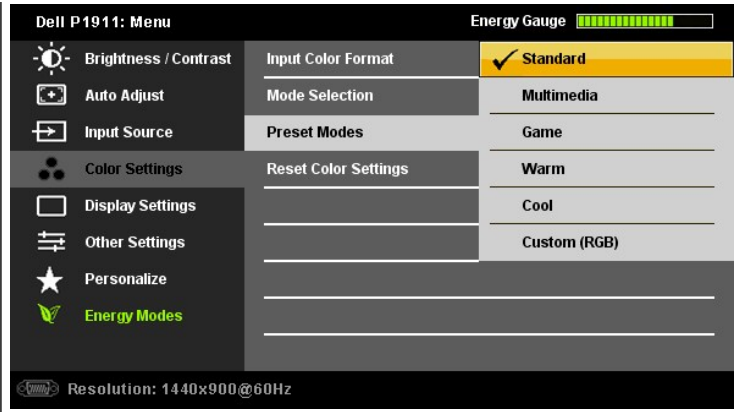
- 1 **Graphics:** Select this mode if your monitor is connected to your computer.
- 1 **Video:** Select this mode if your monitor is connected to a DVD player.

**NOTE:** Depending upon the Display Mode you select the Preset Modes available for your monitor changes.

**Preset Mode**

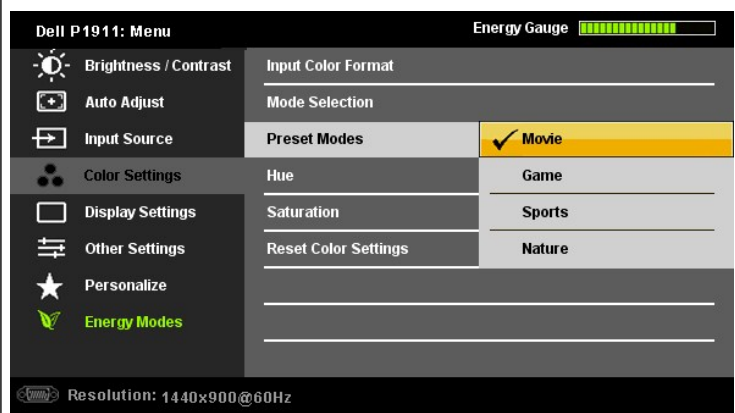
When you select **Graphics**, you can choose **Standard, Multimedia, Game, Warm, Cool, or Custom (RGB)**:










- 1 **Standard:** Loads the monitor's default color settings. This is the default preset mode.
- 1 **Multimedia:** Loads color settings ideal for multimedia applications.
- 1 **Game:** Loads color settings ideal for most gaming applications.
- 1 **Warm:** Increase the color temperature. The screen appears warmer with a red/yellow tint.
- 1 **Cool:** Decreases the color temperature. The screen appears cooler with a blue tint.
- 1 **Custom (R, G, B):** Allows you to manually adjust the color settings. Press the  and  buttons to adjust the Red, and Blue values and create your own preset color mode.

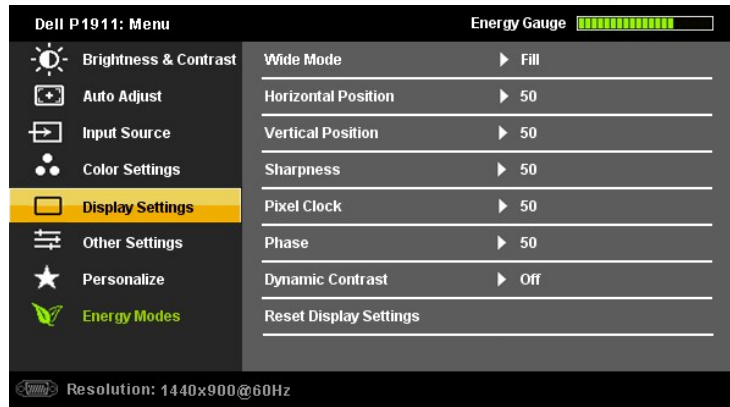


When you select **Video**, you can choose **Movie**, **Game**, **Sports**, or **Nature**:

