

# Dell™ LCD TV

## Owner's Manual

## Notes, Notices, and Cautions



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



**NOTICE:** A NOTICE indicates either potential damage to hardware and tells you how to avoid the problem.



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





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

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December 2005

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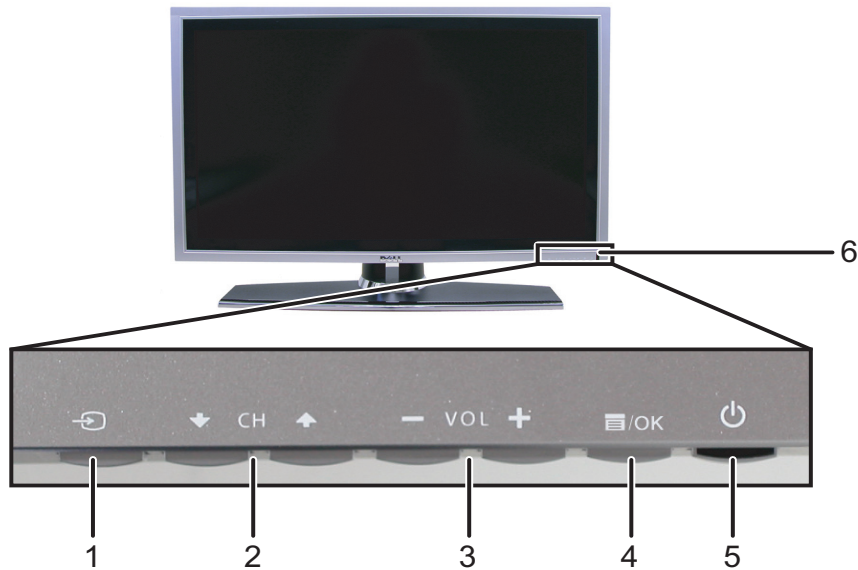
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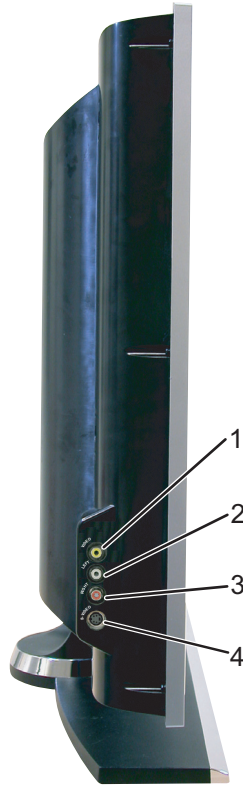
# About Your TV

## Front View



1	 Input Source button	Push to display the Input Select menu
2	 Channel up/down button	Push to select the previous/next channel or navigate through the TV Menu
3	 Volume up/down button	Push to increase/decrease the volume or to select an TV Menu option
4	 TV Menu button	Push to display the TV Menu
5	 Power button and light (LED)	Push to turn the TV on and off The power light is blue when the TV is on and amber when it is in power saving mode
6	IR receiver	Senses the signal from the remote control

## Left View

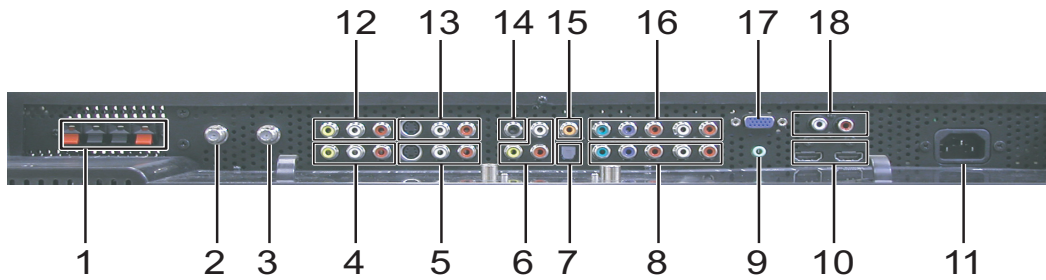
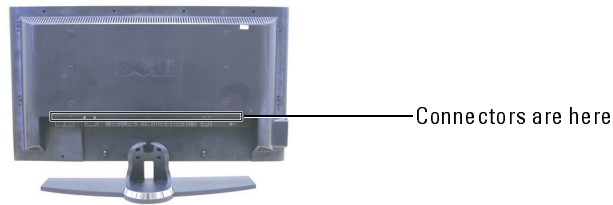


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1	S-Video input (SIDE)	Connect devices such as a video game system, a digital camera, or a DVD player
2	Audio connector (R)	Use this connector if you have connected a device to the composite connector (SIDE) or the S-Video connector (SIDE)
3	Audio connector (L)	Use this connector if you have connected a device to the composite connector (SIDE) or the S-Video connector (SIDE)
4	Composite video connector (SIDE)	Connect devices such as a VCR or DVD player

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## Rear View



1	Speaker out connectors	Connect speakers
2	ATSC connector	Connect an antenna for the digital tuner when using Digital TV (ATSC connector)
3	NTSC connector	Connect an antenna or a cable TV box
4	Composite video and audio connectors (AV2)	Connect devices such as a VCR or DVD player
5	S-Video connectors (AV4)	Connect devices such as a video game system or a DVD player
6	Composite video and audio-out connectors	Connect a device such as a VCR if you have connected an antenna or cable TV through the ANT/Cable connector
7	Optical digital out (SPDIF)	Connect an audio decoder or audio/video receiver
8	Component audio and video connectors (AV6)	Connect devices such as a DVD player, set-top box, or cable TV box
9	Audio connector for VGA	Connect the audio cable from your computer to the TV
10	HDMI connectors	Connect devices such as a DVD player or set-top box
11	Power connector	Connect your power cord
12	Composite video and audio connectors (AV1)	Connect devices such as a VCR or DVD player

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13	S-Video connectors (AV3)	Connect devices such as a video game system or a DVD player
14	Subwoofer audio out	Connect an optional powered subwoofer to the TV
15	Coaxial digital audio out	Connect an audio decoder or audio/video receiver when using a Digital TV (ATSC) connector
16	Component audio and video connectors (AV5)	Connect devices such as a DVD player, set-top box, or cable TV box
17	VGA connector	Connect to the VGA cable from your computer to the TV
18	DVI audio connectors (L/R)	Connect to the DVI audio connectors if you have connected a device such as a DVD player or set-top box to the HDMI connectors with a DVI to HDMI interchange cable

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# Package Contents

 **NOTE:** If you need additional cables, contact Dell.

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Remote control



AAA batteries (3)



Power cord



Antenna (coaxial) cable



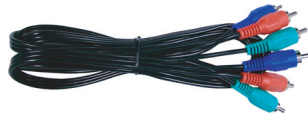
Audio cable



PC audio cable

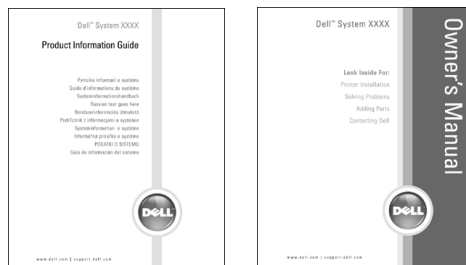


Component cables



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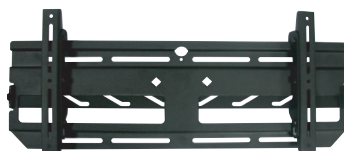
Documentation



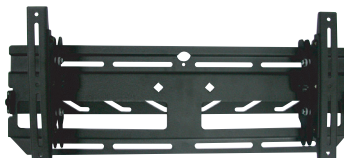
Speakers accessory



Wall mount x 2 (optional)



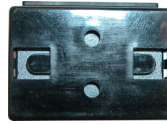
Fixed



Adjustable

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Ferrite core (2)



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## Caring for Your TV

**⚠ CAUTION:** Only a licensed technician should service the TV. Do not disassemble the TV. Before cleaning the TV, unplug it from the electrical outlet

- To clean the surface of the panel, lightly dampen a soft, clean, lint-free cloth with water.
- To clean the TV cabinet, use a cloth lightly dampened with a mild detergent.
- Do not use chemicals such as benzene, thinner, ammonia, or any type of abrasive cleaner.
- Do not use compressed air to clean the TV.



## Setting Up Your TV

 **CAUTION:** Before you begin any of the setup procedures in this section, follow the safety instructions in the *Product Information Guide*.

