#### **Dell™ P2210 SFF AIO Flat Panel Monitor User's Guide**

About Your Monitor

Setting Up the Monitor

Operating the Monitor

Troubleshooting

<u>Appendix</u>

#### Notes, Cautions, and Warnings



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.



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

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P2210f

28 August 2009 Rev. A01

### **About Your Monitor**

**Dell™ P2210 SFF AIO Flat Panel Monitor User's Guide** 

- Package Contents
- Product Features
- Identifying Parts and Controls
- Monitor Specifications
- Plug and Play Capability
- Universal Serial Bus (USB) Interface
- LCD Monitor Quality and Pixel Policy
- Maintenance Guidelines

## **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.





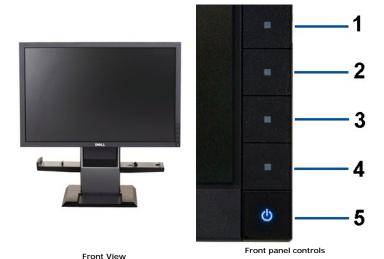
#### **Product Features**

The P2210 SFF AIO flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD). The monitor features include:

- 22-inch (558.68 mm) viewable area display (Measured diagonally) .
- $\blacksquare$  1680 x 1050 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 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.
- Retractable label card allows convenient access to monitor serial number for technical support and easily hidden away providing label-free clean look.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Software and documentation media includes an information file (INF), Image color Matching File (ICM), and product documentation.
- Energy Saver feature for Energy Star compliance.
- Security lock slot on monitor and stand.
- Asset Management Capabilities.
- Capability to switch from wide aspect to standard aspect ratio while maintaining the image quality.
- Halogen Reduced
- Monitor stand integrating a Dell OptiPlex™960 Small Form Factor computer, cable cover and monitor in an All-In-One configuration.
- Single step auto engagement and removal of computer and cable cover from the monitor stand.
- Provision of screw holes below stand base allow desktop mounting for added security.
- Lockable cable cover helps cable arrangement and prevents cable theft.
- Cable management clip on the back of stand to route cables.

### **Identifying Parts and Controls**

#### Front View



Label	Description
1	Preset Modes (default, but configurable)
2	Brightness & Contrast (default, but configurable)
3 Menu	
4	Exit

#### **Back View**



Label Description Use VESA mounting holes (100 mm x 100 mm behind attached base plate) Wall mount monitor using VESA compatible wall mount kit (100 mm x 100 mm) 2 Release stand from monitor Stand removal button 3 Security lock slot Secures monitor with security cable lock 4 Dell Soundbar mounting brackets Attaches the optional Dell Soundbar. 5 Information mark Help locating regulatory and barcode labels 6 Auto retractable handle Enable full monitor and computer system transportability. Unlock switch Releases computer and cable cover from stand. 8 Cable management clip Organizes cables Stand security lock slot Secures computer and cable cover with security lock

#### **Label Card View**

NOTE: Monitor shipped with label card fully inserted in USB compartment. Pull out the label card to access the barcode serial number label and regulatory rating label.



Back View with label card pulled out



Front View with label card pulled out

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

## Side View



 Label
 Description
 Use

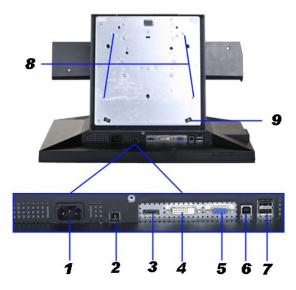
 1
 USB downstream ports
 Connect your USB devices.

