User's Guide

Dell D2015H

Model No.: D2015H

Regulatory model: D2015Hf

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

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

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

© 2014 Dell Inc. All rights reserved.

Information in this document is subject to change without notice. Reproduction of these materials in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Trademarks used in this text: *Dell* and the *DELL* logo are trademarks of Dell Inc. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/ or other countries. ENERGY STAR is a registered trademark of the U.S. Environmental Protection Agency. As an ENERGY STAR partner, Dell Inc. has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in trademarks and trade names other than its own.

2014 – 09 Rev. A01

Contents

About Your Monitor 5
Package Contents 5
Product Features 6
Identifying Parts and Controls 7
Monitor Specifications 9
Power Management Modes 9
Pin Assignments 10
Plug and Play Capability 11
Flat-Panel Specifications 11
Resolution Specifications 12
Electrical Specifications 12
Preset Display Modes 12
Physical Characteristics 13
Environmental Characteristics 14
LCD Monitor Quality & Pixel Policy 15
Maintenance Guidelines 15
Caring for Your Monitor 15
Setting Up the Monitor 16
Attaching the Stand 16
Connecting Your Monitor 17
Connecting the blue VGA Cable 17
Removing the Monitor Stand 18
Wall Mounting (Optional) 19

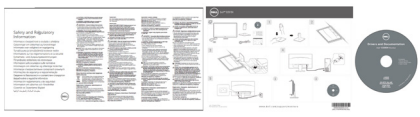
Operating the Monitor 20
Power On the Monitor 20
Using the Front-Panel Controls 20
Front-Panel Keys 21
Using the On-Screen Display (OSD) Menu 22
Accessing the Menu System 22
OSD Messages 31
Setting the Maximum Resolution 33
Using the Tilt. 34
Troubleshooting 35
Self-Test 35
Built-in Diagnostics. 36
Common Problems 37
Product-Specific Problems 40
Appendix 41
FCC Notices (U.S. Only) and Other Regulatory Information 41
Contact Dell 41
Setting Up Your Monitor 42
Setting the display resolution to 1920 x 1080 (Maximum)42
If you have a Dell desktop or a Dell portable computer with Internet access 43
If you have a non Dell desktop, portable computer, or graphics card 43

About Your Monitor

Package Contents

Your monitor ships with all the components shown below. Ensure that you have received all the components and **Contact Dell** if anything 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.

	• Monitor
	• Stand Riser
	• Stand Base
	• Power Cable (varies with countries)
	• VGA Cable
	• Drivers and Documentation media • Quick Setup Guide • Safety and Regulatory Information

Product Features

The Dell D2015H flat-panel display has an active matrix, Thin-Film Transistor, Liquid Crystal Display and LED backlight. The monitor's features include:

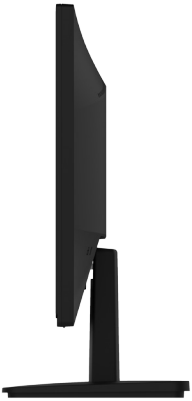
- **D2015H**: 49.606 cm (19.53 inches) diagonal viewable image size, 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- Tilt adjustment capability.
- Removable pedestal and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Plug 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 STAR-compliant.
- Security lock slot.
- CECP (for China).
- RoHS compliant.
- Energy Gauge shows the energy level being consumed by the monitor in real time.

Identifying Parts and Controls

Front View

1.	

Side View



Right Side

Bottom View

Label	Description	Use
1	AC power connector	To connect the monitor power cable.
2	VGA connector	To connect your computer to the monitor using a VGA cable.

Monitor Specifications

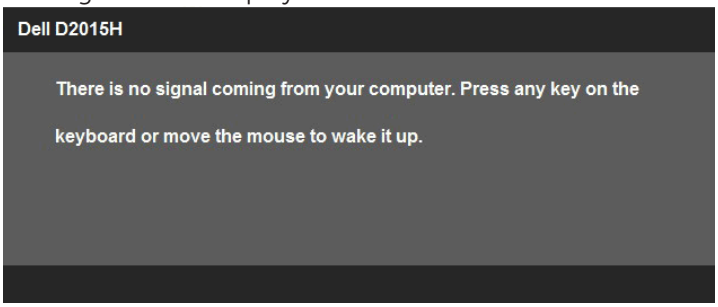
The following sections give you information about the various power management modes and pin assignments for the various connectors of your monitor.

Power Management Modes

If you have VESA's DPM compliance display card or software installed in your PC, the monitor automatically reduces its power consumption when not in use. This is referred to as Power Save Mode. If the computer detects input from 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	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	Blue	21 W (Maximum)** 17 W (Typical)
Active-off mode	Inactive	Inactive	Blank	Amber	Less than 0.5 W
Switch off	-	-		Off	Less than 0.5 W *

The OSD will only function in the *normal operation* mode. When any button except power button is pressed in Active-off mode, the following messages will be displayed:



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

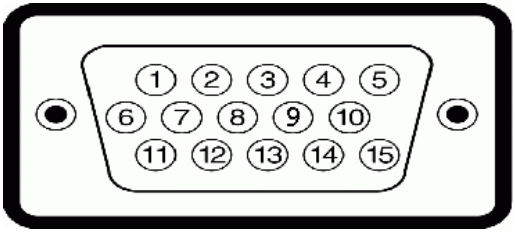
NOTE: The Dell D2015H monitor is ENERGY STAR®-compliant.

