Dell™ P2411H Flat Panel Monitor User's Guide

About Your Monitor

Setting Up the Monitor

Operating the Monitor

Troubleshooting

Appendix

Notes, Notices, and Cautions

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

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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

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Model P2411Hb.

September 2010 Rev. A00

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About Your Monitor

Dell™ P2411H Flat Panel Monitor User's Guide

- Package Contents
- Product Features
- Identifying Parts and Controls
- Monitor Specifications
- Plug and Play Capability
- Universal Serial Bus (USB) Interface
- LCD Monitor Quality and Pixel Policy
- Maintenance Guidelines

Package Contents

Your monitor ships with the components shown below. Ensure that you have received all the components and contact Dell if something is missing.

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

NOTE: To set up with any other stand, please refer to the respective stand setup guide for setup instructions.

	• Monitor
	• Stand
	• Power Cable
	• VGA Cable

	• DVI Cable
	• USB up stream cable (enables the USB ports on the monitor)
	• *Drivers and Documentation* media • *Quick Setup Guide* • *Product and Safety Information Guide*

Product Features

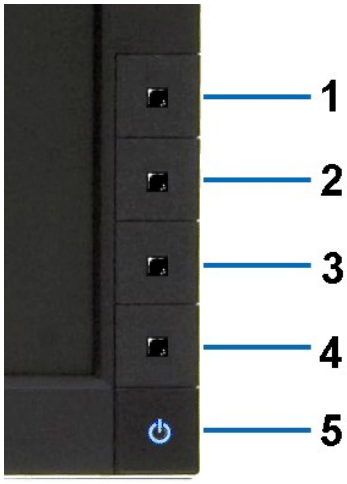
The **Dell™ Professional P2411H** flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD), and LED backlight. The monitor features include:

- **P2411H:** 609.7 mm (24-inch) viewable area display (Measured diagonally). 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- Wide viewing angle to allow viewing from a sitting or standing position, or moving side-to-side.
- Tilt, swivel, vertical extension and rotate adjustment capability.
- Removable pedestal and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Software and documentation media includes an information file (INF), Image color Matching File (ICM), PowerNap software application and product documentation.
- Energy Saver feature for Energy Star compliance.
- Security lock slot.
- Asset Management Capability.
- Capability to switch from wide aspect to standard aspect ratio while maintaining the image quality.
- EPEAT Gold Rating.
- Halogen Reduced (BFR/CFR/PVC Free).
- Arsenic-Free glass and Mercury Free for Panel only.
- High Dynamic Contrast Ratio (2,000,000:1).
- 0.15W standby power when in sleep mode.
- Energy Gauge shows the energy level being consumed by the monitor in real time.
- PowerNap Software included (comes in the CD attached with the monitor).

Identifying Parts and Controls

Front View

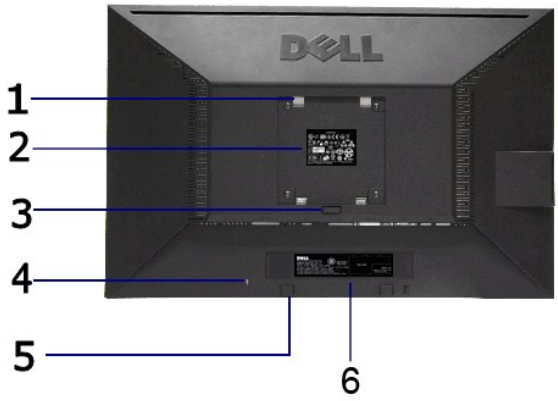
Front View



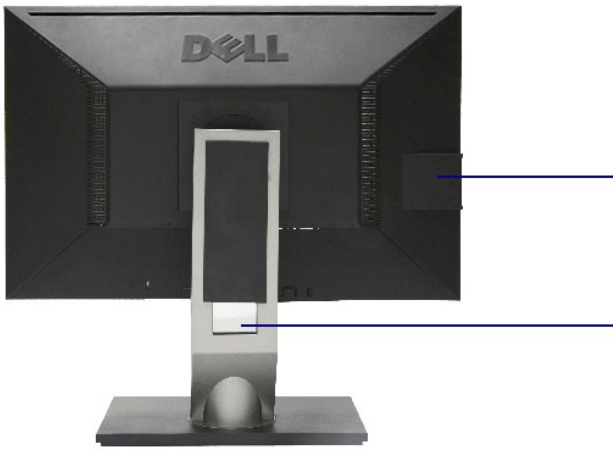
Front panel controls

Label	Description
1	Preset Modes (default, but configurable)
2	Brightness & Contrast (default, but configurable)
3	Menu
4	Exit
5	Power button (with power light indicator)

Back View



Back view

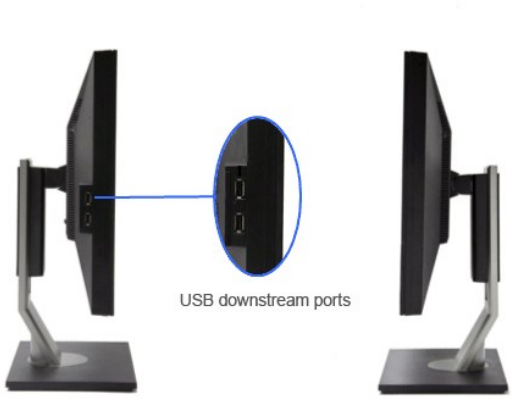


Back view with monitor stand

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA Plate)	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	Release stand from monitor.
4	Security lock slot	Secures monitor with security cable lock
5	Dell Soundbar mounting brackets	Attaches the optional Dell Soundbar.
6	Barcode serial number label	Refer to this label if you need to contact Dell for technical support.
7	USB downstream ports	Connect your USB devices.

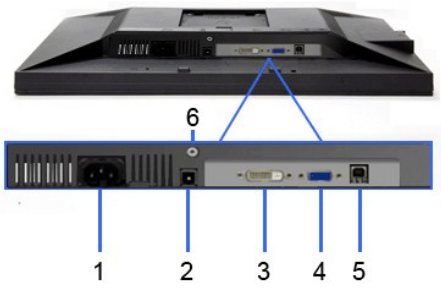
8	Cable management slot	Use to organize cables by placing them through the slot.