 2
 Label card
 Provide clean monitor back view when reference to labels is not required.

Right view

## **Bottom View**

Left view



Bottom view

Bottom view with monitor stand

Label	Description	Use		
1	AC power cord connector	Connect the power cable		
2	DC power connector for Dell Soundbar.	or for Dell Soundbar. Connect the power cord for the soundbar (optional)		
3	DisplayPort connector	Connect your computer DP cable		
4	4 DVI connector Connect your computer DVI cable			
5	VGA connector	Connect your computer VGA cable		
6	USB upstream port	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.		
7	USB downstream ports	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.		
8	Desktop mount screw holes (4x)	To mount stand on desktop for added security		
9	Swivel rollers	To swivel monitor		



**Top View** 

\_\_\_\_

Label	Description	Use
1	Computer alignment feature Matches the front contour of computer.	
2 Chassis hooks Locks computer onto stand.		
3	3 Hook trigger Detects when computer is on stand and engage chassis hooks.	
4	Computer platform Supports computer and cable cover on stand.	
5	Cable cover latch Release cable cover from stand.	
6	Computer alignment ramp	Matches the rear edge of computer.

# **Monitor Specifications**

## **Flat Panel Specifications**

Screen type	Active matrix - TFT LCD	
Panel type	TN	
Screen dimensions	22 inches (22-inch viewable image size)	
Preset display area:	473.76(H)X296.1(V)	
Horizontal	473.76 mm (18.7 inches)	
Vertical	296.1 mm (11.7 inches)	
Pixel pitch	0.282 mm	
	160° (vertical) typical	
Viewing angle	170° (horizontal) typical	
Luminance output	250 CD/m² (typical)	
Contrast ratio	1000 to 1 (typical), 10000 to 1 (typical Dynamic Contrast On)	
Faceplate coating	Antiglare with hard-coating 3H	
Backlight	2-CCFL edge light system	
Response Time	5ms panel typical	
Color depth	16.7 million colors	
Color Gamut	83%*	

 $<sup>^{\</sup>star}\mbox{[P2210 SFF AIO color gamut (typical) is based on CIE1976 (83%) and CIE1931 (72%) test standards.}$ 

#### **Appendix**

Dell™ P2210 SFF AIO Flat Panel Monitor User's Guide

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

# **^**CAUTION: 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 <a href="https://www.deil.com/regulatory">www.deil.com/regulatory</a> 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:

- 1. Visit 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.

Back to Contents Page

# Setting Up Your Monitor Dell™ P2210 SFF AIO Flat Panel Monitor

# 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 **1680x1050** again.

**MOTE**: If you are unable to set the resolution to 1680x1050, please contact Dell™ to inquire about a Graphics Adapter that supports these resolutions.

# Setting Up Your Monitor Dell™ P2210 SFF AIO Flat Panel Monitor

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

- 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, <a href="http://www.ATI.com">http://www.NVIDIA.com</a>).
- $\textbf{6. After installing the drivers for your Graphics Adapter, attempt to set the resolution to \textbf{1680X1050} again.}\\$

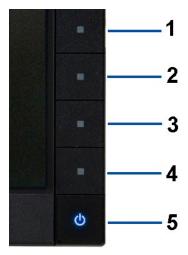
NOTE: If you are unable to set the resolution to 1680x1050, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 1680x1050.

# Operating the Monitor Dell™ P2210 SFF AIO Flat Panel Monitor User's Guide

- Using the Front Panel Controls
- Using the On-Screen Display (OSD) Menu
- Setting the Maximum Resolution
- Using the Dell Soundbar (Optional)
- Operating the Adjustable Stand

## **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.



	Front panel Button	Description
1	Shortcut key/ PresetModes	Use Preset Modes to set the display mode to Graphics or Video according to the input signal. Select Graphics if you are connecting a computer to your monitor; Select Video if you are connecting a DVD player, STB, or VCR player to your monitor.
2	Shortcut key / Brightness/Contrast	Use this button to directly access the "Brightness/Contrast" menu or to increase the values of the selected menu option.
3	Menu	Use the MENU button to launch the on-screen display (OSD) and select the OSD Menu. See Accessing the Menu System.
4	Exit	Use this button to go back to the main menu or exit the OSD main menu.
5	ტ	Use the Power button to turn the monitor on and off.

The Blue LED indicates the monitor is on and fully functional. An amber LED indicates DPMS power save mode.

## Using the On-Screen Display (OSD) Menu

#### Accessing the Menu System

U

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.

