

User's Guide

Dell E2418HN

Regulatory model: E2418HNb



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

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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
	• VESA™ Screw Cover
	• Power Cable (varies by country)
	• HDMI Cable
	• VGA Cable (Europe, the Middle East, and Africa only)



- Drivers and Documentation media
- Quick Setup Guide
- Safety and Regulatory Information

Product Features

The Dell E2418HN flat-panel display has an active matrix, Thin-Film Transistor, Liquid Crystal Display and LED backlight. The monitor's features include:

- 60.5 cm (23.8 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.
- Dell Display Manager Software
- ENERGY STAR-Qualified.
- Security lock slot.
- Asset Management Capability.
- EPEAT Gold compliant.
- CECP (for China).
- RoHS compliant.
- TCO Certified Displays.
- Energy Gauge shows the energy level being consumed by the monitor in real time.
- Optimize eye comfort with a flicker-free screen.
- The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, including eye fatigue, digital eye strain, and so on. ComfortView feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.

Identifying Parts and Controls

Front View



1	Function buttons (For more information, see Operating the Monitor)
2	Power On/Off button (with LED indicator)

Back View



Back View with Monitor Stand

Label	Description	Use
1	VESA mounting holes (100 mm)	To mount the monitor.
2	Regulatory rating label	Lists the regulatory approvals.
3	Security lock slot	Secures monitor with security lock (security lock not included).
4	Barcode serial number label	Refer to this label if you need to contact Dell for technical support.
5	Cable management slot	Use to organize cables by placing them through the slot.

Side View



Right Side

Bottom View



Label	Description	Use
1	AC power connector	To connect the monitor power cable.
2	HDMI connector	To connect your computer to the monitor using a HDMI cable.
3	VGA connector	To connect your computer to the monitor using a VGA cable.
4	Dell soundbar mounting slots	To attach the optional Dell Soundbar.

Monitor Specifications

Flat-Panel Specifications

Model number	E2418HN
Screen type	Active matrix - TFT LCD
Panel Technology	In-Plane Switching Technology
Aspect Ratio	16:9
Viewable image	
Diagonal	604.7 mm (23.8 inches)
Horizontal Active Area	527.04 mm (20.75 inches)
Vertical Active Area	296.46 mm (11.67 inches)
Area	156246.27 mm ² (242.18 inches ²)
Pixel pitch	0.2745 x 0.2745 mm
Pixel per inch (PPI)	93
Viewing angle	
Horizontal	178° typical
Vertical	178° typical
Brightness	250 cd/m ² (typical)
Contrast ratio	1000 to 1 (typical)
Display screen coating	Anti-Glare with 3H hardness
Backlight	White LED edgelight system
Response Time	5 ms (gray to gray - fast mode) 8 ms (typical - normal mode)
Color Depth	16.7 million colors
Color Gamut	CIE1976 (87 %) *
Built-in devices	N/A
Connectivity	1 x HDMI 1.4, 1 x VGA
Border width (edge of monitor to active area)	17 mm (Top/Left/Right) 18 mm (Bottom)

Adjustability	
Height adjustable stand	N/A
Tilt	-5° to 21°
Swivel	N/A
Pivot	N/A
Dell Display Manager Compatibility	Yes
Security	Security lock slot (cable lock sold separately)

* Color gamut (typical) is based on CIE1976 (87% NTSC) and CIE1931 (72% NTSC) test standards.

Resolution Specifications

Model number	E2418HN
Scan range	
- Horizontal - Vertical	30 kHz to 83 kHz (automatic) 50 Hz to 76 Hz (automatic)
Maximum preset resolution	1920 x 1080 at 60 Hz

Supported Video Modes

Model number	E2418HN
Video display capabilities (VGA & HDMI playback)	480i, 480p, 576i, 576p, 720p, 1080i, 1080p

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, 640 x 480	31.5	60.0	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
IBM, 720 x 400	31.5	70.0	28.3	-/+
VESA, 800 x 600	37.9	60.0	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	+/+

Electrical Specifications

Model number	E2418HN
Video input signals	- Analog RGB: 0.7 Volts ± 5 %, 75 ohm input impedance - HDMI, 600 mV for each differential line, 100 ohm input impedance per differential pair
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 A (typical)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)

Physical Characteristics

The following table lists the monitor's physical characteristics:

Model Number	E2418HN
Signal cable type	- Analog: D-Sub, 15 pins - Digital: HDMI, 19 pins
Dimensions: (with stand)	
Height	425.1 mm (16.73 inches)
Width	562.6 mm (22.15 inches)
Depth	179.9 mm (7.08 inches)
Dimensions: (without stand)	
Height	333.1 mm (13.11 inches)
Width	562.6 mm (22.15 inches)
Depth	53.5 mm (2.11 inches)
Stand dimensions:	
Height	176.7 mm (6.95 inches)
Width	250.0 mm (9.84 inches)
Depth	179.9 mm (7.08 inches)
Weight:	
Weight with packaging	5.80 kg (12.79 lb)
Weight with stand assembly and cables	4.25 kg (9.37 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.41 kg (7.52 lb)
Weight of stand assembly	0.69 kg (1.52 lb)
Front frame gloss	Black Frame-35 gloss unit (max.)

