

Service Manual–P2319Hc/P2319Ht

Version: 02

Date: 2022/03/15

Content Index

1. General Safety Instructions	3
1.1 SAFETY: General Safety	3
1.2 SAFETY: General Power Safety	5
2. Check Label behind monitor:.....	6
3. Exploded view diagram with list of items (P2319Hc)	7
4. Wiring connectivity diagram (P2319Hc).....	9
5. Disassembly and Assembly Procedures (P2319Hc)	10
5.1 Disassembly SOP (P2319Hc)	10
5.2 Assembly SOP (P2319Hc)	15
6. Exploded view diagram with list of items (P2319Ht)	19
7. Wiring connectivity diagram (P22319Ht).....	20
8. Disassembly and Assembly Procedures (P2319Ht).....	21
9. How to connect and disconnect power cable/ connectivity cable.....	27
10. Trouble shooting instructions	29

1. General Safety Instructions

Use the following safety guidelines to help ensure your own personal safety and to help protect your equipment and working environment from potential damage.

NOTE: In this section, equipment refers to monitors.

IMPORTANT NOTICE FOR USE IN HEALTHCARE ENVIRONMENTS:

Dell products are not medical devices and are not listed under UL or IEC 60601 (or equivalent). As a result, they must not be used within 6 feet of a patient or in a manner that directly or indirectly contacts a patient

1.1 SAFETY: General Safety

WARNING: To prevent the spread of fire, keep candles or other open flames away from this product at all times.

When setting up the equipment for use:

- Place the equipment on a hard, level surface. Leave 10.2 cm (4 in) minimum of clearance on all vented sides of the computer to permit the airflow required for proper ventilation.
- Restricting airflow can damage the computer or cause a fire.
- Do not stack equipment or place equipment so close together that it is subject to recirculated or preheated air.
- NOTE: Review the weight limits referenced in your computer documentation before placing a monitor or other devices on top of your computer.
- Ensure that nothing rests on your equipment's cables and that the cables are not located where they can be stepped on or tripped over.
- Ensure that all cables are connected to the appropriate connectors. Some connectors have a similar appearance and may be easily confused (for example, do not plug a telephone cable into the network connector).
- Do not place your equipment in a closed-in wall unit or on a bed, sofa, or rug.
- Keep your device away from radiators and heat sources.
- Keep your equipment away from extremely hot or cold temperatures to ensure that it is used within the specified operating range.
- Do not push any objects into the air vents or openings of your equipment. Doing so can cause fire or electric shock by shorting out interior components.
- Avoid placing loose papers underneath your device. Do not place your device in a closed-in wall unit, or on a soft, fabric surface such as a bed, sofa, carpet, or a rug.

When operating your equipment:

- Do not use your equipment in a wet environment, for example, near a bath tub, sink, or swimming pool or in a wet basement.
- Do not use AC powered equipment during an electrical storm. Battery powered devices may be used if all cables have been disconnected.
- Do not spill food or liquids on your equipment.
- Before you clean your equipment, disconnect it from the electrical outlet. Clean your device with a soft cloth dampened with water. Do not use liquids or aerosol cleaners, which may contain flammable substances.
- Clean the monitor display with a soft, clean cloth and water. Apply the water to the cloth, then stroke the cloth across the display in one direction, moving from the top of the display to the bottom. Remove moisture from the display quickly and keep the display dry.
- Long-term exposure to moisture can damage the display. Do not use a commercial window cleaner to clean your display.
- If your equipment does not operate normally - in particular, if there are any unusual sounds or smells coming from it - unplug it immediately and contact an authorized dealer or service center.

Protecting Against Electrostatic Discharge

Electrostatic discharge (ESD) events can harm electronic components inside your equipment. Under certain conditions, ESD may build up on your body or an object, such as a peripheral, and then discharge into another object, such as your computer. To prevent ESD damage, you should discharge static electricity from your body before you interact with any of your equipment's internal electronic components, such as a memory module. You can protect against ESD by touching a metal grounded object (such as an unpainted metal surface on your computer's I/O panel) before you interact with anything electronic. When connecting a peripheral (including handheld digital assistants) to your equipment, you should always ground both yourself and the peripheral before connecting it. In addition, as you work inside the equipment, periodically discharge any static charge your body may have accumulated.

You can also take the following steps to prevent damage from electrostatic discharge:

- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the antistatic packing material until you are ready to install the component. Just before unwrapping the antistatic package, be sure to discharge static electricity from your body.
- When transporting a sensitive component, first place it in an antistatic container or packaging.
- Handle all electrostatic sensitive components in a static-safe area. If possible, use antistatic floor pads and work bench pads.

1.2 SAFETY: General Power Safety

Observe the following guidelines when connecting your equipment to a power source:

- Check the voltage rating before you connect the equipment to an electrical outlet to ensure that the required voltage and frequency match the available power source.
- Do not plug the equipment power cables into an electrical outlet if the power cable is damaged
- Norway and Sweden: If this product is provided with a 3-prong power cable, connect the power cable to a grounded electrical outlet only.
- If you use an extension power cable, ensure that the total ampere rating of the products plugged in to the extension power cable does not exceed the ampere rating of the extension cable.
- If you must use an extension cable or power strip, ensure the extension cable or power strip is connected to a wall power outlet and not to another extension cable or power strip. The extension cable or power strip must be designed for grounded plugs and plugged into a grounded wall outlet.
- If you are using a multiple-outlet power strip, use caution when plugging the power cable into the power strip. Some power strips may allow you to insert a plug incorrectly. Incorrect insertion of the power plug could result in permanent damage to your equipment, as well as risk of electric shock and/or fire. Ensure that the ground prong of the power plug is inserted into the mating ground contact of the power strip.
- Be sure to grasp the plug, not the cable, when disconnecting equipment from an electric socket.

If your equipment uses an AC adapter:

- Use only the Dell provided AC adapter approved for use with this device. Use of another AC adapter may cause a fire or explosion.
- NOTE: Refer to your system rating label for information on the proper adapter model approved for use with your device.
- Place the AC adapter in a ventilated area, such as a desk top or on the floor, when you use it to run the computer or to charge the battery. Do not cover the AC adapter with papers or other items that will reduce cooling; also, do not use the AC adapter inside a carrying case.
- The AC adapter may become hot during normal operation of your computer. Use care when handling the adapter during or immediately after operation.
- It is recommended that you lay the adapter on the floor or desk so that the green light is visible. This will alert you if the adapter should accidentally go off due to external effects. If for any reason the green light goes off, disconnect the AC power cord from the wall for a period of ten seconds, and then reconnect the power cord.
- Japan Only: Use only the Dell-provided AC power cable with the AC adapter. Use of any other power cable may damage the device or AC adapter or may present risk of fire or electric shock.