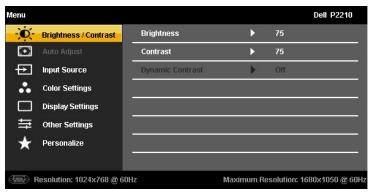
#### Main Menu for analog (VGA) Input





or

#### Main Menu for digital (DVI) Input





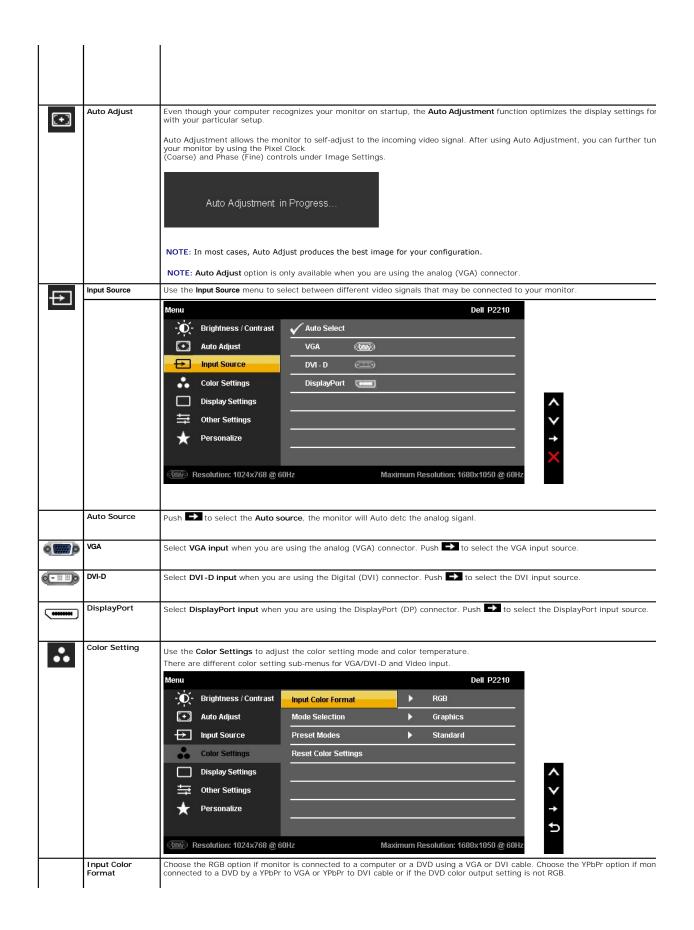
or

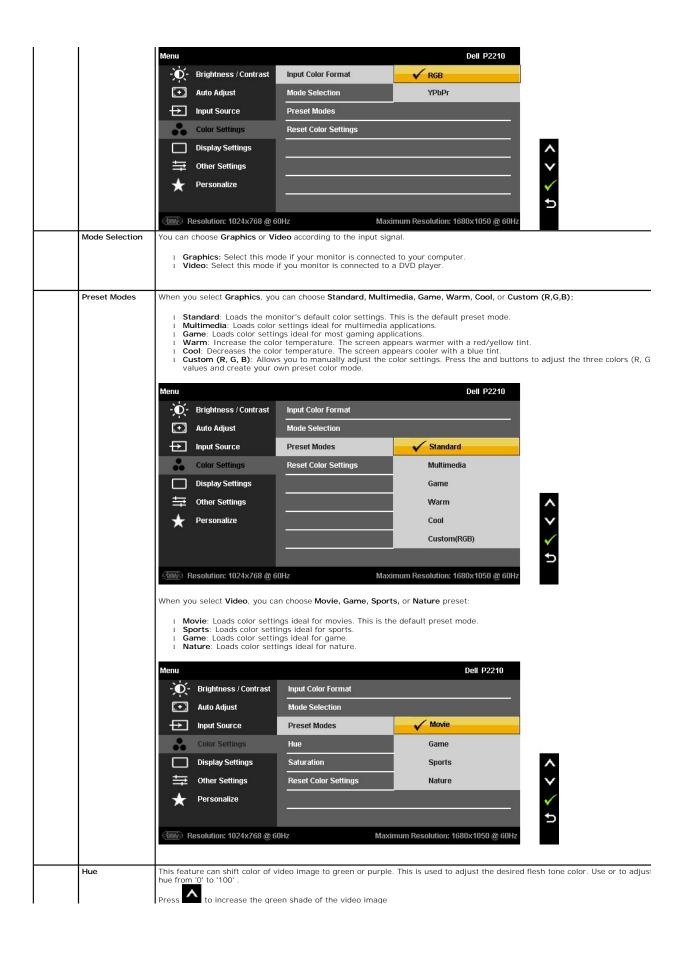
Main Menu for display (DP) Input

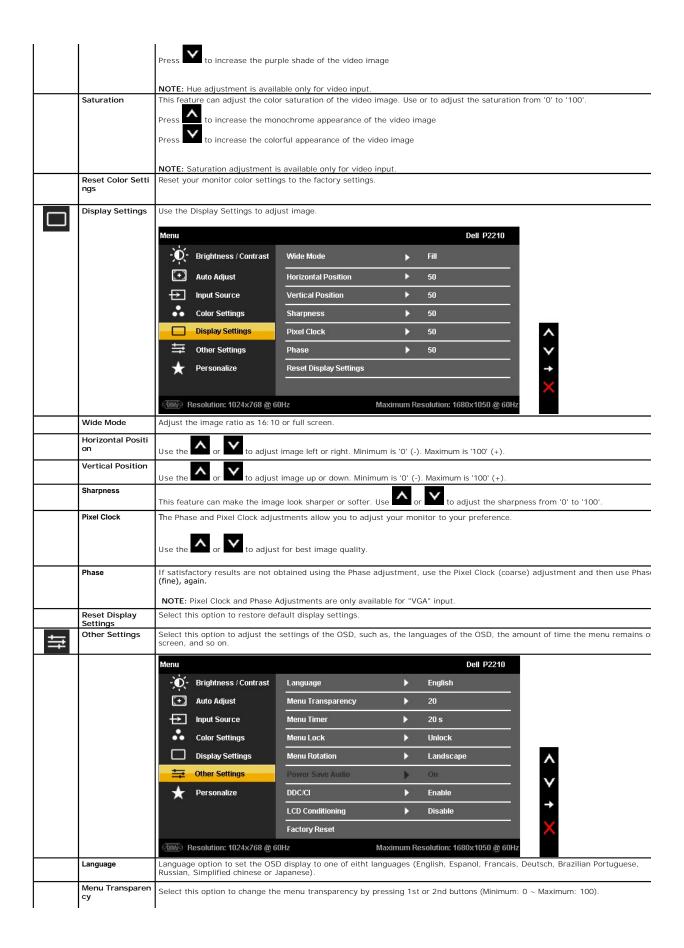


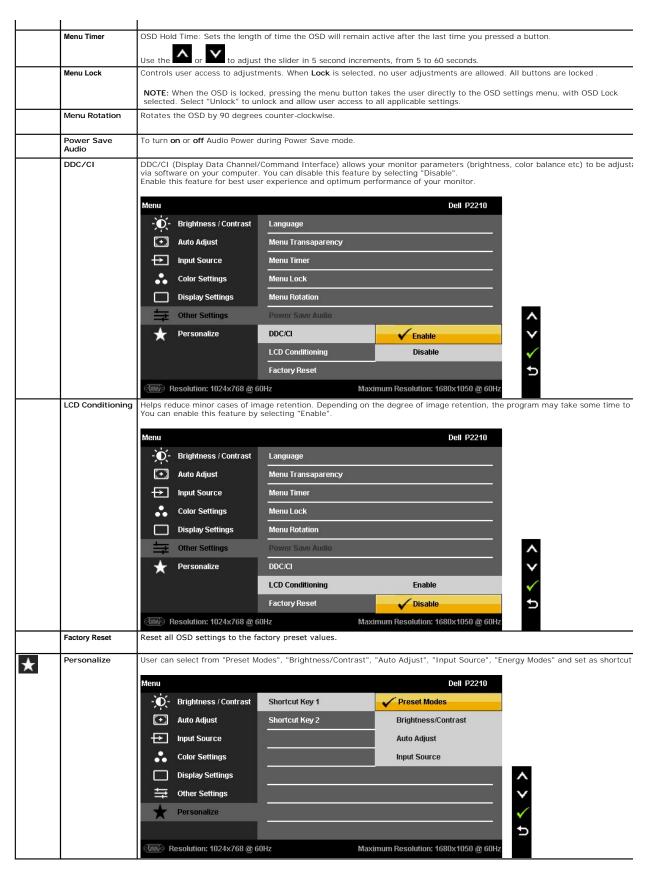
- NOTE: AUTO ADJUST is only available when you use the analog (VGA) connector.
  - 2. Push the and buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
  - 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 buttons, according to the indicators on the menu, to make your changes.
  - 6. Select the option to return to the main menu or exit the OSD menu.

