Dell UltraSharp U3219Q Monitor

User's Guide

Model: U3219Q
Regulatory model: U3219Qb

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.

2019 - 08

Rev. A05

Contents

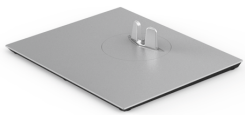
About your monitor

Package contents

Your monitor ships with the components shown in the table below. If any component is missing, contact Dell technical support. For more information, see Contact Dell.

NOTE: Some items may be optional and may not ship with your monitor. Some features may not be available in certain countries.

NOTE: If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

	Monitor
	Stand riser
	Stand base

	Power cable (varies by country)
	DisplayPort cable
	USB Type-C cable (USB 3.1 Gen 2)
	USB 3.0 upstream cable (enables the USB ports on the monitor)
	• Quick Setup Guide • Factory calibration report • Safety, Environmental, and Regulatory Information

Product features

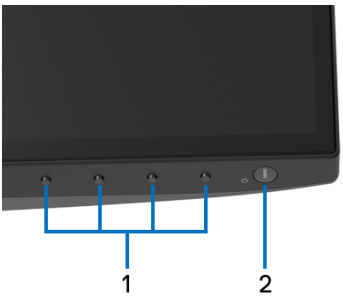
The **Dell U3219Q** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- 80 cm (31.5-inch) viewable area (measured diagonally). 3840 x 2160 (16:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angle to allow viewing from a sitting or standing position.
- Color gamut of 99% sRGB, 95% DCI-P3, and 99% REC-709 with an average Delta E $\leq$ 2.0.
- Digital connectivity with DisplayPort, USB Type-C and HDMI.
- Single USB Type-C to supply power (PD 90 W) to a compatible notebook while receiving video & data signal.
- Tilt, swivel, height, and rotate adjustment capabilities.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier setup with an elegant viewing experience.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Equipped with 2 USB upstream ports (USB Type-B and USB Type-C) and 4 USB downstream ports.
- Plug and play capability if supported by your system.
- The built-in KVM switch allows you to control up to 2 computers from a single set of keyboard and mouse connected to the monitor.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and OSD buttons lock.
- Security lock slot.
- Stand lock.
- 0.5 W standby power when in sleep mode.
- Supports Picture by Picture (PBP) and Picture in Picture (PIP) Select modes.
- Optimize eye comfort with a flicker-free screen.

⚠ **WARNING: 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



Front panel controls

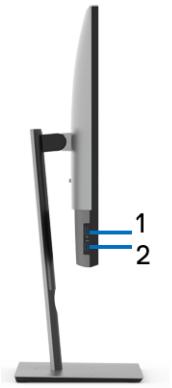
Label	Description
1	Function buttons (For more information, see Operating the monitor)
2	Power On/Off button (with LED indicator)

Back view

Back view with monitor stand

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA Cover)	Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm).
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	Security lock slot	Secures monitor with security lock (security lock not included).
5	Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support.
6	Cable-management slot	Use to organize cables by inserting them through the slot.

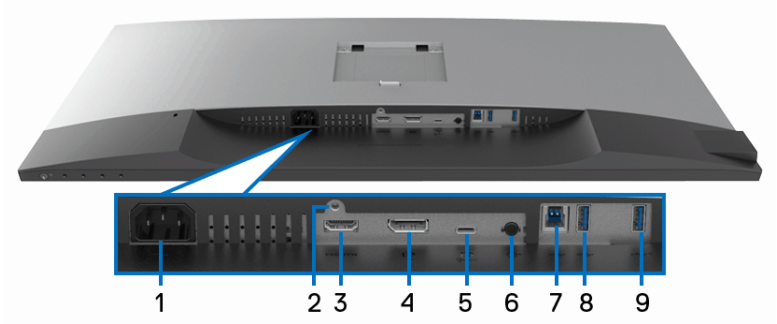
Side view



Label	Description	Use
1	USB downstream port	Connect your USB device.* **NOTE:** To use this port, you must connect the USB cable (shipped with your monitor) to the USB-upstream port on the monitor and to your computer.
2	USB downstream port with Power Charging	Connect to charge your device.

* To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

Bottom view



Bottom view without monitor stand

Label	Description	Use
1	Power connector	Connect the power cable (shipped with your monitor).
2	Stand lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
3	HDMI port	Connect your computer with HDMI cable.
4	DisplayPort	Connect your computer with DisplayPort cable (shipped with your monitor).
5	USB Type-C port	Connect the USB Type-C cable that came with your monitor to the computer or mobile device. This port supports USB Power Delivery, Data, and DisplayPort video signal. The USB 3.1 Type-C port offers the fastest transfer rate and the alternate mode with DP 1.4 supports a maximum resolution of 3840 x 2160 at 60 Hz, PD 20 V/4.5 A, PD 20 V/3 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. **NOTE:** USB Type-C is not supported on versions of Windows prior to Windows 10.
6	Audio-Line out	Connect your speakers.*

7	USB upstream port	Connect the USB cable (shipped with your monitor) to this port and your computer to enable the USB ports on your monitor.
8	USB downstream port	Connect your USB device.** **NOTE:** To use this port, you must connect the USB cable (shipped with your monitor) to the USB-upstream port on the monitor and to your computer.
9	USB downstream port with Power Charging	Connect to charge your device.

* Headphone usage is not supported for the audio line out connector.

** To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

Monitor specifications

Model	**U3219Q**
Screen type	Active matrix - TFT LCD
Panel technology	In-Plane Switching Technology
Aspect ratio	16:9
Viewable image	
Diagonal Width (active area) Height (active area) Total area	800.1 mm (31.50 inches) 697.3 mm (27.45 inches) 392.2 mm (15.44 inches) 273505.9 mm^2 (423.93 $inch^2$)
Pixel pitch	0.182 mm x 0.182 mm
Pixel per inch (PPI)	140
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	400 cd/m² (typical)
Contrast ratio	1300 to 1 (typical)

Faceplate coating	Anti-Glare with 3H hardness
Backlight	LED edgelight system
Response time	8 ms (Normal) 5 ms (Fast)
Color depth	1.07 billion colors
Color gamut	99% sRGB, 95% DCI-P3, and 99% REC-709 **NOTE:** At panel native only, under **Custom Mode** preset.
Calibration accuracy	Delta E ≤ 2.0 (average)
Built-in devices	• 1 x USB Type-C port • 1 x USB 3.0 upstream port • 4 x USB 3.0 downstream ports
Ports and connectors	• 1 x DisplayPort version 1.4 (HDCP 2.2) • 1 x HDMI port version 2.0 (HDCP 2.2) • 1 x USB Type-C port (Alternate mode with DP 1.4, Power Delivery, and USB 2.0)* • 1 x USB 3.0 upstream port • 2 x USB 3.0 downstream port • 2 x USB with BC1.2 charging capability at 2A (maximum)
Border width (edge of monitor to active area)	7.6 mm (Top/Left/Right) 14.7 mm (Bottom)
Adjustability	
Height adjustable stand Tilt Swivel Pivot	150 mm -5° to 21° -30° to 30° -90° to 90°
Dell Display Manager compatibility	Yes
Security	Security lock slot (cable lock sold separately)

* DP 1.4 and USB Type-C (Alternative mode with DP 1.4): HDR is supported, but HBR3 is not supported; DP 1.2 is supported.

Resolution specifications

Model	U3219Q
Horizontal scan range	10 kHz to 137 kHz (automatic)
Vertical scan range	49 Hz to 86 Hz (automatic)
Maximum preset resolution	3840 x 2160 at 60 Hz

Supported video modes

Model	U3219Q
Video display capabilities (HDMI & DisplayPort & USB Type-C alternate mode)	480i, 480p, 576i, 576p, 720p, 1080i, 1080p, QHD, UHD

Preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal /Vertical)
VESA, 640 x 400	31.5	70.1	25.2	+/-
VESA, 640 x 480	31.5	59.9	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 720 x 400	31.5	70.1	28.3	-/+
VESA, 800 x 600	37.9	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 800-R	49.3	59.9	71.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+

VESA, 1600 x 1200	75.0	60.0	162.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
VESA, 2048 x 1280-R	78.9	59.9	174.3	+/+
VESA, 2560 x 1440	88.8	60.0	241.5	+/-
VESA, 3840 x 2160-R*	133.3	60.0	533.3	+/-

* Requires a graphics card that supports HDMI 2.0.