### Proper Location for Your TV



Consider the following environmental factors when you are deciding where to put your TV:

- Ensure you allow adequate ventilation.
- Do not store or use the TV in locations that are exposed to high heat, direct sunlight, high humidity, dusty environments, or extreme cold.
- Avoid moving the TV between locations with high humidity and dusty environments. For more information, see "Specifications for Your TV" on page 43.
- Do not subject the TV to severe vibration or high impact conditions. Do not place the TV inside a car trunk.
- Do not place the TV in a location where water or other liquids could spill on or into the TV.

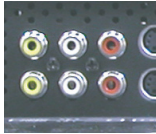

## Connecting Your TV



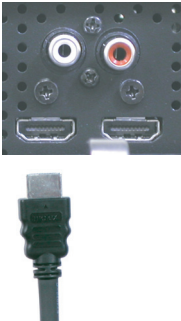
The tables below provide a description of the connectors on your TV to help you decide which connectors to use for your various video devices.

### Connecting Your Cable TV Box or Antenna


Quality	Cable and connector	When to Use
Good	Coaxial cable 	Coaxial (RF) cable carries the video and audio signal from the antenna or cable connector to your TV. The coaxial connector is labelled NTSC. To locate the NTSC connector see "Rear View" on page 7.
Best	Coaxial cable 	The ATSC cable carries the digital video and audio signal from the antenna connector to your TV. To locate the ATSC connector see "Rear View" on page 7.

### Connecting Your Video Devices


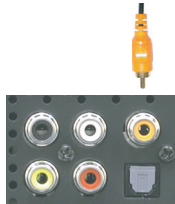
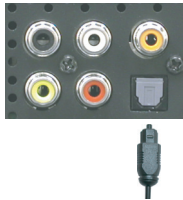
Quality	Cable and connector	When to Use
Good	Composite  	The composite connector carries the video signal through a single pin. If you are using a composite video connector, you also need to connect composite audio cables. To locate the composite connectors, see "Left View" on page 6 and "Rear View" on page 7.

Quality	Cable and connector	When to Use
Better	S-Video 	The S-Video connector splits the video signal into two signals, black-and-white and color. If you are using the S-Video connector, you also need to connect the audio cables. To locate the S-Video connectors, see "Left View" on page 6 and "Rear View" on page 7.
Best	Component (YPbPr) 	The component connectors splits the video signal into three signals: two color signals and one black-and-white signal. If you are using the component connectors, you also need to connect the audio cables. To locate the component connectors, see "Rear View" on page 7.
Excellent	HDMI 	HDMI (High Definition Multimedia Interface) assures that the best video signal is always sent from source (HDTV signal, DVD player) to the TV. This is achieved by allowing uncompressed video and multi-channel audio data to be sent to the display device through a single cable. To locate the connector see "Rear View" on page 7.

### Connecting Subwoofer

Cable and connector	When to Use
<p>Subwoofer</p> 	<p>This connector enables you to connect an optional powered subwoofer to the TV.</p>

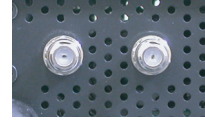
### Connecting Audio Out

Quality	Cable and connector	When to Use
Good	<p>Composite video and audio out connectors</p> 	<p>Use these connectors to connect a device such as a VCR if you have connected an antenna or cable TV through the ANT/Cable connector.</p>
Better	<p>Coaxial digital audio out</p> 	<p>Use the coaxial digital audio out connector to connect an audio decoder or audio/video receiver when using a Digital TV (ATSC) connector.</p>
Best	<p>Optical digital out</p> 	<p>Use the optical digital out connector to connect an audio decoder or audio/video receiver when using a Digital TV (ATSC) receiver.</p>



## Using the ATSC or NTSC Connector (Coaxial)

- 1 Turn off the TV and unplug the power cord.
- 2 Connect the coaxial cable to the ATSC or the NTSC connectors on the TV.
- 3 Plug in the power cord for the TV and turn on the TV.
- 4 Enter the TV Menu and select TV for NTSC or Digital TV for ATSC. See "Input Select" on page 28 for more information.



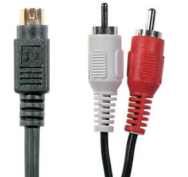
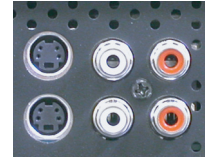
## Using the Composite Connector

- 1 Turn off the TV and unplug the power cord.
- NOTE:** If you are connecting a device that you want to be able to remove, such as a video game system or a camcorder, use the composite connector on the right side of the TV (see "Left View" on page 6).
- 2 Connect your device to the TV using the audio and video cable.
  - 3 Plug in the power cords for the TV and devices and turn them on.
  - 4 Enter the TV Menu and select AV1, AV2, or AV SIDE (Composite 3). See "Input Select" on page 28 for more information.



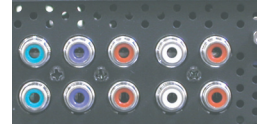
## Using the S-Video Connector

- 1 Turn off the TV and unplug the power cord.
- NOTE:** If you are connecting a device that you want to be able to remove, such as a video game system, or a camera, use the S-Video connector on the right side of the TV (see "Left View" on page 6).
- 2 Connect your device using the S-Video and audio cables.
  - 3 Plug in the power cords for the TV and devices and turn them on.
  - 4 Enter the TV Menu and select AV3, AV4, or AV SIDE (S-Video 3). See "Input Select" on page 28 for more information.



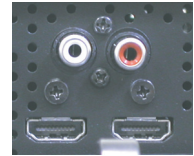
### Using the Component Connector

- 1 Turn off the TV and unplug the power cord.
- 2 Connect your device using the component video and audio cables.
- 3 Plug in the power cords for the TV and devices and turn them on.
- 4 Enter the TV Menu and select AV5 or AV6. See "Input Select" on page 28 for more information.



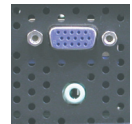
### Using the HDMI Connector

- 1 Turn off the TV and unplug the power cord.
- 2 Connect your device using the HDMI connector.
- 3 Plug in the power cords for the TV and devices and turn them on.
- 4 Enter the TV Menu and select HDMI 1 or HDMI 2. See "Input Select" on page 28 for more information.



### Using the VGA Connector

- 1 Turn off the TV and unplug the power cord.
- NOTE:** Suggest to use a VGA cable which has a ferrite core.
- 2 Connect the VGA and audio cables to your TV and to your computer.
  - 3 Plug in the power cords for the TV and devices and turn them on.
  - 4 Enter the TV Menu and select VGA. See "Input Select" on page 28 for more information.



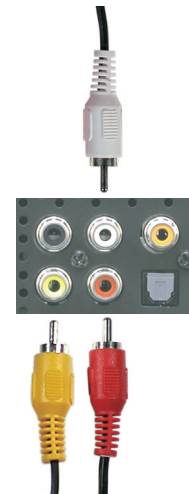
### Using the Subwoofer Connector

- 1 Turn off the TV and unplug the power cord.
- 2 Connect a subwoofer cable to your TV and to a powered subwoofer.
- 3 Plug in the power cords for the TV and subwoofer and turn them on.



### Using the Composite Video and Audio Out Connectors

- 1 Turn off the TV and unplug the power cord.
- 2 Connect the video and audio out cables to your TV and to a device such as a VCR if you have connected an antenna or cable TV through the ANT/Cable connector.
- 3 Plug in the power cords for the TV and devices and turn them on.



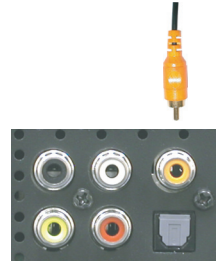
### Using the Optical Digital Out (SPDIF) Connector

- 1 Turn off the TV and unplug the power cord.
- 2 Connect the optical digital out cable to your TV and to a device such as an audio decoder or audio/video receiver when using a Digital TV (ATSC) receiver.
- 3 Plug in the power cords for the TV and devices and turn them on.