2. Check Label behind monitor:



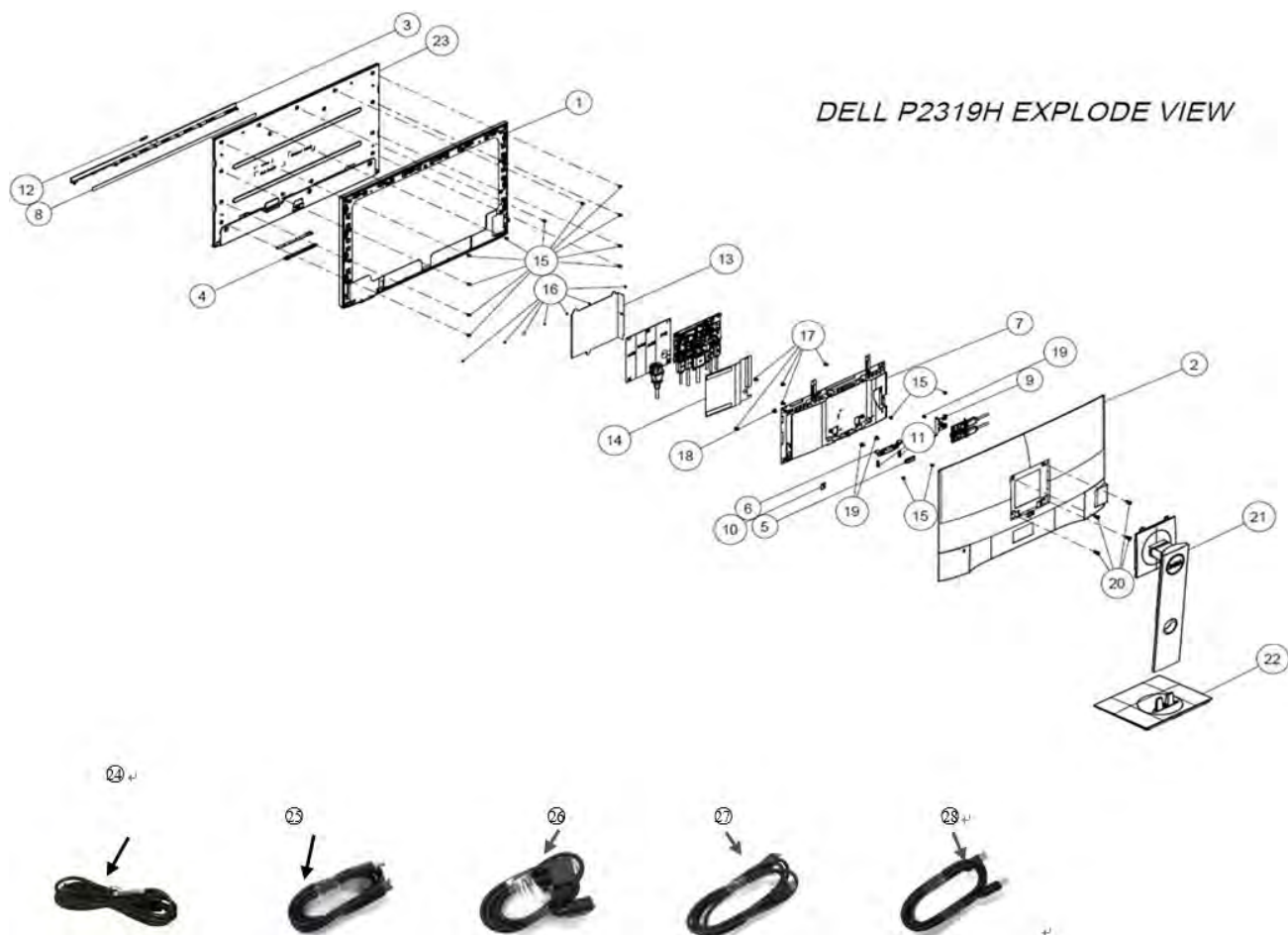
2.1 P2319Hc (Please follow Instruction for P2319Hc)



2.2 P2319Ht (Please follow instruction for P2319Ht, start from section 6):



3. Exploded view diagram with list of items (P2319Hc)



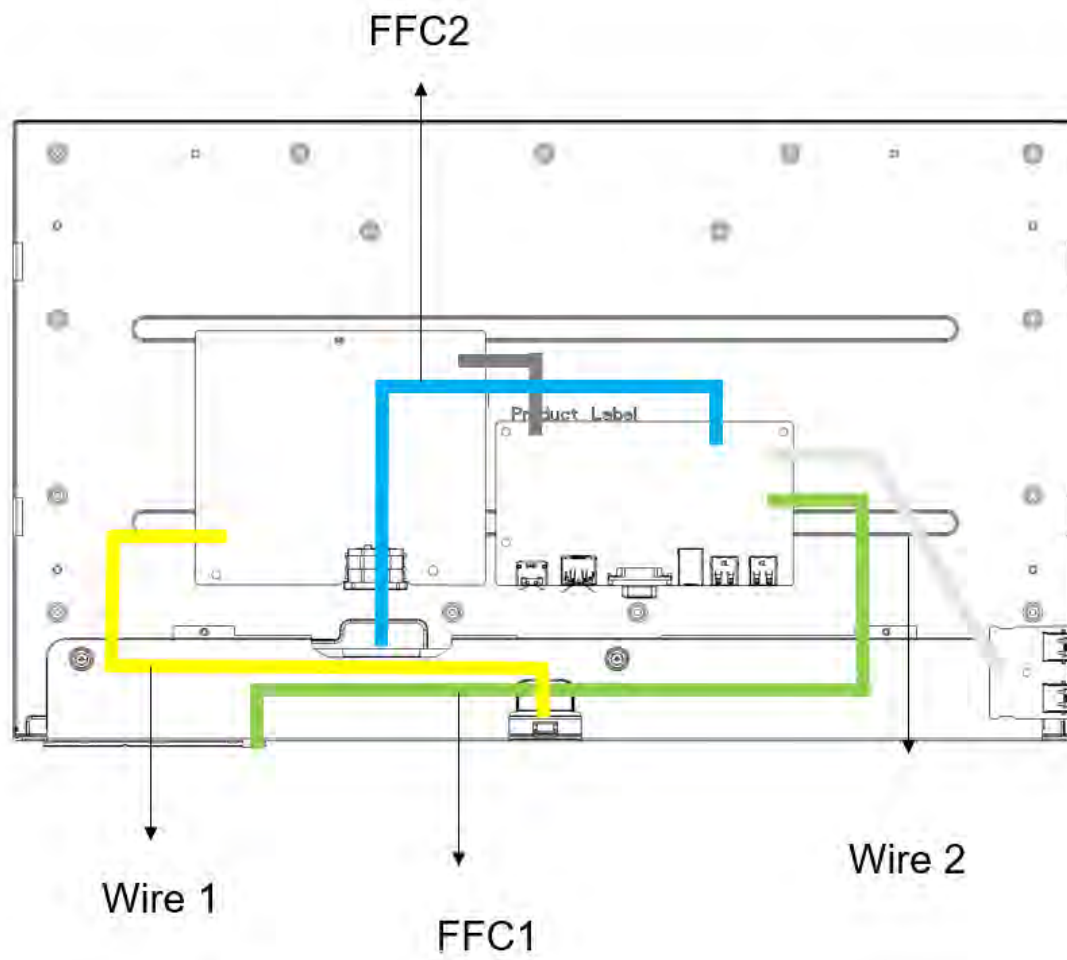
No.	Description	Q'ty	Remark
1	MIDDLE FRAME	1	For EMEA Only, not for other regions
2	REAR COVER	1	
3	DECO BEZEL	1	
4	KEY	1	
5	STAND BUTTON	1	
6	LATCH	1	
7	MIDDLE FRAME	1	
8	DECO PLATE	1	
9	SHIELDING USB	1	
10	BKT	1	
11	SPRING LATCH	2	
12	LOGO	1	
13	MYLAR-BTM	1	
14	MYLAR-TOP	1	
15	SCREW(PANEL)	11	
15	SCREW(PANEL)	4	
16	SCREW(DECO BEZEL)	7	
17	SCREW(PCB)	5	
18	SCREW(PCB)	1	
19	SCREW(LATCH-RC)	2	
19	SCREW(USB-PCB)	1	
20	SCREW(VESA)	4	
21	STAND	1	
22	BASE	1	
23	PANEL	1	
24	Power Cable	1	See "NOTE"
25	DP CABLE	1	See "NOTE"
26	VGA CABLE	1	See "NOTE"
27	HDMI	1	See "NOTE"
28	USB3.0	1	See "NOTE"

NOTE:

For replacement of power cord, connectivity cable and external power supply (if applicable), contact Dell:

1. Go to <https://www.dell.com/support>.
2. Verify your country or region in the Choose A Country/Region drop-down menu at the bottom-right corner of the page.
3. Click Contact Us next to the country dropdown.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you

4. Wiring connectivity diagram (P2319Hc)



5. Disassembly and Assembly Procedures (P2319Hc)

NOTE:

This “Disassembly and Assembly Procedures” is for EMEA only, not for other regions. Please note that Dell will deem warranty void if any disassembly is done on the monitors.

Tools Required

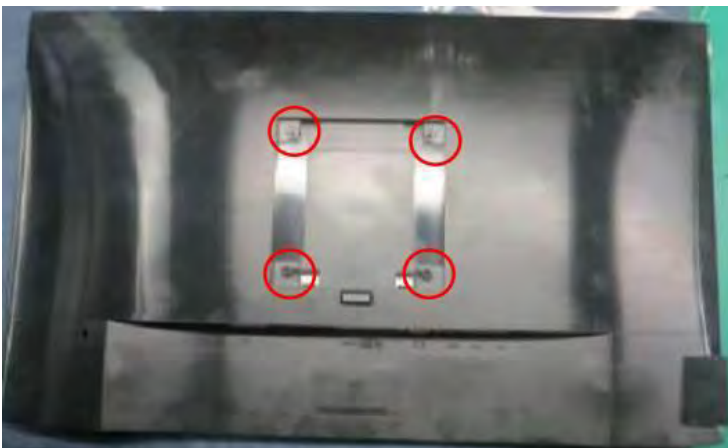
List the type and size of the tools that would typically can be used to disassemble the product to a point where components and materials requiring selective treatment can be removed.