Side View



Left view **Right view**

Bottom View



Bottom view

Bottom view with monitor stand

Label	Description	Use
1	AC power cord connector	Connect the power cable
2	DC power connector for Dell Soundbar.	Connect the power cord for the soundbar (optional)
3	DVI connector	Connect your computer DVI cable
4	VGA connector	Connect your computer VGA cable
5	USB upstream port	Connect the USB cable that came with your monitor to the monitor and the computer. Once this cable is connected, you can use the USB connectors on the side and bottom of the monitor.
6	Stand lock feature	To lock the Stand to the Monitor

Monitor Specifications

Flat Panel Specifications

Model	P2411H
Screen type	Active matrix - TFT LCD
Panel type	TN

Screen dimensions	609.7 mm (24 inches viewable image size)
Preset display area:	531.36 (H) X 298.89 (V) mm
Horizontal	531.36 mm (20.92 inches)
Vertical	298.89 mm (11.77 inches)
Pixel pitch	0.277 mm
Viewing angle	160° (vertical) typ, 170° (horizontal) typ
Luminance output	250 cd/m ²(typ)
Contrast ratio	1000 to 1 (typ)
Dynamic contrast ratio	Up to 2,000,000 : 1 (typ)
Faceplate coating	Antiglare with hard-coating 3H
Backlight	LED edgelight system
Response Time	5 ms typical
Color depth	16.7 million colors
Color gamut (Typical)	68%*

*[P2411H] color gamut (typical) is based on CIE1976 (81%) and CIE1931 (68%) test standards.

Resolution Specifications

Model	P2411H

Horizontal scan range	30 kHz to 83 kHz (automatic)
Vertical scan range	56 Hz to 75 Hz (automatic)
Maximum resolution	1920 x 1080 at 60 Hz

Video Supported Modes

Model	P2411H
Video display capabilities (DVI playback)	480p, 480i, 576p, 576i, 720p, 1080p and 1080i

Preset Display Modes

P2411H

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal / Vertical)
720 x 400	31.5	70.0	28.3	-/+
640 x 480	31.5	60.0	25.2	-/-
640 x 480	37.5	75.0	31.5	-/-
800 x 600	37.9	60.0	40.0	+/+
800 x 600	46.9	75.0	49.5	+/+
1024 x 768	48.4	60.0	65.0	-/-
1024 x 768	60.0	75.0	78.8	+/+
1152 x 864	67.5	75.0	108.0	+/+
1280 x 1024	64.0	60.0	108.0	+/+
1280 x 1024	80.0	75.0	135.0	+/+
1920 x 1080	67.5	60.0	148.5	+/+

Electrical Specifications

Model	P2411H
Video input signals	Analog RGB, 0.7 Volts +/-5%, positive polarity at 75 ohm input impedance Digital DVI-D TMDS, 600mV for each differential line, positive polarity at 50 ohm input impedance
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)
AC input voltage/frequency/current	100 to 240 VAC/50 or 60 Hz ± 3 Hz/1.5 A (Max.)
Inrush current	120V:30A (Max.) 240V:60A (Max.)

Physical Characteristics

Model	P2411H
Connector type	15-pin D-subminiature, blue connector; DVI-D, white connector
Signal cable type	Digital: Detachable, DVI-D, Solid pins, shipped detached from the monitor Analog: Detachable, D-Sub, 15 pins, shipped attached to the monitor
Dimensions (with stand)	
Height (extended)	478.3 mm (18.83 inches)
Height (compressed)	378.3 mm (14.89 inches)
Width	569.8 mm (22.43 inches)
Depth	184.1 mm (7.25 inches)
Dimensions (without stand)	
Height	337.3 mm (13.28 inches)
Width	569.8 mm (22.43 inches)
Depth	61.5 mm (2.42 inches)
Stand dimensions	
Height (extended)	370.5 mm (14.59 inches)
Height (compressed)	331.3 mm (13.04 inches)
Width	279.9 mm (11.02 inches)
Depth	184.1 mm (7.25 inches)
Weight	
Weight with packaging	7.3 kg (16.09 lbs)

Weight with stand assembly and cables	5.8 kg (12.79 lbs)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.7 kg (8.16 lbs)
Weight of stand assembly	1.92 kg (4.23 lbs)

Environmental Characteristics

Model	**P2411H**
Temperature	
Operating	0° to 40 ° C
Non-operating	Storage: -20° to 60°C (-4° to 140°F) Shipping: -20° to 60°C (-4° to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)

Non-operating	Storage: 5% to 90% (non-condensing) Shipping: 5% to 90% (non-condensing)
Altitude	
Operating	4,850 m (15,902 ft) max
Non-operating	12,192 m (40,000 ft) max
Thermal dissipation	170.72 BTU/hour (maximum) 92.19 BTU/hour (typical)

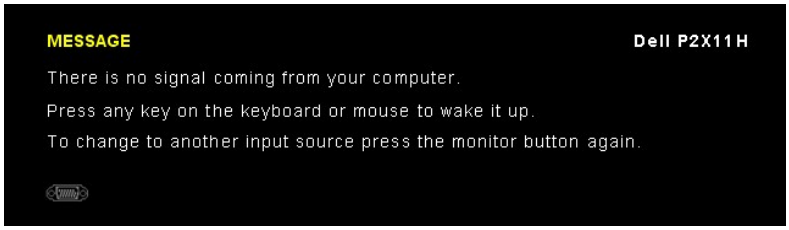
Power Management Modes

If you have VESA's DPM™ compliance display card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. referred to as *Power Save Mode**. If the computer detects input from keyboard, mouse, or other input devices, the monitor automatically resumes functioning. The following table shows the power consumption and signaling of this automatic power saving feature:

P2411H

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	Blue	27 W (typical)/50 W (maximum)**
Active-off mode	Inactive	Inactive	Blanked	Amber	Less than 0.15 W
Switch off	-	-	-	Off	Less than 0.15 W

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



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

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Appendix

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- Safety Instructions
- FCC Notice (U.S. Only) and Other Regulatory Information
- Contacting Dell

WARNING: Safety Instructions

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

For information on safety instructions, see the *Product Information Guide*.

FCC Notices (U.S. Only) and Other Regulatory Information

For FCC notices and other regulatory information, see the regulatory compliance website located at: http://www.dell.com/regulatory_compliance.

Contacting Dell

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

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

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom of the page.
3. Click **Contact Us** on the left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

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Help on PowerNap Installation

To install PowerNap succesfully, follow these steps:-

1. Check Operating System Requirements	Windows XP, Windows Vista®, Windows® 7
2. Install Entech API	Install
3. Install PowerNap Software	Install

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If you have a Dell™ desktop or a Dell™ portable computer with internet access

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

2. After installing the drivers for your Graphics Adapter, attempt to set the resolution to **1920 X 1080** again.

NOTE: If you are unable to set the resolution to 1920 x 1080, please contact Dell™ to inquire about a Graphics Adapter that supports these resolutions.