## Using the Coaxial Digital Audio Out Connector

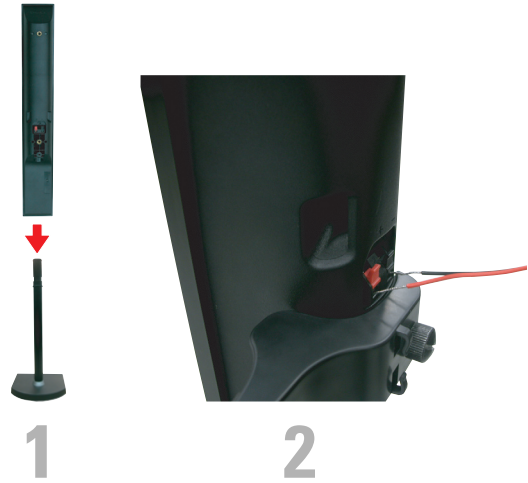
- 1 Turn off the TV and unplug the power cord.
- 2 Connect the coaxial digital audio out cable to your TV and to a device such as an audio decoder or audio/video receiver when using digital TV (ATSC) connector.
- 3 Plug in the power cords for the TV and devices and turn them on.



## Connecting the Speakers

### Using the Speakers with the Speaker Stands

- 1 Insert the stands into the speakers.
- 2 Connect the speaker wires to the speaker connectors.



## Attaching the Speakers to the TV

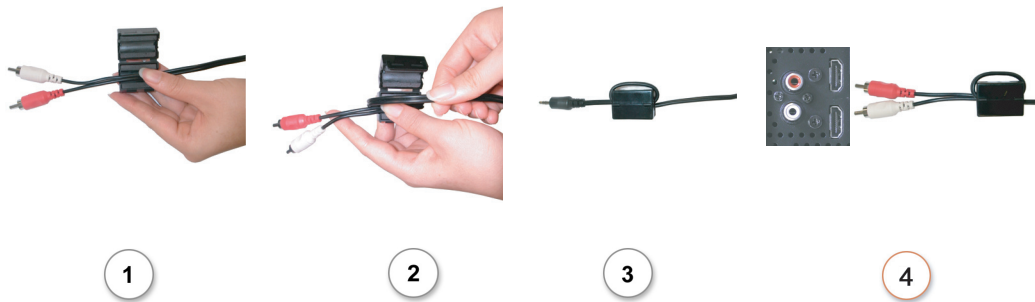


- 1 Attach the brackets to the TV and tighten the screws.
- 2 Tighten the bracket screws on the speaker.
- 3 Connect the speaker wires to the speaker connectors.

Use a screwdriver to ensure all screws are completely tightened.

## Installing the RCA-Phono Cable With Ferrite Core for your TV

- 1 Open the attached ferrite core then put the cable inside it.
- 2 Leave 4cm clearance between ferrite core and connector, wind a loop, and then close the ferrite core.
- 3 Repeat steps 1 & 2 to the other end of the connector.
- 4 Connect the DVI audio connectors if you have connected a device such as a PC to the HDMI connectors with a DVI to HDMI cable/dongle.



**NOTE:** DVI to HDMI cable/ dongle and RCA-phono cable are not included with your TV.



# Your Remote Control

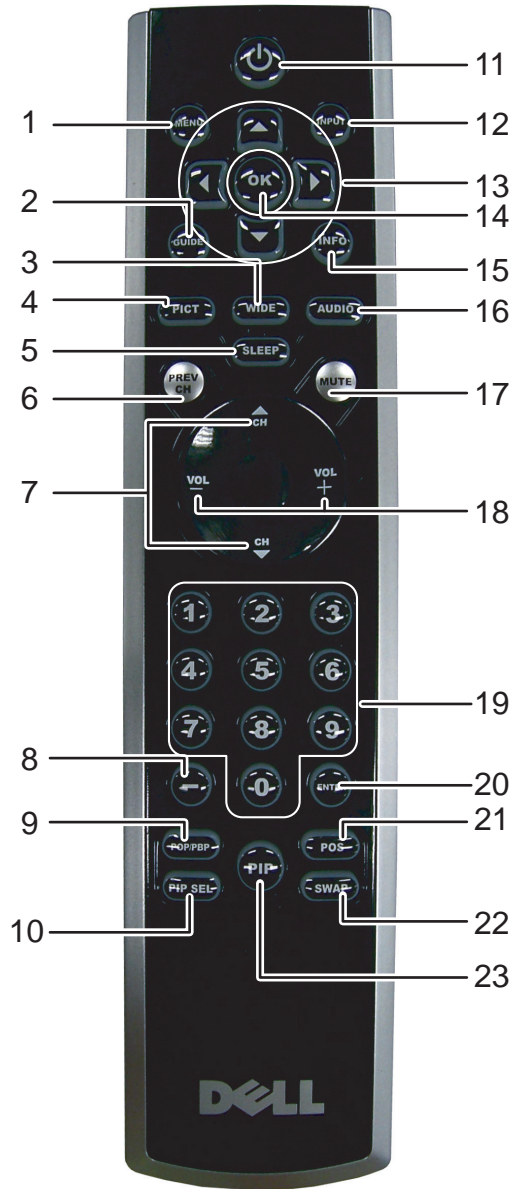
## Installing Batteries

Before you can use your remote control, install three AAA batteries in the remote control as follows.

- 1 Open the battery cover.
- 2 Install the batteries. Make sure that you match the + and - on the batteries with the + and - symbols in the battery compartment.
- 3 Close the battery cover.



## Using Your Remote Control






1	MENU	Enters and exits the TV Menu
2	GUIDE	Displays an electronic program guide when using Digital TV (ATSC connector). <b>NOTE:</b> Content may vary depending on the broadcaster.
3	WIDE	Sets the screen size.
4	PICT	Cycles through the preset options for the <b>Picture</b> menu
5	SLEEP	Turns on the sleep timer
6	PREV CH	Returns you to the previously viewed channel
7	CH ▲ CH ▼	Push to view the next/previous channel
8	–	Press to select digital channels. For example, to select 62-3, press 6, 2, the dash key and then 3 to view the channel.
9	POP/PBP	Enters and exits POP or PBP mode
10	PIP SEL	Toggles between windows when you use Picture-in-Picture (PIP), Picture-Outside-Picture (POP), or Picture-By-Picture (PBP)
11	POWER	Turns the TV on and off
12	INPUT	Enters the <b>Input Select</b> menu
13	NAVIGATION	Use these buttons to navigate through the TV Menu
14	OK	Press this button to make or confirm a selection in the TV Menu
15	INFO	Displays information about your TV (for example, in TV mode, it displays the channel you are watching)
16	AUDIO	Cycles through the preset <b>Audio</b> options
17	MUTE	Press to turn the sound on and off
18	VOL+ VOL–	Increases/decreases the volume
19	NUMBER	Press to select a channel
20	ENTER	Press to confirm your selection
21	POS	Press to change the position of the PIP, POP, or PBP window
22	SWAP	Swaps images when using PIP, POP, or PBP
23	PIP	Enters and exits PIP mode

## Using Your TV With a Universal or Learning Remote Control


Preprogrammed universal remote controls can be programmed to control the following functions on your Dell TV:

- Power
- Channel Up (▲)
- Channel Down (▼)
- Volume Up (+)
- Volume Down (-)
- Mute
- Input Select

 **NOTE:** Future preprogrammed universal remote controls may be able to control more functions.

You can program universal remote controls to work with your Dell TV in the following ways:

- If the remote control manual lists codes by manufacturer, use the Phillips codes.
- If the remote control has a search function, this function may be used to find the correct code.
- If the remote control has a learning function, you can program specific buttons on it from the Dell remote control, in addition to those buttons listed above.

 **NOTE:** See the remote control documentation for specific instructions for your universal or learning remote control.

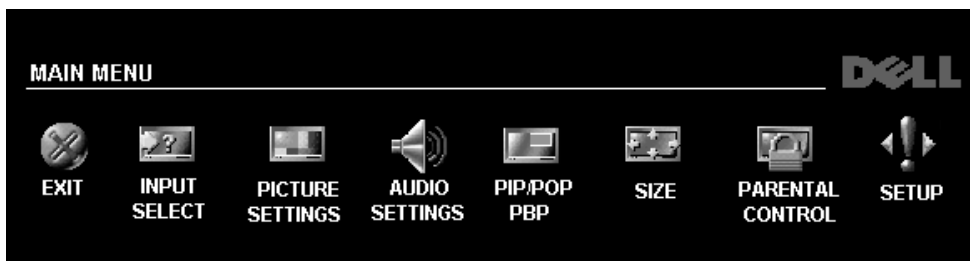
## Using the TV Menu

Your TV has a TV Menu that allows you to select the proper input source, make adjustments to the image and audio settings, select to view Picture-In-Picture, Picture-Outside-Picture, and Picture-By-Picture, and set parental controls.