Environmental Characteristics

The following table lists the environmental conditions for your monitor:

Model Number	E2418HN
Compliant Standards - ENERGY STAR Qualified Monitor - EPEAT Gold registered in the U.S. EPEAT registration varies by country. See www.epeat.net for registration status by country - RoHS-compliant - TCO-Certified Displays - PVC/BFR/CFR-reduced - Arsenic-Free glass and Mercury-Free for the panel only	
Temperature - Operating - Non-operating	0 °C to 40 °C (32 °F to 104 °F) Storage: -20 °C to 60 °C (-4 °F to 140 °F) Shipping: -20 °C to 60 °C (-4 °F to 140 °F)
Humidity - Operating - Non-operating	10 % to 80 % (non-condensing) Storage: 5 % to 90 % (non-condensing) Shipping: 5 % to 90 % (non-condensing)
Altitude - Operating - Non-operating	5,000 m (16,404 ft) max 12,191 m (40,000 ft) max
Thermal dissipation	85.3 BTU/hour (maximum) 75.1 BTU/hour (typical)

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	White	25 W (Maximum)** 22 W (Typical)
Active-off mode	Inactive	Inactive	Blank	Glowing white	Less than 0.3 W
Switch off	-	-		Off	Less than 0.3 W *

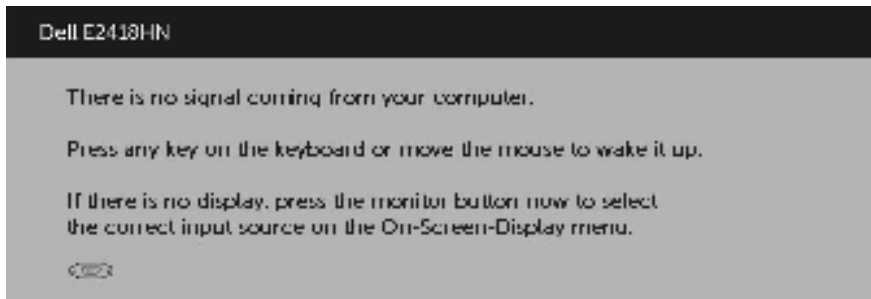
Energy Star	Power Consumption
P _{ON}	12.64 W***
E _{TEC}	54.15 kWh***

NOTE:

P_{ON} : Power consumption of on mode as defined in Energy Star 7.0 version.

E_{TEC} : Total energy consumption in KWh as defined in Energy Star 7.0 version.

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: This monitor is ENERGY STAR Qualified.



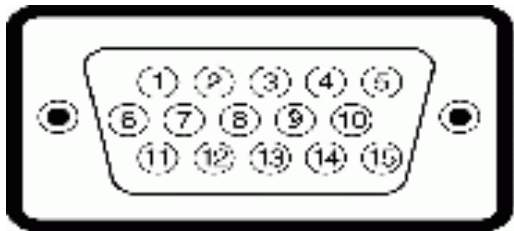
* Zero-power consumption in OFF mode can only be achieved by disconnecting the main cable from the monitor.

** Maximum power consumption with max luminance and contrast.

*** This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and shall have no obligation to update such information. Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

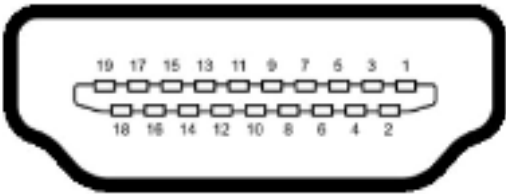
Pin Assignments

VGA connector



Pin Number	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

HDMI connector



Pin Number	19-pin Side of the Connected Signal Cable
1	TMDS DATA 2+
2	TMDS DATA 2 SHIELD
3	TMDS DATA 2-
4	TMDS DATA 1+
5	TMDS DATA 1 SHIELD
6	TMDS DATA 1-
7	TMDS DATA 0+
8	TMDS DATA 0 SHIELD
9	TMDS DATA 0-
10	TMDS CLOCK
11	TMDS CLOCK SHIELD
12	TMDS CLOCK-
13	No Connection
14	No Connection
15	DDC CLOCK (SDA)
16	DDC DATA (SDA)
17	GND
18	+5 V POWER
19	HOT PLUG DETECT

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.

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.



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

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

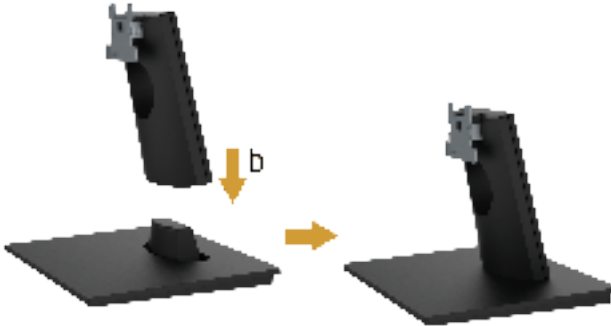
- To clean your antistatic screen, slightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the antistatic coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a slightly dampened, warm cloth to clean 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 Instruction**.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the black HDMI or VGA cable to the corresponding video port on the back of your computer.