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Setting Up Your Monitor

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If you have non Dell™ desktop, portable computer, or graphic card

In Windows XP:

1. Right-click on the desktop and click **Properties**.

2. Select the **Settings** tab.

3. Select **Advanced**.

4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).

5. Refer to the graphic card provider website for updated driver (for example, http://www.ATI.com OR http://www.NVIDIA.com).

6. After installing the drivers for your Graphics Adapter, attempt to set the resolution to **1920 X 1080** again.

In Windows Vista® or Windows® 7:

1. Right-click on the desktop and click **Personalization**.

2. Click **Change Display Settings**.

3. Click **Advanced Settings**.

4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).

5. Refer to the graphic card provider website for updated driver (for example, http://www.ATI.com OR http://www.NVIDIA.com).

6. After installing the drivers for your Graphics Adapter, attempt to set the resolution to **1920 X 1080** again.

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

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Operating the Monitor

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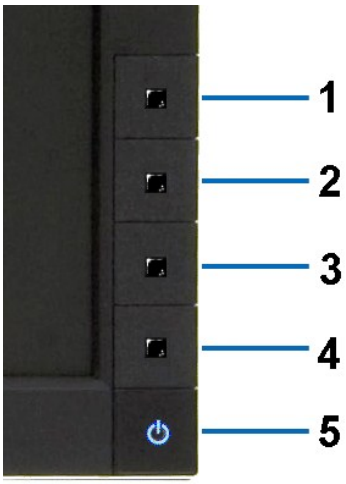
- Using the Front Panel Controls
- Using the On-Screen Display (OSD) Menu
- PowerNap Software
- Setting the Maximum Resolution
- Using the Dell Soundbar (Optional)
- Using the Tilt, Swivel, and Vertical Extension
- Rotating the monitor
- Adjusting the Rotation Display Settings of Your System

Using the Front Panel Controls

Use the control buttons on the front of the monitor to adjust the characteristics of the image being displayed. As you use these buttons to adjust the controls, an OSD shows the numeric values of the characteristics as they change.



The following table describes the front panel buttons:

Front panel Button		Description
1	**Shortcut key / Energy modes**	Use this button to directly access the "Energy modes" menu.
2	**Shortcut key / Brightness/Contrast**	Use this button to directly access the "Brightness/Contrast" menu.
3	**Menu**	Use the MENU button to launch the on-screen display (OSD) and select the OSD Menu. See Accessing the Menu System.
4	**Exit**	Use this button to go back to the main menu or exit the OSD main menu.

5	**Power (with power light indicator)**	Use the Power button to turn the monitor on and off. The Blue LED indicates the monitor is on and fully functional. An amber LED indicates DPMS power save mode.

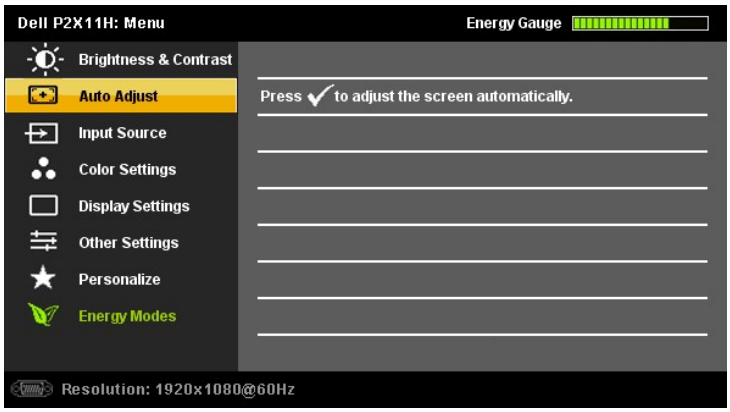
Using the On-Screen Display (OSD) Menu

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.

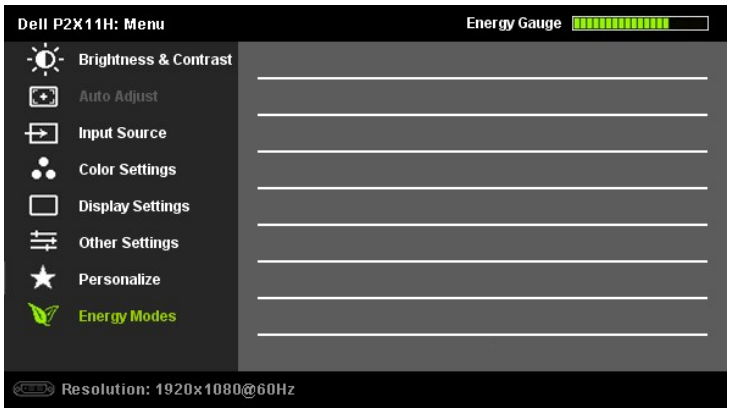
1. Press the MENU button to launch the OSD menu and display the main menu.