### Using Your Remote Control With the TV Menu

**NOTE:** You can access and make selections to the TV Menu using the volume and channel buttons on the side panel of the TV or you can use the remote control. Except where noted, this section describes how to use the TV Menu with the remote control.

- 1 To enter the TV Menu, press the **MENU** button.  
Eight icons appear along the bottom of the screen.



- 2 Use the left and right navigation buttons to move between the icons.  
The icon appears highlighted as you move through the menu.
  - 3 To select an option, press the **OK** button when the icon is highlighted.
  - 4 A new menu appears for that selected option. Use the up and down navigation buttons to move through the various settings.
- NOTE:** A red arrow appears next to the setting as you navigate through the options. A check mark appears next to the option that you have selected.
- 5 Use the left and right navigation buttons and the **OK** button to adjust or select settings.
- NOTE:** You can select **EXIT** or press the **MENU** button at any time to return to the main menu.
- 6 After you have made your selections, press the **MENU** button to return to the main menu.
  - 7 To exit the TV Menu, select the **EXIT** icon and press **OK**.

## Selecting Your TV Menu Language

- 1 Press the **MENU** button to enter the TV Menu.
- 2 Select **SETUP**.
- 3 In the Setup menu, select **LANGUAGE** and scroll to select the language that you want the TV Menu to appear in.

## Input Select

The **Input Select** menu allows you to select the proper source based on how you have your TV and video equipment connected. Press **INPUT** on the remote to go directly to the **Input Select** menu. You can also press **MENU** on the remote and select **INPUT SELECT** from the main menu.

If you are using the **TV** (NTSC connector) or the **Digital TV** (ATSC connector) input source, you can preset the viewable channels. Go to the **Main Menu**, select **SETUP**, select **CHANNEL SETUP**, and then select **CHANNEL SEARCH**. If you are using the NTSC connector and the ATSC connector at the same time, you need to preset the viewable channels for both the **Digital TV** and the **TV** input sources.



**VGA** — Select when you have your computer connected to the VGA connector. See "Rear View" on page 7 for the location of the VGA connector.

**HDMI1** — Select when you have connected a device, such as a DVD player using the HDMI connector. See "Rear View" on page 7 for the location of the HDMI connector.

**HDMI2** — Select when you have connected a device, such as a DVD player using the HDMI connector. See "Rear View" on page 7 for the location of the HDMI connector.

**TV** — Select when you have your antenna or cable TV box connected to the NTSC connector. See "Rear View" on page 7 for the location of the NTSC connector.

**DIGITAL TV** — Select when you have your antenna or cable TV box connected to the ATSC connector. See "Rear View" on page 7 for the location of the NTSC connector.

**AV1 (COMPOSITE 1)** — Select when you have a video device, such as a video game system, connected to the composite connector on the bottom of the TV. See "Rear View" on page 7 for the location of the composite video and audio connectors.

**AV2 (COMPOSITE 2)** — Select when you have a video device, such as a video game system, connected to the composite connector on the bottom of the TV. See "Rear View" on page 7 for the location of the composite video and audio connectors.

**AV3 (S-VIDEO 1)** — Select when you have a video device, such as a VCR, connected to the S-Video connector on the bottom of the TV. See "Rear View" on page 7 for the location of the S-Video connector.

**AV4 (S-VIDEO 2)** — Select when you have a video device, such as a VCR, connected to the S-Video connector on the bottom of the TV. See "Rear View" on page 7 for the location of the S-Video connector.

**AV5 (COMPONENT 1)** — Select when you have a video device, such as a DVD player, set-top box, or cable TV box, connected to the component audio and video connectors on the bottom of the TV. See "Rear View" on page 7 for the location of the component audio and video connectors.

**AV6 (COMPONENT 2)** — Select when you have a video device, such as a DVD player, set-top box, or cable TV box, connected to the component audio and video connectors on the bottom of the TV. See "Rear View" on page 7 for the location of the component audio and video connectors.

**AV SIDE (COMPOSITE 3)** — Select when you have a video device, such as a video game system, connected to the composite connector on the side of the TV. See "Left View" on page 6 for the location of the composite connector.

**AV SIDE (S-VIDEO 3)** — Select when you have a video device, such as a VCR, connected to the S-Video connector on the side of the TV. See "Left View" on page 6 for the location of the S-Video connector.

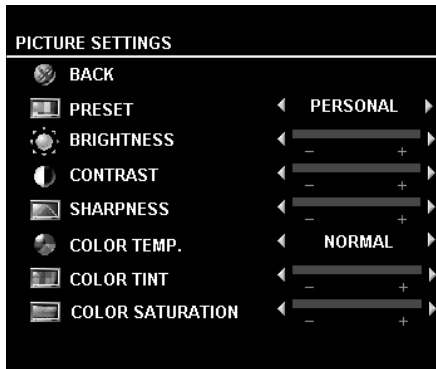
**SHOW INPUTS** — Show Inputs allows you to select Active or All. Active searches for which connectors are being used. The available input sources appear in white and input sources that are not available appear in grey. All shows all the input sources and allows you to select all the input sources even if you do not have a device connected.



**NOTE:** In TV Menu Settings, located in the Setup menu, you can set the Input Select to display the device that you have attached. For example, AV2 would say DVD when you view the Input Select menu.

## Picture Menu

The Picture Menu allows you to adjust the appearance of the image including color and brightness.



If you select one of the following preset image settings the individual settings are automatically updated.

- Movies
- Sports
- Weak Signal
- Multimedia

If you select **Personal**, you can adjust the individual settings, such as **Brightness** and **Color**.

The color temperature presets are:

- Natural: 6500K
- Normal: the native panel temperature
- Blue: 9300K
- Red: 5700K

## Audio

The Audio Menu allows you to set the audio to best fit the type of show you are watching.



**SRS TruSurround XT**— Delivers virtual surround sound over two speakers from any source, which creates a wider sound with deep rich bass.

**Midnight Mode** — Evens out the large volume variations between voice and action scenes.

**Equalizer Mode** — If you select one of the following preset Equalizer Mode settings, the individual audio levels are automatically updated:

- Music
- Theater
- Voice

If you select **Personal**, you can adjust the individual audio levels, such as **Bass** and **Treble**.

**TV Out Volume** — Select **Fixed** if you want to adjust the volume using the remote or volume control on an attached audio receiver. Select **Variable** if you want to adjust the volume using the TV remote or front panel buttons. Using **Variable** adjusts the TV volume out not the volume on an attached audio receiver

Use **Program** to select **Stereo**, **Mono**, or **SAP** (Second Audio Program).

**Mute** — Allows you to turn the sound on or off.

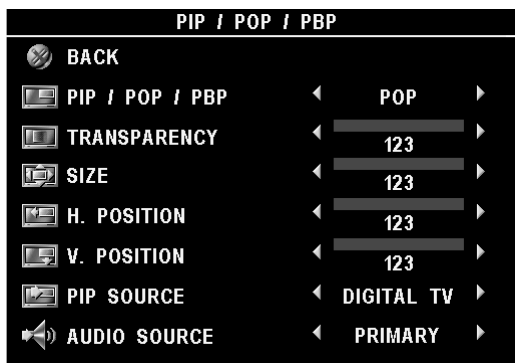
**Speaker On/Off** — Allows you turn on or off the sound from the speaker.

## PIP/ POP/ PBP

You can view two active sources simultaneously using Picture-In-Picture (PIP), Picture-Outside-Picture (POP), or Picture-By-Picture (PBP).

For POP, you can select from three different POP options:

- **POP** — One large POP window to the left and a smaller, centered window on the right.
- **POP3** — One large POP window to the left and three smaller, vertically-aligned windows on the right.
- **POP12** — One large, centered POP window surrounded by twelve smaller windows.



The remote control offers the following PIP/POP/PBP options:

- Use the **PIP SEL** button or the **POP/PBP** button on the remote control to turn on and off PIP, POP, and PBP.
- If you are in PIP, POP, or PBP mode, use the **SWAP** button on the remote control to switch between the two windows.
- Use the **POS** button on the remote to change which corner of the screen the PIP window appears.

In the TV Menu, you can adjust the **Transparency**, the **Size**, and **H** (horizontal) and **V** (vertical) position of the PIP/POP/PBP windows. When you are selecting the horizontal orientation, - moves the window left and + moves the window to the right. When you are adjusting the vertical orientation, 0 is at the top of the screen and 100 is at the bottom of the screen.

**PIP Source** — Enables you to select the source for the PIP window. Refer to PIP / POP / PBP compatibility on this page for more information.