Electrical specifications

Model	**U3219Q**
Video input signals	HDMI 2.0*/DisplayPort 1.4**, 600 mV for each differential line, 100 ohm input impedance per differential pair
AC input voltage/ frequency/current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 3 A (typical)
Inrush current	• 120 V: 40 A (Max.) at 0 °C (cold start) • 240 V: 80 A (Max.) at 0 °C (cold start)

* Not supporting HDMI 2.0 optional specification, including HDMI Ethernet Channel (HEC), Audio Return Channel (ARC), standard for 3D format and resolutions, and standard for 4K digital cinema resolution.

** HDR is supported, but HBR3 is not supported; DP 1.2 is supported.

Physical characteristics

Model	U3219Q
Signal cable type	• Digital: DisplayPort, 20 pins • Digital: HDMI, 19 pins (cable not included) • Universal Series Bus: Type-C, 24 pins • Universal Serial Bus: USB, 9 pins
Dimensions (with stand)	
Height (extended)	618.1 mm (24.33 inches)
Height (compressed)	468.7 mm (18.45 inches)
Width	712.5 mm (28.05 inches)
Depth	220.0 mm (8.66 inches)
Dimensions (without stand)	
Height	414.5 mm (16.32 inches)
Width	712.5 mm (28.05 inches)
Depth	44.5 mm (1.75 inches)
Stand dimensions	
Height (extended)	482.7 mm (19.01 inches)
Height (compressed)	437.6 mm (17.23 inches)
Width	268.0 mm (10.55 inches)
Depth	220.0 mm (8.66 inches)
Base	268.0 mm x 220.0 mm (10.55 inches x 8.66 inches)
Weight	
Weight with packaging	13.3 kg (29.3 lb)
Weight with stand assembly and cables	9.6 kg (21.1 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	5.8 kg (12.8 lb)
Weight of stand assembly	3.5 kg (7.7 lb)
Front frame gloss	2-4

Environmental characteristics

Model	U3219Q
Compliant standards	
• ENERGY STAR certified monitor • EPEAT registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country. • RoHS-compliant • TCO certified displays • BFR/PVC free monitor (excluding external cables) • Arsenic-free glass and Mercury-free for the panel only	
Temperature	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non-operating	• Storage: -20 °C to 60 °C (-4 °F to 140 °F) • Shipping: -20 °C to 60 °C (-4 °F to 140 °F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	• Storage: 10% to 90% (non-condensing) • Shipping: 10% to 90% (non-condensing)
Altitude	
Operating	5000 m (16404 ft) (maximum)
Non-operating	12192 m (40000 ft) (maximum)
Thermal dissipation	• 784.76 BTU/hour (maximum) • 156.95 BTU/hour (typical)

Power management modes

If you have VESA's DPM™ compliance display card or software installed on your computer, the monitor can automatically reduce its power consumption when not in use. This is referred to as **Power Save Mode***. If the computer detects input from the keyboard, mouse, or other input devices, the monitor automatically resumes to function. 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	230 W (maximum)** 46 W (typical)
Active-off mode	Inactive	Inactive	Blanked	White (blinking)	Less than 0.5 W
Switch off	-	-	-	Off	Less than 0.3 W

Power Consumption P_{on}	34 W
Total Energy Consumption (TEC)	111.08 kWh

* 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 USB active.

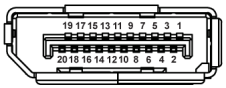
This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and shall have no obligation to update such information. Accordingly, the customer should not rely upon this information in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

NOTE: This monitor is ENERGY STAR certified.
This product qualifies for ENERGY STAR in the factory default settings which can be restored by "Factory Reset" function in the OSD menu. Changing the factory default settings or enabling other features may increase power consumption that could exceed the ENERGY STAR specified limit.

NOTE:
P_{on}: Power consumption of On mode as defined in Energy Star 8.0 version.
TEC: Total energy consumption in kWh as defined in Energy Star 8.0 version.

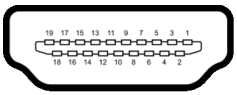
Pin assignments

DisplayPort connector



Pin number	20-pin side of the connected signal cable
1	ML3 (n)
2	GND
3	ML3 (p)
4	ML2 (n)
5	GND
6	ML2 (p)
7	ML1 (n)
8	GND
9	ML1 (p)
10	ML0 (n)
11	GND
12	ML0 (p)
13	GND
14	GND
15	AUX (p)
16	GND
17	AUX (n)
18	Hot Plug Detect
19	Re-PWR
20	+3.3 V DP_PWR

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	CEC
14	Reserved (N.C. on device)
15	DDC CLOCK (SCL)
16	DDC DATA (SDA)
17	DDC/CEC Ground
18	+5V 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 system 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 desired. For more information about changing the monitor settings, see Operating the monitor.

Universal Serial Bus (USB) interface

This section gives you information about the USB ports that are available on the monitor.

NOTE: This monitor is Super-Speed USB 3.0 compatible.

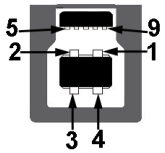
Transfer speed	Data rate	Power consumption*
Super-speed	5 Gbps	4.5 W (Max, each port)
High speed	480 Mbps	4.5 W (Max, each port)
Full speed	12 Mbps	4.5 W (Max, each port)

* Up to 2A on USB downstream port (with  battery icon) with BC1.2 compliance devices or normal USB devices.

USB Type-C	Description
Video	DP 1.4*
Data	USB 2.0
Power Delivery (PD)	Up to 90 W

* HDR is supported, but HBR3 is not supported; DP 1.2 is supported.

USB 3.0 upstream connector

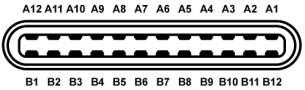


Pin number	9-pin side of the connector
1	VCC
2	D-
3	D+
4	GND
5	SSTX-
6	SSTX+
7	GND
8	SSRX-
9	SSRX+

USB 3.0 downstream connector

Pin number	9-pin side of the connector
1	VCC
2	D-
3	D+
4	GND
5	SSRX-
6	SSRX+
7	GND
8	SSTX-
9	SSTX+

USB Type-C connector



Pin Number	Signal Name	Pin Number	Signal Name
A1	GND	B1	GND
A2	TX1+	B2	TX2+
A3	TX1-	B3	TX2-
A4	VBUS	B4	VBUS
A5	CC	B5	VCONN
A6	D+	B6	
A7	D-	B7	
A8	SBU1	B8	SBU2
A9	VBUS	B9	VBUS
A10	RX2-	B10	RX1-
A11	RX2+	B11	RX1+
A12	GND	B12	GND

USB ports

- 1 USB Type-C - bottom
- 1 upstream - bottom
- 4 downstream - bottom (2) and side (2)

  Power Charging Port - the port with battery icon; supports up to 2 A fast-charging capability if the device is BC1.2 compatible.

NOTE: USB 3.0 functionality requires a USB 3.0-capable computer.

NOTE: The USB ports on the monitor work only when the monitor is turned On or in power save mode. If you turn Off the monitor and then turn it On, the attached peripherals may take a few seconds to resume normal functionality.

LCD monitor quality and pixel policy

During the LCD Monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information on Dell Monitor Quality and Pixel Policy, see www.dell.com/support/monitors.

Maintenance guidelines

Cleaning 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 when unpacking, cleaning, or handling your monitor:

- To clean your anti-static screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the anti-static coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a lightly-dampened, warm cloth to clean the monitor. Avoid using detergent of any kind as some detergents leave a milky film on the monitor.
- If you notice white powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched 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 turn off your monitor when not in use.

Setting up the monitor

Attaching the stand

NOTE: The stand is not installed at the factory when shipped.

NOTE: The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

To attach the monitor stand:

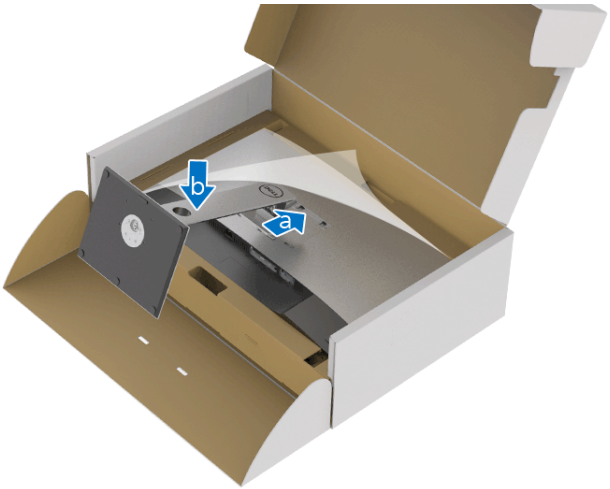
1. Follow the instructions on the flaps of carton to remove the stand from the top cushion that secures it.
2. Insert the stand base blocks fully into the stand slot.
3. Lift the screw handle and turn the screw clockwise.
4. After fully tightening the screw, fold the screw handle flat within the recess.