Connecting HDMI cable



Connecting VGA Cable (optional)



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

Organizing Your Cables



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

Removing the Monitor Stand

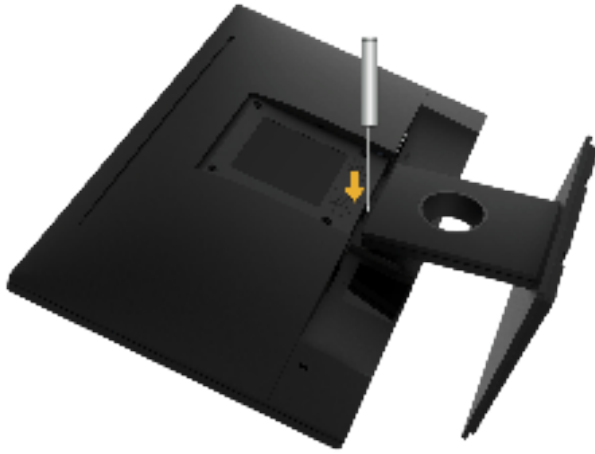
 **NOTE:** This is applicable for a monitor with a stand. When any other stand is bought, please refer to the respective stand setup guide for the removal instructions.

1. Remove the VESA Cover.



- a. Place the monitor panel on a soft cloth or cushion.
- b. Lift from both side simultaneously, remove the VESA Cover away from the monitor.

2. Remove the stand assembly to the monitor.



- a. Use a long screwdriver to push the release latch located in a hole just above the stand.
- b. Once the latch is released, remove the base 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. Use a screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall mounting kit to the LCD.
5. Mount the LCD on the wall by following the instructions that came with the base mounting kit.

 **NOTE:** For use only with UL-listed wall-mount bracket with minimum weight/ load bearing capacity of 13.64 kg .

Operating the Monitor

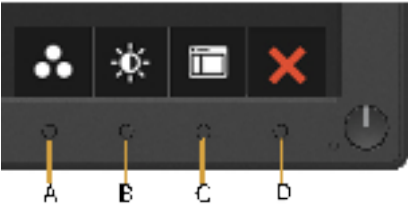
Power On the Monitor

Press the  button to turn on the monitor.



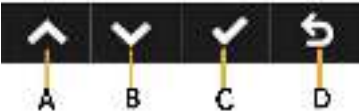
Using the Front-Panel Controls

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



Front-Panel Keys		Description
A	 Preset modes	Use the Preset modes key to choose from a list of preset color modes. See Using the OSD Menu .
B	 Brightness / Contrast	Use the Brightness / Contrast key to direct access to the "Brightness" and "Contrast" control menu.
C	 Menu	Use the Menu key to open the on-screen display (OSD).
D	 Exit	Use the Exit key to exit on-screen display (OSD) from menu and sub-menus.

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.

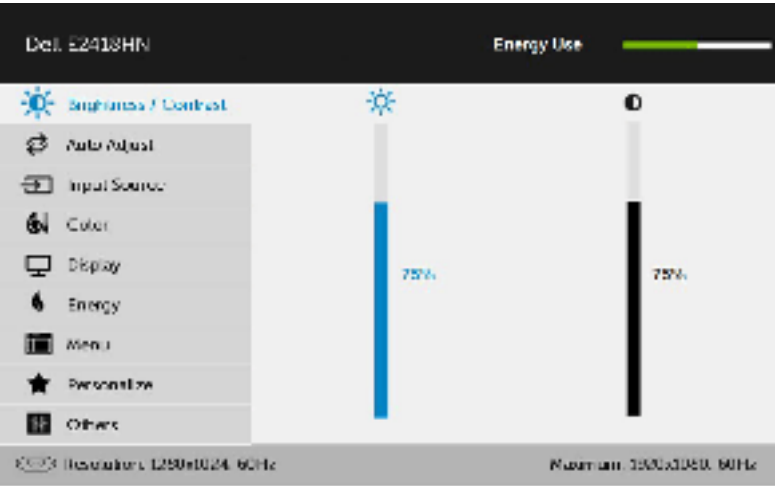
Using the On-Screen Display (OSD) Menu

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 to open the OSD menu and display the main menu.

Main Menu

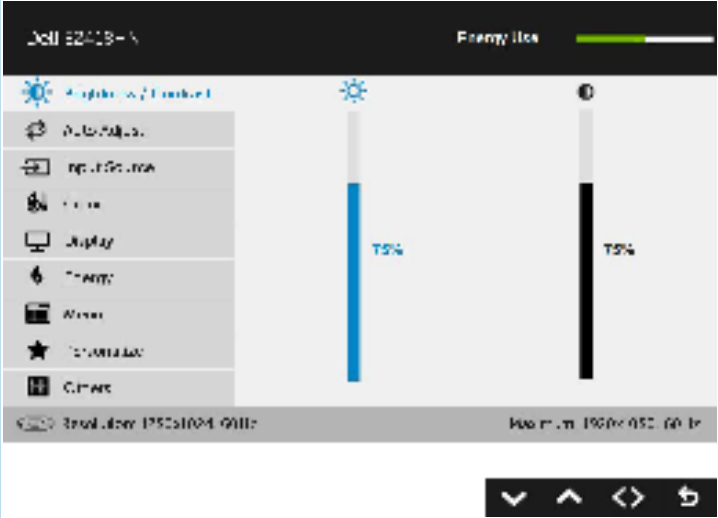


 **NOTE:** Auto Adjust is only available when you use the analog (VGA) connector.

- 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.