**POP Scan Mode** — Enables you to select Sequential or Float. Float mode plays the source for selected channels that appear in the POP windows. Sequential rotates through each window and plays all of the preselected channels. The rotation mode runs through all the available channels before it starts again at the lowest channel.

**AUDIO Source** — Enables you to select the source for the audio (PRIMARY or SECONDARY).

### PIP/POP/PBP Compatibility

When using PIP/POP/PBP you can select any of the input sources that appear in the PIP/POP/PBP windows. The only input sources that cannot work together are HDMI with HDMI, DTV with DTV, and HDMI with Component 1080i.

## Size

**NOTICE:** Using black bars, such as those seen in Wide or 4:3, for an extended period of time may cause burn-in on your TV.

Size allows you to adjust the appearance of the image. Use **H. Position** to adjust the horizontal placement of the image.



Use the following settings to adjust the aspect ratio:

**Standard** — Best selection for viewing digital HDTV, 16:9 or 22:9 DVD movies.

**Zoom** — Best selection for viewing TV, VCR or 4:3 DVD movie.

**4:3** — Best selection for viewing TV, VCR or 4:3 DVD movie.

**Wide** — Best selection for viewing digital HDTV, 16:9 and 22:9 DVD movies.

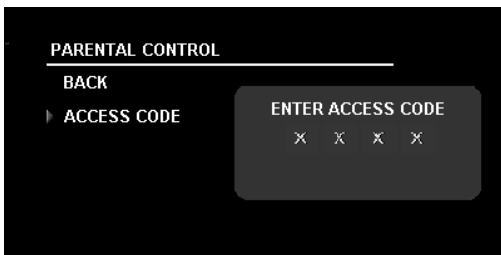
**Full Screen** — Best selection for viewing digital HDTV or 16:9 DVD movies.

**Horizontal Shift**— Adjust the horizontal placement of the image.

**NOTE:** Most DVDs have information about the supported aspect ratio on the case.

## Parental Control

Parental Control allows you to block certain channels or programs so children cannot view programs that are not age appropriate.



To enter the Parental Control menu, you need an access code. The first time you enter, use access code 3355. See "Setting an Access Code" on page 33 for information on creating a new access code.

You can set the following options to block content:

- **Channel Lock** — Blocks selected channels
- **Movie Rating** — Blocks movies based on their rating (G, PG, PG-13, R, NC-17, and X)
- **TV Ratings** — Blocks TV shows based on their rating
- **Block Options** — Turns on or off all your parental control settings

**NOTE:** You can use Clear All to unblock the channels and programs that you have set.

**NOTE:** If the Block Control in the Parental Control menu is enabled, all the sub screens in POP (POP1, POP3 and POP12) mode will be blank.



## Setting an Access Code

After you enter the **Parental Control** menu for the first time, you can set your own four-digit access code. If for any reason you lose or forget your access code, you can use the default code.

- 1 In the **Parental Control** menu, select **Change Code**.
- 2 Using the number pad on the remote control, enter a new access code.
- 3 Select **Exit**.

## Setup




Setup allows you to adjust the appearance of the TV Menu, preset viewable cable channels, change the language of the TV Menu (see "Selecting Your TV Menu Language" on page 28) and to restore factory settings.


In the **TV Menu Settings** menu, use **TV Menu Hold Time** to increase or decrease the amount of time the TV Menu appears. The maximum amount of time is 60 seconds. You can select **TV Button Lock** to lock the buttons on the bottom panel. When this option is enabled, only the power button functions. Hold the volume increase and the channel increase buttons together for 10 seconds to unlock the buttons.

**Channel Setup** allows you adjust the settings for individual channels and preset the viewable channels. If you are using the TV (NTSC connector) or the Digital TV (ATSC connector) input source, you can preset the viewable channels. Go to the **Main Menu**, select **Setup**, select **Channel Setup**, and then select **Channel Search**. If you are using the NTSC connector and the ATSC connectors at the same time, you need to preset the viewable channels for both the Digital TV and the TV input source.

**Language** enables you to choose the TV Menu language.

Select **Factory Reset** to return the TV Menu settings to the factory default values.


 **NOTE:** Before you proceed with the **Factory Reset**, enter a four-digit access code. The **Factory Reset** and **Parental Control** always share the same access code. The default **Parental Control** code is 3355.

 **NOTE:** **Parental Control** setting can be reset by doing factory reset.

**Sleep Timer** allows you to set an increment of time after which the TV automatically turns off.

Select **Closed Caption** to turn on and off closed captioning and set several other CC options.

**Time Zone** allow you to set the time zone and daylight saving settings.

 The actual time is set through use of the ATSC tuner with a digital antenna. Without this antenna the time will not be available.



# Troubleshooting Problems With Your TV

 **CAUTION:** If at any time you see smoke or sparks coming from your TV, contact Dell. Do not try to perform any troubleshooting steps.

## Troubleshooting Tips

 **NOTE:** Some problems may be related to video devices connected to your TV. See the video device documentation for additional troubleshooting information.

Most problems with your TV may be caused by not having the correct input selection. Each connector on the TV (side and bottom) is associated with an input selection, which is labelled AV1 through AV8 in the Input Select menu.

- AV1 - Composite connector on the bottom of the TV
- AV2 - Composite connector on the bottom of the TV
- AV3 - S-Video connector on the bottom of the TV
- AV4 - S-Video connector on the bottom of the TV
- AV5 - Component connector on the bottom of the TV
- AV6 - Component connector on the bottom of the TV
- AV SIDE (COMPOSITE 3) - Composite connector on the right of the TV
- AV SIDE (S-VIDEO 3) - S-Video connector on the right of the TV

You can also select the following inputs:

- TV - NTSC connector on the bottom of the TV
- DIGITAL TV - ATSC connector on the bottom of the TV
- VGA - VGA connector on the bottom of the TV
- HDMI - HDMI connector on the bottom of the TV

## General Problems

Problem	Possible Solution
Poor picture quality while watching TV and using a device such as a DVD player or a VCR	<ol style="list-style-type: none"> <li>1 Check the aspect ratio settings in the TV Menu. Press the Menu button on the remote control and select Size. For more information on using the TV Menu, see "Using the TV Menu" on page 27.</li> <li>2 Reconnect the device using the same type of connector. For example, if you are using the composite connector on the bottom, try connecting the device to the composite connector on the side of the TV display. See "About Your TV" on page 5 for the location of the connectors. After you connect the device, change the input source in the TV Menu. See "Input Select" on page 28 for more information.</li> <li>3 Connect the device using a different connector. For example, if you are experiencing the problem using a composite connector, try using the component connector. <ul style="list-style-type: none"> <li><b>NOTE:</b> To connect to a different connector, you need the appropriate cables for that connector. See your device documentation for a list of supported connections.</li> </ul> </li> </ol> <p>After you connect the device, change the input source in the TV Menu. See "Input Select" on page 28 for more information.</p> <ol style="list-style-type: none"> <li>4 Reset the original factory defaults. Press Menu on the remote control, select Setup, and then select Factory Reset.</li> <li>5 Adjust the color temperature. Press Menu on the remote control, select Picture Setting, and then select Color Temperature. <ul style="list-style-type: none"> <li><b>NOTE:</b> Some set top boxes offer aspect ratio. See your device documentation for more information.</li> </ul> </li> </ol>
Poor picture quality when using a device connected to the ANT/Cable (coaxial) connector	<ol style="list-style-type: none"> <li>1 Ensure TV display is selected as the input source in the Input Source menu. See "Input Select" on page 28 for more information.</li> <li>2 Press Menu on the remote control, select Setup, and then select Channel Setup. This resets the channels on your TV.</li> <li>3 Check the aspect ratio settings in the TV Menu. Press the Menu button on the remote control and select Size. For more information on using the TV Menu, see "Using the TV Menu" on page 27.</li> <li>4 Reset the original factory defaults. Press Menu on the remote control, select Setup, and then select Factory Reset.</li> <li>5 Adjust the color temperature. Press Menu on the remote control, select Picture, and then select Color Temperature.</li> <li>6 The problem may be with your device, contact your service provider.</li> </ol>