n	Menu and Submenus	Description
<b>(</b> -	Brightness/Contrast	Use This menu to activate Brightness/Contrast adjustment.
y.		Contrast  50
	Brightness	Brightness adjusts the luminance of the backlight.  Push the button to increase brightness and push the button to decrease brightness (min 0 ~ max 100).
	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.
	Dynamic Contrast	Dynamic Contrast adjusts the contrast ratio to 10000:1.









#### **OSD** Warning Messages

Dynamic Contrast Feature is offered in Game, Movie, Sport and Nature Mode only. When switching from these modes to other modes, Dynamic Contrast feature will be disabled.



When Dynamic Contrast Feature is enabled (in these modes: Game, Movie, Sport and Nature), the manual brightness adjustment is disabled

MESSAGE		Dell P2210
To allow manual adjustment of brigh switched off. Do you want to continue?	ntness, the Dynamic Contrast will be	
	Yes	

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

MESSAGE	Dell P2210
The current input timing is not supported by the monitor display.	
Please change your input timing to 1680x1050@60Hz or any other monitor listed	
timing as per the monitor specifications.	
(mm)	

This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See  $\underline{\text{Monitor Specifications}}$  for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 1680 x 1050.

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

WARNING MESSAGE		Dell P2210
The function of adjusting display setting	ng using PC application will b	e disabled.
Do you wish to disable DDC/Cl function	n?	
	No	
	Yes	

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:



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.



See Solving Problems for more information.

#### **Setting the Maximum Resolution**

To set the Maximum resolution for the monitor:

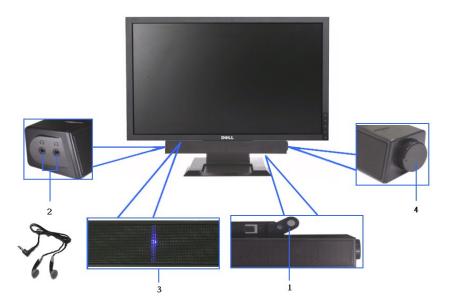
- Right-click on the desktop and select **Properties**.
   Select the **Settings** tab.
   Set the screen resolution to 1680 x 1050.

- 4. Click OK.

If you do not see 1680 x 1050 as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

### 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
- Power indicator
- 4. Power/Volume control

### Operating the Adjustable Stand

#### **Tilt Adjustment**

Viewing angle can be adjusted 4° forwards and 21° backwards for viewing comfort.



## **Height Adjustment**

Stand extends vertically 90mm for viewing comfort.



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

## **Swivel Adjustment**

Swivel the monitor for viewing comfort.



**NOTE**: The stand will lost the swivel functionality if the stand is mounted to desktop surface.

## **Setting Up Your Monitor**

**Dell™ P2210 SFF AIO Flat Panel Monitor** 

### Setting the display resolution to 1680x1050 (maximum)

For optimal display performance while using the Microsoft Windows operating systems, set the display resolution to 1680 x 1050 pixels by performing the following steps:

- 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 left-mouse button and adjust the screen resolution to 1680 X1050.
- 4. Click OK.