- 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.
- 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.



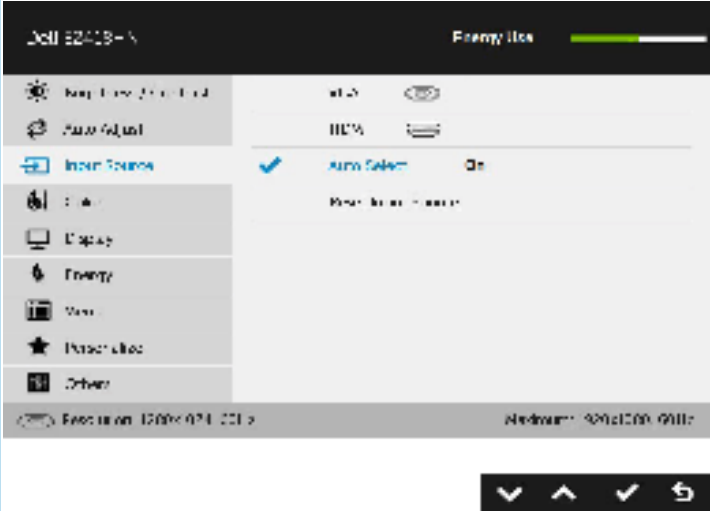
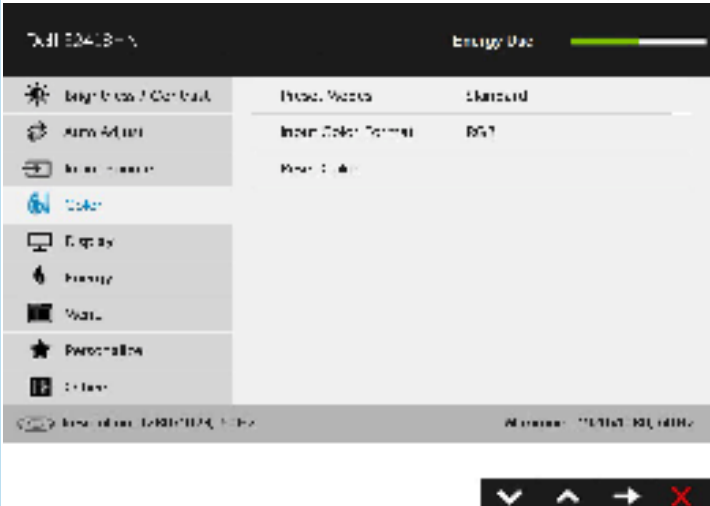
The following dialog appears on a black screen as the monitor self-adjusts to the current input:



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**.

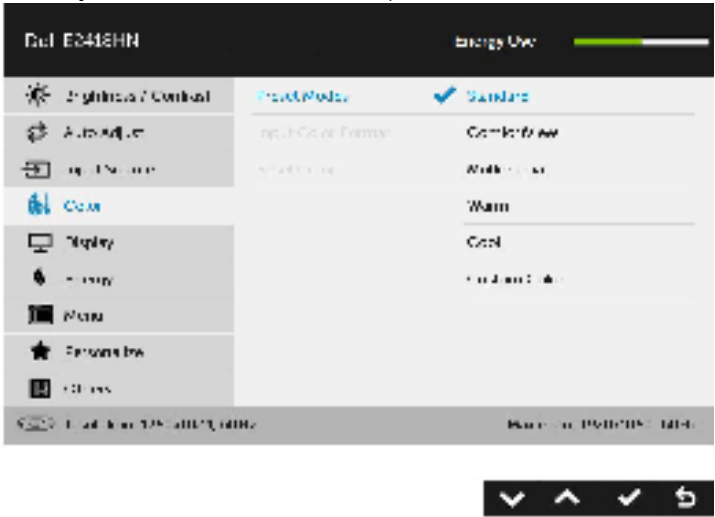
NOTE: Auto Adjust does not occur if you press the button while there are no active video input signals or attached cables.

This option is only available when you are using the analog (VGA) connector.

	Input Source	Use the Input Source menu to select between different video signals that may be connected to your monitor. 
	VGA	Select VGA input when you are using the analog (VGA) connector. Push  to select the VGA input source.
	HDMI	Select HDMI input when you are using the HDMI connector. Push  to select the HDMI input source.
	Auto Select	Select Auto Select to scan for available input signals.
	Reset Input Source	Reset your monitor input settings to the factory settings.
	Color	Use the Color menu to adjust the monitor's color settings. 