Tool Description:

- Screwdriver (Phillip-head, Hexagonal head)
- Penknife

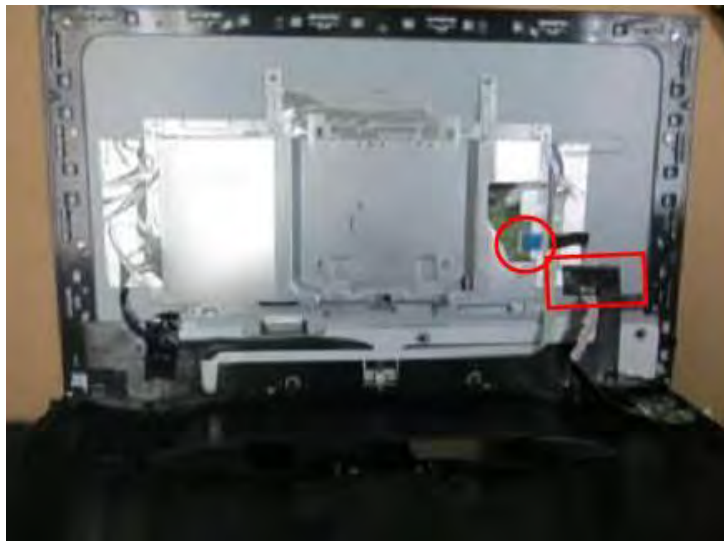
5.1 Disassembly SOP (P2319Hc)

Remove the
REAR COVER.

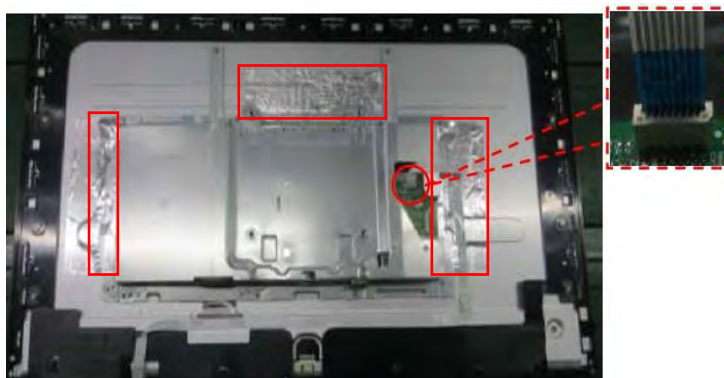
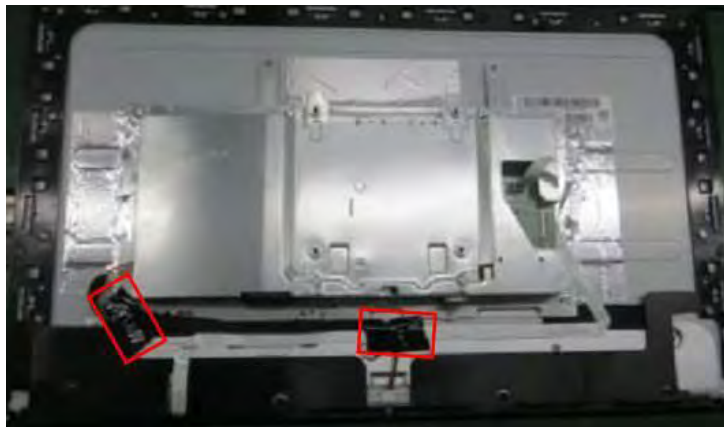


1. Pull up the cover.
 2. Remove the screws.
- Torque=12±2kgf.cm

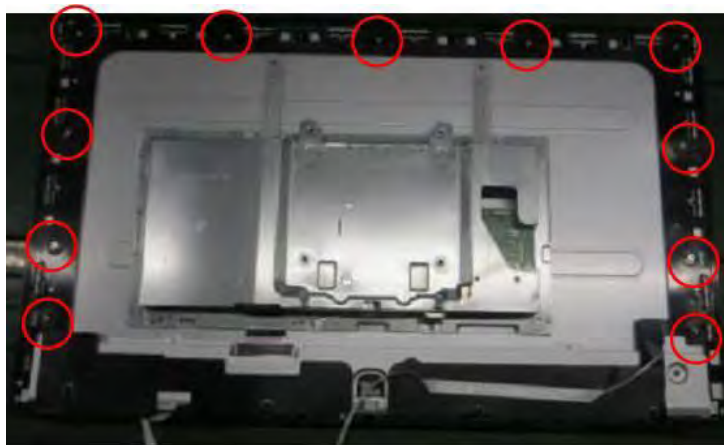
Remove the
Cables and
Tapes



Disconnect the pins
and the tapes.



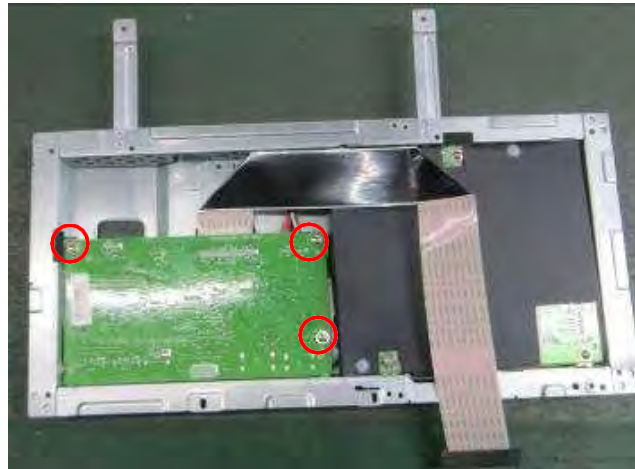
Remove the
Middle_Frame



Remove the screws
Torque= 3 ± 0.5 kgf.cm



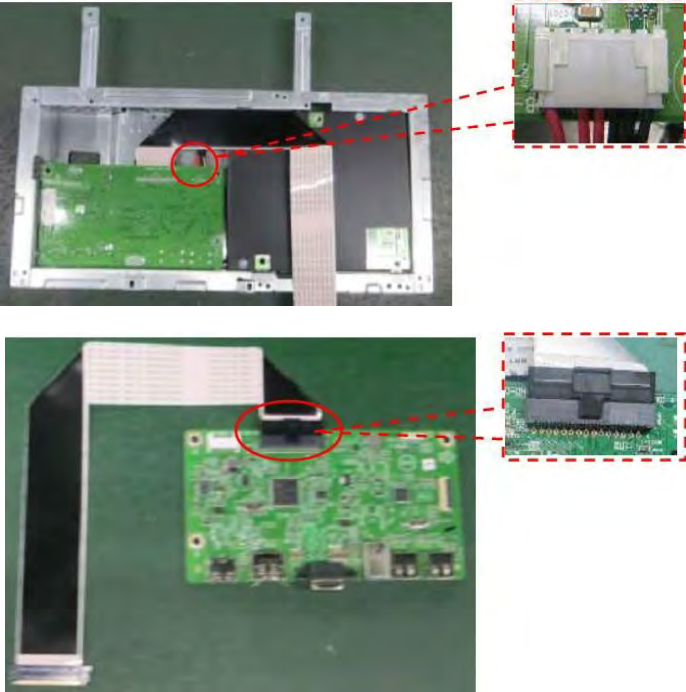
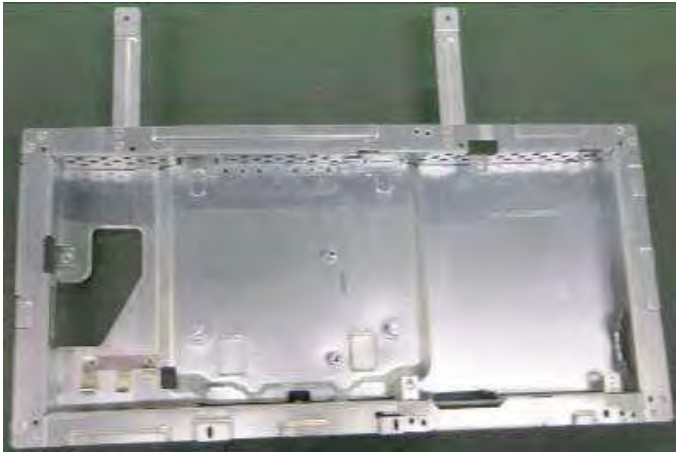
Remove the
Main Board