If you do not see 1680x1050 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: <u>If you have a non Dell™ desktop, portable computer, or graphics card.</u>

### **Dell™ P2210 SFF AIO Flat Panel Monitor**

User Guide

Setting the display resolution to 1680x1050(maximum)

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P2210f

28 August 2009 Rev. A01

#### Back to Contents Page

#### Setting Up the Monitor

Dell™ P2210 SFF AIO Flat Panel Monitor For Dell OptiPlex™960 SFF Computer

- Cable Connections on the Back of the Monitor and the Computer
- Removing the Cable Cover and the Computer from the Stand
- Detaching the Monitor from the Stand
- Attaching the Dell Soundbar (optional)

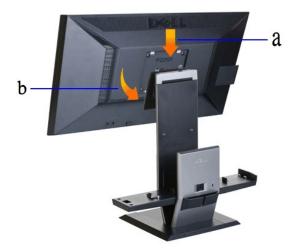
#### Cable Connections on the Back of the Monitor and the Computer

#### 1.Attach the monitor to the stand



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

- a. Fit the groove on the back of the monitor onto the two tabs on the stand.b. Lower the monitor until it locked in to place on the stand.



2. Verify if the hook triggers are at extended position before mounting the OptiPlex 960 SFF (small-form-factor) computer to the stand



NOTE: The hooks trigger are extended when the stand is shipped from the factory.

If the trigger hooks are at locked down position

- a. Slide the unlock switch to the right.b. The hook triggers will be released to the extended position.



3.Place the OptiPlex 960 SFF (small-form-factor) computer on the stand with the back of the computer resting on the step

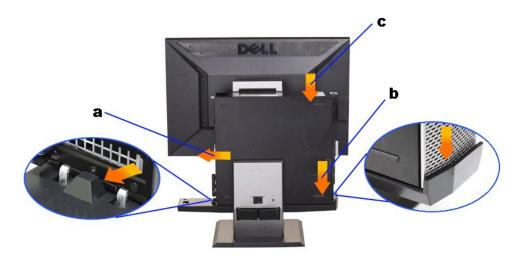


- 4. Engage the OptiPlex 960 SFF (small-form-factor) computer to the stand auto locking mechanism.

  - Toe-in the computer towards the chassis hooks until it reaches the alignment ramp.

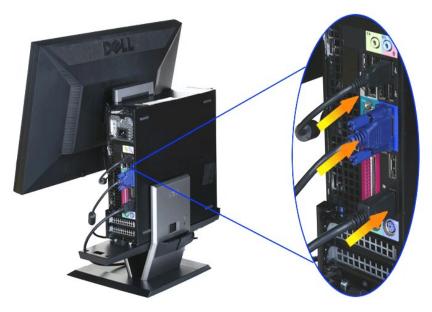
    Lower the front side of computer within the alignment feature.

    Press on the front edge of computer until the auto chassis hooks lock the OptiPlex 960 SFF (small-form-factor) computer to the stand.



5.Connect the blue Analog (VGA) cable or DP(optional purchase) cable and the USB cable to the computer.

NOTE: This blue Analog (VGA) cable is shipped attached to the monitor.



 $\ensuremath{\text{6.Connect}}$  the power cables to the monitor and the computer.

NOTE: The monitor power cable and the Cable Cover are shipped with the monitor.

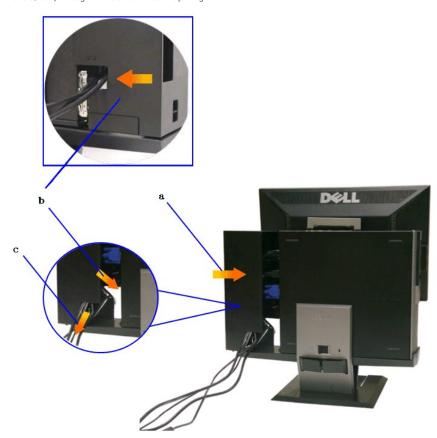


7. Connect the keyboard, mouse and other cables to the computer.

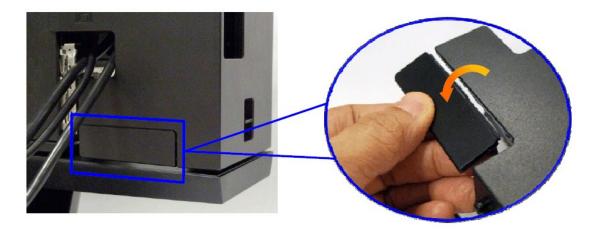


### $8. To \ route \ the \ cables \ through \ the \ cable \ cover \ openings.$

- a. Hold the cable cover close to the computer
  b. Route the cables connected to the monitor (power, USB and VGA cables) through the cable cover front opening.
  c. Route the computer power cables, monitor power cables any other cables that connect to the computer (mouse, keyboard, network, printer, external audio, etc.) through the cable cover back opening.