Main Menu for Analog (VGA) Input



or

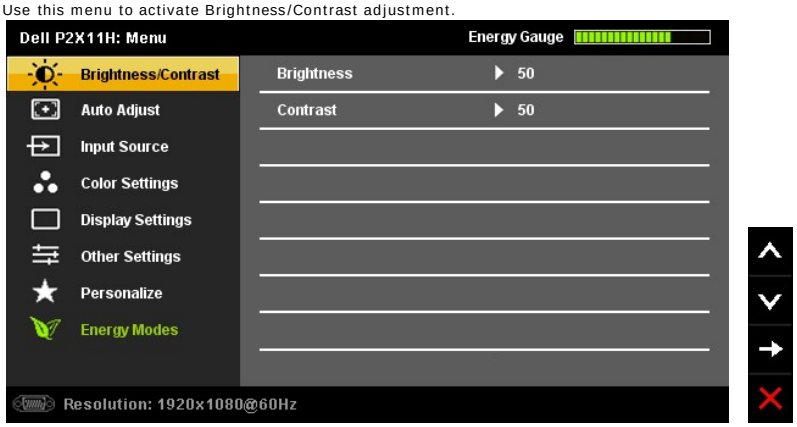
Main Menu for Digital (DVI-D) Input

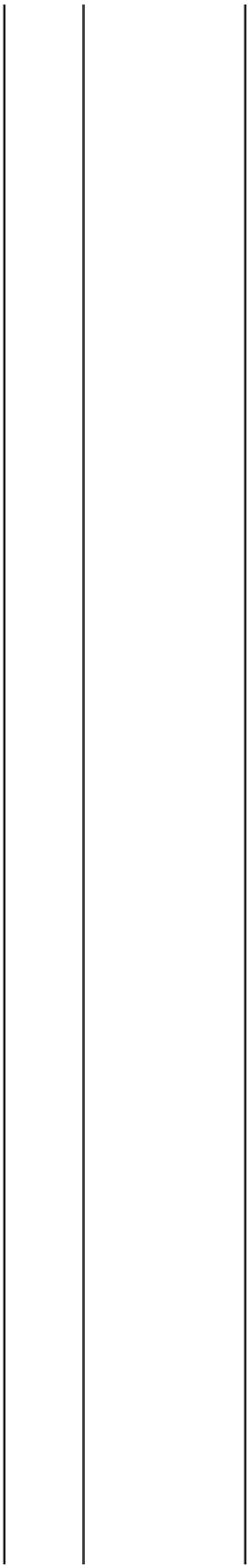


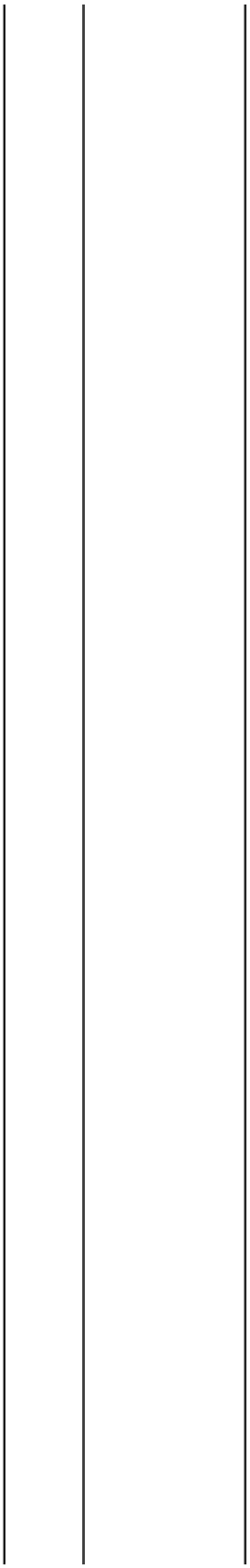
NOTE: AUTO ADJUST is only available when you use the analog (VGA) connector.

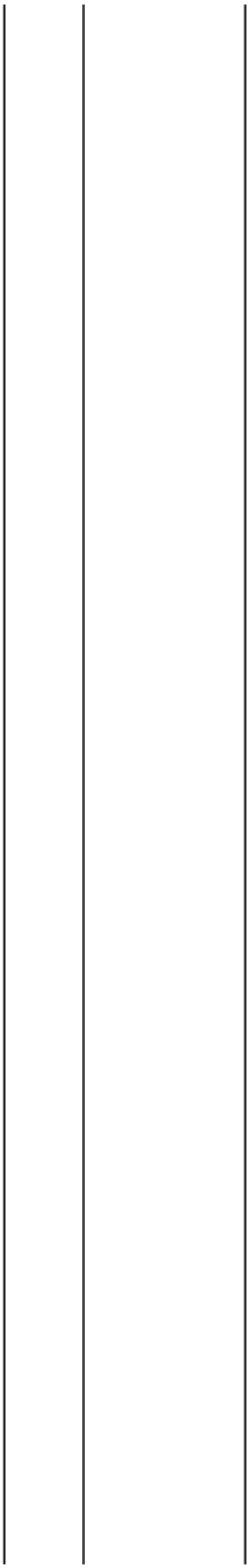
2. Press the and buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
3. Press the or button once to activate the highlighted option.
4. Press the and buttons to select the desired parameter.
5. Press to enter the slide bar and then use the or button, according to the indicators on the menu, to make your changes.
6. Press the button once to return to the main menu to select another option or press the button two or three times to exit from the OSD menu.

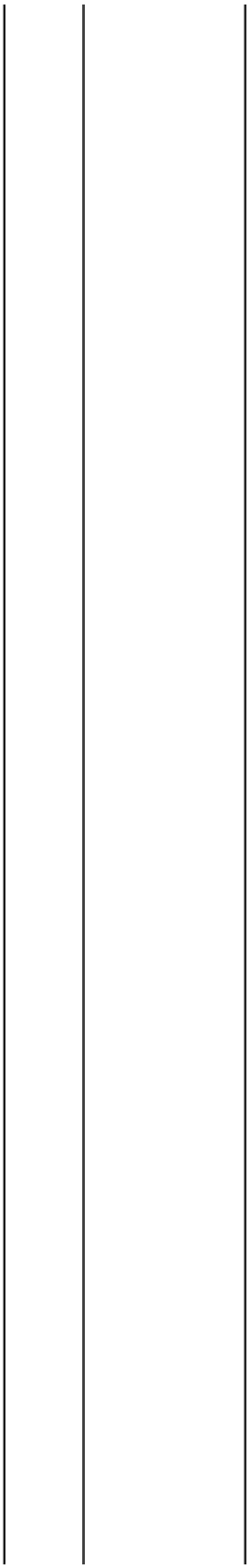
Icon	Menu and Submenus	Description
	Energy Gauge	This meter shows the energy level being consumed by the monitor in real time. When the meter is green, it indicates the mon consuming low energy level. When the energy consumed increases, the meter will change to yellow and subsequently red.

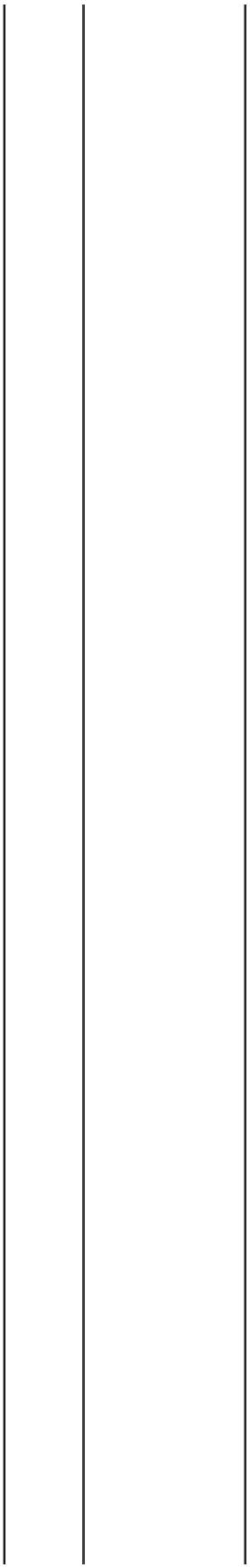
	Brightness / Contrast	Use this menu to activate Brightness/Contrast adjustment. 
	Brightness	Brightness adjusts the luminance of the backlight. Press the button to increase brightness and Press the button to decrease brightness (min 0 ~ max 100). **NOTE:**Brightness control will be greyed out during "Screen dim" in PowerNap option when screen saver is activated.
	Contrast	Adjust Brightness first, and then adjust Contrast only if further adjustment is necessary. Press the button to increase contrast and Press the button to decrease contrast (min 0 ~ max 100). The Contrast function adjusts the degree of difference between darkness and lightness on the monitor screen.