<b>Problem</b>	<b>Possible Solution</b>
Nothing appears on my TV	<ol style="list-style-type: none"><li><b>1</b> Ensure the TV display is turned on.</li><li><b>2</b> Verify that all the cables are properly connected to the TV display, including the power cable.</li><li><b>3</b> Check to see if there is a blue or amber light on the lower, right-hand corner of the TV display. A blue light indicates the TV display is on. An amber light, means the TV display is in power save mode.</li><li><b>4</b> Ensure the proper source is selected in the Input Source menu. See "Input Select" on page 28 for more information.</li><li><b>5</b> Reconnect any devices that are currently connected to the TV display. If you are using multiple devices, connect and test one device at a time.</li><li><b>6</b> Connect another device that you know is working properly.</li><li><b>7</b> Reset the original factory defaults. Press Menu on the remote control, select Setup, and then select Factory Reset.</li></ol>

Problem	Possible Solution
No sound	<ol style="list-style-type: none"> <li data-bbox="646 244 1306 296">1 Ensure mute is not turned on. Pressing the Mute button on the remote control turns the mute function on and off.</li> <li data-bbox="646 305 1306 392">2 If only certain TV channels do not have sound, then you need to correct the Input Select menu in the TV Menu (see "Input Select" on page 28).</li> <li data-bbox="646 401 1306 513">3 Verify that the audio cables are firmly connected to both the audio input connectors on your TV display and audio output connectors on your devices. Ensure that the cable colors match the connectors colors.</li> <li data-bbox="646 522 1306 609">4 Also, ensure that the audio cables are connected to the same row as the video cables. See "About Your TV" on page 5 for the location of the connectors.</li> <li data-bbox="646 618 1306 817">5 Reconnect the device using the same type of connector. For example, if you are using the composite connector on the bottom, try connecting the device to the composite connector on the side of the TV display. See "About Your TV" on page 5 for the location of the connectors. After you connect the device, change the input source in the TV Menu. See "Input Select" on page 28 for more information.</li> <li data-bbox="646 826 1306 913">6 Connect the device using a different connector. For example, if you are experiencing the problem using a composite connector, try using the component connector.</li> </ol> <p data-bbox="661 921 1214 1008"><b>NOTE:</b> To connect to a different connector, you need the appropriate cables for that connector. See your device documentation for a list of supported connections.</p> <p data-bbox="631 1017 1282 1078">After you connect the device, change the input source in the TV Menu. See "Input Select" on page 28 for more information.</p> <ol style="list-style-type: none"> <li data-bbox="646 1086 987 1112">7 Test the device on a different TV.</li> <li data-bbox="646 1121 1290 1208">8 If you are using PIP/POP/PBP, ensure the proper Audio Source is selected. Press Menu on your remote control, and select PIP/POP/PBP.</li> </ol>
Double image or no image with DVD	<p data-bbox="631 1225 1306 1373">Turn off the progressive scan on the DVD player. Your Dell™ TV display offers built-in deinterlacer that is equal to or better quality than the deinterlacer on your DVD player. For more information about progressive scan on your DVD player, see the documentation for your DVD player.</p>
Bright or dark dots	<p data-bbox="631 1381 1306 1503">Pixel defects within industry specifications are inherent to an LCD TV and do not constitute a defective problem. For more information about pixels and LCD technology, go to support.dell.com.</p>
Picture is too dim or too bright	<p data-bbox="631 1512 1260 1567">Update the color settings in the TV Menu. Press Menu on the remote control and select Picture Settings.</p>

Problem	Possible Solution
The screen is not centered correctly	<ol style="list-style-type: none"> <li>1 Update the size settings in the TV Menu. Press Menu on the remote control and select Size.</li> <li>2 Reset the original factory defaults. Press Menu on the remote control, select Setup, and then select Factory Reset.</li> </ol>
Screen has one or more lines	<ol style="list-style-type: none"> <li>1 Check the aspect ratio settings in the TV Menu. Press the Menu button on the remote control and select Size. For more information on using the TV Menu, see "Using the TV Menu" on page 27.</li> <li>2 Ensure the proper source is selected in the Input Source menu. See "Input Select" on page 28 for more information.</li> <li>3 Try connecting a different device. Ensure that you properly connect the cables and update the input source in the TV Menu.</li> <li>4 Update the size settings in the TV Menu. Press Menu on the remote control and select Size.</li> <li>5 Reset the original factory defaults. Press Menu on the remote control, select Setup, and then select Factory Reset.</li> </ol>
The front panel buttons do not work	<p>Check the TV Menu to see if the buttons have been locked. Press Menu on your remote control, select Setup.</p> <p>If you are unable to use the remote control, press the volume up and the channel up buttons on the bottom of the TV display for 10 seconds to unlock the buttons.</p>
The picture is too small	<ol style="list-style-type: none"> <li>1 Adjust the size settings. Press Menu on the remote control, and select Size &amp; Position.</li> <li>2 This may be a problem with your device. See the documentation for the device.</li> </ol>

## TV Menu Messages

While using your TV, the following messages may appear.

Message	Possible Solution
Auto Adjust	No action required, the TV is performing an auto adjustment.
Out of Range	Check the optimal resolution settings. You may need to download a new video driver. For more information, go to <a href="http://support.dell.com">support.dell.com</a> .
No Video Input	<ol style="list-style-type: none"> <li>1 Check all cables are properly connected.</li> <li>2 Ensure the proper source is selected. See "Input Select" on page 28 for more information.</li> </ol>
TV Button Lock	To unlock, press Menu on your remote control, select Setup.
In Power Save Mode Press any key on keyboard or move mouse	If you have a computer connected to the TV display and there is no signal detected, the TV display goes in to sleep mode. The power light is amber when the TV display is in sleep mode.
In Power Save Mode Please Check Video Signal	If you are using a video device and it has been inactive for 30 minutes the TV display goes in to power save mode. The power light is amber when the TV display is in power save mode.
Self Test	Appears for computer source when there is nothing plugged in. Select VGA from Input Select menu and nothing is plugged in. Plug a computer in to the VGA connector.

## Remote Control Problems

Problem	Possible Solution
The TV does not respond when using the remote control	<ol style="list-style-type: none"> <li>1 Point the remote control directly at the lower right corner of the TV display. Be sure that nothing is blocking the front of the TV display. For the location of the IR, see "Front View" on page 5.</li> <li>2 Verify that the batteries are properly installed.</li> <li>3 If the batteries are old, install new batteries.</li> </ol> <p><b>NOTE:</b> Bright lights or other infrared devices may interfere with your remote control and IR on the TV display.</p>



## Using the Self-Test Feature when Connected to a Computer

When your computer is connected to the TV display through VGA connector you can use the self-test feature to check whether your TV display is functioning properly. If your TV display and computer are properly connected but the TV display screen remains dark, run the TV display self-test by performing the following steps:

- 1 Turn off both your computer and the TV display.
- 2 Unplug the video cable from the back of the computer.
- 3 Turn on the TV display. If the TV display cannot sense a video signal and is working correctly, the floating "Dell - Self-Test Feature Check" dialog box appears on the screen (against a black background). While in self-test mode, the power light remains blue and the self-test pattern scrolls through the screen continually. This box also appears during normal system operation if the video cable becomes disconnected or damaged.
- 4 Turn off your TV display and reconnect the video cable; then turn on both your computer and the TV display. If your TV display screen remains blank, the problem may be with your computer or graphic card.

See your computer documentation for more information.

## Problems When Using the TV as a Monitor



**NOTE:** You can only connect your computer to the TV display using a VGA connector.

Problem	Possible Solution
The picture is off-centered or too small	<ol style="list-style-type: none"> <li>1 Use Auto Adjust to check the Image Settings. Press Menu to enter the TV Menu, select Image Settings, and then select Auto Adjust.</li> <li>2 Check the optimal resolution settings. You may need to download a new video driver. For more information, go to <a href="http://support.dell.com">support.dell.com</a>.</li> </ol> <p><b>NOTE:</b> Some older video cards may not support the resolution settings for the TV.</p>