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

** Maximum power consumption with max luminance and contrast.

Pin Assignments

15-pin D-Sub connector



Pin Number	Monitor Side of the 15-pin Side 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	DDC +5 V
10	GND-sync
11	GND
12	DDC data
13	H-sync
14	V-sync
15	DDC clock

Plug and Play Capability

You can install the monitor in any Plug and Play compatible system. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so that the system can configure itself and optimize the monitor settings. Most monitor installations are automatic. You can select different settings if required.

Flat-Panel Specifications

Model number	D2015H
Screen type	Active matrix - TFT LCD
Panel Type	VA
Viewable image	
Diagonal	496.06 mm (19.53 inches)
Horizontal Active Area	434.88 mm (17.12 inches)
Vertical Active Area	238.68 mm (9.40 inches)
Area	103797.2 mm^2 (160.93 $inches^2$)
Pixel pitch	0.2265 x 0.221 mm
Viewing angle:	
Horizontal	178° typical
Vertical	178° typical
Luminance output	250 cd/m^2 (typical)
Contrast ratio	3000 to 1 (typical)
Faceplate coating	Antiglare with hard-coating 3H
Backlight	LED light bar system
Response Time	25 ms typical (grey to grey)
Color Depth	16.7 mil colors
Color Gamut	83 % (typical) **

** D2015H color gamut (typical) is based on CIE1976 (83 %) and CIE1931 (72 %) test standards.

Resolution Specifications

Model number	D2015H
Scan range	
• Horizontal	30 kHz to 83 kHz (automatic)
• Vertical	56 Hz to 76 Hz (automatic)
Maximum preset resolution	1920 x 1080 at 60 Hz

Electrical Specifications

Model number	D2015H
Video input signals	Analog RGB: 0.7 Volts ± 5 %, 75 ohm input impedance
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)
AC input voltage / frequency / current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 1.5 A (typical)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)

Preset Display Modes

The following table lists the preset modes for which Dell guarantees image size and centering:

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/ Vertical)
VESA, 720 x 400	31.5	70.1	28.3	-/+
VESA, 640 x 480	31.5	59.9	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 800 x 600	37.9	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 900	60.0	60.0	108.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+

Physical Characteristics

The following table lists the monitor's physical characteristics:

Model Number	D2015H
Connector type	15-pin D-subminiature (Blue connector)
Signal cable type	VGA
Dimensions: (with stand) Height Width Depth	 347.5 mm (13.68 inches) 468.3 mm (18.44 inches) 167.3 mm (6.59 inches)
Dimensions: (without stand) Height Width Depth	 283.9 mm (11.18 inches) 468.3 mm (18.44 inches) 45.0 mm (1.77 inches)
Stand dimensions: Height Width Depth	 139.7 mm (5.50 inches) 181.1 mm (7.13 inches) 167.3 mm (6.59 inches)
Weight: Weight with packaging Weight with stand assembly and cables Weight without stand assembly (For wall mount or VESA mount considerations - no cables) Weight of stand assembly	 3.48 kg (7.67 lb) 2.87 kg (6.33 lb) 2.29 kg (5.05 lb) 0.29 kg (0.64 lb)

Environmental Characteristics

The following table lists the environmental conditions for your monitor:

Model Number	D2015H
Temperature	
• Operating	0 °C to 40 °C (32 °F to 104 °F)
• 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	
• Operating	10 % to 80 % (non-condensing)
• Non-operating	Storage: 5 % to 90 % (non-condensing) Shipping: 5 % to 90 % (non-condensing)
Altitude	
• Operating	5,000 m (16,404 ft) max
• Non-operating	12,191 m (40,000 ft) max
Thermal dissipation	71.7 BTU/hour (maximum) 58.0 BTU/hour (typical)

LCD Monitor Quality & Pixel Policy

During the LCD Monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state. The visible result is a fixed pixel that appears as an extremely tiny dark or bright discolored spot. When the pixel remains permanently lit, it is known as a "bright dot." When the pixel remains black, it is known as a "dark dot."

In almost every case, these fixed pixels are hard to see and do not detract from display quality or usability. A display with 1 to 5 fixed pixels is considered normal and within competitive standards. For more information, see Dell Support site at: http://www.dell.com/support/monitors.

Maintenance Guidelines

Caring for Your Monitor

CAUTION: Read and follow the safety instructions before cleaning the monitor.