5. Lift the cover, as shown, to expose the VESA area for stand assembly.

6. Attach the stand assembly to the monitor.

a. Fit the two tabs on the upper part of the stand to the groove on the back of the monitor.

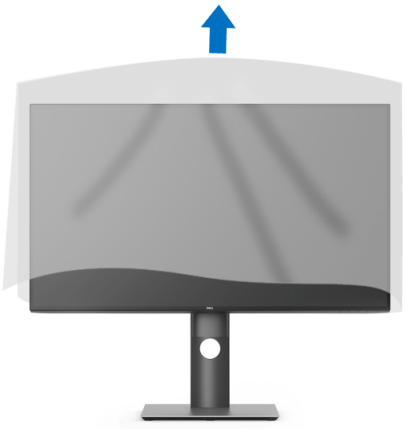
b. Press the stand down till it snaps into place.



7. Place the monitor upright.

NOTE: Lift the monitor carefully to prevent it from slipping or falling.

8. Remove the cover from the monitor.



Connecting your monitor

WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.

NOTE: Route the cables through the cable-management slot before connecting them.

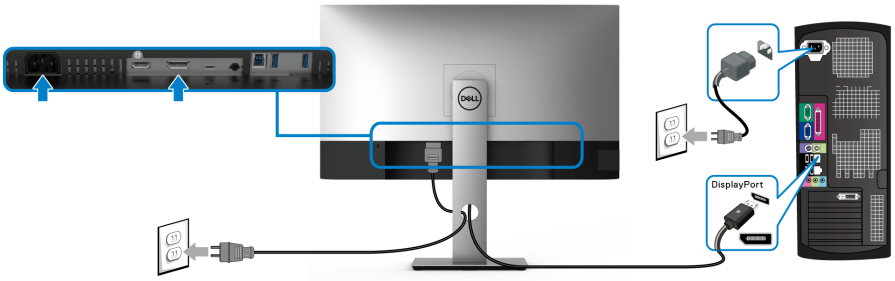
NOTE: Do not connect all cables to the computer at the same time.

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

To connect your monitor to the computer:

1. Turn Off your computer and disconnect the power cable.
2. Connect the DisplayPort, HDMI, or USB Type-C cable from your monitor to the computer.

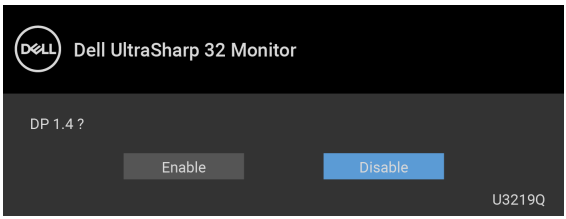
Connecting the DisplayPort (DisplayPort to DisplayPort) cable



NOTE: The default out of factory setting is DP1.4 (DP1.2 is supported). If the monitor fails to show any content after the DisplayPort cable is connected, follow the procedures below to change the settings to DP1.1:

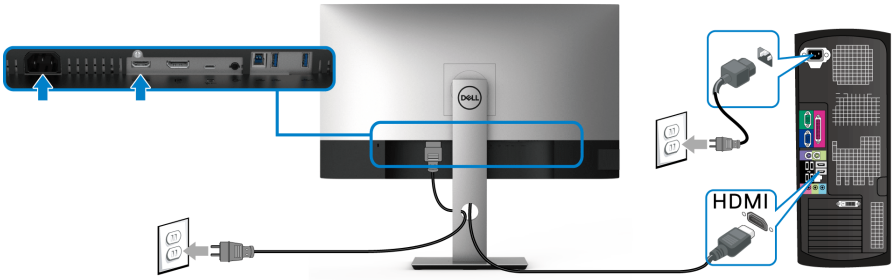
- Press any button (except the button) to activate the OSD menu.
- Use the and buttons to highlight **Input Source**, then use the button enter the submenu.
- Use the and buttons to highlight **DP**.
- Press and hold the button for approximately 10 seconds, and the DisplayPort configuration message appears.

- Use the button to select **Disable** and change the settings.



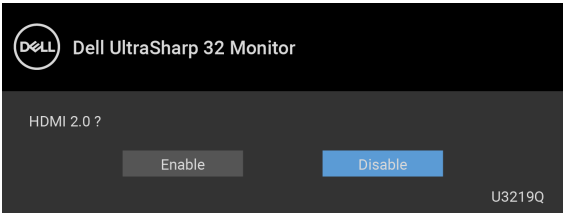
Repeat the above steps to change the DisplayPort format settings if necessary.

Connecting the HDMI cable (optional)



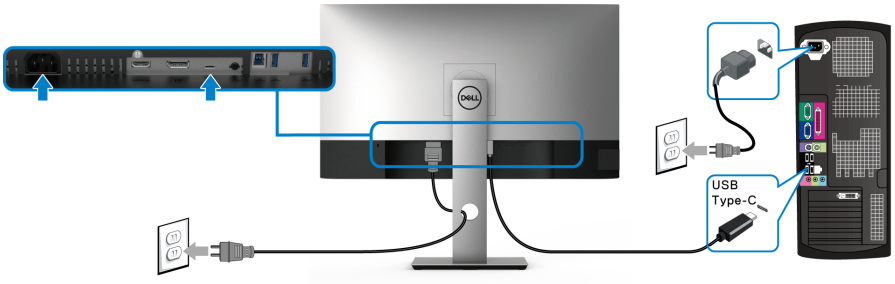
NOTE: The default out of factory setting is HDMI 2.0. If the monitor fails to show any content after the HDMI cable is connected, follow the procedures below to change the settings from HDMI 2.0 to HDMI 1.4:

- Press any button (except the button) to activate the OSD menu.
- Use the and buttons to highlight **Input Source**, then use the button enter the submenu.
- Use the and buttons to highlight **HDMI**.
- Press and hold the button for approximately 10 seconds, and the HDMI configuration message appears.
- Use the button to select **Disable** and change the settings.



Repeat the above steps to change the HDMI format settings if necessary.

Connecting the USB Type-C cable



NOTE: Use the USB Type-C cable shipped with monitor only.

- This port supports DisplayPort Alternate Mode (DP 1.4 standard only).
- The USB Type-C power delivery compliant port (PD Version 2.0) delivers up to 90 W of power.
- If your notebook requires more than 90 W to operate and the battery is drained, it may not be powered up or charged with the USB PD port of this monitor.

Connecting the USB 3.0 cable

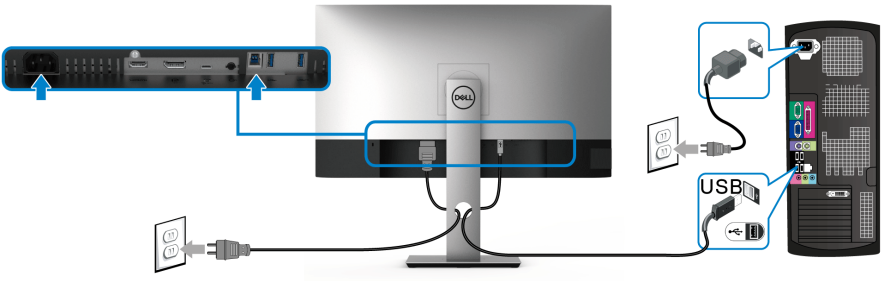
NOTE: To prevent data damage or loss, before unplugging the USB upstream port, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB upstream port.

After you have completed connecting the DisplayPort/HDMI/USB Type-C cable, follow the procedures below to connect the USB 3.0 cable to the computer and complete your monitor setup:

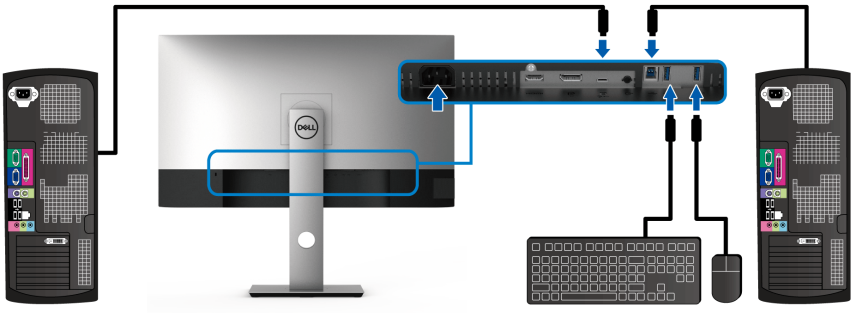
1. **a. Connect one computer:** connect the USB 3.0 upstream port (cable supplied) to an appropriate USB 3.0 port on your computer.
   b. Connect two computers*: connect the USB 3.0 upstream port (cable

supplied) and USB Type-C port (cable supplied) to appropriate USB ports on the two computers. Then use the OSD menu to select between the USB upstream source and input sources. See USB Select Switch.