Preset Modes

Allows you to choose from a list of preset color modes.



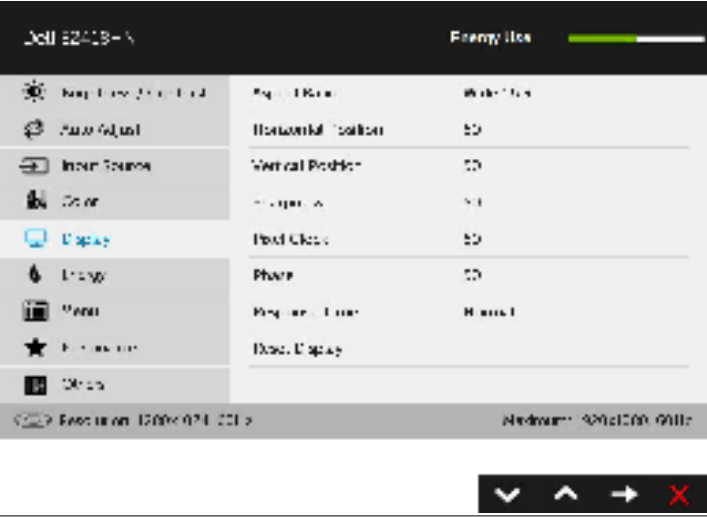
- **Standard:** Loads the monitor's default color settings. This is the default preset mode.
- **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes.

WARNING: The possible long-term effects of blue light emission from the monitor may cause personal injury such as digital eye strain, eye fatigue and damage to the eyes. Using monitor for extended periods of time may also cause pain in parts of body such as neck, arm, back and shoulder.

To reduce the risk of eye strain and neck/arm/back/shoulder pain from using the monitor for long periods of time, we suggest you to:

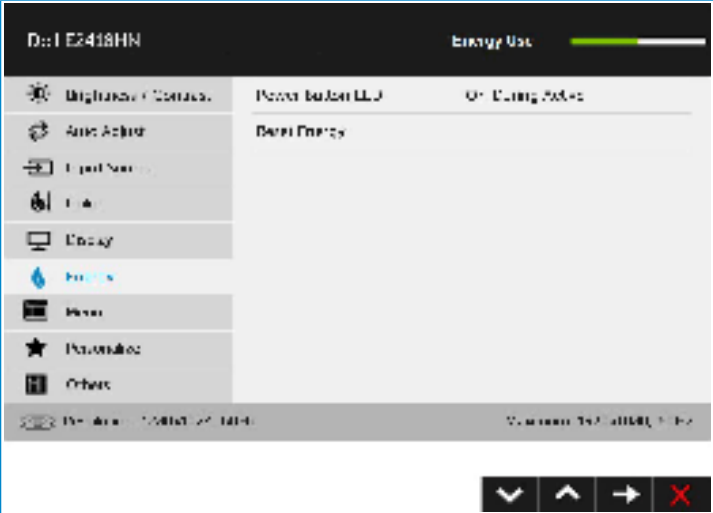
1. Set the distance of the screen between 20 inches to 28 inches (50cm-70cm) from your eyes.
2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
3. Take regular and frequent breaks for 20 minutes every two hours.
4. Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.
5. Perform stretches to relieve tension in the neck, arm, back, and shoulders during the breaks.

	• Multimedia: Loads color settings ideal for multimedia applications. • 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 ▼ keys to adjust the Red, Green, and Blue values and create your own preset color mode.
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 cable. • YPbPr: Select this option if your DVD player supports only YPbPr output.
Reset Color	Resets your monitor's color settings to the factory defaults.

	Display	Use the Display menu to adjust the monitor's display settings. 
	Aspect Ratio	Adjusts the image ratio as Wide 16:9, 4:3, or 5:4. NOTE: Wide 16:9 adjustment is not required at maximum preset resolution 1920 x 1080.
	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' (+). NOTE: Horizontal Position and Vertical Position adjustments are only available for "VGA" input.
	Sharpness	This feature can make the image look sharper or softer. Use ▲ or ▼ to adjust the sharpness from '0' to '100'.
	Pixel Clock	The Phase and Pixel Clock adjustments allow you to adjust your monitor to your preference. Use ▲ or ▼ 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. NOTE: Pixel Clock and Phase adjustment are only available for VGA input.
	Response Time	Allows you to set the Response Time to Normal or Fast.
	Reset Display	Select this option to restore default display settings.