Remove the screws.
Torque= 6 ± 1 kgf.cm

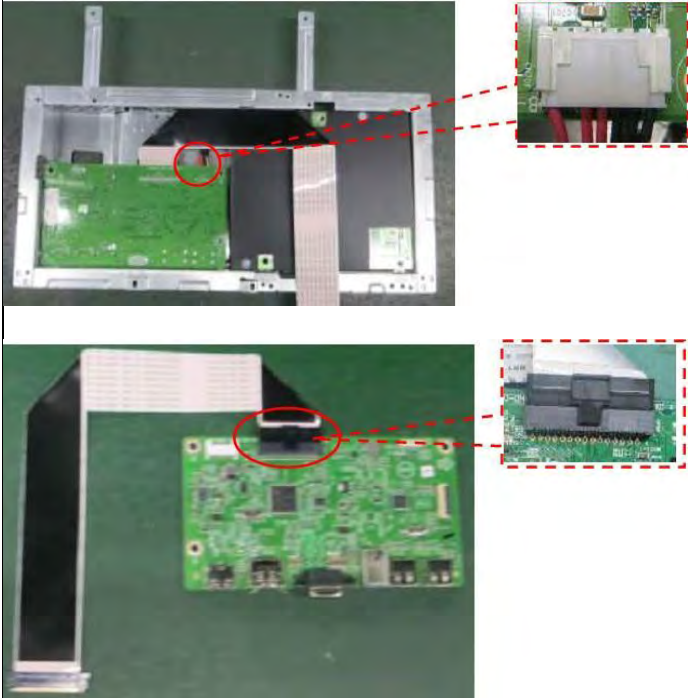


Torque= 4.5 ± 0.5 kgf.cm

Disconnect the pins		
Remove the Mylar and the Power Board		Take off the Mylar and remove the screws to remove the Power Board Torque=6±1kgf.cm
The Mainframe		Mainframe

Remove the USB board		Remove the screw to remove the USB board. Torque=4±1kgf.cm
The Rear Cover		

5.2 Assembly SOP (P2319Hc)

assemble the USB board		Tighten the screw to assemble the USB board. Torque=4±1kgf.cm
		Assemble the Mylar and tighten the screws Torque=6±1kgf.cm
connect the pins		

Assemble the Main Board



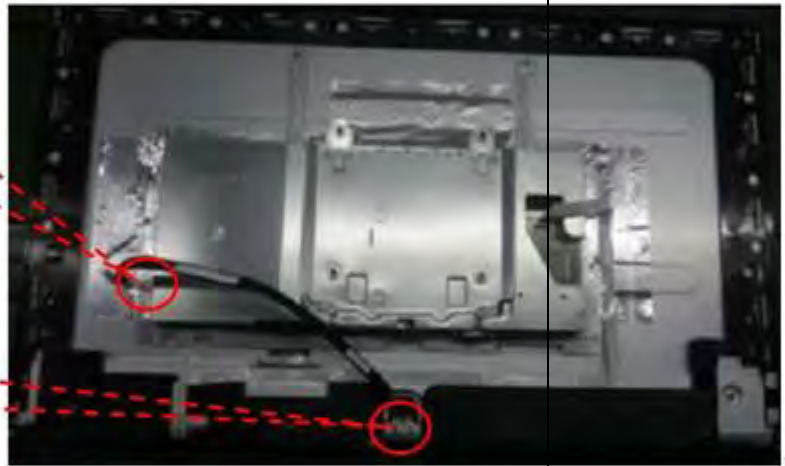
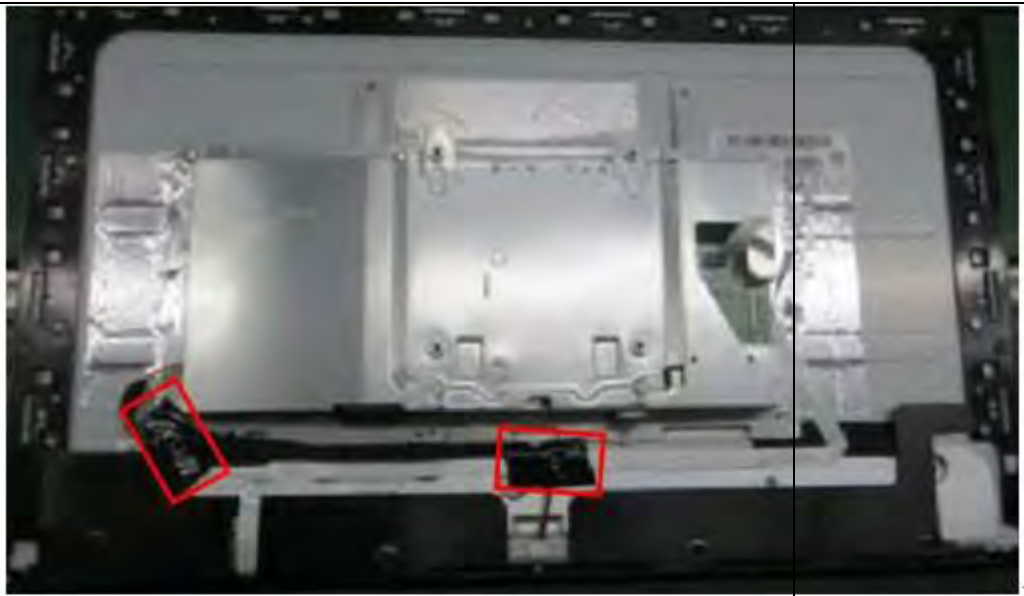
tightenthe screws.