CAUTION: 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:

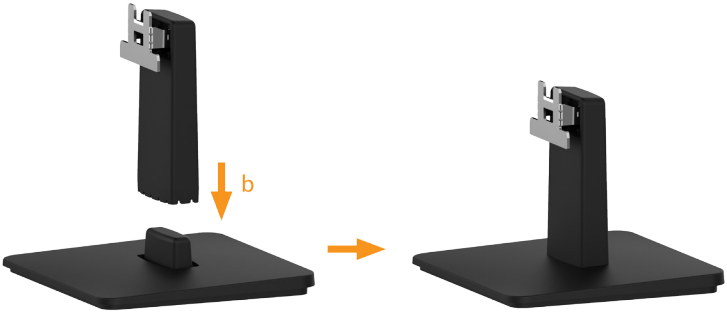
- To clean your antistatic screen, slightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the antistatic coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a slightly dampened, warm cloth to clean the plastics. Avoid using detergent of any kind as some detergents leave a milky film on the plastics.
- If you notice a white powder when you unpack your monitor, wipe it off with a cloth. This white powder occurs during the shipping of the monitor.
- 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 power off your monitor when not in use.

Setting Up the Monitor

Attaching the Stand

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

1. Assemble the stand riser to stand base.



   a. Place the monitor stand base on a stable table top.

   b. Slide the monitor stand body in the correct direction down onto the stand base until it clicks into place.

2. Attach the stand assembly to the monitor:

   a. Place the monitor on a soft cloth or cushion near the edge of desk.

   b. Align the stand assembly bracket to the monitor groove.

   c. Insert the bracket towards monitor until it locks in place.

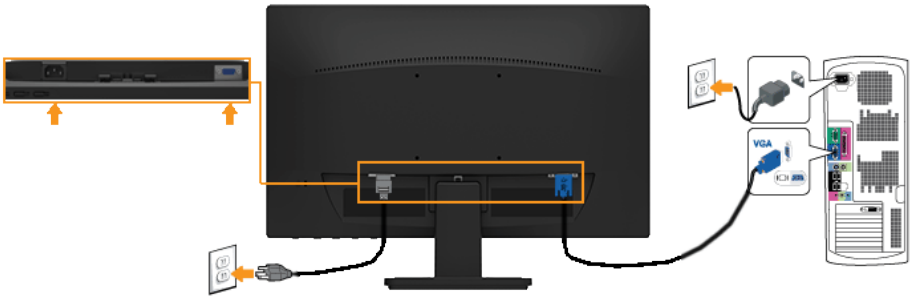
Connecting Your Monitor

⚠ **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.
2. Connect the blue (analog VGA) display connector cable to the corresponding video port on the back of your computer.

Connecting the blue VGA Cable

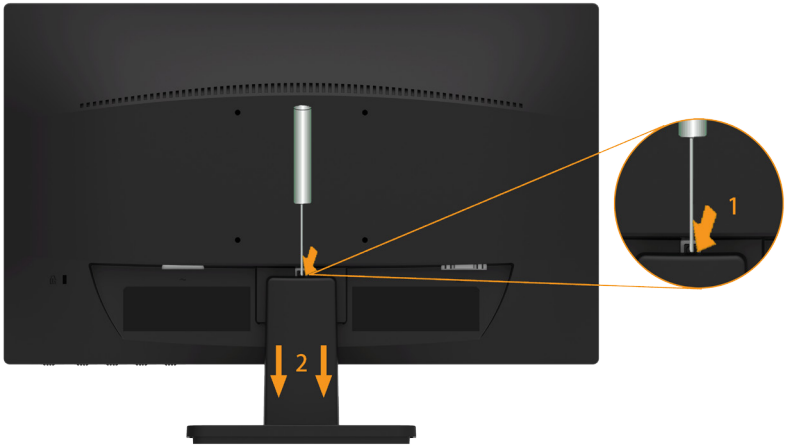


Note: The graphics are used for the purpose of illustration only. Appearance on the computer may vary.

Removing the Monitor Stand

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

After placing the monitor panel on a soft cloth or cushion, complete the following steps to remove the base:



1. Push the release latch located in a hole just above the stand.
2. Once the latch is released, remove the base away from the monitor.
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 base mounting kit.

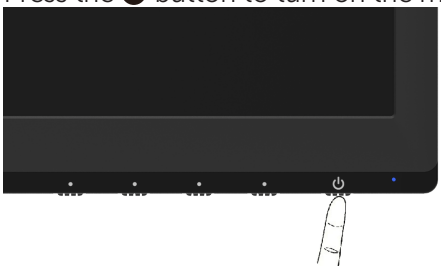
1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the stand.
3. Attach the mounting bracket from the wall mounting kit to the LCD.
4. Mount the LCD on the wall by following the instructions that came with the base mounting kit.

NOTE: For use only with UL-listed wall-mount bracket with minimum weight/load bearing capacity of 2.29 kg .

Operating the Monitor

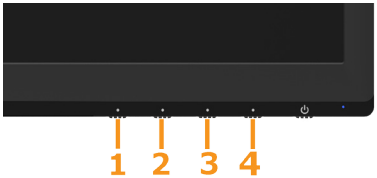
Power On the Monitor

Press the ⏻ button to turn on the monitor.



Using the Front-Panel Controls

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



Front-Panel Keys	Description
1	Use this button to launch Brightness/Contrast Menu.
2	Use this button to activate automatic setup and adjustment. The following dialog appears on a black screen as the monitor self-adjusts to the current input: Auto Adjustment in Progress...
3/4	Use this button key to launch the on-screen display (OSD).