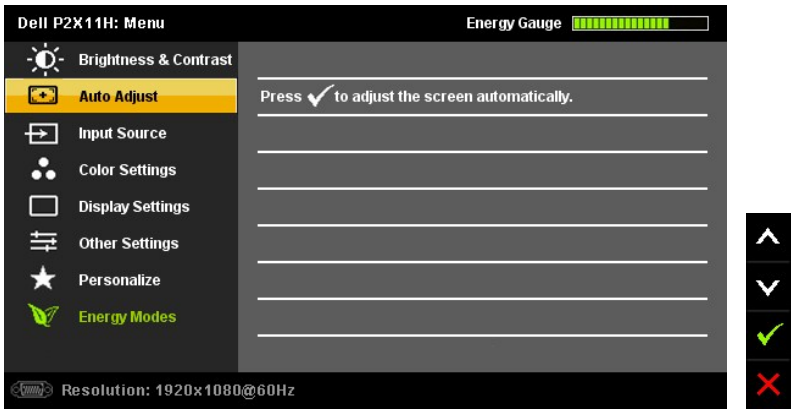
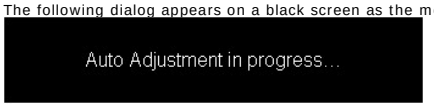


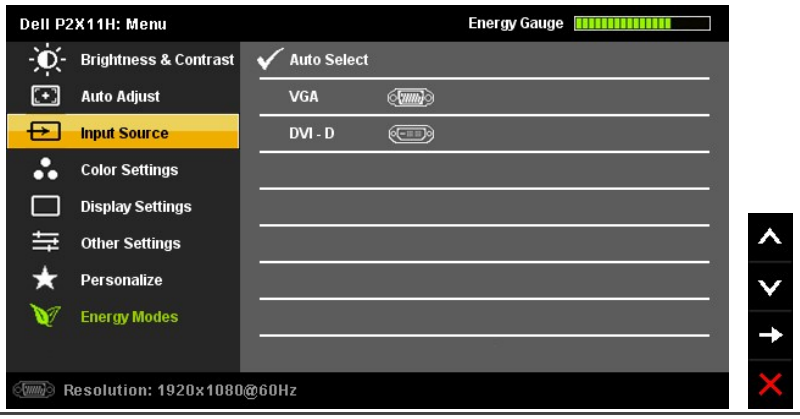
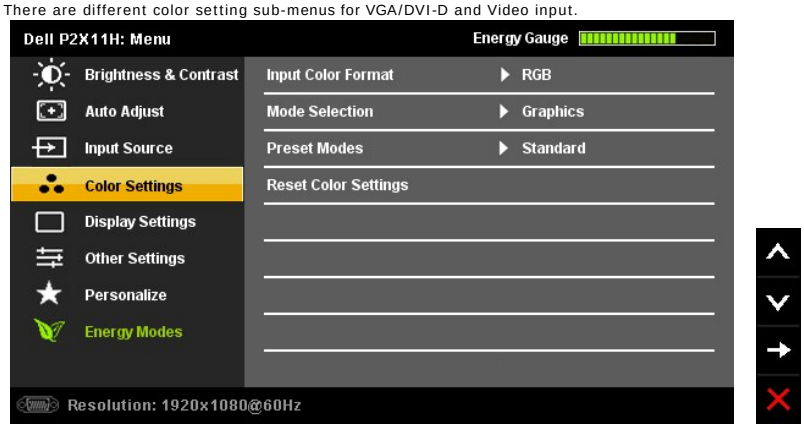


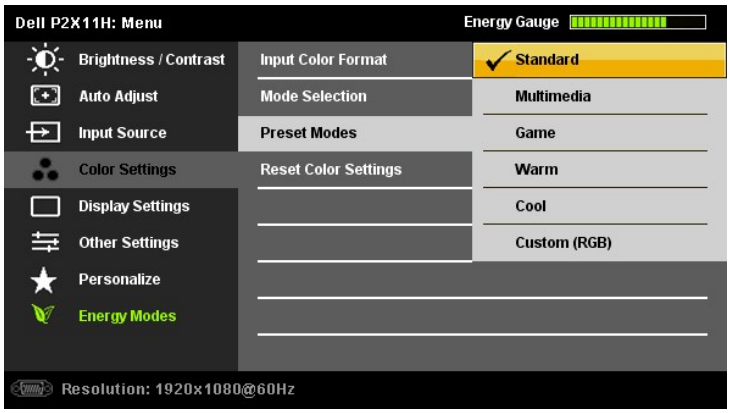






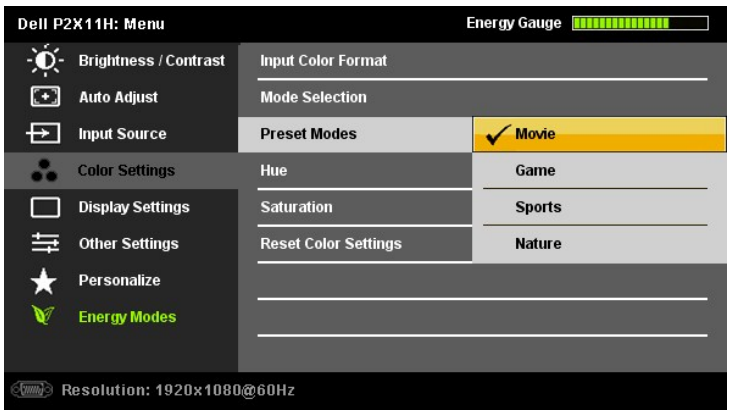
	AUTO ADJUST	Even though your computer recognizes your monitor on startup, the Auto Adjustment function optimizes the display settings with your particular setup. Auto Adjustment allows the monitor to self-adjust to the incoming video signal. After using Auto Adjustment, you can further your monitor by using the Pixel Clock and Phase controls under Displays Settings.  The following dialog appears on a black screen as the monitor automatically adjusts to the current input:  **NOTE:** In most cases, Auto Adjust produces the best image for your configuration. **NOTE:** AUTO ADJUST option is only available when you are using the analog (VGA) connector.