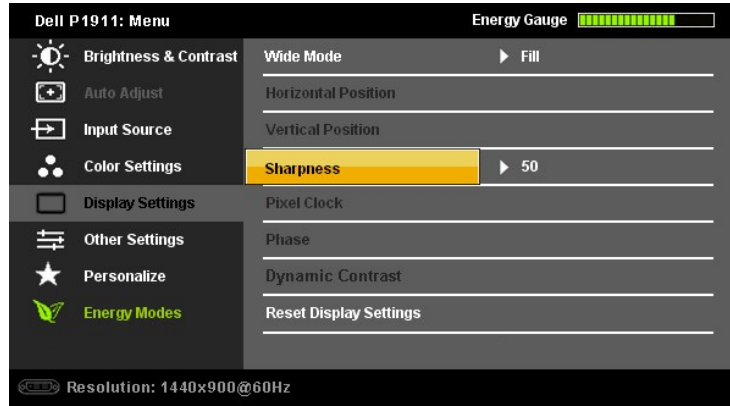
- 1 **Movie**: Loads color settings ideal for movies. This is the default preset mode.
- 1 **Game**: Loads color settings ideal for game.
- 1 **Sports**: Loads color settings ideal for sports.
- 1 **Nature**: Loads color settings ideal for nature.



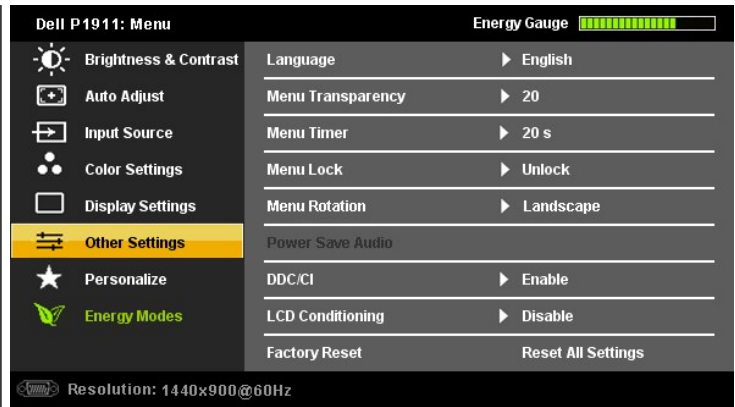
<p><b>Hue</b></p>	<p>This feature can shift color of video image to green or purple. This is used to adjust the desired flesh tone color. Use  or  to adjust the hue from '0' to '100'.</p> <p>Press  to increase the green shade of the video image</p> <p>Press  to increase the purple shade of the video image</p> <p><b>NOTE:</b> Hue adjustment is available only for video input.</p>
<p><b>Saturation</b></p>	<p>This feature can adjust the color saturation of the video image. Use  or  to adjust the saturation from '0' to '100'.</p> <p>Press  to increase the monochrome appearance of the video image</p> <p>Press  to increase the colorful appearance of the video image</p> <p><b>NOTE:</b> Saturation adjustment is available only for video input.</p>
<p><b>Reset Color Settings</b></p>	<p>Resets your monitor's color settings to the factory defaults.</p>
<p> <b>DISPLAY SETTINGS</b></p>	<p>Use the Display Settings to adjust image.</p> <p>Display Setting submenu for VGA input</p>





Display Setting submenu for DVI-D input



Wide Mode	Adjust the image ratio as 4:3 or full screen.
Horizontal Position	Use the  and  buttons to adjust image left and right. Minimum is '0' (-). Maximum is '100' (+). <b>NOTE:</b> When using a DVI source, the Horizontal Position setting is not available.
Vertical Position	Use the  and  buttons to adjust image up and down. Minimum is '0' (-). Maximum is '100' (+). <b>NOTE:</b> When using a DVI source, the Vertical Position setting is not available.
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 the  and  buttons 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.  <b>NOTE:</b> Pixel Clock and Phase Adjustments are only available for "VGA" input.
Dynamic Contrast	The Dynamic Contrast adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Nature Preset.  Use the  button to enable the Dynamic Contrast adjustment. Use the  button to disable the Dynamic Contrast adjustment. <b>NOTE:</b> Dynamic Contrast is not available (greyed out) in Energy Smart modes.
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 screen, and so on.