Problem	Possible Solution
No audio	<ol style="list-style-type: none"> <li><b>1</b> Ensure the green audio cable is connected to audio connector on the TV and on the computer. For the location of the connector on the TV, see "Using the VGA Connector" on page 18. See your computer documentation for the location of connectors on your computer. Do not connect the audio cable to the headphone jack.</li> <li><b>2</b> Ensure the volume on the computer is not muted.</li> <li><b>3</b> Verify that sound on your computer is working by checking the speakers. See your computer documentation for information on troubleshooting your computer.</li> <li><b>4</b> Disconnect the TV from the computer and test to see if the TV volume works.</li> </ol>
PIP/POP/PBP not working	<ol style="list-style-type: none"> <li><b>1</b> Ensure the settings in the TV Menu are properly set. Press Menu to enter the TV Menu, and select PIP/POP/PBP.</li> <li><b>2</b> Swap the video and audio source.</li> </ol>
No video	<p><b>NOTE:</b> If you see a self-test, it means there is a problem with your video card or you are using the wrong input source.</p> <ol style="list-style-type: none"> <li><b>1</b> Ensure the TV is turned on.</li> <li><b>2</b> Verify that all the cables are properly connected to the TV, including the power cable.</li> <li><b>3</b> Check to see if there is a blue or amber light on the lower, right-hand corner of the TV. A blue light indicates the TV is on. An amber light, means the TV is in power save mode.</li> <li><b>4</b> Ensure proper source is selected. See "Input Select" on page 28 for more information.</li> <li><b>5</b> Reconnect the computer.</li> <li><b>6</b> Connect another device that you know is working properly.</li> <li><b>7</b> Reset the original factory defaults. Press Menu on the remote control, select Setup, and then select Factory Reset.</li> </ol>

## Specifications for Your TV

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### General

Model number	W3201C LCD TV
Display type	LCD TV
Screen size	32-inches
Viewable area	698 x 393 mm (27.5 x 15.5 inches)
Image aspect ratio	16:9 (wide screen)
Video display capabilities	480i / 480p / 576i / 576p / 720p / 1080i
Additional features:	
SAP capable	Yes
CC capable	Yes
Parental control capable	Yes

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### Physical Dimensions

Display (with stand)	787.8 x 565.7 x 208.5 mm (31.02 x 22.72 x 8.21 inches)
With Speakers	931.8 x 565.7 x 208.5 mm (36.69 x 21.62 x 8.21 inches)
Weight (with stand)	21.4kg / 47.1lbs
Weight (with display, stand and speakers)	23.4 / 51.5lbs
Native Resolution	1366 x 768 WXGA
HDTV Capable	Yes

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### Picture-In-Picture

Picture-In-Picture (PIP)	Yes
Picture-Outside-Picture (POP)	Yes
Picture-By-Picture (PBP)	Yes
Number of Tuners	2
Brightness	450 nits (typ.)
Contrast Ratio	1000 : 1 (typ.)

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**Viewing Angle**


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Horizontal	±89 degree
Vertical	±89 degree

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**Inputs**


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**Video**

Composite (CVBS)	three in total (side and bottom)
S-Video	three in total (side and bottom)
Component	two (bottom)
TV IN (coaxial)	two (bottom)
Audio (RCA L+R)	eight pairs in total (side and bottom)
HDMI	two (bottom)

**Computer**

VGA (for use as computer monitor)	one (bottom)
Audio (PC)	one (bottom)

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**Outputs**


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**Video**

Composite (CVBS)	one (bottom)
Audio (RCA L+R)	one pair (bottom)
Subwoofer	one
SPDIF (RCA + Optical)	one

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**Audio**


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Effects	SRS TruSurround XT Midnight Mode
Speakers (separate)	15 watts/channel 30 watts total

## Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, health care, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

**NOTE:** In certain countries, technical support specific to Dell Inspiron™ XPS computers is available at a separate telephone number listed for participating countries. If you do not see a telephone number listed that is specific for Inspiron XPS computers, you may contact Dell through the technical support number listed and your call will be routed appropriately.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires) International Access Code: 00 Country Code: 54 City Code: 11	Website: <a href="http://www.dell.com.ar">www.dell.com.ar</a> E-mail: <a href="mailto:us_latin_services@dell.com">us_latin_services@dell.com</a> E-mail for desktop and portable computers: <a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a> E-mail for servers and EMC® storage products: <a href="mailto:la_enterprise@dell.com">la_enterprise@dell.com</a> Customer Care Tech Support Tech Support Services Sales	toll-free: 0-800-444-0730 toll-free: 0-800-444-0733 toll-free: 0-800-444-0724 0-810-444-3355
Aruba	General Support	toll-free: 800-1578

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Australia (Sydney)</b>	E-mail (Australia): au_tech_support@dell.com	
International Access Code: 0011	E-mail (New Zealand): nz_tech_support@dell.com	
Country Code: 61	Home and Small Business	1-300-655-533
City Code: 2	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Technical Support (portables and desktops)	toll-free: 1-300-655-533
	Technical Support (servers and workstations)	toll-free: 1-800-733-314
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341
<b>Austria (Vienna)</b>	Website: support.euro.dell.com	
International Access Code: 900	E-mail: tech_support_central_europe@dell.com	
Country Code: 43	Home/Small Business Sales	0820 240 530 00
City Code: 1	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
<b>Bahamas</b>	General Support	toll-free: 1-866-278-6818
<b>Barbados</b>	General Support	1-800-534-3066

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Belgium (Brussels)</b> International Access Code: 00 Country Code: 32 City Code: 2	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail for French-speaking Customers: <a href="mailto:support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a> Technical Support for Inspiron XPS computers only Technical Support for all other Dell computers Technical Support Fax Customer Care Corporate Sales Fax Switchboard	02 481 92 96 02 481 92 88 02 481 92 95 02 713 15 65 02 481 91 00 02 481 92 99 02 481 91 00
<b>Bermuda</b>	General Support	1-800-342-0671
<b>Bolivia</b>	General Support	toll-free: 800-10-0238
<b>Brazil</b> International Access Code: 00 Country Code: 55 City Code: 51	Website: <a href="http://www.dell.com/br">www.dell.com/br</a> Customer Support, Technical Support Technical Support Fax Customer Care Fax Sales	0800 90 3355 51 481 5470 51 481 5480 0800 90 3390
<b>British Virgin Islands</b>	General Support	toll-free: 1-866-278-6820
<b>Brunei</b> Country Code: 673	Customer Technical Support (Penang, Malaysia) Customer Service (Penang, Malaysia) Transaction Sales (Penang, Malaysia)	604 633 4966 604 633 4949 604 633 4955
<b>Canada (North York, Ontario)</b> International Access Code: 011	Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a> AutoTech (automated technical support) Customer Care (Home Sales/Small Business) Customer Care (med./large business, government) Technical Support (Home Sales/Small Business) Technical Support (med./large bus., government) Technical Support (printers, projectors, televisions, handhelds, digital jukebox, and wireless) Sales (Home Sales/Small Business) Sales (med./large bus., government) Spare Parts Sales & Extended Service Sales	toll-free: 1-800-247-9362 toll-free: 1-800-847-4096 toll-free: 1-800-326-9463 toll-free: 1-800-847-4096 toll-free: 1-800-387-5757 1-877-335-5767 toll-free: 1-800-387-5752 toll-free: 1-800-387-5755 1 866 440 3355

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Cayman Islands	General Support	1-800-805-7541
Chile (Santiago) Country Code: 56 City Code: 2	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823
China (Xiamen) Country Code: 86 City Code: 592	Technical Support website: <a href="http://support.dell.com.cn">support.dell.com.cn</a> Technical Support E-mail: <a href="mailto:cn_support@dell.com">cn_support@dell.com</a> Customer Care E-mail: <a href="mailto:customer_cn@dell.com">customer_cn@dell.com</a> Technical Support Fax Technical Support (Dell™ Dimension™ and Inspiron) Technical Support (OptiPlex™, Latitude™, and Dell Precision™) Technical Support (servers and storage) Technical Support (projectors, PDAs, switches, routers, and so on) Technical Support (printers) Customer Care Customer Care Fax Home and Small Business Preferred Accounts Division Large Corporate Accounts GCP Large Corporate Accounts Key Accounts Large Corporate Accounts North Large Corporate Accounts North Government and Education Large Corporate Accounts East Large Corporate Accounts East Government and Education Large Corporate Accounts Queue Team Large Corporate Accounts South Large Corporate Accounts West Large Corporate Accounts Spare Parts	592 818 1350 toll-free: 800 858 2969 toll-free: 800 858 0950 toll-free: 800 858 0960 toll-free: 800 858 2920 toll-free: 800 858 2311 toll-free: 800 858 2060 592 818 1308 toll-free: 800 858 2222 toll-free: 800 858 2557 toll-free: 800 858 2055 toll-free: 800 858 2628 toll-free: 800 858 2999 toll-free: 800 858 2955 toll-free: 800 858 2020 toll-free: 800 858 2669 toll-free: 800 858 2572 toll-free: 800 858 2355 toll-free: 800 858 2811 toll-free: 800 858 2621