assemble the Middle_Frame

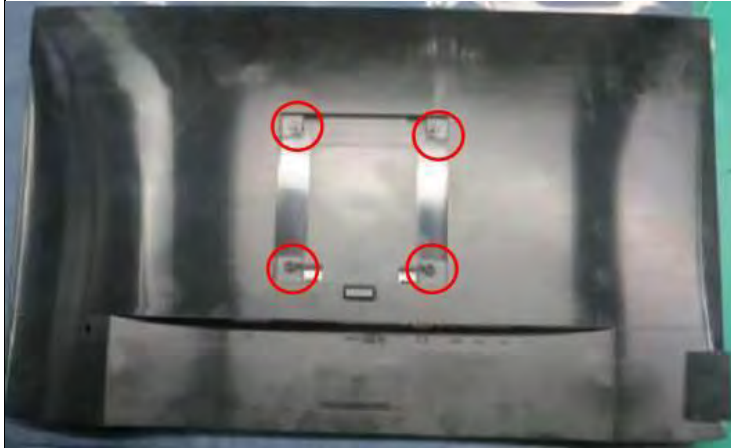


tighten the screws
Torque=3±0.5kgf.cm

Concet the Cables
and stick the Tapes



Assemble the rear cover



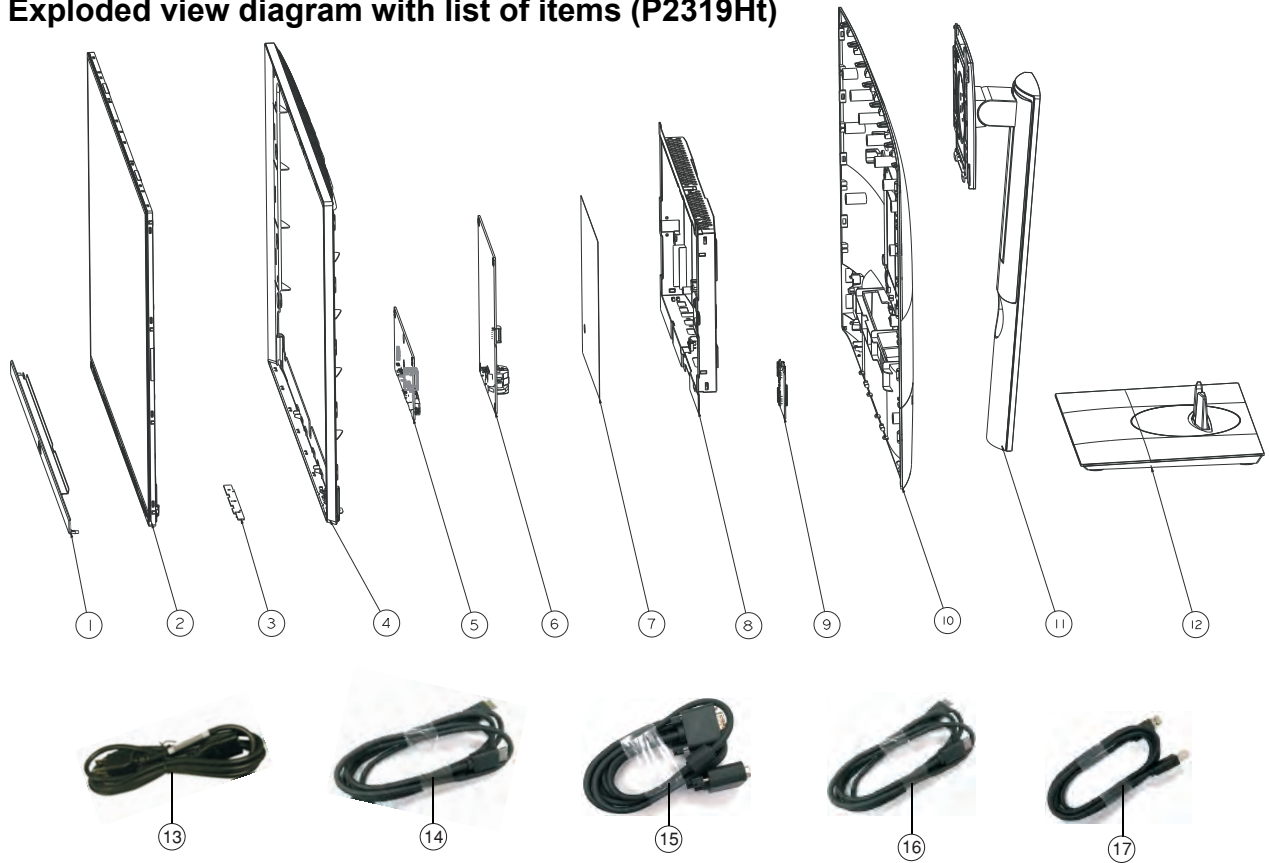
Tighten the screws

Assemble the stand



Pull in the stand

6. Exploded view diagram with list of items (P2319Ht)



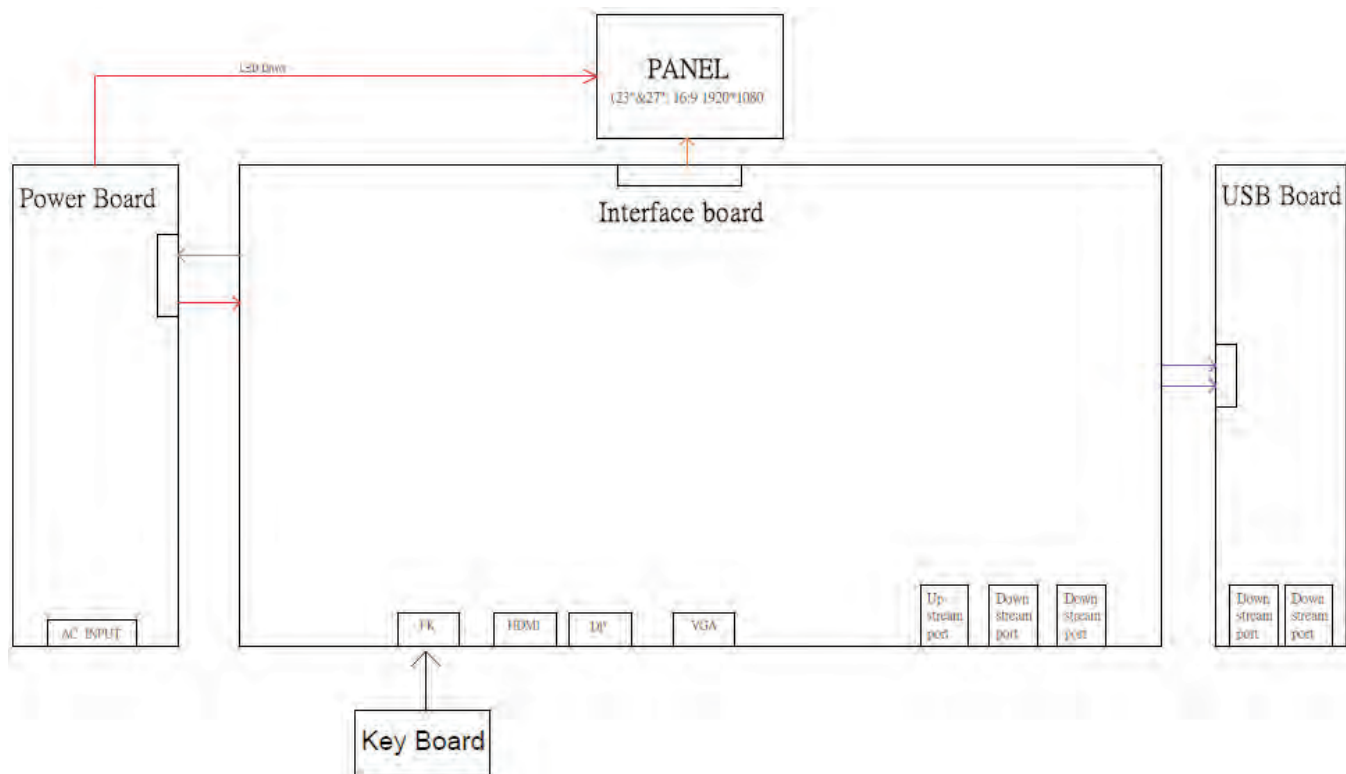
Item	Description	Q'ty	Remark
1	Front trim	1	For EMEA Only, not for other regions
2	Panel	1	
3	Function key BD	1	
4	ASSY Middle Frame	1	
5	Interface BD	1	
6	Power BD	1	
7	Chassis Mylar	1	
8	Main Chassis ASSY	1	
9	USB BD	1	
10	Back cover	1	
11	Riser ASSY	1	See "NOTE"
12	Base ASSY	1	
13	Power cable	1	
14	DisplayPort cable	1	
15	VGA cable (Japan Only)	1	
16	HDMI 1.4 cable (Brazil Only)	1	
17	USB 3.0 upstream cable	1	

NOTE:

For replacement of power cord, connectivity cable and external power supply (if applicable), contact Dell:

1. Go to <https://www.dell.com/support>.
2. Verify your country or region in the Choose A Country/Region drop-down menu at the bottom-right corner of the page.
3. Click Contact Us next to the country dropdown.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

7. Wiring connectivity diagram (P2319Ht)



8. Disassembly and Assembly Procedures (P2319Ht)

NOTE:

This "Disassembly and Assembly Procedures" is for EMEA only, not for other regions. Please note that Dell will deem warranty void if any disassembly is done on the monitors.

Tool Required:

List the type and size of the tools that would typically can be used to disassemble the product to a point where components and materials requiring selective treatment can be removed.

Tool Description:

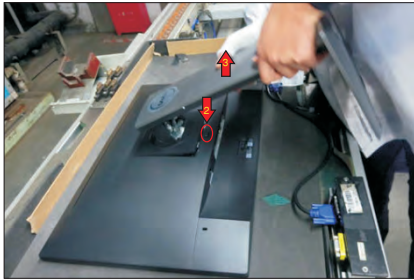
- Screwdriver(Phillip head) #1
- Screwdriver(Phillip head) #2
- Penknife
- Soldering iron and absorber

8.1 Disassembly Procedures:

Remove the monitor stand base:

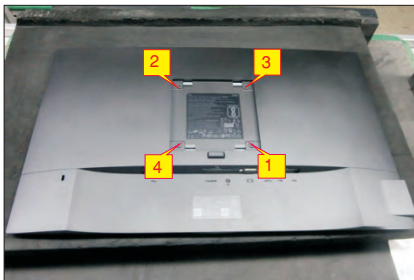
S1

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand-release button.
3. Lift the stand up and away from the monitor.



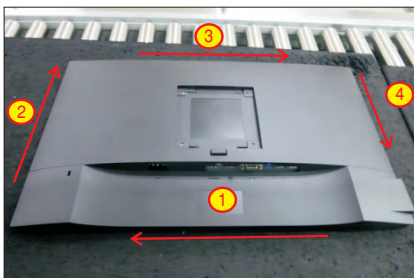
S2

Use a Philips-head screwdriver to remove 4pcs screws for unlocking mechanisms. Remove DP cap. (No.1~4 screw size=M4x10; Torque=12±0.5kgfxcm)



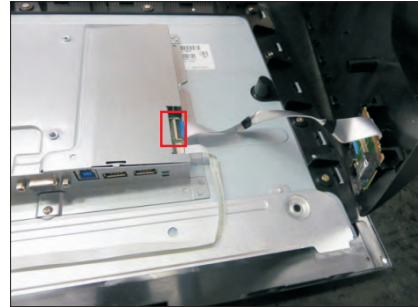
Wedge your fingers between the rear cover and the middle bezel on the corners of the top side of the monitor to release the rear cover, then use one hand to press the middle bezel, the other hand to pull up carefully the rear cover in order of arrow preference for unlocking mechanisms of rear cover.

S3



S4

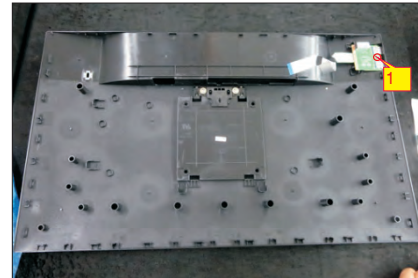
Lift the rear cover up carefully. Disconnect the USB FFC cable from the connector of the interface board, and then remove the rear cover.