NOTE: For computer system installed with add-on video card that requires the use of video dongles, remove "breakaway piece" by breaking it along the outline.



Remove "breakaway piece" by breaking it along the outline.

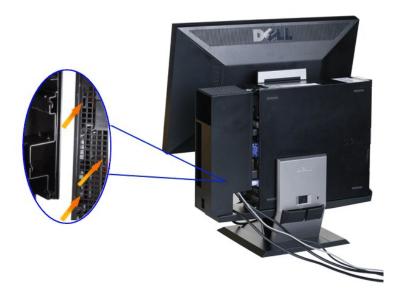


Dongle route through the new opening

List of video dongles for Optiplex SFF computer

Video Dongle	Video Card	
DMS 59 to dual DVI dongle (included)	25/A42 ATL DADSON UD 0450	
DMS 59 to dual VGA dongle (included)	256MB ATI RADEON HD 3450	
DP to DVI dongle (2 included)	256MB ATI RADEONHD3470	
DP to DVI dongle (optional)	Integrated Display Port	

9.Install the back cover to the computer back panel by engaging the 3 hooks on the cable cover to the 3 slots on the computer back panel. Be careful not to disconnect any cable.



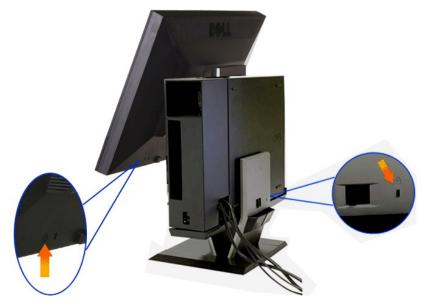
10. Press down the cable cover lock switch to lock the cable cover to the stand.



11. Use the cable management clip to neatly organize all the cables as shown below.



12. Install security locks to the computer and the monitor (Optional)



13. Plug the power cables of the computer and the monitor into a nearby outlet.



#### 14. Power on both the monitor and the computer.

If your monitor displays an image, installation is complete. If it does not display an image, see <u>Troubleshooting</u>.



Removing the Cable Cover and the OptiPlex 960 SFF (small-form-factor) Computer from the Stand

1. Unplug the power cables of the monitor and the computer.



2.Release the cable cover and the OptiPlex 960 SFF (small-form-factor) computer from the stand.

- Remove the optional security lock on stand (if used).
   Slide the unlock switch to the right to unlock the cable cover and the OptiPlex 960 SFF (small-form-factor) computer from the stand.



- Remove the cables from the cable management clip.
   Lift and remove the cable cover from the computer and the stand.



- Unplug all cables from the computer.Lift and remove the OptiPlex 960 SFF (small-form-factor) computer from the stand.



## **Detaching the Monitor from the Stand**



NOTE: This monitor is VESA compliant for wall mounting, and detaching the monitor from the stand is necessary.

1. Press the stand removal button to release the monitor from the stand.



#### 2. Remove the monitor from the stand.

- a. Pull away the bottom of the monitor from the stand.b. Lift the monitor away from the stand.



## Attaching the Dell Soundbar (optional)



- CAUTION: Do not use the soundbar power connector with any other device.
- 1. Attach the Soundbar by aligning the two slots on the Soundbar with the two tabs on the bottom of the monitor.
- 2. Slide the Soundbar to the left until it snaps in to place.
- 3. Plug in the power cord from the Soundbar in to the connector on the back of the monitor.
- 4. Insert the green stereo plug from the Soundbar in to your computer's audio output connector.
- NOTE: Soundbar Power Connector +12V DC output is optional .
- CAUTION: Do not use with any device other than Dell Soundbar .