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0455
Czech Republic (Prague)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:czech_dell@dell.com">czech_dell@dell.com</a>	
Country Code: 420	Technical Support	22537 2727
	Customer Care	22537 2707
	Fax	22537 2714
	Tech Fax	22537 2728
	Switchboard	22537 2711
Denmark (Copenhagen)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/dk/da/emaildell/">support.euro.dell.com/dk/da/emaildell/</a>	
Country Code: 45	Technical Support for Inspiron XPS computers only	7010 0074
	Technical Support for all other Dell computers	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Switchboard Fax (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Switchboard Fax (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777
Finland (Helsinki)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 990	E-mail: <a href="mailto:support.euro.dell.com/fi/fi/emaildell/">support.euro.dell.com/fi/fi/emaildell/</a>	
Country Code: 358	Technical Support	09 253 313 60
City Code: 9	Customer Care	09 253 313 38
	Fax	09 253 313 99
	Switchboard	09 253 313 00

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>France (Paris) (Montpellier)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/fr/fr/emaildell/">support.euro.dell.com/fr/fr/emaildell/</a>	
Country Code: 33	<b>Home and Small Business</b>	
City Codes: (1) (4)	Technical Support for Inspiron XPS computers only	0825 387 129
	Technical Support for all other Dell computers	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01
<b>Germany (Langen)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 49	Technical Support for Inspiron XPS computers only	06103 766-7222
City Code: 6103	Technical Support for all other Dell computers	06103 766-7200
	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Greece</b>	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/gr/en/emaildell/	
Country Code: 30	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
<b>Grenada</b>	General Support	toll-free: 1-866-540-3355
<b>Guatemala</b>	General Support	1-800-999-0136
<b>Guyana</b>	General Support	toll-free: 1-877-270-4609
<b>Hong Kong</b>	Website: support.ap.dell.com	
International Access Code: 001	Technical Support E-mail: apsupport@dell.com	
Country Code: 852	Technical Support (Dimension and Inspiron)	2969 3 188
	Technical Support (OptiPlex, Latitude, and Dell Precision)	2969 3 191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3 196
	Customer Care	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3 105
<b>India</b>	Technical Support	1600 33 8045
	Sales (Large Corporate Accounts)	1600 33 8044
	Sales (Home and Small Business)	1600 33 8046

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Ireland (Cherrywood)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 16	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
Country Code: 353	Technical Support for Inspiron XPS computers only	1850 200 722
City Code: 1	Technical Support for all other Dell computers	1850 543 543
	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/Sales Fax	01 204 0103
	Switchboard	01 204 4444
<b>Italy (Milan)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/it/it/emaildell/">support.euro.dell.com/it/it/emaildell/</a>	
Country Code: 39	<b>Home and Small Business</b>	
City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
<b>Jamaica</b>	General Support (dial from within Jamaica only)	1-800-682-3639

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Japan (Kawasaki)</b>	Website: support.jp.dell.com	
International Access Code: 001	Technical Support (servers)	toll-free: 0120-198-498
Country Code: 81	Technical Support outside of Japan (servers)	81-44-556-4162
City Code: 44	Technical Support (Dimension and Inspiron)	toll-free: 0120-198-226
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free:0120-198-433
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	Technical Support (PDAs, projectors, printers, routers)	toll-free: 0120-981-690
	Technical Support outside of Japan (PDAs, projectors, printers, routers)	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Switchboard	044-556-4300
<b>Korea (Seoul)</b>	Technical Support	toll-free: 080-200-3800
International Access Code: 001	Sales	toll-free: 080-200-3600
Country Code: 82	Customer Service (Penang, Malaysia)	604 633 4949
City Code: 2	Fax	2194-6202
	Switchboard	2194-6000
	Technical Support (Electronics and Accessories)	toll-free: 080-200-3801

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Latin America</b>	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
<b>Luxembourg</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 352	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
<b>Macao</b>	Technical Support	toll-free: 0800 105
Country Code: 853	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115
<b>Malaysia (Penang)</b>	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a>	
International Access Code: 00	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 88 0193
Country Code: 60	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1 800 88 1306
City Code: 4	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 88 1386
	Customer Service (Penang, Malaysia)	04 633 4949
	Transaction Sales	toll-free: 1 800 888 202
	Corporate Sales	toll-free: 1 800 888 213

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Mexico</b>	Customer Technical Support	001-877-384-8979
International Access Code: 00		or 001-877-269-3383
Country Code: 52	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
<b>Montserrat</b>	General Support	toll-free: 1-866-278-6822
<b>Netherlands Antilles</b>	General Support	001-800-882-1519
<b>Netherlands (Amsterdam)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	Technical Support for Inspiron XPS computers only	020 674 45 94
Country Code: 31	Technical Support for all other Dell computers	020 674 45 00
City Code: 20	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
<b>New Zealand</b>	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a>	
International Access Code: 00	E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a>	
Country Code: 64	Technical Support (for desktop and portable computers)	toll-free: 0800 446 255
	Technical Support (for servers and workstations)	toll-free: 0800 443 563
	Home and Small Business	0800 446 255
	Government and Business	0800 444 617
	Sales	0800 441 567
	Fax	0800 441 566

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Nicaragua	General Support	001-800-220-1006
Norway (Lysaker)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/no/no/emaildell/">support.euro.dell.com/no/no/emaildell/</a>	
Country Code: 47	Technical Support	671 16882
	Relational Customer Care	671 17575
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
<b>Panama</b>	General Support	001-800-507-0962
<b>Peru</b>	General Support	0800-50-669
<b>Poland (Warsaw)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 011	E-mail: <a href="mailto:pl_support_tech@dell.com">pl_support_tech@dell.com</a>	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
<b>Portugal</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/pt/en/emaildell/">support.euro.dell.com/pt/en/emaildell/</a>	
Country Code: 351	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
<b>Puerto Rico</b>	General Support	1-800-805-7545
<b>St. Kitts and Nevis</b>	General Support	toll-free: 1-877-441-4731
<b>St. Lucia</b>	General Support	1-800-882-1521
<b>St. Vincent and the Grenadines</b>	General Support	toll-free: 1-877-270-4609



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Singapore (Singapore)	Website: support.ap.dell.com	
International Access Code: 005	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1800 394 7430
Country Code: 65	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 394 7488
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 394 7478
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 1 800 394 7412
	Corporate Sales	toll-free: 1 800 394 7419
Slovakia (Prague)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: czech_dell@dell.com	
Country Code: 421	Technical Support	02 5441 5727
	Customer Care	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 7585
South Africa (Johannesburg)	Website: support.euro.dell.com	
International Access Code: 09/091	E-mail: dell_za_support@dell.com	
Country Code: 27	Gold Queue	011 709 7713
City Code: 11	Technical Support	011 709 7710
	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Spain (Madrid)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/es/es/emaildell/">support.euro.dell.com/es/es/emaildell/</a>	
Country Code: 34	<b>Home and Small Business</b>	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Care	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/se/sv/emaildell/">support.euro.dell.com/se/sv/emaildell/</a>	
Country Code: 46	Technical Support	08 590 05 199
City Code: 8	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Technical Support Fax	08 590 05 594
	Sales	08 590 05 185
Switzerland (Geneva)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:Tech_support_central_Europe@dell.com">Tech_support_central_Europe@dell.com</a>	
Country Code: 41	E-mail for French-speaking HSB and Corporate Customers: <a href="mailto:support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a>	
City Code: 22	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Taiwan</b>	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a>	
International Access Code: 002	E-mail: <a href="mailto:ap_support@dell.com">ap_support@dell.com</a>	
Country Code: 886	Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories)	toll-free: 00801 86 1011
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 00801 60 1256
	Transaction Sales	toll-free: 00801 65 1228
	Corporate Sales	toll-free: 00801 651 227
<b>Thailand</b>	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a>	
International Access Code: 001	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
Country Code: 66	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service (Penang, Malaysia)	604 633 4949
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
<b>Trinidad/Tobago</b>	General Support	1-800-805-8035
<b>Turks and Caicos Islands</b>	General Support	toll-free: 1-866-540-3355

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.K. (Bracknell)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	Customer Care website: <a href="http://support.euro.dell.com/uk/en/ECare/Form/Home.asp">support.euro.dell.com/uk/en/ECare/Form/Home.asp</a>	
Country Code: 44		
City Code: 1344	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598-2521

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011 Country Code: 1	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
	<b>Consumer</b> (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a>	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	<b>Business</b>	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	<b>Public</b> (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605



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