2. Connect the USB 3.0 peripherals to the USB 3.0 downstream ports on the monitor.
3. Plug the power cables for your computer(s) and monitor into a nearby outlet.



a. Connect one computer



b. Connect two computers

* When connecting two computers to the monitor, configure the **USB Selection** settings from the OSD menu to share a single set of keyboard and mouse connected to the monitor between two computers. See USB Selection and Setting the KVM switch for details.

4. Turn On the monitor and the computer(s).
   If your monitor displays an image, installation is complete. If it does not display an image, see Universal Serial Bus (USB) specific problems.
5. Use the cable slot on the monitor stand to organize the cables.

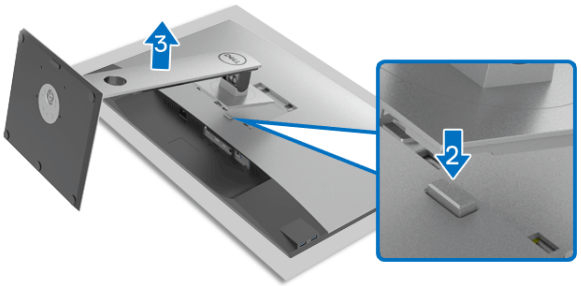
Organizing your cables

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: To prevent scratches on the LCD screen when removing the stand, ensure that the monitor is placed on a soft, clean surface.

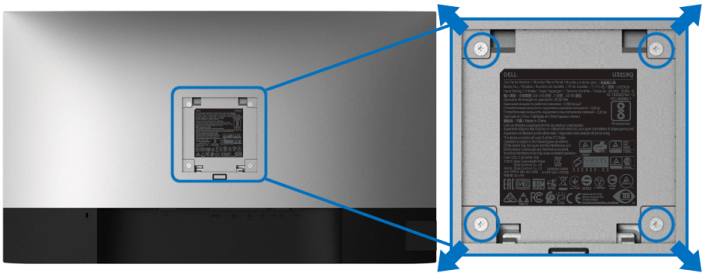
NOTE: The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.



To remove the stand:

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.

VESA wall mounting (optional)



(Screw dimension: M4 x 10 mm).

Refer to the instructions that come with the VESA-compatible wall mounting kit.

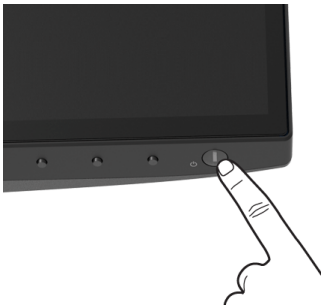
1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the stand. (See Removing the monitor stand)
3. Use a Phillips crosshead screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall mounting kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that shipped with the wall mounting kit.

NOTE: For use only with UL-listed wall mount bracket with minimum weight or load bearing capacity of 23.2 kg.

Operating the monitor

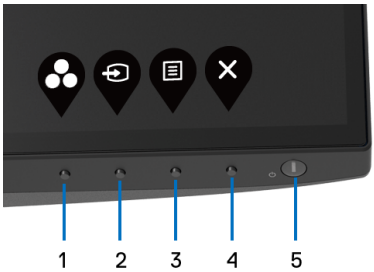
Power on the monitor

Press the Power button to turn On the monitor.



Using the front-panel controls

Use the control buttons on the front of the monitor to adjust settings.



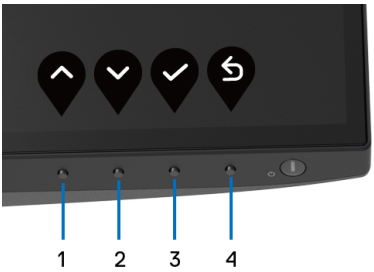
The following table describes the front-panel buttons:

Front-panel button		Description
1	**Shortcut key/ Preset Modes**	Use this button to choose from a list of preset color modes.
2	**Shortcut key/ Input Source**	Use this button to choose from a list of video signals that may be connected to your monitor.

3	**Menu**	Use the **MENU** button to launch the On-Screen Display (OSD). See Accessing the menu system.
4	**Exit**	Use this button to exit the OSD main menu.
5	**Power (with power light indicator)**	Use the **Power** button to turn the monitor **On** and **Off**. The white light indicates the monitor is **On** and fully functional. A blinking white light indicates the power save mode.

Front-panel button

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



Front-panel button		Description
1	**Up**	Use the **Up** button to adjust (increase ranges) items in the OSD menu.
2	**Down**	Use the **Down** button to adjust (decrease ranges) items in the OSD menu.
3	**OK**	Use the **OK** button to confirm your selection.
4	**Back**	Use the **Back** button 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.

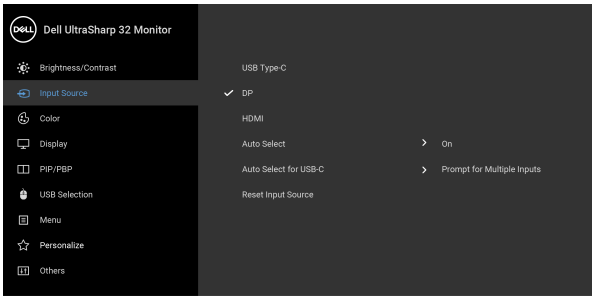
1. Press the button to launch the OSD menu and display the main menu.

2. Press the and buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
3. Press the or or button once to activate the highlighted option.

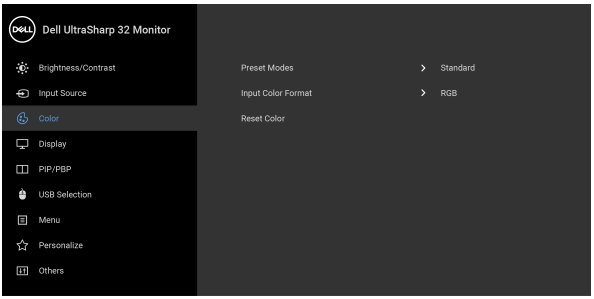
NOTE: The directional buttons (and the OK button) displayed may differ according to the menu you've selected. Use available buttons to make your selection.

4. Press the and buttons to select the desired parameter.
5. Press to enter the submenu and then use the directional buttons, according to the indicators on the menu, to make your changes.
6. Select the button to return to the main menu.

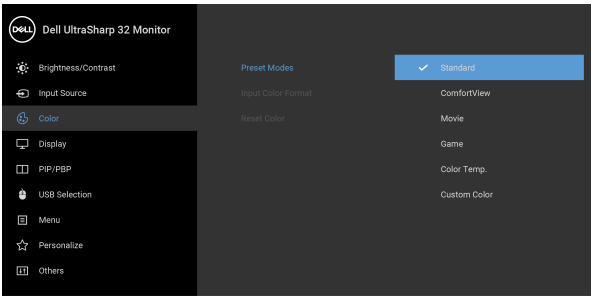
Icon	Menu and Submenus	Description
	Brightness/ Contrast	Use this menu to activate **Brightness/Contrast** adjustment. 
	Brightness	**Brightness** adjusts the luminance of the backlight. Press the button to increase the brightness and press the button to decrease the brightness (min. 0 / max. 100). **NOTE:** Manual adjustment of **Brightness** is disabled when **Smart HDR** is activated.
	Contrast	Adjust the **Brightness** first, and then adjust the **Contrast** only if further adjustment is necessary. Press the button to increase the contrast and press the button to decrease the contrast (min. 0 / max. 100). The **Contrast** function adjusts the degree of difference between darkness and lightness on the monitor screen.