	INPUT SOURCE	Use the INPUT SOURCE menu to select between different video signals that may be connected to your monitor. 
	Auto Select	Select Auto Select to scan for available input signals.
	VGA	Select VGA input when you are using the analog (VGA) connector. Press ✓ to select the VGA input source.
	DVI-D	Select DVI-D input when you are using the Digital (DVI) connector. Press ✓ to select the DVI input source.
	Color Settings	Use the Color Settings to adjust the color setting mode and color temperature. There are different color setting sub-menus for VGA/DVI-D and Video input. 
	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 VGA and DVI cable or the HD DVI adapter. • **YPbPr**: Select this option if the your DVD player supports only YPbPr output.
	Mode Selection	Allows you to set the display mode to: • **Graphics**: Select this mode if your monitor is connected to your computer. • **Video**: Select this mode if you monitor is connected to a DVD player. **NOTE:** Depending upon the Display Mode you select the Preset Modes available for your monitor changes.
	Preset Mode	When you select **Graphics**, you can choose **Standard, Multimedia, Game, Warm, Cool,** or **Custom (RGB)**: • **Standard**: Loads the monitor's default color settings. This is the default preset mode. • **Multimedia**: Loads color settings ideal for multimedia applications. • **Game**: Loads color settings ideal for most gaming applications. • **Warm**: Increase the color temperature. The screen appears warmer with a red/yellow tint. • **Cool**: Decreases the color temperature. The screen appears cooler with a blue tint. • **Custom (R, G, B)**: Allows you to manually adjust the color settings. Press the ▲ and ▼ buttons to adjust the Red, and Blue values and create your own preset color mode.

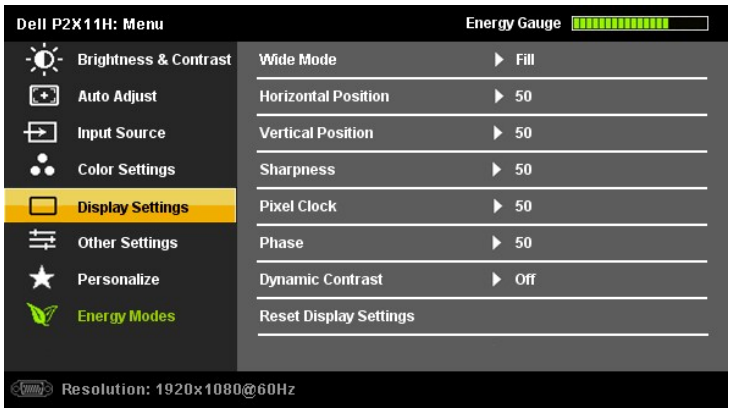


When you select **Video**, you can choose **Movie, Game, Sports,** or **Nature**:

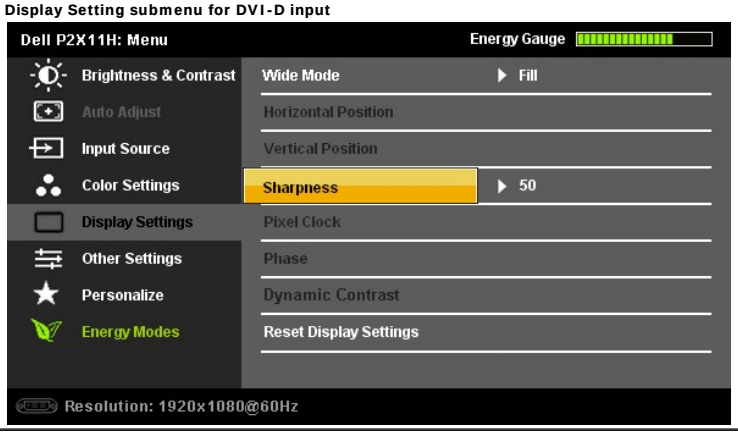
- **Movie**: Loads color settings ideal for movies. This is the default preset mode.
- **Game**: Loads color settings ideal for game.
- **Sports**: Loads color settings ideal for sports.
- **Nature**: Loads color settings ideal for nature.



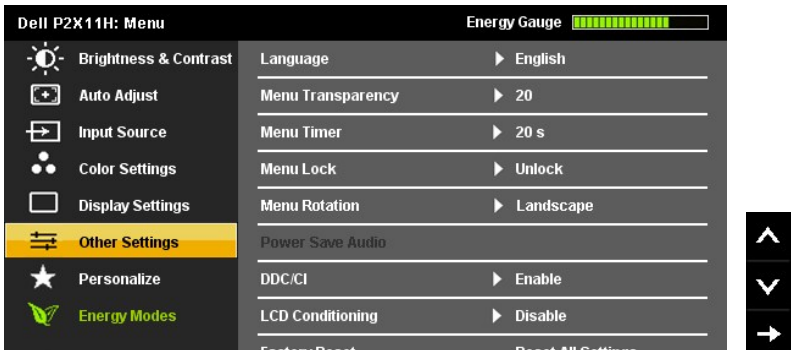
Hue	This feature can shift color of video image to green or purple. This is used to adjust the desired flesh tone color. Use or adjust the hue from '0' to '100' . Press to increase the green shade of the video image Press to increase the purple shade of the video image **NOTE:** Hue adjustment is available only for video input.
Saturation	This feature can adjust the color saturation of the video image. Use or to adjust the saturation from '0' to '100'. Press to increase the monochrome appearance of the video image Press to increase the colorful appearance of the video image **NOTE:** Saturation adjustment is available only for video input.
Reset Color Settings	Resets your monitor's color settings to the factory defaults.
DISPLAY SETTINGS	Use the Display Settings to adjust image. **Display Setting submenu for VGA input**



Display Setting submenu for DVI-D input



	Wide Mode	Adjust the image ratio as 4:3 or full screen.
	Horizontal Position	Use the and buttons to adjust image left and right. Minimum is '0' (-). Maximum is '100' (+). **NOTE:** When using a DVI source, the Horizontal Position setting is not available.
	Vertical Position	Use the and buttons to adjust image up and down. Minimum is '0' (-). Maximum is '100' (+). **NOTE:** When using a DVI source, the Vertical Position setting is not available.
	Sharpness	This feature can make the image look sharper or softer. Use or to adjust the sharpness from '0' to '100'.
	Pixel Clock	The Phase and Pixel Clock adjustments allow you to adjust your monitor to your preference. Use the and buttons to adjust for best image quality.
	Phase	If satisfactory results are not obtained using the Phase adjustment, use the Pixel Clock (coarse) adjustment and then use Ph (fine), again. **NOTE:** Pixel Clock and Phase Adjustments are only available for "VGA" input.
	Dynamic Contrast	The Dynamic Contrast adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Pr and Nature Preset. Use the button to enable the Dynamic Contrast adjustment. Use the button to disable the Dynamic Contrast adjustment. **NOTE:** Dynamic Contrast is not available (greyed out) in Energy Smart modes.
	Reset Display Settings	Select this option to restore default display settings.
	OTHER SETTINGS	Select this option to adjust the settings of the OSD, such as, the languages of the OSD, the amount of time the menu remain screen, and so on.