Front-Panel Keys

Front-Panel Keys		Description
A	Up	Use the **Up** key to adjust (increase ranges) items in the OSD menu.
B	Down	Use the **Down** key to adjust (decrease ranges) items in the OSD menu.
C	OK	Use the **OK** key to confirm your selection.
D	Back	Use the **Back** key to go back to the previous menu.

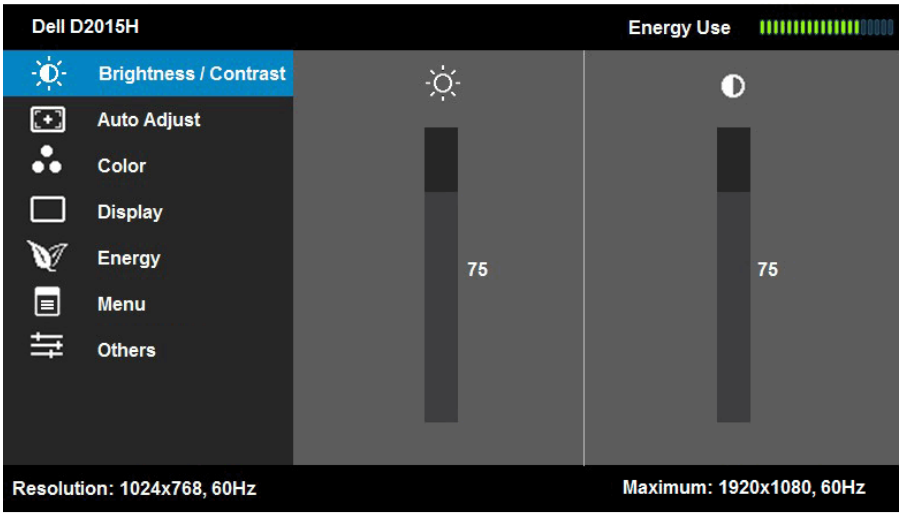
Using the On-Screen Display (OSD) Menu

Accessing the Menu System

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

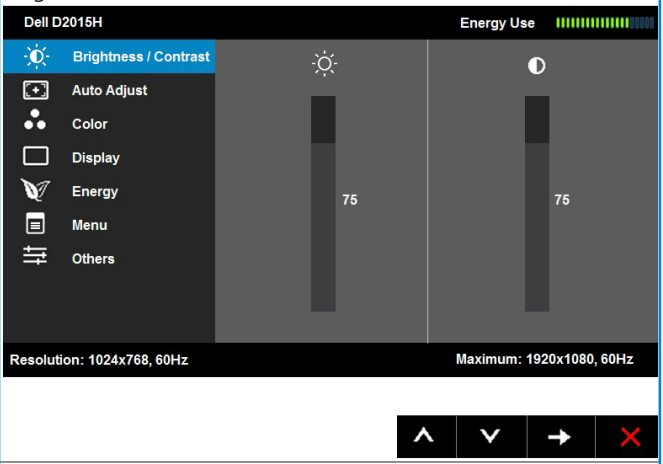
1. Press the **Button 3** or **Button 4** button to launch the OSD menu and display the main menu.