	Input Source	Use the **Input Source** menu to select between the different video signals that may be connected to your monitor. 
	USB Type-C	Select the **USB Type-C** input when you are using the USB Type-C connector. Press the button to confirm the selection.
	DP	Select the **DP** input when you are using the DisplayPort (DP) connector. Press the button to confirm the selection.
	HDMI	Select the **HDMI** input when you are using the HDMI connector. Press the button to confirm the selection.
	Auto Select	Turning on the function allows you to scan for available input sources.
	Auto Select for USB-C	Allows you to set Auto Select for USB-C to: • **Prompt for Multiple Inputs**: Always displays the "**Switch to USB-C Video Input**" message for you to choose whether to switch or not. • **Yes**: Always switch to USB-C video input (without asking) when the USB Type-C cable is connected. • **No**: Never automatically switch to USB-C video input when the USB Type-C cable is connected. **NOTE: Auto Select for USB-C** is available only when **Auto Select** is on.

	Reset Input Source	Reset your monitor input settings to the factory settings.
	Color	Use **Color** to adjust the color setting mode.

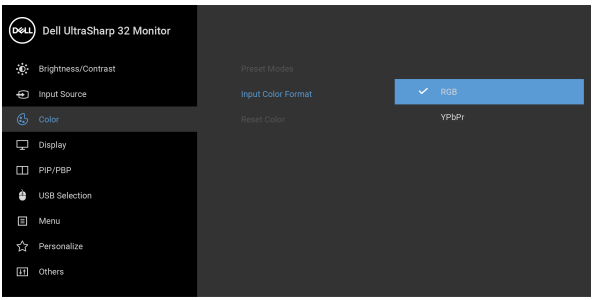


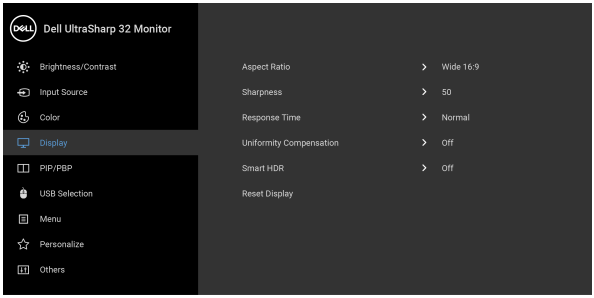
Preset Modes	Allows you to choose from a list of preset color modes.



- **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.

Preset Modes	**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 to 28 inches (50 - 70 cm) 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. · **Movie**: Loads color settings ideal for movies. · **Game**: Loads color settings ideal for most gaming applications. · **Color Temp.**: Allows users to select the color temperature: 5000K, 5700K, 6500K, 7500K, 9300K, and 10000K. Press the button to confirm the selection. · **Custom Color**: Allows you to manually adjust the color settings. Use the and buttons to adjust the **Gain**, **Offset**, **Hue**, and **Saturation** values and create your own preset color mode.

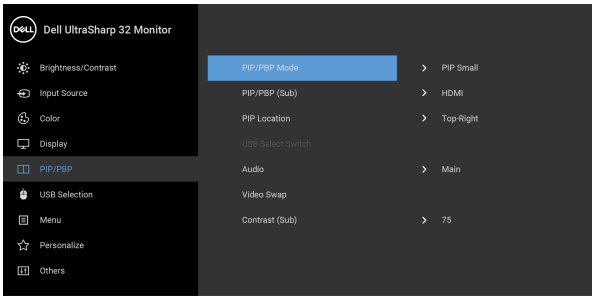
Input Color Format	Allows you to set the video input mode to: **RGB**: Select this option if your monitor is connected to a computer (or DVD player) using the USB Type-C, DisplayPort, or HDMI cable. Press the button to confirm the selection. **YPbPr**: Select this option if your DVD player supports only YPbPr output. Press the button to confirm the selection. 
Hue	This feature can shift the color of the video image to green or purple. This is used to adjust the desired flesh tone color. Use or to adjust the hue from '0' to '100'. **NOTE: Hue** adjustment is available only when you select **Movie** or **Game** preset mode.
Saturation	This feature can adjust the color saturation of the video image. Use or to adjust the saturation from '0' to '100'. **NOTE: Saturation** adjustment is available only when you select **Movie** or **Game** preset mode.
Reset Color	Reset your monitor's color settings to the factory settings.

	Display	Use **Display** to adjust image. 
	Aspect Ratio	Adjusts the image ratio to **Wide 16:9**, **Auto Resize**, **4:3**, or **1:1**.
	Sharpness	This feature can make the image look sharper or softer. Use or to adjust the sharpness from '0' to '100'.
	Response Time	Allows you to set the **Response Time** to **Normal** or **Fast**.
	Uniformity Compensation	Select screen uniformity compensation settings. **Calibrated** is factory calibrated setting by default. **Uniformity Compensation** adjusts different areas of the screen with respect to the center to achieve uniform brightness and color over the entire screen. For optimal screen performance, **Brightness** and **Contrast** for some preset modes (**Standard**, **Color Temp.**) will be disabled when **Uniformity Compensation** is activated. **NOTE:** User is advised to use factory default brightness setting when **Uniformity Compensation** is activated. For other brightness level setting, the uniformity performance may deviate from the data shown on the Factory Calibration Report.

Smart HDR	The Smart HDR (High Dynamic Range) feature enhances the display output by optimally adjusting contrast and the ranges of color and luminosity to resemble true-to-life visuals. The default setting is **Off**. You may set the **Smart HDR** mode to: • **Desktop**: Suitable for using the monitor with a desktop computer. • **Movie HDR**: Suitable for the playback of HDR video content. • **Game HDR**: Suitable for playing HDR-compatible games. It displays more realistic scenes and makes the gaming experience immersive and entertaining. • **Reference**: Compliant with the DisplayHDR 400 standard. **NOTE:** When the monitor is processing HDR content, **Preset Modes** and **Brightness** will be disabled.
Reset Display	Reset all display settings to the factory preset values.

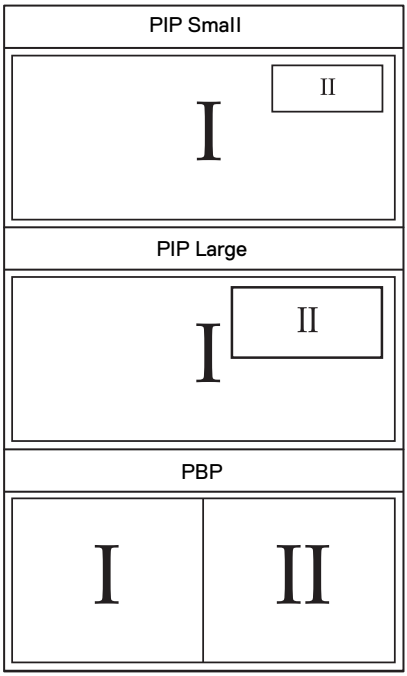
PIP/PBP

This function brings up a window displaying image from another input source.



Main Window	Sub-Window		
	USB Type-C	DP	HDMI
USB Type-C	X	✓	✓
DP	✓	X	✓
HDMI	✓	✓	X

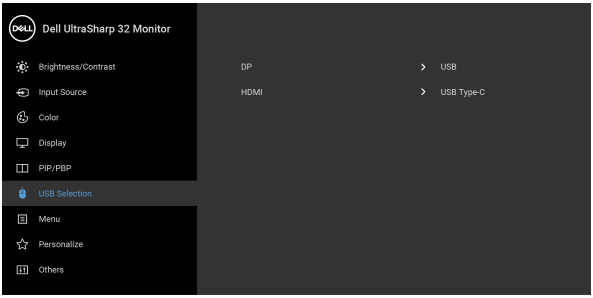
NOTE: The images under PBP will be displayed at the center of the screen, not full screen.

PIP/PBP Mode	Adjusts the **PIP/PBP** (Picture in Picture/Picture by Picture) mode to **PIP Small**, **PIP Large**, or **PBP**. You can disable this feature by selecting **Off**. Press the button to confirm the selection. 
PIP/PBP (Sub)	Select between the different video signals that may be connected to your monitor for the PIP/PBP sub-window. Press the button to confirm the selection.
PIP Location	Select PIP sub-window position. Use or to browse and to select **Top-Right**, **Top-Left**, **Bottom-Right**, or **Bottom-Left**. Press the button to confirm the selection.

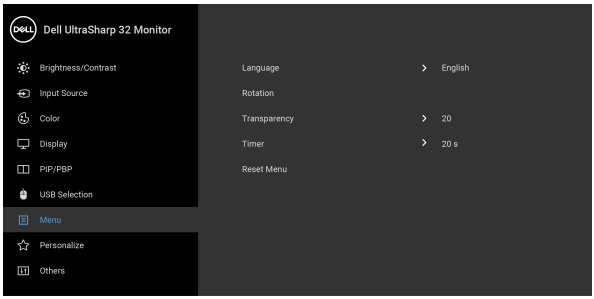
USB Select Switch	Select to switch between the USB sources in PIP/PBP mode. **NOTE:** This option is available only when **PIP/PBP Mode** is on.
Audio	Allows you to set the audio source from the main window or the sub-window.
Video Swap	Select to swap videos between main window and sub-window in PIP/PBP mode. Press the button to confirm the selection. **NOTE:** This option is available only when **PIP/PBP Mode** is on.
Contrast (Sub)	Adjust the contrast level of the picture in PIP/PBP mode. Use to increase the contrast and use to decrease the contrast. **NOTE:** This option is available only when **PIP/PBP Mode** is on.