Language	Language option to set the OSD display to one of eight languages (English, Espanol, Français, Deutsch, Brazilian Portuguese, Russian, Simplified Chinese or Japanese).
Menu Transparency	This function is used to change the OSD background from opaque to transparent.
Menu Timer	OSD Hold Time: Sets the length of time the OSD will remain active after the last time you pressed a button. Use the  and  buttons to adjust the slider in 1 second increments, from 5 to 60 seconds.

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## Setting Up Your Monitor

### Dell™ P1911 Flat Panel Monitor

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### Setting the display resolution to 1440 X 900 (maximum)

For maximum display performance while using the Microsoft Windows operating systems, set the display resolution to 1440 X 900 pixels by performing the following steps:

In Windows XP:

1. Right-click on the desktop and click **Properties**.
2. Select the **Settings** tab.
3. Move the slider-bar to the right by pressing and holding the left-mouse button and adjust the screen resolution to **1440 X 900**.
4. Click **OK**.

In Windows Vista® or Windows® 7:

1. Right-click on the desktop and click **Personalization**.
2. Click **Change Display Settings**.
3. Move the slider-bar to the right by pressing and holding the left-mouse button and adjust the screen resolution to **1440 X 900**.
4. Click **OK**.

If you do not see **1440 X 900** 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 the provided directions:

**1: [If you have a Dell™ desktop or a Dell™ portable computer with internet access.](#)**

**2: [If you have non Dell™ desktop, portable computer, or graphic card.](#)**

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# Dell™ P1911 Flat Panel Monitor

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### [Setting the display resolution to 1440 X 900 \(maximum\)](#)

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## Setting Up the Monitor

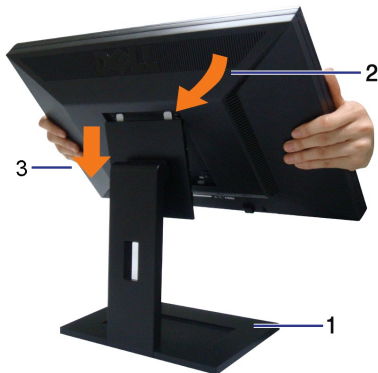
Dell™ P1911 Flat Panel Monitor User's Guide

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### 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 the OptiPlex™ USFF 780/ OptiPlex™ SFF 980 AIO stand is bought, please refer to the respective guide for set up instructions.



To attach the monitor stand:

1. Place the stand on a flat surface
  2. Fit the groove on the back of the monitor to the two tabs on the upper part of the stand.
  3. Lower the monitor so that the monitor mounting area snaps onto the stand.
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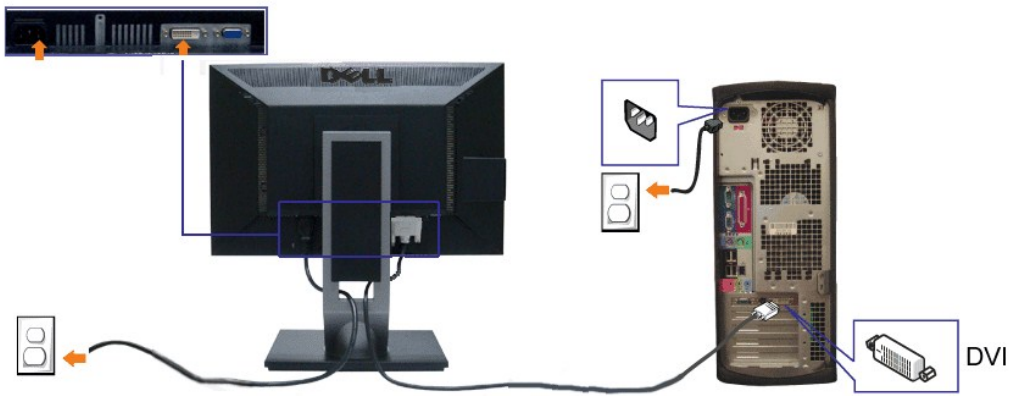
### Connecting Your Monitor