## **Troubleshooting**

#### **Dell™ P2210 SFF AIO Flat Panel Monitor**

- Self-Test
- Built-in Diagnostics
- Common Problems
- Product Specific Problems
- Universal Serial Bus Specific Problems
- Dell Soundbar Problems

**MARNING:** Before you begin any of the procedures in this section, follow the <u>Safety Instructions</u>

#### **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:

- Turn off both your computer and the monitor.
  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.
- 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 green. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.



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

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



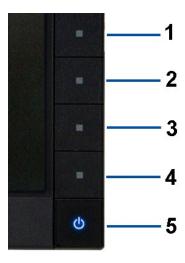
NOTE: Self test feature check is not available for S-Video, Composite, and Component video modes.

#### **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:

- Ensure that the screen is clean (no dust particles on the surface of the screen).

  Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode. Press and hold the **Button 1** and **Button 4** on the front panel, simultaneously for 2 seconds. A gray screen appears. Carefully inspect the screen for abnormalities. Press the **Button 4** on the front panel again. The color of the screen changes to red. Inspect the display for any abnormalities.

  Repeat steps 5 and 6 to inspect the display in green, blue, and white colored screens. 1. 2. 3. 4. 5.

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	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.
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.
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.     Run the built-in diagnostics.
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.     Run the built-in diagnostics.
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 brightness & contrast controls via OSD.
		NOTE: When using '2: DVI-D', 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. Adjust Phase and Pixel Clock controls via OSD.

		Perform monitor self-test feature check and determine if these lines are also in self-test mode.     Check for bent or broken pins in the video cable connector.     Run the built-in diagnostics.  NOTE: When using '2: DVI-D', the Pixel Clock and Phase adjustments are not available.
Synchronization Problems	Screen is scrambled or appears torn	3
Safety Related Issues	Visible signs of smoke or sparks	Do not perform any troubleshooting steps.     Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.     Reset the monitor to Factory Settings.     Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing Color	Picture missing color	Perform monitor self-test feature check. Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	Change the Color Setting Mode in the Color Settings OSD to Graphics or Video depending on the application. 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. Change the Input Color Format to PC RGB or YPbPr in the Advance Setting OSD. Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see <u>Power Management Modes</u> ).     Alternatively, use a dynamically changing screensaver.

# **Product Specific Problems**

Specific Symptoms	What You Experience	Possible Solutions
	Image is centered on screen, but does not fill entire viewing area	Check the Scaling Ratio setting in Image Setting OSD     Reset the monitor to Factory Settings.
Cannot adjust the monitor with the buttons on the front panel		1 Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor.
controls are pressed	No picture, the LED light is green. When you press anyone of buttons except the power button, the message "No S-Video input signal", or "No Composite input signal", or "No Component input signal" appears	<ol> <li>Check the signal source. Ensure the Computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.</li> <li>Check to make sure Video Source to S-Video, Composite or Component is powered and playing video media.</li> <li>Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.</li> <li>Reset the computer or video player.</li> </ol>
The picture does not fill the entire screen.	The picture cannot fill the height or width of the screen	<ol> <li>Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>Run the built-in diagnostics.</li> </ol>

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

# Universal Serial Bus (USB) Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
	USB peripherals are not working	Check that your monitor is turned ON. Reconnect the upstream cable to your computer. Reconnect the USB peripherals (downstream connector). Switch off and then turn on the monitor again. Reboot the computer. Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
	High Speed USB 2.0 peripherals working slowly or not working at all	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.

## **Dell™ Soundbar** Problems

Common Symptoms	What You Experience	Possible Solutions
No Sound	No power to Soundbar - the power indicator is off	<ol> <li>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>Confirm that the power cable from the Soundbar is plugged into the adapter.</li> </ol>
No Sound	Soundbar has power - power indicator is on	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).
Distorted Sound	Computer's sound card is used as the audio source	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. 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, MP3 player).
Distorted Sound	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	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	Volume is too low	Clear any obstructions between the Soundbar and the user. 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, MP3 player).