Dell P2X11H: Menu
Energy Gauge
Brightness & Contrast
Auto Adjust
Input Source
Color Settings
Display Settings
Other Settings
Personalize
Energy Modes
Language
English
Menu Transparency
20
Menu Timer
20 s
Menu Lock
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Menu Rotation
Landscape
Power Save Audio
DDC/CI
Enable
LCD Conditioning
Disable

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Setting Up Your Monitor

Dell™ P2411H Flat Panel Monitor

Setting the display resolution to 1920 X 1080 (maximum)

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

In Windows XP:

1. Right-click on the desktop and click **Properties**.

2. Select the **Settings** tab.

3. Move the slider-bar to the right by pressing and holding the left-mouse button and adjust the screen resolution to **1920 X 1080**.

4. Click **OK**.

In Windows Vista® or Windows® 7:

1. Right-click on the desktop and click **Personalization**.

2. Click **Change Display Settings**.

3. Move the slider-bar to the right by pressing and holding the left-mouse button and adjust the screen resolution to **1920 X 1080**.

4. Click **OK**.

If you do not see **1920 X 1080** as an option, you may need to update your graphics driver. Please choose the scenario below that best describes the computer system you are using, and follow the provided directions:

1: If you have a Dell™ desktop or a Dell™ portable computer with internet access.

2: If you have non Dell™ desktop, portable computer, or graphic card.

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Dell™ P2411H Flat Panel Monitor

User Guide

Setting the display resolution to 1920 X 1080 (maximum)

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Model P2411Hb.

September 2010 Rev. A00

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Setting Up the Monitor

Dell™ P2411H Flat Panel Monitor User's Guide

- Attaching the Stand
- Connecting the Monitor
- Organizing the Cables
- Attaching the Soundbar (Optional)
- Removing the Stand
- Wall Mounting (Optional)

Attaching the Stand

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

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

To attach the monitor stand:

1. Remove the cover and place the monitor on it.
2. Fit the two tabs on the upper part of the stand to the groove on the back of the monitor.
3. Press the stand till it snaps into its place.

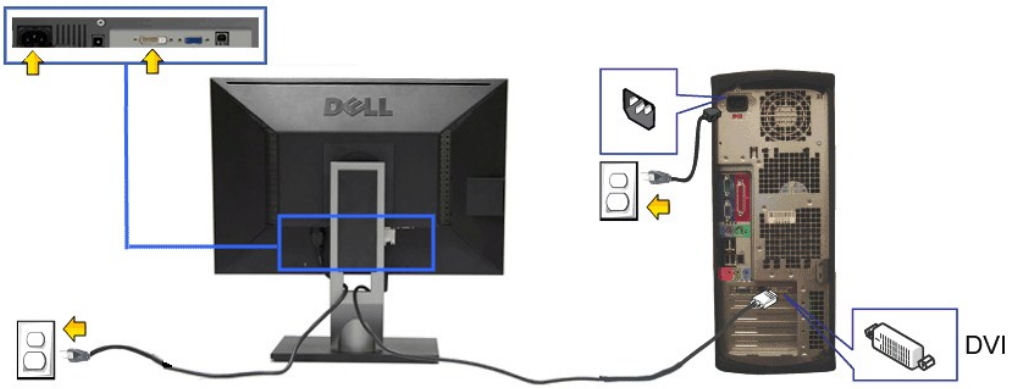
Connecting Your Monitor

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

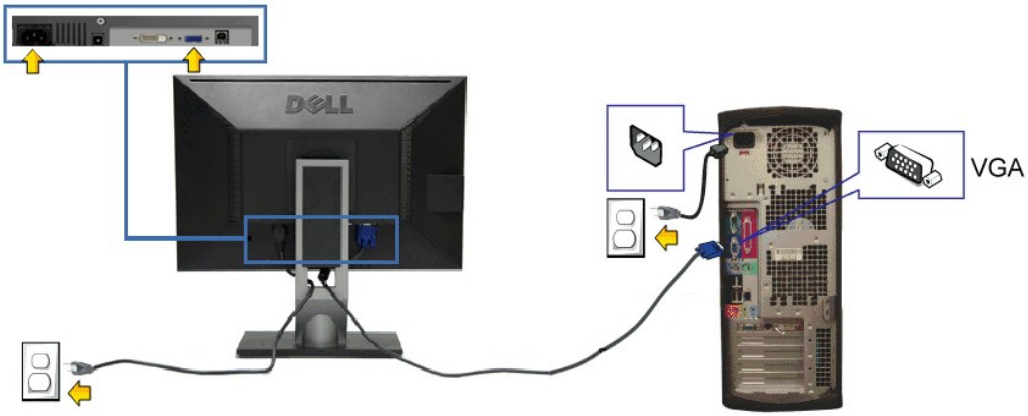
To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect either the white (digital DVI-D) or the blue (analog VGA) display connector cable to the corresponding video port on the back of your computer. Do not connect both cables on the same computer. Use both the cables only when they are connected to two different computers with appropriate video systems.

Connecting the White DVI Cable



Connecting the Blue VGA Cable



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

Connecting the USB cable

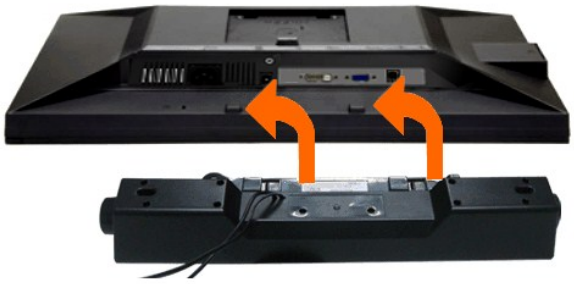
After you have completed connecting the DVI/VGA cable, follow the procedure below to connect the USB cable to the computer and complete your monitor setup:

1. Connect the upstream USB port (cable supplied) to an appropriate USB port on your computer. (See bottom view for details.)
2. Connect USB peripherals to the downstream USB ports (side or bottom) on the monitor. (See side or bottom view for details.)
3. Plug the power cables for your computer and monitor into a nearby outlet.
4. Turn on the monitor and the computer.
   If your monitor displays an image, installation is complete. If it does not display an image, see Solving Problems.
5. Use the cable slot on the monitor stand to organize the cables.

Organizing the Cables

After attaching all necessary cables to your monitor and computer, (See Connecting Your Monitor for cable attachment,) use the cable management slot to organize all cables as shown above.

Attaching the Soundbar (Optional)



CAUTION: Do not use with any device other than the Dell Soundbar.