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

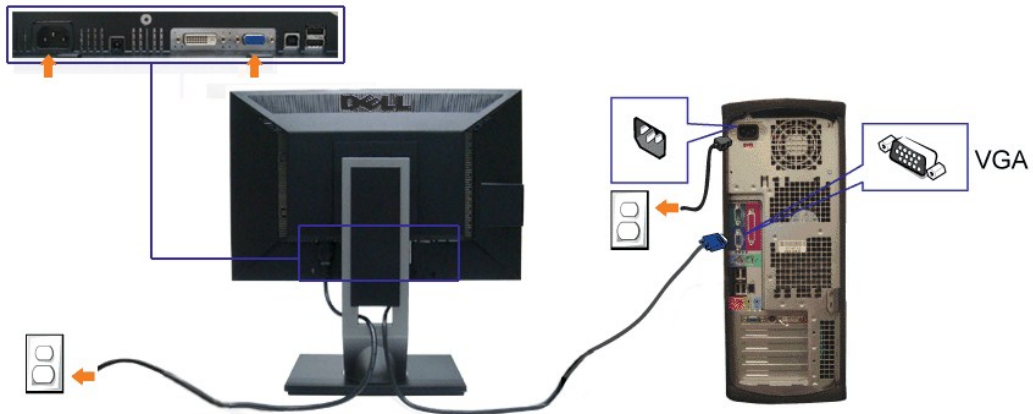
To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect either the white (digital DVI-D) or the blue (analog VGA) display connector cable to the corresponding video port on the back of your computer. Do not use both cables on the same computer. Use both the cables only when they are connected to two different computers with appropriate video systems.

#### Connecting the white DVI cable



### Connecting the blue VGA cable



**NOTE:** The Graphics are used for the purpose of illustration only. Appearance of the computer may vary.

### Connecting the USB cable

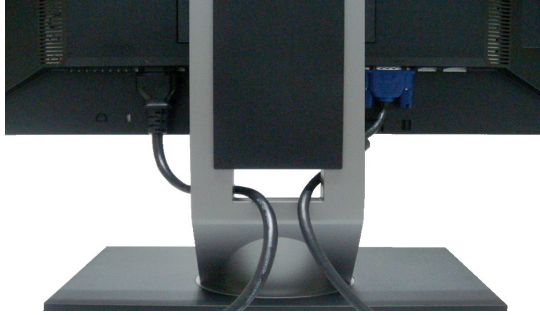
After you have completed connecting the DVI/VGA cable, follow the procedure below to connect the USB cable to the computer and complete your monitor setup:

1. Connect the upstream USB cable (cable supplied) to the monitor upstream port and then to the 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](#).
- Use the cable holder on the monitor stand to organize the cables.

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### Organizing Your Cables





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

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## Attaching the Dell Soundbar



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

**🔍 NOTE:** Soundbar Power Connector +12V DC output is for optional Dell Soundbar only.

1. Working from the rear of the monitor, attach the Soundbar aligning the two slots with the two tabs along the bottom rear of the monitor.
  2. Slide the Soundbar to the left until it snaps into place.
  3. Connect the soundbar to the Audio Power DC-out socket (see [bottom](#) view for details).
  4. Insert the lime-green mini stereo plug from the rear of the Soundbar into the computer's audio output jack.
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## Removing the Stand

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

**🔍 NOTE:** This is applicable for a monitor with a stand. When the OptiPlex™ USFF 780/ OptiPlex™ SFF 980 AIO stand is bought, please refer to the respective AIO stand setup guide for set up instructions.