S5

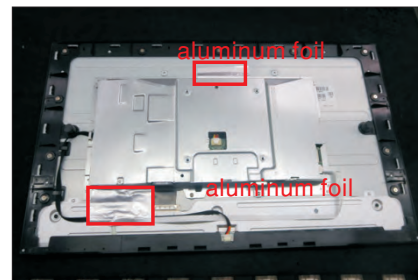
Use a Philips-head screwdriver to remove one screw for unlocking the USB board unit, then release the USB board unit and put it aside.

(No.1 screw size=M3x6, Torque=4±0.5kgfxcm)



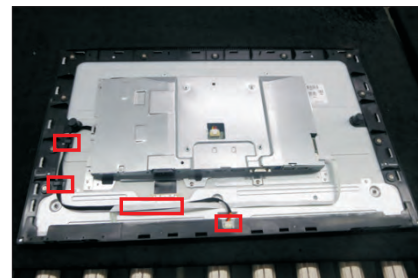
S6

Tear off two pieces of the aluminium foils for unfixing the bracket chassis base.



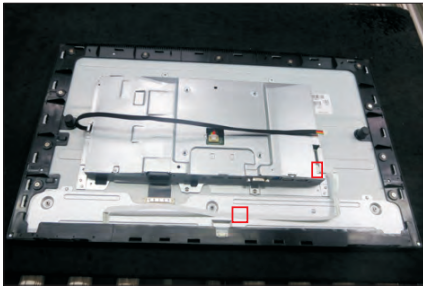
S7

Unplug the panel power cable from the connector of the panel module, then release the function by tearing the tapes on the back of the cable, and then release the cable from the hooks of the middle bezel.



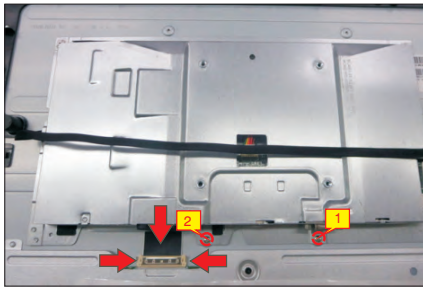
S8

Use a proper tool to release the function key cable from the connector, then pull the function key cable high for releasing the function key cable.



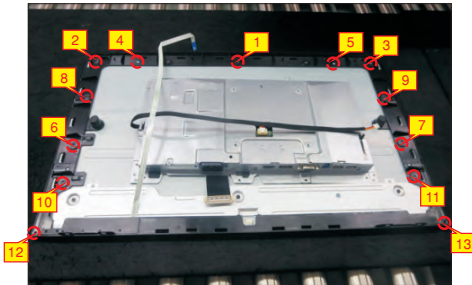
S9

Use a Philips-head screwdriver to remove 2pcs screws for unlocking the bracket with the panel. Push the earring-lock, and disconnect the LVDS cable from the connector of LCD panel module.
(No.1~2 screw size=M3x2.8, Torque=4~5kgfxcmm)



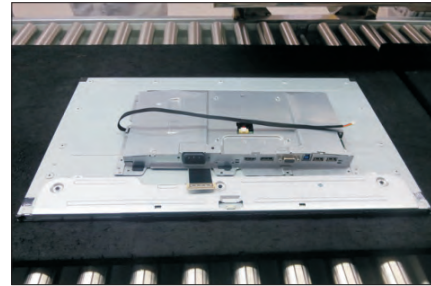
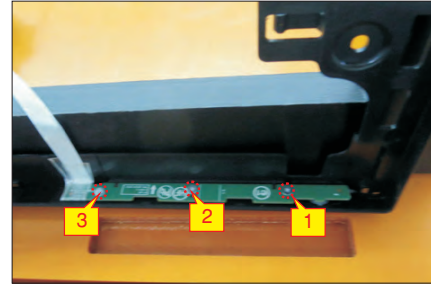
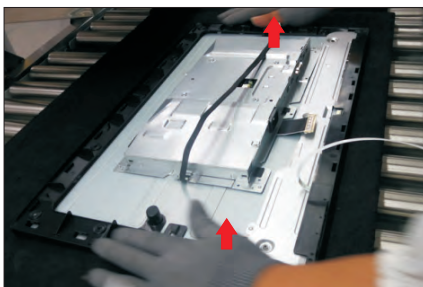
S10

Use a Philips-head screwdriver to remove 13pcs screws for unlocking the middle bezel with the unit.
(No.1~11 screw size=M3x4, Torque=3~4kgfxcmm;
No.12~13 screw size=M1.6x1.7, Torque=0.6~1kgfxcmm)



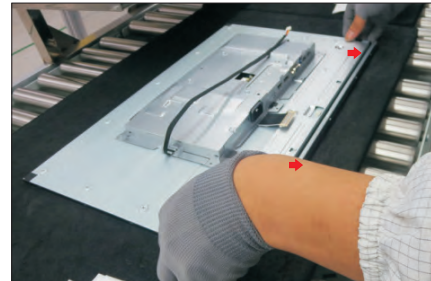
S11

Take away the middle bezel then use a Philips-head screwdriver to remove 3pcs screws for unlocking the function key board with the middle bezel .



S12

Lift up the panel module for releasing the front bezel away from the panel module.



S13

Take away the bracket chassis module and then put the bracket chassis module on a protective cushion.



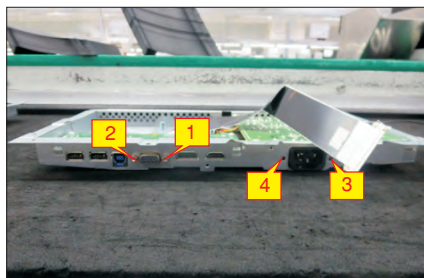
S14

Use a Hex-head screwdriver to remove two screws for unlocking the D-Sub connector.

(No.1~2 screws size=M3x8, Torque=6±0.5kgfxcn)

Use a Philips-head screwdriver to remove two screws for unlocking the AC power outlet.

(No.3~4 screw size=M3x8, Torque=6~7kgfxcn)

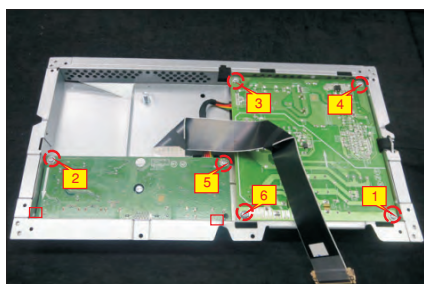
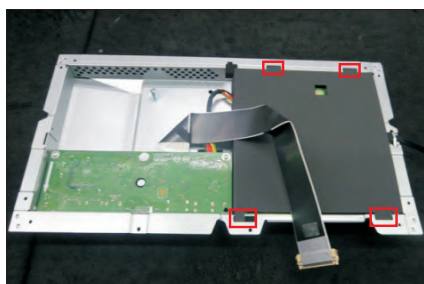


Remove the Mylar from the hooks of the bracket.

Use a Philips-head screwdriver to remove six screws for unlocking the circuit board, release all the cables from the hooks.

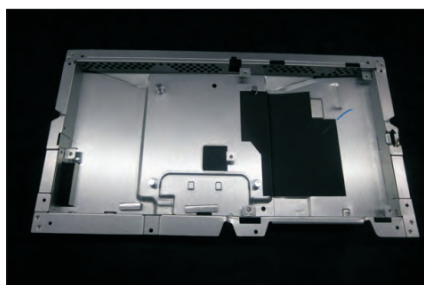
(No.1~5 screw size=M3x7.5, Torque=6±0.5kgfxcn;

No. 6 screw size=M4x8, Torque=6±0.5kgfxcn)



S17

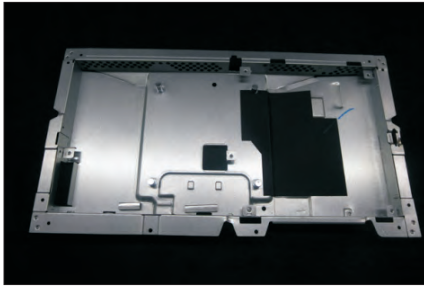
Remove the interface board and power board from the bracket chassis module carefully, and disconnect all the cables.



8.2 Assembly Procedures:

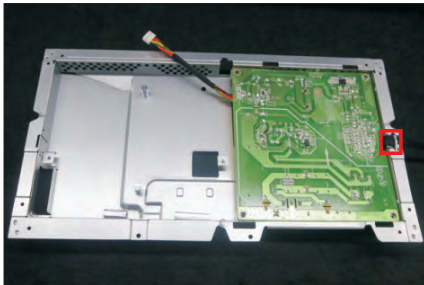
S1

Place a bracket chassis base on a protective cushion.