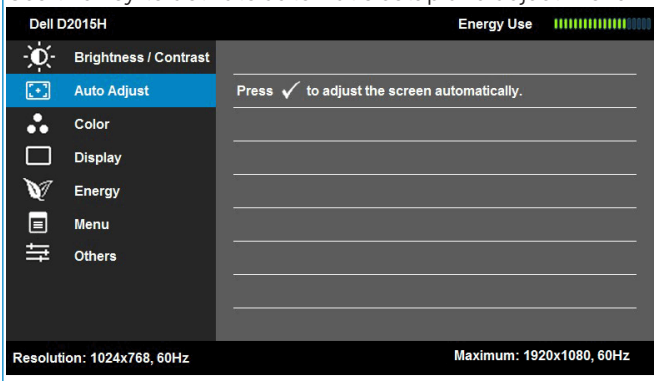
Main Menu

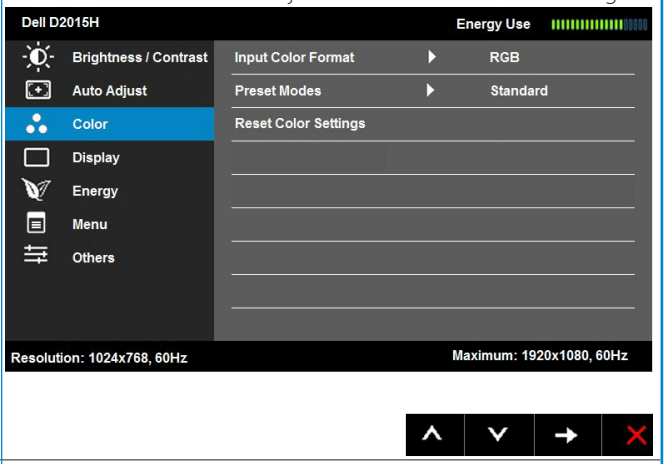


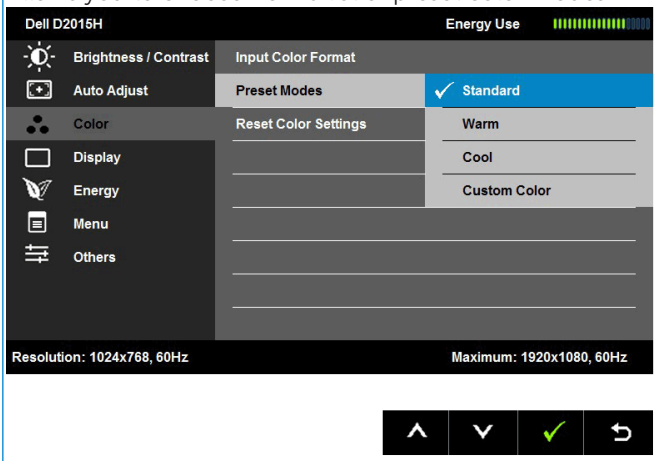
2. Press the ▲ and ▼ buttons to toggle between options in the Menu. As you move from one icon to another, the option name is highlighted.
3. To select the highlighted item on the menu press the → button again.
4. Press the ▲ and ▼ buttons to select the desired parameter.
5. Press the → button to enter the slide bar and then use the ▲ or ▼ buttons, according to the indicators on the menu, to make your changes.
6. Select the ↩ to return to previous menu without accepting current settings or ✓ to accept and return to previous menu.

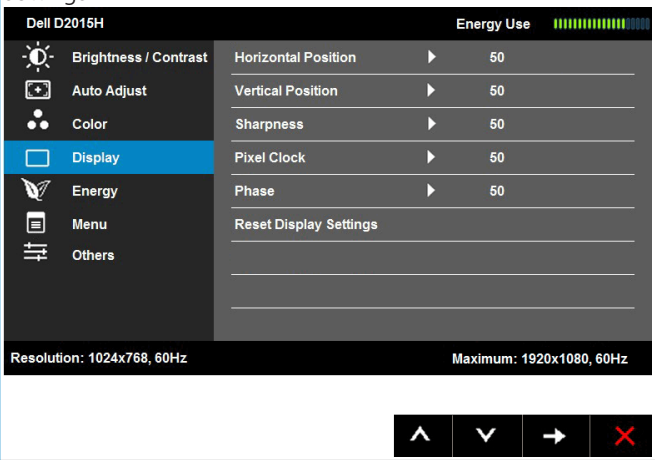
The table below provides a list of all the OSD menu options and their functions.

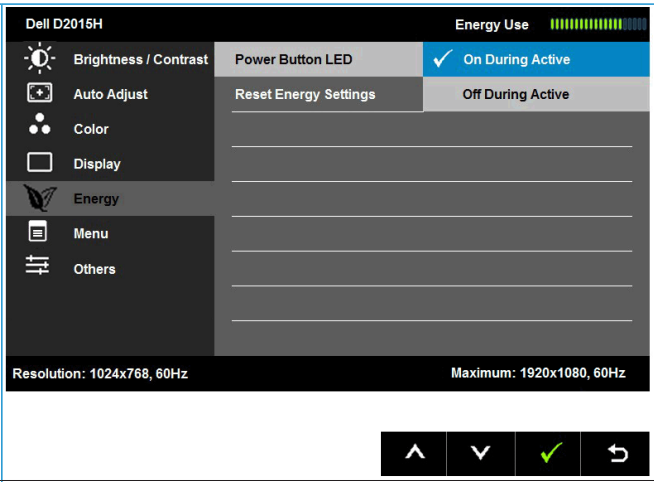
Icon	Menu and Submenus	Description
	Energy Use	This meter shows the energy level being consumed by the monitor in real time.
	Brightness/ Contrast	Use the **Brightness** and **Contrast** menu to adjust the Brightness/Contrast. 
	Brightness	Allows you to adjust the brightness or luminance of the backlight. Press the key to increase brightness and press the key to decrease brightness (min 0 ~ max 100).
	Contrast	Allows you to adjust the contrast or the degree of difference between darkness and lightness on the monitor screen. Adjust brightness first, and adjust contrast only if you need further adjustment. Press the key to increase contrast and press the key to decrease contrast (min 0 ~ max 100).

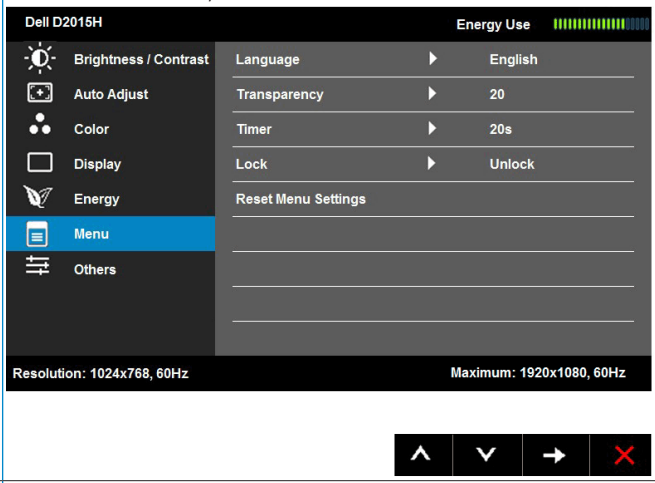
	Auto Adjust	Use this key to activate automatic setup and adjust menu.  The following dialog appears on a black screen as the monitor self-adjusts to the current input: Auto Adjustment allows the monitor to self-adjust to the incoming video signal. After using Auto Adjustment, you can further tune your monitor by using the Pixel Clock (Coarse) and Phase (Fine) controls under **Display**. **NOTE**: Auto Adjust does not occur if you press the button while there are no active video input signals or attached cables.