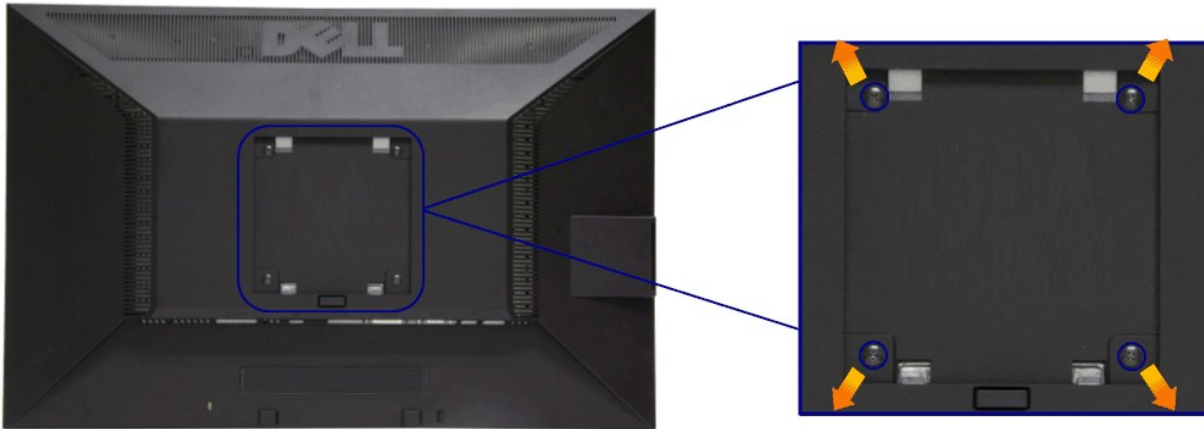


To remove the stand:

1. Rotate the stand to allow access to the stand release button.
2. Press and hold the Stand release button.
3. Lift the stand up and away from the monitor.

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## Wall Mounting (Optional)



(Screw dimension: M4 x 10 mm).

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

1. Place the monitor panel on a soft cloth or cushion on stable flat table.
2. Remove the stand
3. Use a screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall mounting kit to the LCD.
5. Mount the LCD on the wall by following the instructions that came with the base mounting kit.

 **NOTE:** For use only with UL Listed Wall Mount Bracket with minimum weight/load bearing capacity of 3.10 kg.

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## Troubleshooting

### Dell™ P1911 Flat Panel Monitor User's Guide

- [Troubleshooting Your Monitor](#)
- [Built-in Diagnostics](#)
- [Common Problems](#)
- [Product Specific Problems](#)
- [Universal Serial Bus Specific Problems](#)
- [Dell Soundbar Problems](#)

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

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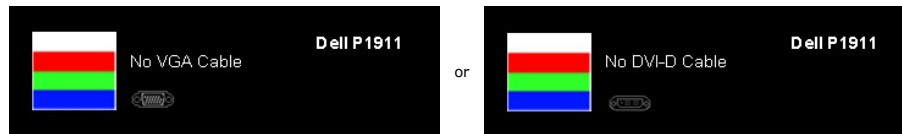
## Troubleshooting Your Monitor

### Self-Test Feature Check

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 both 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 and is working correctly. While in self-test mode, the power LED remains blue. Also, depending upon the selected input, one of the dialogs 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. The monitor will enter **Power Save Mode after 15 minutes** if left at this state.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

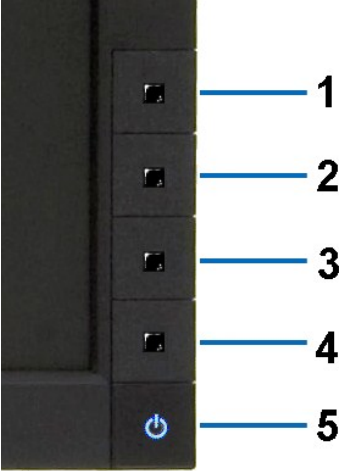
If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

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## 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 the **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 the **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 screens.