Energy

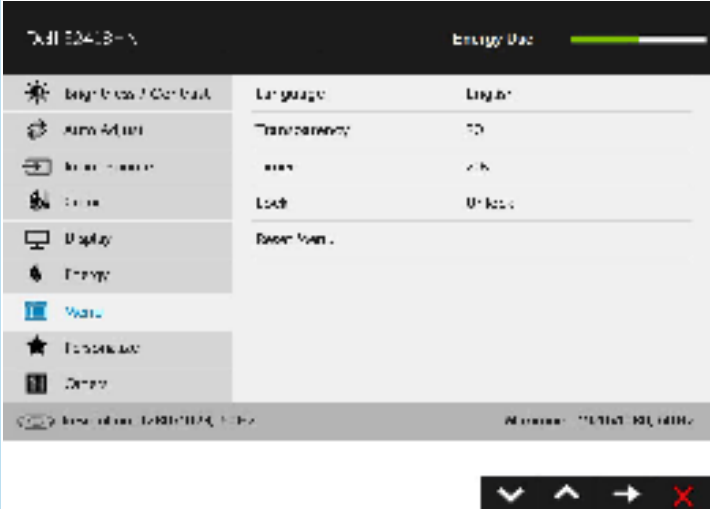


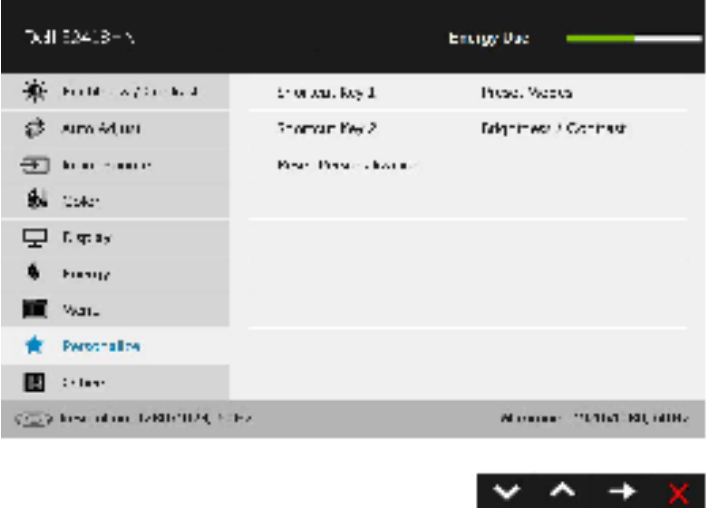
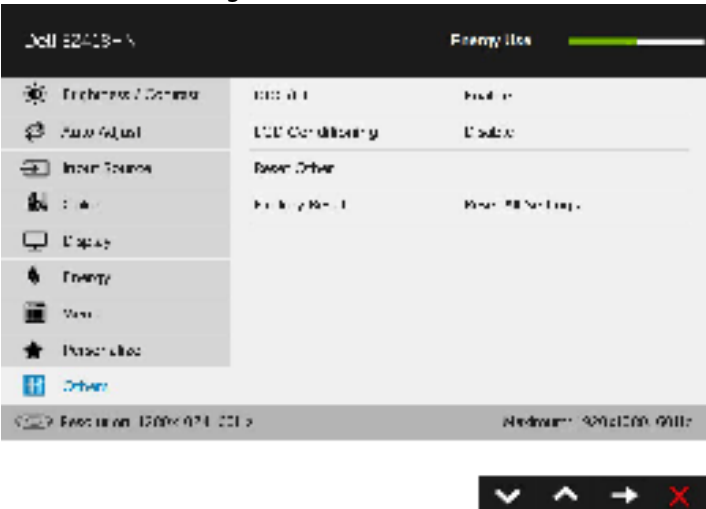
Power Button LED

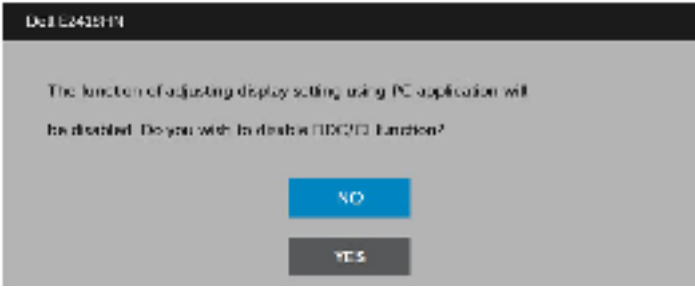
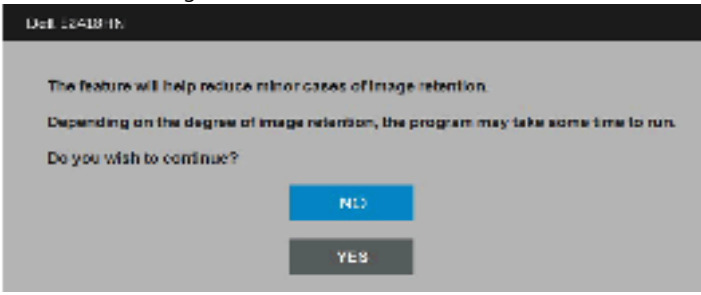
Allows you to set the power LED indicator on or off during active to save energy.

Reset Energy

Select this option to restore default Energy settings.