S2

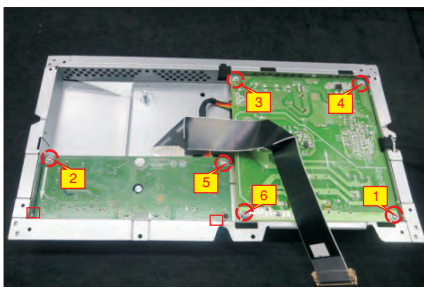
Turn over a power board and put the power board into the bracket chassis, locate the panel power cable into the hook of the bracket chassis.



S3

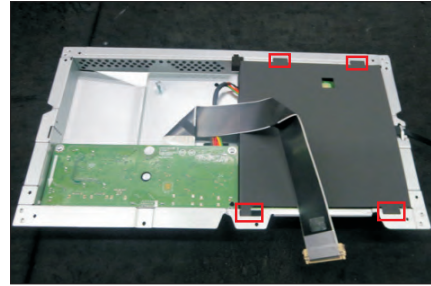
Take a interface board, connect a LVDS cable to the connector of the interface board, then connect the cable of the power board to the connector of the interface board. Turn over the interface board and locate it into the bracket. Use a Philips-head screwdriver to tighten six screws for locking the power board and interface board.

(No.1~5 screw size=M3x7.5, Torque=6±0.5kgfxcn;
No.6 screw size=M4x8, Torque=6±0.5kgfxcn)



S4

Take a mylar to insert the hooks of the bracket to cover the power board.



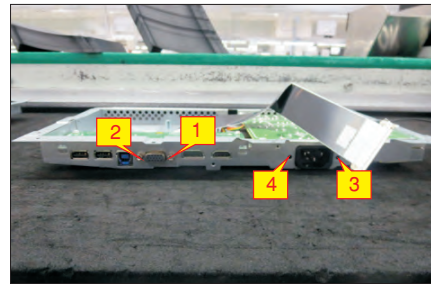
Use a Hex-head screwdriver to tighten two Hex Nuts for locking the D-Sub connector.

(No.1~2 screw size=M3x8, Torque=6±0.5kgfxcn)

S5

Use a Philips-head screwdriver to tighten two screws for locking the AC power outlet.

(No.3~4 screw size=M3x8, Torque=6~7kgfxcn;



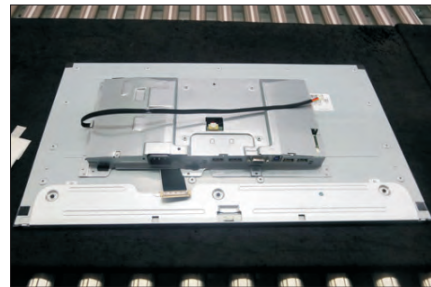
S6

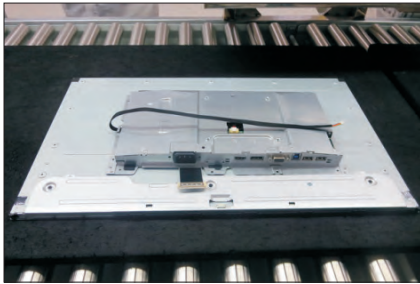
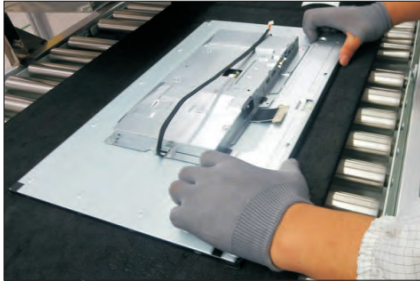
Panel preparation: Examine the panel surface according to inspection criteria. Turn over the panel to place the screen faced down for later assembling.



S7

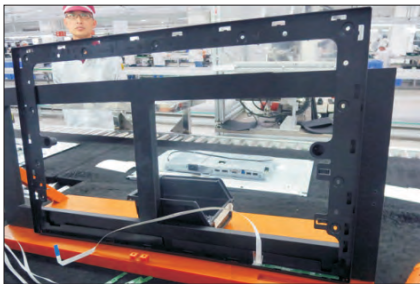
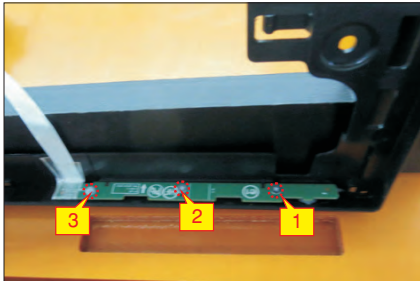
Put the bracket chassis module on the back of LCD module, then lift up the panel with bracket and take 1pcs front bezel to assemble with the panel module.





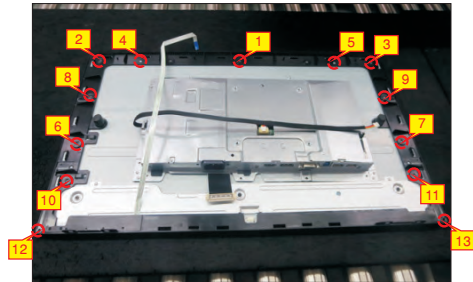
S8

Take a function key board and a middle bezel, then fix the middle bezel with a fixture, and locate the function keyboard into the hooks of the bezel. Use a Philips-head screwdriver to tighten 3pcs screws for locking the function key board with the middle bezel, then assemble the middle bezel with the front bezel.
(No.1~3 screw size=M2x2.4, Torque=0.8±0.2kgfxcn)



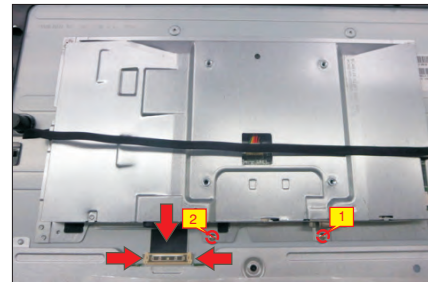
S9

Adjust the middle bezel, then use a Philips-head screwdriver to tighten 13pcs screws for locking the middle bezel with the assembled unit.
(No.1~11 screw size=M3x4, Torque=3~4kgfxcn;
No.12~13 screw size=M1.6x1.7, Torque=0.6~1kgfxcn)



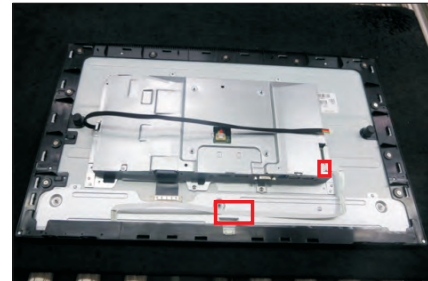
S10

Connect LVDS cable to the connector of panel. Use a Philips-head screwdriver to tighten 2pcs screws for locking the bracket with the panel.
(No.1~2 screw size=M3x2.8, Torque=4~5kgfxcn)



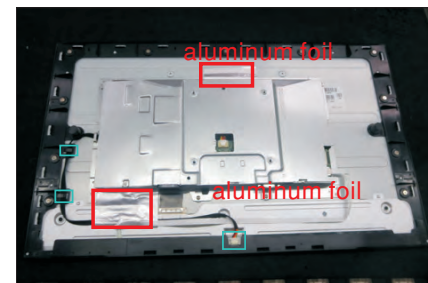
S11

Connect the function key cable to the connector of the board. Fix the function key cable with adhesive tapes on the back of the cable.



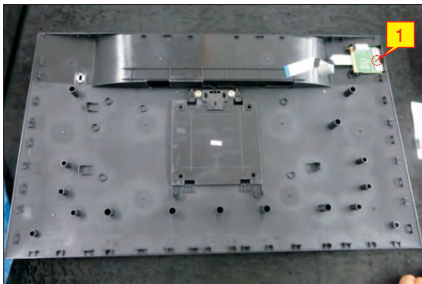
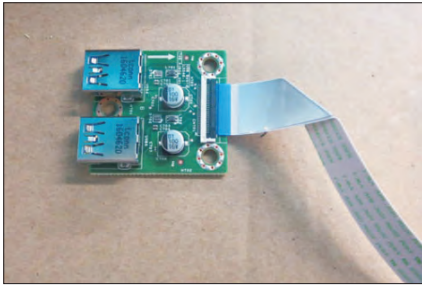
S12

Connect the panel lamp cable to the connector of the panel, locate the cable into the hooks of the middle bezel, then stick 2pcs aluminum foil to fix the bracket chassis base as the picture below shown.