The test is complete when the white screen appears. To exit, press the **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"> <li>1 Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>1 Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>1 Ensure that the power button is depressed fully.</li> <li>1 Ensure that the correct input source is selected via the <a href="#">Input Source Select</a> button.</li> </ul>
No Video/Power LED on	No picture or no brightness	<ul style="list-style-type: none"> <li>1 Increase brightness &amp; contrast controls via OSD.</li> <li>1 Perform monitor self-test feature check.</li> <li>1 Check for bent or broken pins in the video cable connector.</li> <li>1 Run the built-in diagnostics.</li> <li>1 Ensure that the correct input source is selected via the <a href="#">Input Source Select</a> button.</li> </ul>
Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> <li>1 Perform Auto Adjust via OSD.</li> <li>1 Adjust the Phase and Pixel Clock controls via OSD.</li> <li>1 Eliminate video extension cables.</li> <li>1 Reset the monitor to Factory Settings.</li> <li>1 Change the video resolution to the correct aspect ratio (16:10).</li> </ul>
Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none"> <li>1 Perform Auto Adjust via OSD.</li> <li>1 Adjust the Phase and Pixel Clock controls via OSD.</li> <li>1 Reset the monitor to Factory Settings.</li> <li>1 Check environmental factors.</li> <li>1 Relocate the monitor and test in another room.</li> </ul>
Missing Pixels	LCD screen has spots	<ul style="list-style-type: none"> <li>1 Cycle power on-off.</li> <li>1 Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>1 For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://support.dell.com">support.dell.com</a>.</li> </ul>
Stuck-on Pixels	LCD screen has bright spots	<ul style="list-style-type: none"> <li>1 Cycle power on-off.</li> <li>1 Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>1 For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://support.dell.com">support.dell.com</a>.</li> </ul>
Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none"> <li>1 Reset the monitor to Factory Settings.</li> <li>1 Auto Adjust via OSD.</li> <li>1 Adjust brightness &amp; contrast controls via OSD.</li> </ul>
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none"> <li>1 Reset the monitor to Factory Settings.</li> <li>1 Auto Adjust via OSD.</li> <li>1 Adjust Horizontal Position&amp; Vertical Position controls via OSD.</li> </ul> <p><b>NOTE:</b> When using DVI-D input, the positioning adjustments are not available.</p>
Horizontal/Vertical Lines	Screen has one or more	<ul style="list-style-type: none"> <li>1 Reset the monitor to Factory Settings.</li> <li>1 Perform Auto Adjust via OSD.</li> </ul>

	lines	<ul style="list-style-type: none"> <li>1 Adjust Phase and Pixel Clock controls via OSD.</li> <li>1 Perform monitor self-test feature check and determine if these lines are also in self-test mode.</li> <li>1 Check for bent or broken pins in the video cable connector.</li> <li>1 Run the built-in diagnostics.</li> </ul> <p><b>NOTE:</b> When using DVI-D input, the Pixel Clock and Phase adjustments are not available.</p>
Synchronization Problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> <li>1 Reset the monitor to Factory Settings.</li> <li>1 Perform Auto Adjust via OSD.</li> <li>1 Adjust Phase and Pixel Clock controls via OSD.</li> <li>1 Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode.</li> <li>1 Check for bent or broken pins in the video cable connector.</li> <li>1 Restart the computer in the <i>safe mode</i>.</li> </ul>
Safety Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>1 Do not perform any troubleshooting steps.</li> <li>1 Contact Dell immediately.</li> </ul>
Intermittent Problems	Monitor malfunctions on & off	<ul style="list-style-type: none"> <li>1 Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>1 Reset the monitor to Factory Settings.</li> <li>1 Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>
Missing Color	Picture missing color	<ul style="list-style-type: none"> <li>1 Perform monitor self-test feature check.</li> <li>1 Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>1 Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong Color	Picture color not good	<ul style="list-style-type: none"> <li>1 Change the Color Setting Mode in the Color Settings OSD to Graphics or Video depending on the application.</li> <li>1 Try different Color Preset Settings in Color Settings OSD. Adjust R/G/B value in Color Settings OSD if the Color Management is turned off.</li> <li>1 Change the Input Color Format to PC RGB or YPbPr in the Advance Setting OSD.</li> <li>1 Run the built-in diagnostics.</li> </ul>
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"> <li>1 Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see <a href="#">Power Management Modes</a>).</li> <li>1 Alternatively, use a dynamically changing screensaver.</li> </ul>