USB Selection

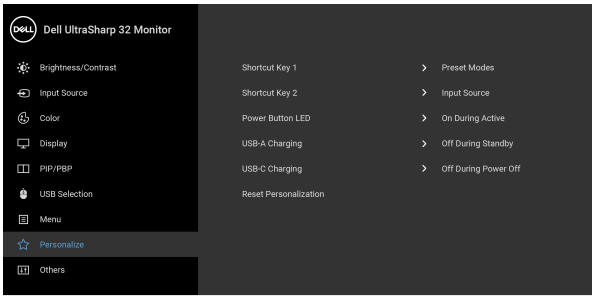
Allows you to set the USB upstream port for the input signals (DP or HDMI), thus the monitor's USB downstream port (e.g. keyboard and mouse) can be used by the current input signals when you connect a computer to the upstream port. See also Setting the KVM switch for details.



NOTE: To prevent data damage or loss, before unplugging the USB upstream port, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB upstream port.

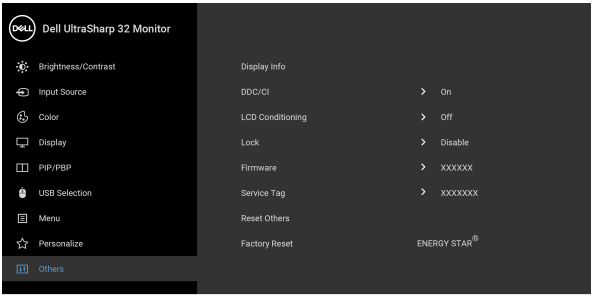
	Menu	Select this option to adjust the settings of the OSD, such as, the languages of the OSD, the amount of time the menu remains on screen, and so on. 
	Language	Sets the OSD display to one of the eight languages (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).
	Rotation	Rotates the OSD by 90 degrees counter-clockwise and anticounter-clockwise. You can adjust the menu according to your Display Rotation.
	Transparency	Select this option to change the menu transparency by pressing the and buttons (min. 0 / max. 100).
	Timer	Sets the length of time the OSD will remain active after the last time you pressed a button. Use or to adjust the slider in 1 second increments, from 5 to 60 seconds.
	Reset Menu	Reset all OSD settings to the factory preset values.

Personalize

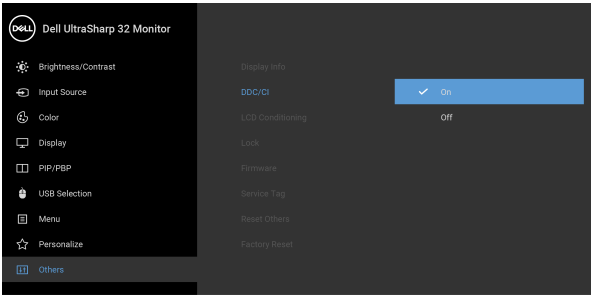


Shortcut Key 1 **Shortcut Key 2**	Allows you to choose a feature from **Preset Modes**, **Brightness/Contrast**, **Input Source**, **Aspect Ratio**, **Rotation**, **PIP/PBP Mode**, **USB Select Switch**, **Video Swap**, or **Smart HDR** and set it as a shortcut key.
Power Button LED	Allows you to set the power LED indicator On or Off to save energy.
USB-A Charing	Allows you to enable or disable USB Type-A (Downstream Ports) charging function during monitor standby mode. **NOTE:** This option is only available when the USB Type-C (Upstream Port) cable is unplugged. If the USB Type-C cable is connected, USB-A Charging follows the USB host power status and the option is not accessible. **NOTE:** This option was previously called **USB** in older monitor firmware revisions.
USB-C Charing	Allows you to enable or disable the **Always On USB Type-C Charging** function during monitor Power Off mode. **NOTE:** This option is only available in newer monitor firmware revisions.
Reset Personalization	Reset all settings under the **Personalize** menu to the factory preset values.

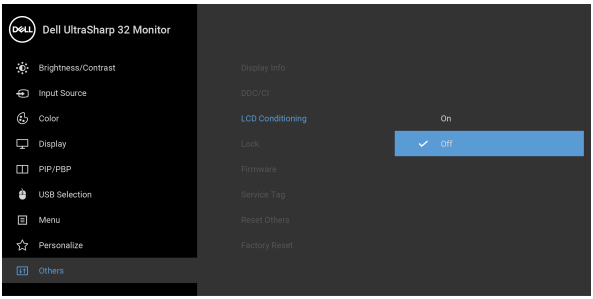
	Others	Select this option to adjust the OSD settings, such as **DDC/CI**, **LCD Conditioning**, and so on.



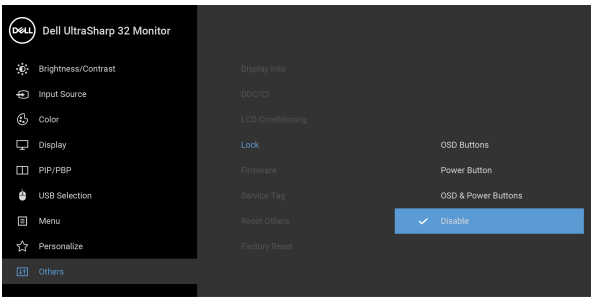
Display Info	Displays the monitor's current settings.
DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, and etc.) to be adjustable via the software on your computer. You can disable this feature by selecting **Off**. Enable this feature for best user experience and optimum performance of your monitor.



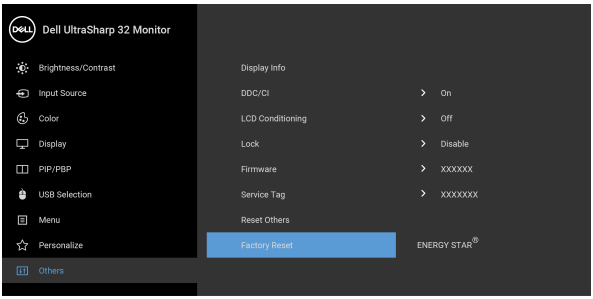
LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting **On**.



Lock	With the control buttons on the monitor locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.

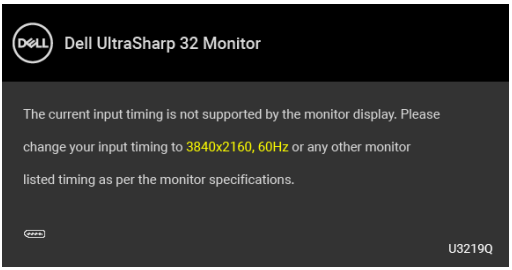


- **OSD Buttons**: All OSD buttons (except the Power button) are locked and not accessible by the user.
- **Power Button**: Only the Power button is locked and not accessible by the user.
- **OSD & Power Buttons**: Both the OSD & Power buttons are locked and not accessible by the user.

	The default setting is **Disable**. Alternative Lock Method [for OSD buttons]: You can also press and hold the OSD button next to the Power button for 4 seconds to set the lock options. **NOTE:** To unlock the button(s), press and hold the OSD button next to the Power button for 4 seconds.
Firmware	Displays the firmware version of your monitor.
Service Tag	Displays the service tag of your monitor. This string is required when you look for phone support, check your warranty status, update drivers on Dell's website, etc.
Reset Others	Reset all settings under the **Others** menu to the factory preset values.
Factory Reset	Restore all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests. 

OSD warning message

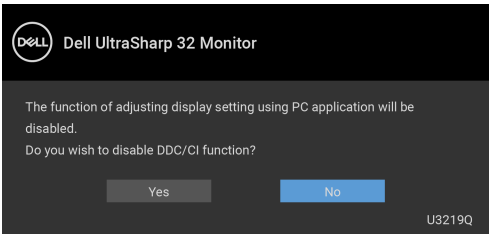
When the monitor does not support a particular resolution mode, you will see the following message:



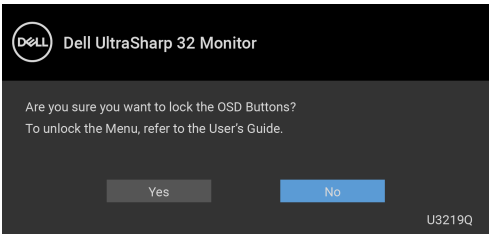
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 3840 x 2160.