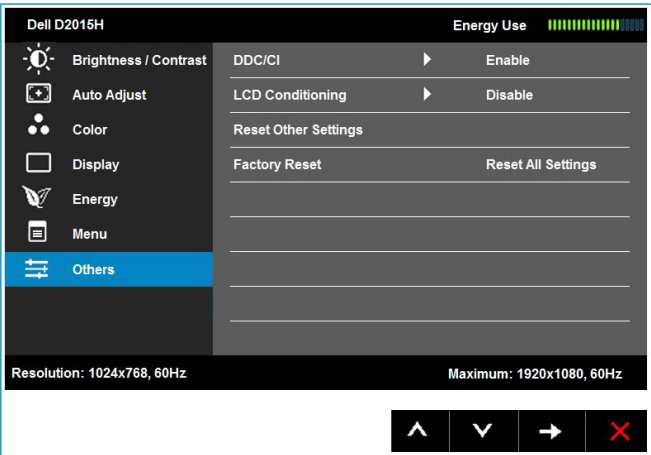
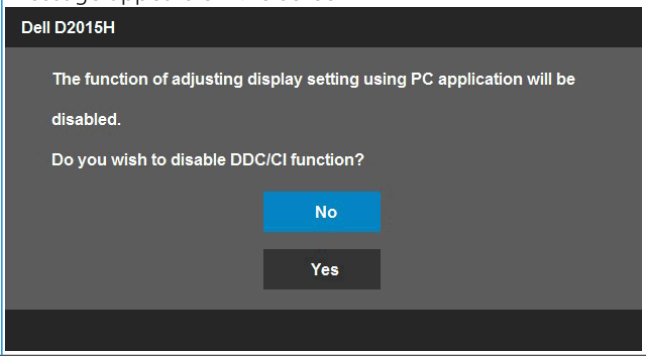
	Color	Use the **Color** menu to adjust the monitor's color settings. 
	Input Color Format	Allows you to set the video input mode to: • **RGB**: Select this option if your monitor is connected to a computer or DVD player using the HDMI to DVI adapter. • **YPbPr**: Select this option if your DVD player supports only YPbPr output.

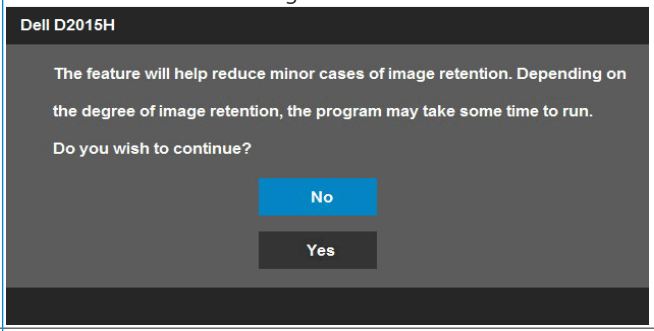
	Preset Modes	Allows you to choose from a list of preset color modes.  • **Standard**: Loads the monitor's default color settings. This is the default preset mode. • **Warm**: Increases the color temperature. The screen appears warmer with a red/yellow tint. • **Cool**: Decreases the color temperature. The screen appears cooler with a blue tint. • **Custom Color**: Allows you to manually adjust the color settings. Press the ^ and v keys to adjust the Red, Green, and Blue values and create your own preset color mode.
	Reset Color Settings	Resets your monitor's color settings to the factory defaults.

	Display	Use the **Displays** menu to adjust the monitor's display settings. 
	Horizontal Position	Use ▲ or ▼ the buttons to adjust image left and right. Minimum is '0' (-). Maximum is '100' (+).
	Vertical Position	Use the ▲ or ▼ buttons to adjust image up and down. Minimum is '0' (-). Maximum is '100' (+).
	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 ▼ 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.
	Reset Display Settings	Select this option to restore default display settings.

	Energy	
	Power Button LED	Allows you to set the power LED indicator on or off during active to save energy.
	Reset Energy Settings	Select this option to restore default Energy Settings.