S13

Take a USB board, a USB hub and a connect cable. Connect the cable to the USB board, then locate the USB board into the USB hub. Stick 1pcs aluminum foil on one side of the USB hub, then locate the USB unit into the hook of a rear cover. Use a Philips-head screwdriver to tighten one screw for locking the USB unit with the rear cover.
(No.1 screw size=M3x6, Torque=4±0.5kgfxcn)



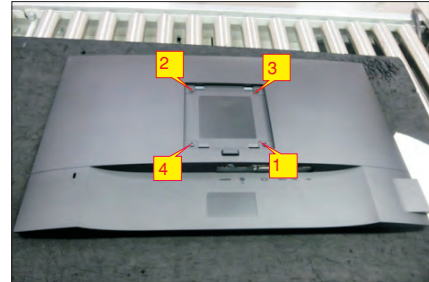
S14

Move the assembled rear cover close to the panel unit, then connect the USB FFC cable to the connector of interface board. Put down the rear cover and push the rear cover on the positions marked as the picture below shown for mechanisms engagement.



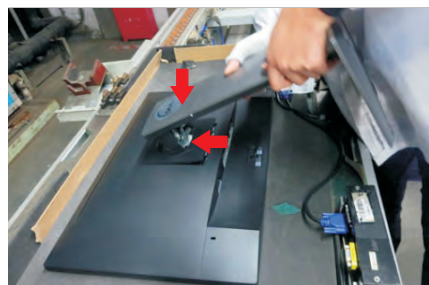
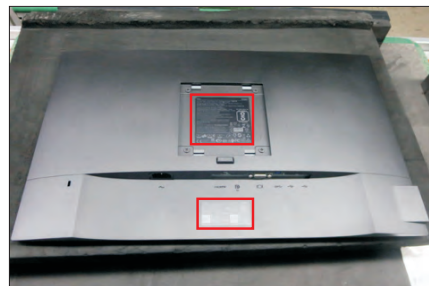
S15

Use a Philips-head screwdriver to tighten 4pcs screws for locking rear cover with the assembled unit.
(No.1~4 screw size=M4x10; Torque=12±0.5kgfxcn)



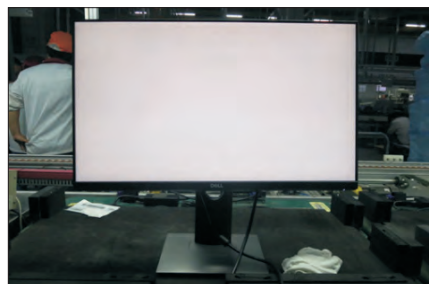
S16

Stick 2pcs labels on the specific positions as the picture below shown. Fit the two tabs on the upper part of the stand into the grooves on the back of the monitor, and then press the stand so that the monitor mounting area snaps onto the stand.



S17

Lift up the monitor, then provide power supply and a video signal to the monitor, then turn on the monitor for functionality check.



9. How to connect and disconnect power cable/ connectivity cable

WARNING: To change power cable/ connectivity cable, switch off power before unplugging the cable and replugging in required cable.



Connecting the DisplayPort (DisplayPort to DisplayPort) cable



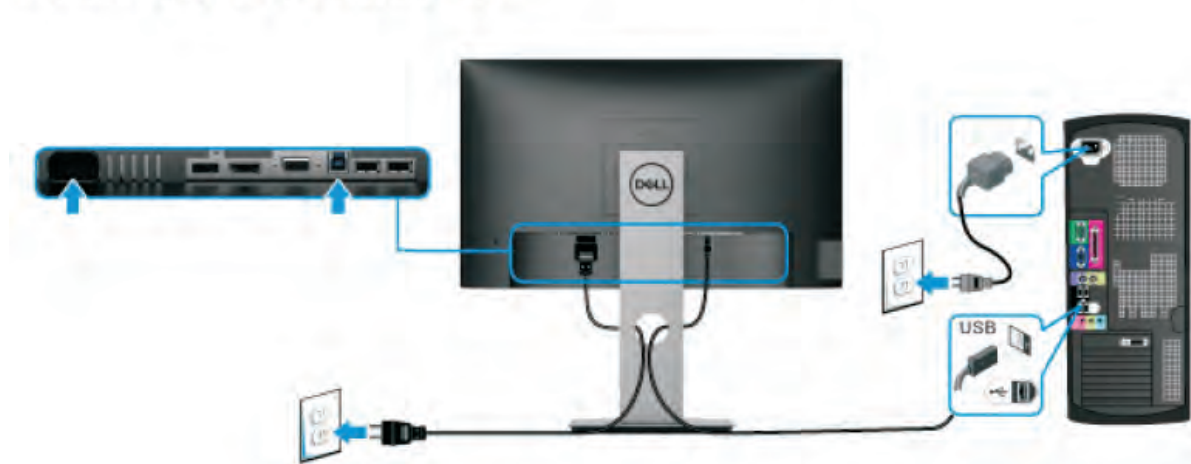
Connecting the VGA cable (optional)



Connecting the HDMI cable (optional)



Connecting the USB 3.0 cable



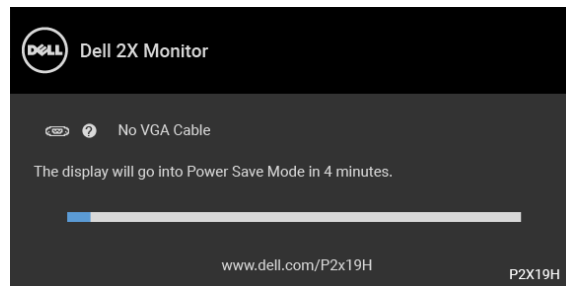
10. Trouble shooting instructions

Self-test

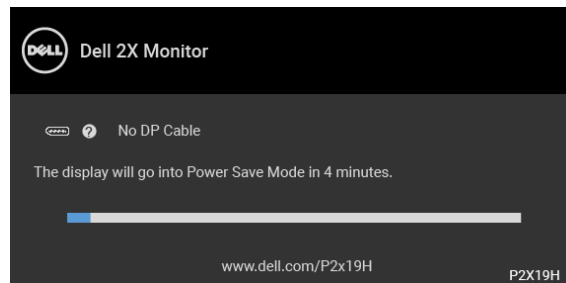
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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.

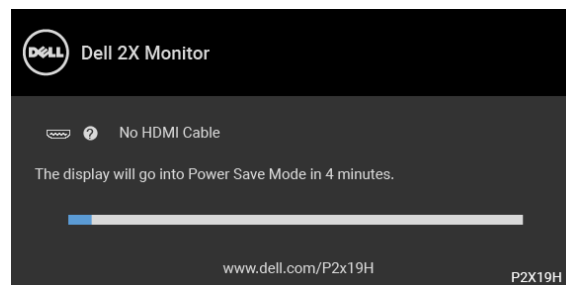
The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.



or



or



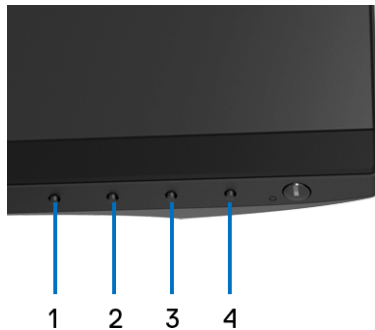
4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
5. Turn Off your monitor and reconnect the video cable; then turn On both your computer and the monitor.

If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning 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 **Button 1** on the front panel for 5 seconds. A gray screen appears.
4. Carefully inspect the screen for abnormalities.
5. Press **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, and text screens.

The test is complete when the text screen appears. To exit, press **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 pressed fully. • Ensure that the correct input source is selected in the Input Source menu.
No Video/Power LED on	No picture or no brightness	• Increase brightness & contrast controls via OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. • Ensure that the correct input source is selected in the Input Source menu.
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.
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. • Perform Auto Adjust via OSD. • Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	• Reset the monitor to factory settings. • Perform Auto Adjust via OSD. • Adjust horizontal & vertical controls via OSD. • When using HDMI/DisplayPort input, 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 the Phase and Pixel Clock controls via OSD. • Perform monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. • When using HDMI/DisplayPort input, 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 the 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 settings of the Preset Modes in the Color menu OSD depending on the application. • Adjust R/G/B value under Custom Color in Color menu OSD. • Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	• Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver.

Product specific problems

Common 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 menu OSD. • Reset the monitor to factory settings.
No Input Signal when user controls are pressed	No picture, the LED light is white	• 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.
---	---	---

 **NOTE: When choosing HDMI/DisplayPort mode, the Auto Adjust function will not be available.**

Universal Serial Bus (USB) specific problems

Common symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your monitor is turned On. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Switch Off and then turn On the monitor again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
Super Speed USB 3.0 interface is slow	Super Speed USB 3.0 peripherals working slowly or not working at all	• Check that your computer is USB 3.0-capable. • Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.
Wireless USB peripherals stop working when a USB 3.0 device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 3.0 peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.0 port.