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

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

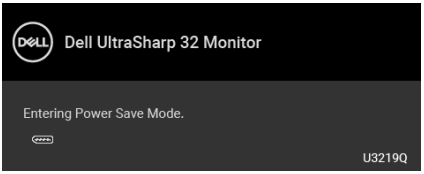


You will see the following message before the **Lock** function is activated:



NOTE: The message may be slightly different according to the selected settings.

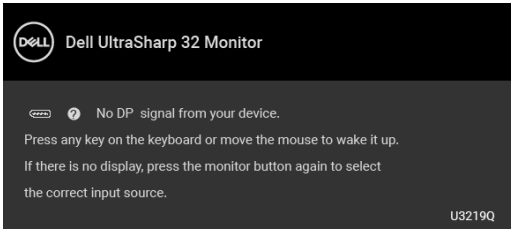
When the monitor goes into power-save mode, the following message appears:



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

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

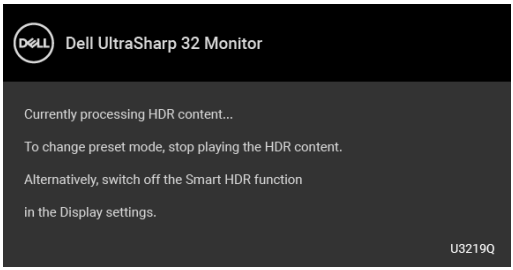
The OSD functions only in the normal operation mode. If you press any button other than the power button during the Active-off mode, the following message will appear depending on the selected input:



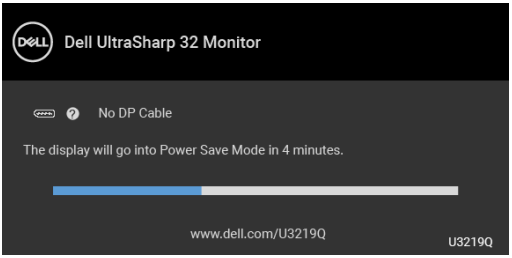
Activate the computer and the monitor to gain access to the OSD.

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

When **Smart HDR** is activated and you try to change the preset mode, the following message appears:

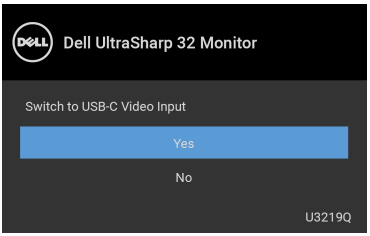


If either USB Type-C, DisplayPort, or HDMI input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

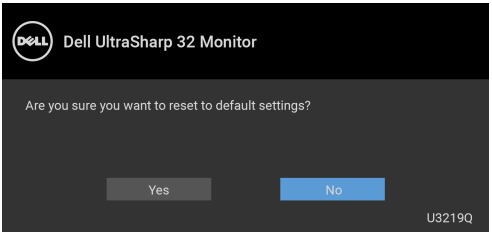


NOTE: The message may be slightly different according to the connected input signal.

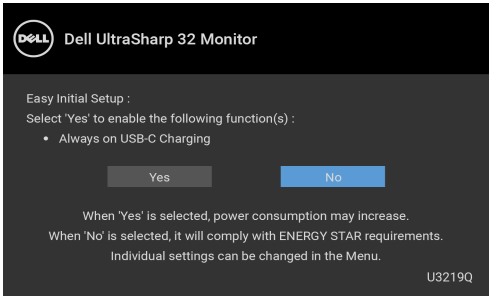
When the monitor is under DP/HDMI input and a USB Type-C cable is connected to a notebook that supports DP Alternate Mode, if Auto Select for USB-C is enabled, the following message appears:



When **Factory Reset** is selected, the following message appears.



When **Yes** is selected, the following message appears.



See Troubleshooting for more information.

Setting the maximum resolution

To set the maximum resolution for the monitor:

In Windows® 7, Windows® 8, and Windows® 8.1:

1. For Windows® 8 and 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 **3840 x 2160**.
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 **3840 x 2160**.
4. Click **Apply**.

If you do not see 3840 x 2160 as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or portable computer:

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

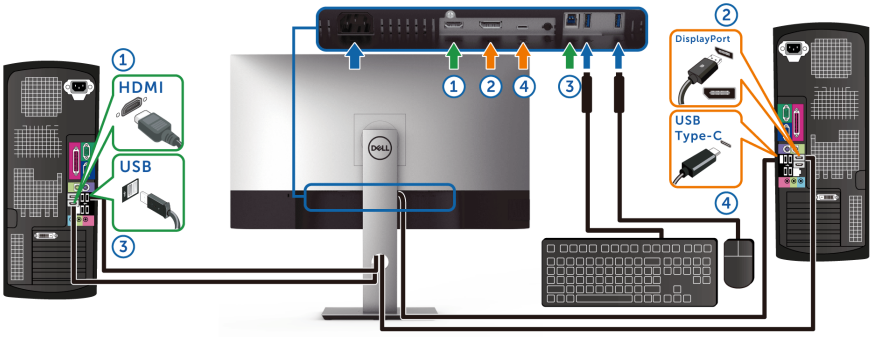
If you are using a non-Dell computer (portable or desktop):

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

Setting the KVM switch

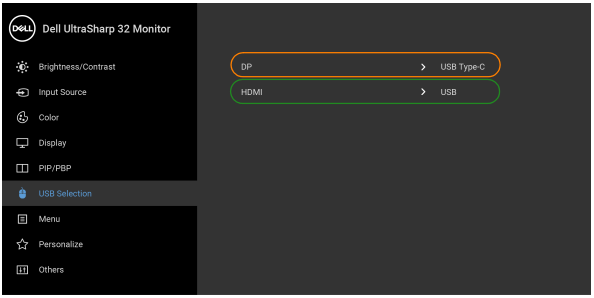
The built-in KVM switch allows you to control up to 2 computers from a single set of keyboard and mouse connected to the monitor.

a. When connecting **HDMI** + **USB** to computer 1 and **DP** + **USB Type-C** to computer 2:

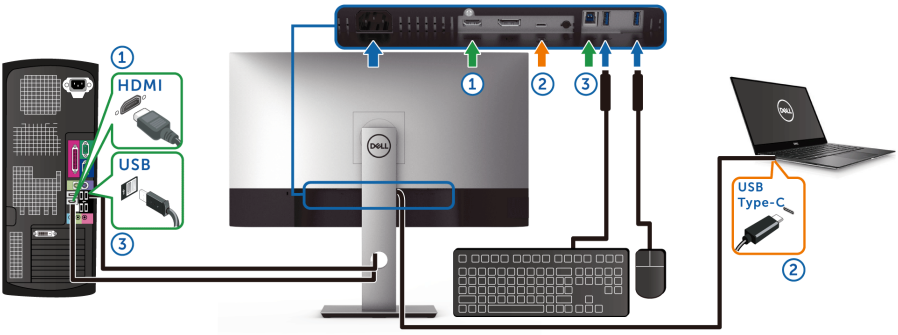


NOTE: The USB Type-C connection currently supports only data transfer.

Make sure **USB Selection** for **HDMI** is set to **USB** and **DP** is set to **USB Type-C**.

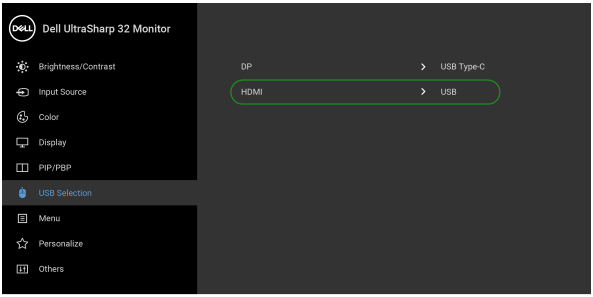


b. When connecting **HDMI** + **USB** to computer 1 and **USB Type-C** to computer 2:



NOTE: The USB Type-C connection currently supports video and data transfer.

Make sure **USB Selection** for **HDMI** is set to **USB**.



NOTE: As the USB Type-C port supports the DisplayPort Alternate Mode, there is no need to set USB Selection for USB Type-C.

NOTE: When connecting to different video input sources not shown above, follow the same method to make correct settings for USB Selection to pair the ports.