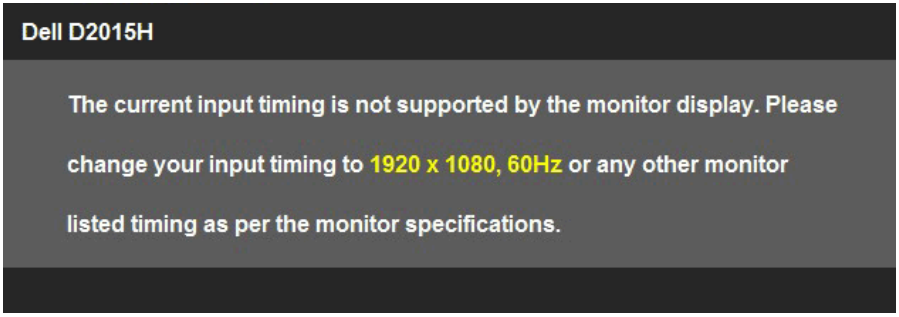
	Menu	Select this option to adjust the settings of the OSD such as, the languages of the OSD, the amount of time the menu remains on screen, and so on. 
	Language	Allows you to set the OSD display to one of eight languages: English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese.
	Transparency	Allows you to adjust the OSD background from opaque to transparent.
	Timer	Allows you to set the time for which the OSD remains active after you press a key on the monitor. Use the ▲ and ▼ keys to adjust the slider in 1 second increments, from 5 to 60 seconds.
	Lock	Controls user access to adjustments. When Lock is selected, no user adjustments are allowed. All keys are locked except ↩ key. **NOTE:** When the OSD is locked, pressing the menu key takes you directly to the OSD settings menu, with 'OSD Lock' pre-selected on entry. Press and hold ↩ key for 10 seconds to unlock and allow user access to all applicable settings.
	Reset Menu Settings	Select this option to restore default menu settings.

	Others	
	DDC/CI	DDC/CI (Display Data Channel/Command Interface) allows a software on your computer to adjust the monitor display settings like the brightness, color balance etc. Enable (Default): Optimizes the performance of your monitor and provides a better customer experience. Disable: Disables the DDC/CI option and the following message appears on the screen. 

	LCD Conditioning	This feature will help reduce minor cases of image retention. If an image appears to be stuck on the monitor, select **LCD Conditioning** to help eliminate any image retention. Using the LCD Conditioning feature may take some time. LCD Conditioning feature cannot remove severe cases of image retention or burn-in. **NOTE**: Use LCD Conditioning only when you experience a problem with image retention. The below warning message appears once user selects "Enable" LCD Conditioning. 
	Reset Other Settings	Select this option to restore default other settings, such as DDC/CI.
	Factory Reset	Resets all OSD settings to the factory preset values.

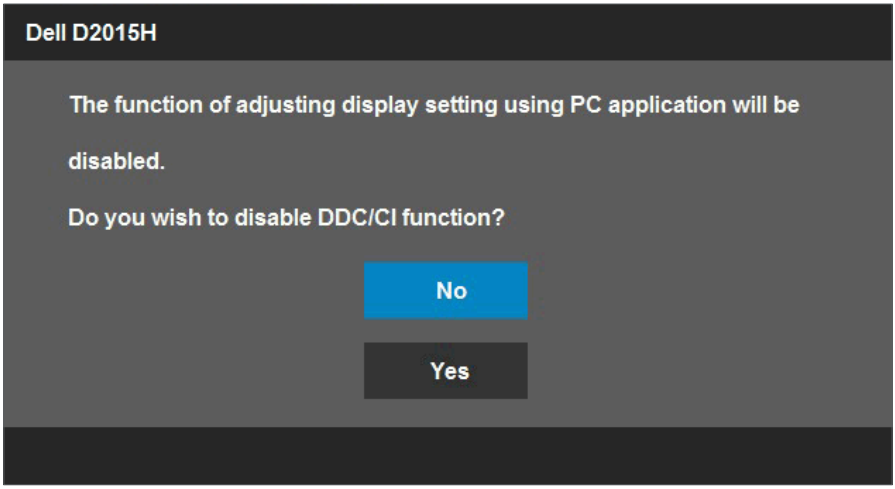
OSD Messages

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



This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See **Monitor Specifications** for the horizontal and vertical frequency ranges addressable by this monitor. Recommended mode is 1920 x 1080 .

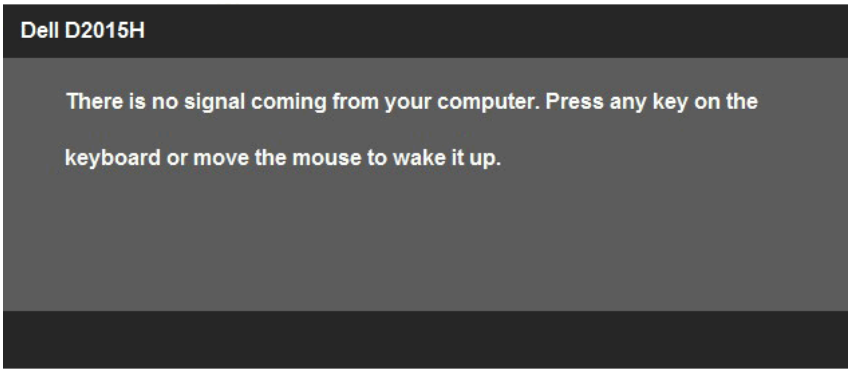
You will see the following message before the DDC/CI function is disabled.