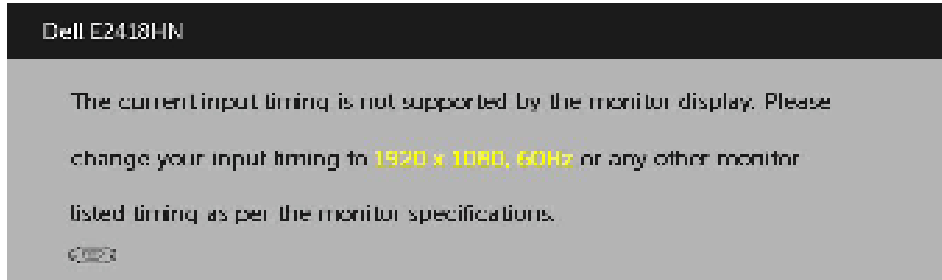
	Menu	Select this option to adjust the settings of the OSD such as, the languages of the OSD, the amount of time the menu remains on screen, and so on. 
	Language	Allows you to set the OSD display to one of eight languages: English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, 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 6 seconds to unlock and allow user access to all applicable settings.
	Reset Menu	Select this option to restore default menu settings.

	Personalize	User can select from "Preset Modes", "Brightness/Contrast", "Auto Adjust", "Input Source", "Aspect Ratio" and set as shortcut key. 
	Reset Personalization	Allows you to restore shortcut key to the default setting.
	Others	Select this option to adjust the OSD settings, such as the DDC/CI, LCD Conditioning, and so on. 

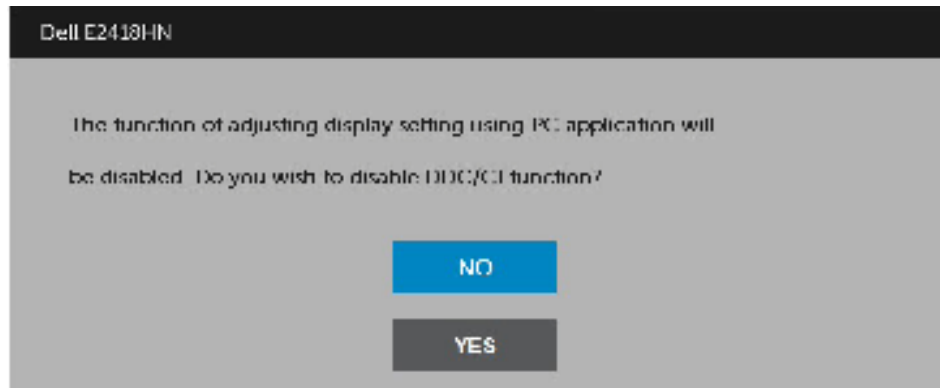
DDC/CI	DDC/CI (Display Data Channel/Command Interface) allows a software on your computer to adjust the monitor display settings like the brightness, color balance etc. Enable (Default): Optimizes the performance of your monitor and provides a better customer experience. Disable: Disables the DDC/CI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

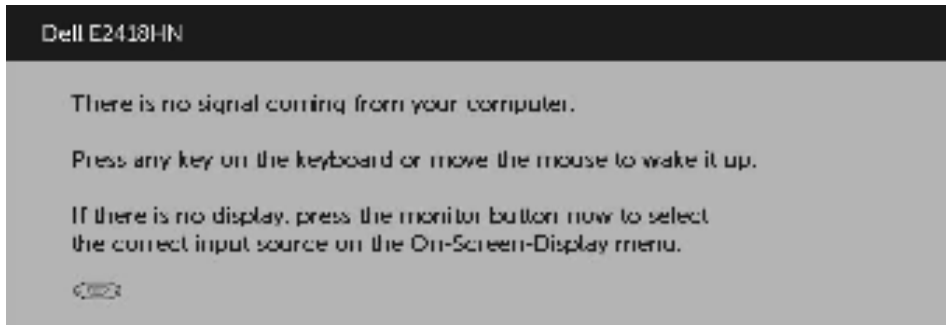


When the monitor enters the **Power Save** mode, the following message appears:

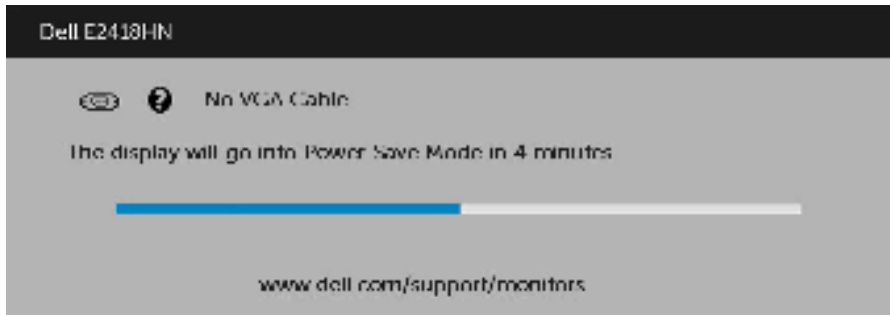


Activate the computer and wake up the monitor to gain access to the OSD.

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



If VGA or HDMI cable is not connected, a floating dialog box as shown below appears. The monitor will enter **Power Save Mode after 4 minutes** if left at this state.



 **NOTE:** The message may be slightly different according to the connected input signal.

See **Solving Problems** for more information.

Setting the Maximum Resolution

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.