## 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"> <li>1 Check the Scaling Ratio setting in Image Setting OSD</li> <li>1 Reset the monitor to Factory Settings.</li> </ul>
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	<ul style="list-style-type: none"> <li>1 Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor.</li> </ul>
No Input Signal when user controls are pressed	No picture, the LED light is green. When you press "+", "-", or "Menu" key, the message "No S-Video input signal", or "No Composite input signal", or "No Component input signal" appears	<ul style="list-style-type: none"> <li>1 Check the signal source. Ensure the Computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.</li> <li>1 Check to make sure Video Source to S-Video, Composite or Component is powered and playing video media.</li> <li>1 Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.</li> <li>1 Reset the computer or video player.</li> </ul>
The picture does not fill the entire screen.	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> <li>1 Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>1 Run the built-in diagnostics.</li> </ul>

 **NOTE:** When choosing DVI-D mode, the **Auto Adjust** function will not be available.

## Universal Serial Bus (USB) Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none"> <li>1 Check that your monitor is turned ON.</li> <li>1 Reconnect the upstream cable to your computer.</li> <li>1 Reconnect the USB peripherals (downstream connector).</li> <li>1 Switch off and then turn on the monitor again.</li> <li>1 Reboot the computer.</li> <li>1 Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.</li> </ul>
High Speed USB 2.0 interface is slow.	High Speed USB 2.0 peripherals working slowly or not working at all	<ul style="list-style-type: none"> <li>1 Check that your computer is USB 2.0-capable.</li> <li>1 Some computers have both USB 2.0 and USB 1.1 ports. Ensure that the correct USB port is used.</li> <li>1 Reconnect the upstream cable to your computer.</li> <li>1 Reconnect the USB peripherals (downstream connector).</li> <li>1 Reboot the computer.</li> </ul>

## Dell™ Soundbar Problems

Common Symptoms	What You Experience	Possible Solutions
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No Sound	No power to Soundbar - the power indicator is off	<ul style="list-style-type: none"> <li>1 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.</li> <li>1 Confirm that the power cable from the Soundbar is plugged into the adapter.</li> </ul>
No Sound	Soundbar has power - power indicator is on	<ul style="list-style-type: none"> <li>1 Plug the audio line-in cable into the computer's audio out jack.</li> <li>1 Set all Windows volume controls to their maximum</li> <li>1 Play some audio content on the computer (i.e. audio CD, or MP3).</li> <li>1 Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting.</li> <li>1 Clean and reseat the audio line-in plug.</li> <li>1 Test the Soundbar using another audio source (i.e. portable CD player).</li> </ul>
Distorted Sound	Computer's sound card is used as the audio source	<ul style="list-style-type: none"> <li>1 Clear any obstructions between the Soundbar and the user.</li> <li>1 Confirm that the audio line-in plug is completely inserted into the jack of the sound card.</li> <li>1 Set all Windows volume controls to their midpoints.</li> <li>1 Decrease the volume of the audio application.</li> <li>1 Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting.</li> <li>1 Clean and reseat the audio line-in plug.</li> <li>1 Troubleshoot the computer's sound card.</li> <li>1 Test the Soundbar using another audio source (i.e. portable CD player).</li> </ul>
Distorted Sound	Other audio source is used	<ul style="list-style-type: none"> <li>1 Clear any obstructions between the Soundbar and the user.</li> <li>1 Confirm that the audio line-in plug is completely inserted into the jack of the audio source.</li> <li>1 Decrease the volume of the audio source.</li> <li>1 Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting.</li> <li>1 Clean and reseat the audio line-in plug.</li> </ul>
Unbalanced Sound Output	Sound from only one side of Soundbar	<ul style="list-style-type: none"> <li>1 Clear any obstructions between the Soundbar and the user.</li> <li>1 Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source.</li> <li>1 Set all Windows audio balance controls (L-R) to their midpoints.</li> <li>1 Clean and reseat the audio line-in plug.</li> <li>1 Troubleshoot the computer's sound card.</li> <li>1 Test the Soundbar using another audio source (i.e. portable CD player).</li> </ul>
Low Volume	Volume is too low	<ul style="list-style-type: none"> <li>1 Clear any obstructions between the Soundbar and the user.</li> <li>1 Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting.</li> <li>1 Set all Windows volume controls to their maximum.</li> <li>1 Increase the volume of the audio application.</li> <li>1 Test the Soundbar using another audio source (i.e. portable CD player).</li> </ul>

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