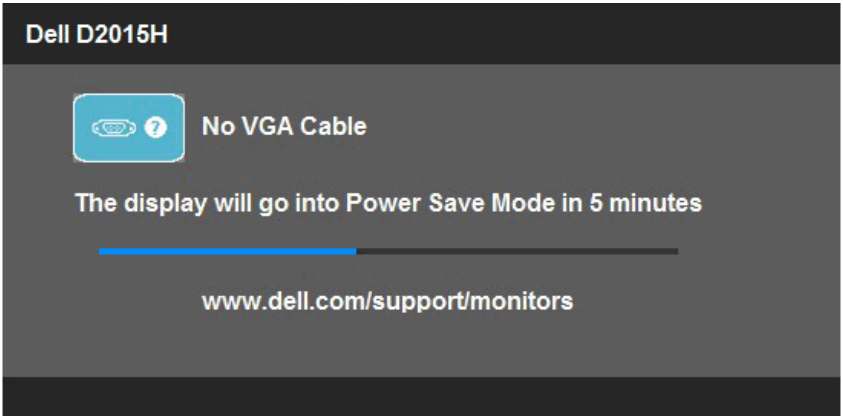
When the monitor enters the **Power Save** mode, the following message appears:

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

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



If VGA cable is not connected, a floating dialog box as shown below appears. The monitor will enter **Power Save Mode after 5 minutes** if left at this state.



See **Solving Problems** for more information.

Setting the Maximum Resolution

Windows Vista® ,Windows® 7 ,Windows® 8 or Windows 8.1:

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

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

If you have a Dell desktop or portable computer:

- Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.

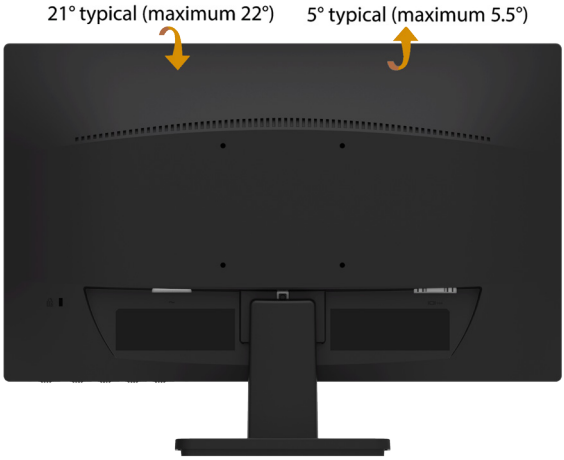
If you are using a non-Dell computer (portable or desktop):

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

Using the Tilt

Tilt

With the stand assembly, you can tilt the monitor for the most comfortable viewing angle.



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

Troubleshooting

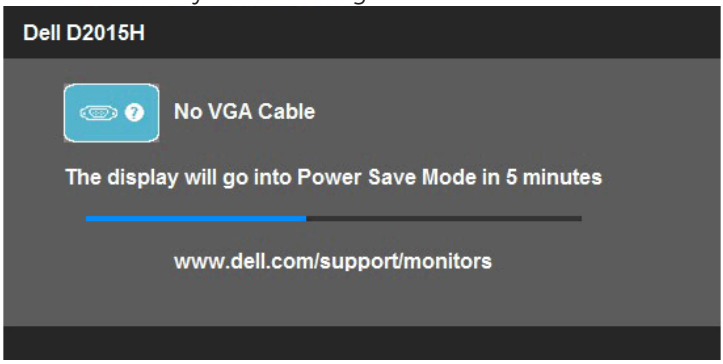
⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety Instruction**

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 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 5 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.

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	• 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. • Check the "Power LED Button" option under Energy in OSD Menu.
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 (16:9).
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: **http://www.dell.com/support/monitors**.
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: **http://www.dell.com/support/monitors**.
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.
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.

Synchronization Problems	Screen is scrambled or appears torn	• 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 to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in the safe mode.
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.
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 **Power Management Modes**. • Alternatively, use a dynamically changing screensaver.

Product-Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Reset the monitor to **Factory Settings**.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	• Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, press and hold the button beside the Power button for 10 seconds to unlock (for more information, see Lock).
No Input Signal when user controls are pressed	No picture, the LED light is white. When you press "up", "down" or "Menu" key, the message " No input signal" will appear.	• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

Appendix

⚠ **WARNING: Safety Instructions**

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

For information on safety instructions, see the *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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference

(2) this device must accept any interference received including interference that may cause undesired operation

Contact Dell

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

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

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

To get online monitor support content:

1. Visit **www.dell.com/support/monitors**

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

1. Visit **www.dell.com/support**.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the top left of the page.
3. Click **Contact Us** on the top 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.

Setting Up Your Monitor

Setting the display resolution to 1920 x 1080 (Maximum)

For optimal display performance while using the Microsoft Windows operating systems, set the display resolution to 1920 x 1080 pixels by performing the following steps:

In Windows Vista®, Windows® 7, Windows® 8 or Windows 8.1:

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

If you do not see 1920 x 1080 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

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**

If you have a Dell desktop or a Dell portable computer with Internet access

1. Go to http://www.dell.com/support, enter your service tag, and download the latest driver for your graphics
2. After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.

NOTE: If you are unable to set the resolution to 1920 x 1080 , 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 or Windows 8.1:

1. For Windows® 8 or 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. Please refer to the graphics 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 1080 again.

NOTE: If you are unable to set the resolution to 1920 x 1080 , please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 1920 x 1080 .