In Windows 10:

1. Right-click on the desktop and click **Display settings**.
2. Click **Advanced display settings**.
3. Click the dropdown list of **Resolution** and select 1920 x 1080.
4. Click **Apply**.

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.

In Windows 10:

1. Right-click on the desktop and click **Display settings**.
2. Click **Advanced display settings**.
3. Click **Display adapter properties**.
4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).
5. Please refer to the graphics card provider website for updated driver (for example, <http://www.ATI.com> OR <http://www.NVIDIA.com>).
6. After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 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 .

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

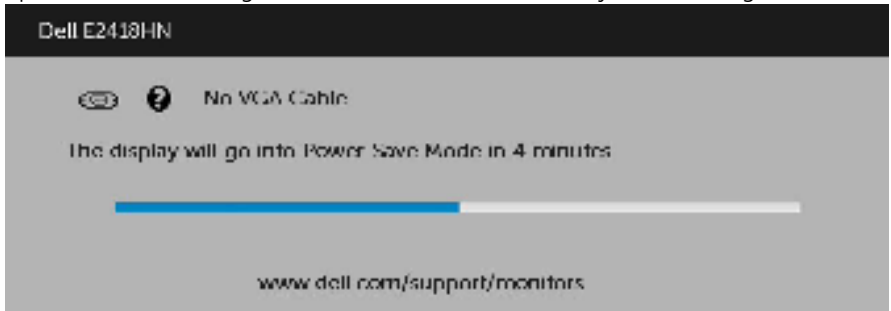
⚠ WARNING: Before you begin any of the procedures in this section, follow the Safety Instruction

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.
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 white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.

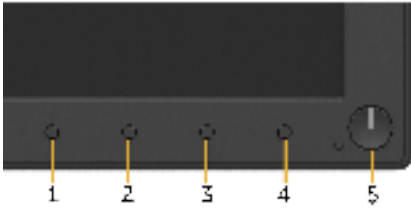


4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged. The monitor will enter **Power Save Mode after 4 minutes** if left at this state.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

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** on the front panel simultaneously for 2 seconds. A gray screen appears.
4. Carefully inspect the screen for abnormalities.
5. Press the **Button 1** 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 Text screen appears. To exit, press the **Button 1** 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. • Ensure that the correct input source is selected via the Input Source Select button. • 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. • Ensure that the correct input source is selected via the Input Source Select menu. • 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. NOTE: When using 'HDMI', the positioning adjustments are not available.
Horizontal/Vertical Lines	Screen has one or more lines	• Reset the monitor to Factory Settings. • Perform Auto Adjust via OSD. • Adjust Phase and Pixel Clock controls via OSD. • Perform monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. NOTE: When using 'HDMI', the Pixel Clock and Phase adjustments are not available.

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 Mode in the Color OSD to Graphics or Video depending on the application. • Try different Color Preset Settings in Color OSD. Adjust R/G/B value in Color OSD if the Color Management is turned off. • Change the Input Color Format to PC RGB or YPbPr in the Color 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.
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 **NOTE:** When choosing HDMI mode, the Auto Adjust function is not available.

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	• Check the Aspect Ratio setting in the Display OSD. • 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.

Dell Soundbar Problems

Common Symptoms	What You Experience	Possible Solutions
No sound for system where the Soundbar draws power from an AC adapter	No power to Soundbar - the power indicator is off	• Turn the Power/Volume knob on the Soundbar clockwise to the middle position; check if the power indicator (white LED) on the front of the Soundbar is illuminated. • Confirm that the power cable from the Soundbar is plugged into the adapter.
No Sound	Soundbar has power - power indicator is on	• Plug the audio line-in cable into the computer's audio out jack. • Set all volume controls to their maximum and ensure that the mute option is not enabled. • Play some audio content on the computer (example, audio CD, or MP3). • Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting. • Clean and reseal the audio line-in plug. • Test the Soundbar using another audio source (For example: portable CD player, MP3 player).
Distorted Sound	Other audio source is used	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the audio source. • Decrease the volume of the audio source. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and reseal the audio line-in plug.

Distorted Sound	Computer's sound card is used as the audio source	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the sound card. • Set all Windows volume controls to their midpoints. • Decrease the volume of the audio application. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and re-seat the audio line-in plug. • Troubleshoot the computer's sound card. • Test the Soundbar using another audio source (For example: portable CD player, MP3 player). • Avoid using an audio cable extension or audio jack converter.
Unbalanced Sound Output	Sound from only one side of Soundbar	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source. • Set all Windows audio balance controls (L-R) to their midpoints. • Clean and reseat the audio line-in plug. • Troubleshoot the computer's sound card. • Test the Soundbar using another audio source (For example: portable CD player, MP3 player).

Low Volume	Volume is too low	• Clear any obstructions between the Soundbar and the user. • Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting. • Set all Windows volume controls to their maximum. • Increase the volume of the audio application. • Test the Soundbar using another audio source (For example: portable CD player, MP3 player)
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Appendix

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.

- Online technical assistance — www.dell.com/support/monitors
- Contacting Dell — www.dell.com/contactdell