Requirements to view or playback HDR content

(1) via Ultra BluRay DVD or Game consoles

Ensure the DVD player and Game consoles are HDR capable, e.g. Panasonic DMP-UB900, x-Box One S, PS4 Pro. Download and install the appropriate graphics card drivers (for PC applications), see below.

(2) via PC

Ensure the graphics card used is HDR capable, i.e., HDMI2.0a (with HDR option) compliant and HDR graphics driver is installed. HDR capable player application must be used, e.g. Cyberlink PowerDVD 17, Windows 10 Movies and TV app.

For example Dell XPS8910, Alienware Aurora R5, bundled with the below graphics cards.

Dell Graphics driver with HDR support: Refer to Dell support page to download the latest graphics driver that supports HDR playback for your PC/Notebook.

Nvidia

HDR capable Nvidia graphics cards: GTX1070, GTX1080, P5000, P6000, etc. For a full range of HDR capable Nvidia graphics cards, refer to Nvidia website www.nvidia.com

Driver that supports Full Screen Playback mode (e.g. PC games, UltraBluRay players), HDR on Win 10 Redstone 2 OS: 381.65 or later.

AMD

HDR capable AMD graphics cards: RX480, RX470, RX460, WX7100, WX5100, WX4100, etc. For a full range of HDR capable AMD graphics cards, refer to www.amd.com. Check HDR driver support information and download the latest driver from www.amd.com

Intel (Integrated Graphics)

HDR capable system: CannonLake or later

Suitable HDR player: Windows 10 Movies and TV app

OS with HDR support: Windows 10 Redstone 3

Driver with HDR support: visit downloadcenter.intel.com for the latest HDR driver

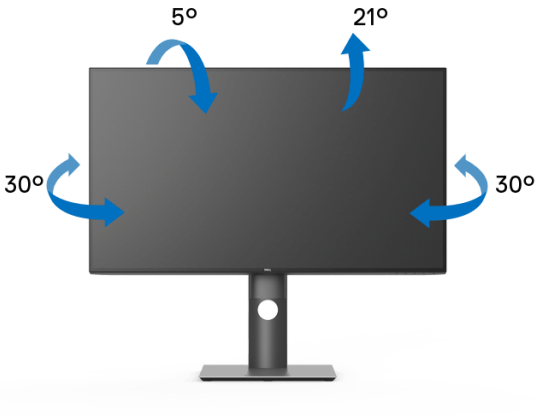
NOTE: HDR playback via OS (e.g. playback of HDR in a window within desktop) requires Win 10 Redstone 2 or later with appropriate player applications, e.g. PowerDVD17. Playing back protected content will require appropriate DRM software and/or hardware, e.g. Microsoft Playready™. Refer to Microsoft website for HDR support information.

Using the tilt, swivel, and vertical extension

NOTE: The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

Tilt, swivel

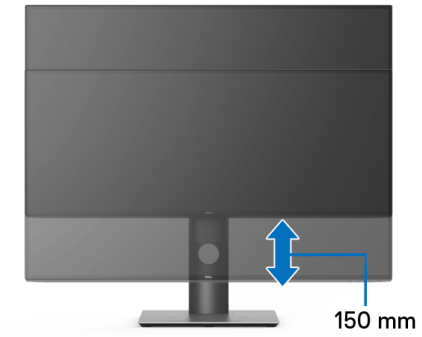
With the stand attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.



NOTE: The stand is not installed at the factory when shipped.

Vertical extension

NOTE: The stand extends vertically up to 150 mm. The figure below illustrates how to extend the stand vertically.



Rotating the monitor

Before you rotate the monitor, your monitor should be fully vertically extended (Vertical extension) and fully tilted up to avoid hitting the bottom edge of the monitor.

Rotate clockwise

Rotate counterclockwise

NOTE: To use the Display Rotation function (Landscape versus Portrait view) with your Dell computer, you require an updated graphics driver that is not included with this monitor. To download the graphics driver, go to www.dell.com/support and see the Download section for Video Drivers for latest driver updates.

NOTE: When in the Portrait View Mode, you may experience performance degradation in graphic-intensive applications (3D Gaming and etc.).

Adjusting the rotation display settings of your system

After you have rotated your monitor, you need to complete the procedure below to adjust the Rotation Display Settings of your system.

NOTE: If you are using the monitor with a non-Dell computer, you need to go the graphics driver website or your computer manufacturer website for information on rotating the 'contents' on your display.

To adjust the Rotation Display Settings:

1. Right-click on the desktop and click **Properties**.
2. Select the **Settings** tab and click **Advanced**.
3. If you have an ATI graphics card, select the **Rotation** tab and set the preferred rotation.
4. If you have an nVidia graphics card, click the **nVidia** tab, in the left-hand column select **NVRotate**, and then select the preferred rotation.
5. If you have an Intel® graphics card, select the **Intel** graphics tab, click **Graphic Properties**, select the **Rotation** tab, and then set the preferred rotation.

NOTE: If you do not see the rotation option or it is not working correctly, go to www.dell.com/support and download the latest driver for your graphics card.

Troubleshooting

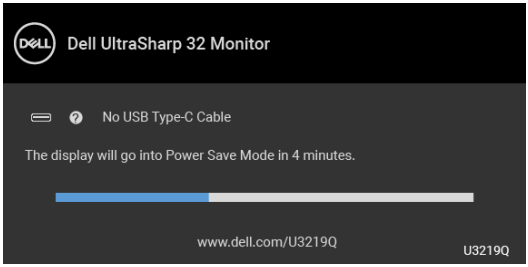
⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

Self-test

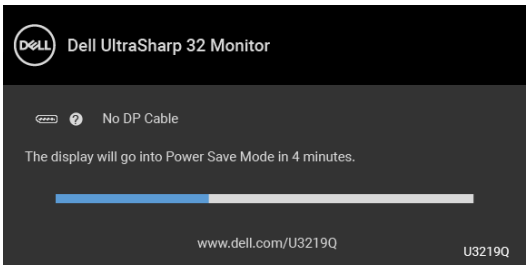
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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.

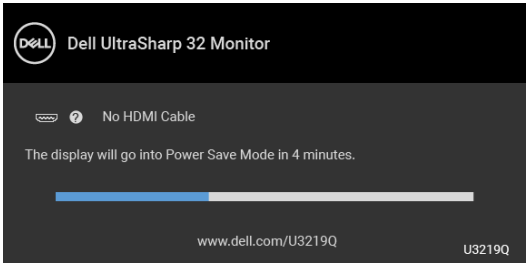
The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through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



or



or



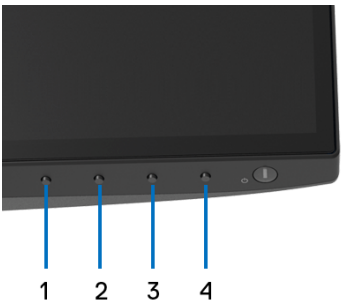
4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
5. Turn Off your monitor and reconnect the video cable; then turn On both your computer and the monitor.

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.

Always On USB Type-C Charging

The monitor allows you to charge your notebook or mobile devices through the USB Type-C cable even when the monitor is powered off. See USB-C Charing for more information. This feature is only available when the monitor firmware revision is M3B106 or later.

You may verify your current firmware revision in Firmware. If this is not available, go to the Dell download support site for the latest application installer (**Monitor Firmware Update Utility.exe**) and refer to the Firmware Update Instruction User's Guide: www.dell.com/U3219Q.

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	• 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	• 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. • Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	• Reset the monitor to factory settings.
Horizontal/ Vertical Lines	Screen has one or more lines	• Reset the monitor to factory settings. • 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.

Synchronization Problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings. • 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 **Gain**/**Offset**/**Hue**/ **Saturation** value under **Custom Color** in **Color** menu OSD. • Change the **Input Color Format** to PC RGB or YPbPr in the **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	• Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power management modes). • Alternatively, use a dynamically changing screensaver.

Product specific problems

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.
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 it back, and then turn On the monitor. • Check whether the OSD menu is locked. If yes, press and hold the OSD button next to the Power button for 4 seconds to unlock (for more information, see Lock).
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.

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.
USB Type-C port does not supply power	USB peripherals can not be charged	• Check that the connected device is compliant with the USB-C specification. The USB Type-C port supports USB 2.0 and an output of 90 W. • Check that you use the USB Type-C cable shipped with your monitor.
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.

Appendix

WARNING: Safety instructions

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

For information on safety instructions, see the Safety, Environmental, and Regulatory Information (SERI).

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.

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