NOTE: The Soundbar power connector (+12 V DC output) is for the optional Dell Soundbar only.

To attach the Soundbar:

1. Working from the back of the monitor, attach the Soundbar by aligning the two slots with the two tabs along the bottom of the monitor.
2. Slide the Soundbar to the left until it snaps into place.
3. Connect the Soundbar with the DC power connector.
4. Insert the mini stereo plug from the back of the Soundbar into the computer's audio output jack.

Removing the Stand

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

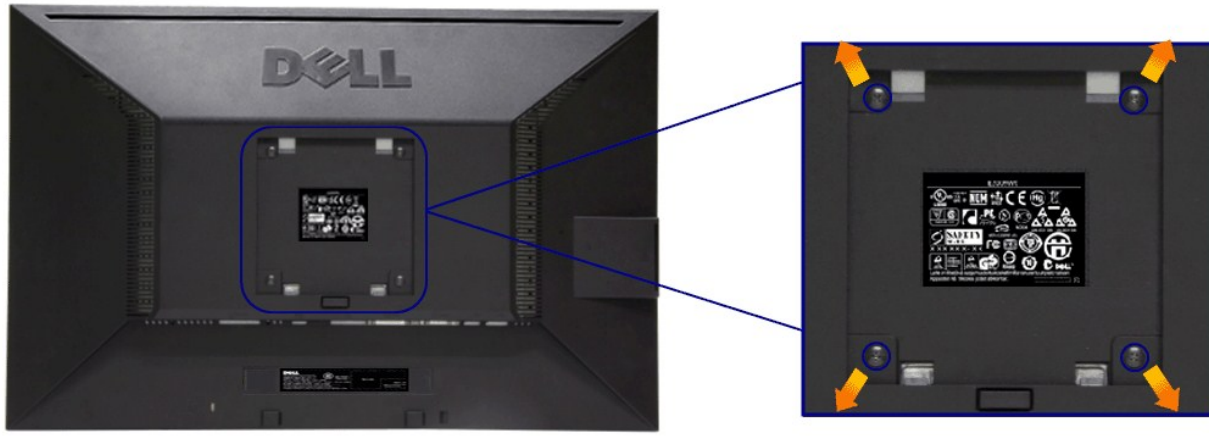
NOTE: This is applicable for a monitor with a stand. When other stand is bought, please refer to the respective stand setup guide for set up instructions.

To remove the stand:

To remove the stand:

1. Place the monitor on a flat surface.
2. Press and hold the Stand release button.
3. Lift the stand up and away from the monitor.

Wall Mounting (Optional)



(Screw dimension: M4 x 10 mm).

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

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

NOTE: For use only with UL Listed Wall Mount Bracket with minimum weight/load bearing capacity of 3.10 kg.

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Troubleshooting

Dell™ P2411H Flat Panel Monitor User's Guide

- Troubleshooting Your Monitor
- Built-in Diagnostics
- Common Problems
- Product Specific Problems
- Universal Serial Bus Specific Problems
- Dell Soundbar Problems

CAUTION: Before you begin any of the procedures in this section, follow the Safety Instructions

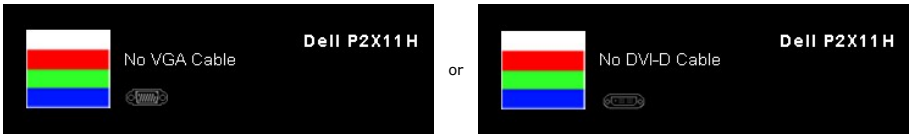
Troubleshooting Your Monitor

Self-Test Feature Check

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

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove both Digital (white connector) and the Analog (blue connector) cables from the back of computer.
3. Turn on the monitor.

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



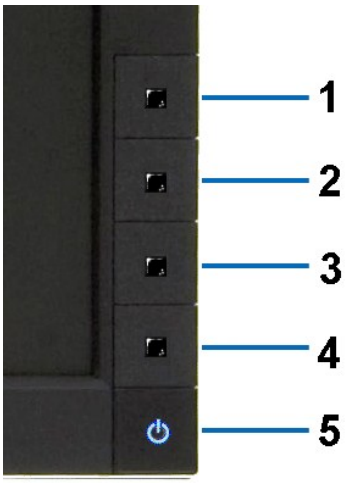
4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged. The monitor will enter **Power Save Mode after 15 minutes** if left at this state.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

Built-in Diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor, or with your computer and video card.

NOTE: You can run the built-in diagnostics only when the video cable is unplugged and the monitor is in *self-test mode*.



To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3. Press and hold the **Button 1** and **Button 4** on the front panel simultaneously for 2 seconds. A gray screen appears.
4. Carefully inspect the screen for abnormalities.
5. Press the **Button 4** on the front panel again. The color of the screen changes to red.
6. Inspect the display for any abnormalities.
7. Repeat steps 5 and 6 to inspect the display in green, blue, black, white screens.

The test is complete when the white screen appears. To exit, press the B**utton 4** again.

If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

Common Problems

The following table contains general information about common monitor problems you might encounter and the possible solutions.

Common Symptoms	What You Experience	Possible Solutions
No Video/Power LED off	No picture	ı Ensure that the video cable connecting the monitor and the computer is properly connected and secure. ı Verify that the power outlet is functioning properly using any other electrical equipment. ı Ensure that the power button is depressed fully. ı Ensure that the correct input source is selected via the Input Source Select button.
No Video/Power LED on	No picture or no brightness	ı Increase brightness & contrast controls via OSD. ı Perform monitor self-test feature check. ı Check for bent or broken pins in the video cable connector. ı Run the built-in diagnostics. ı Ensure that the correct input source is selected via the Input Source Select button.
Poor Focus	Picture is fuzzy, blurry, or ghosting	ı Perform Auto Adjust via OSD. ı Adjust the Phase and Pixel Clock controls via OSD. ı Eliminate video extension cables. ı Reset the monitor to Factory Settings. ı Change the video resolution to the correct aspect ratio (16:9).
Shaky/Jittery Video	Wavy picture or fine movement	ı Perform Auto Adjust via OSD. ı Adjust the Phase and Pixel Clock controls via OSD. ı Reset the monitor to Factory Settings. ı Check environmental factors. ı Relocate the monitor and test in another room.
Missing Pixels	LCD screen has spots	ı Cycle power on-off. ı Pixel that is permanently off is a natural defect that can occur in LCD technology. ı For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: **support.dell.com**.
Stuck-on Pixels	LCD screen has bright spots	ı Cycle power on-off. ı Pixel that is permanently off is a natural defect that can occur in LCD technology. ı For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: **support.dell.com**.
Brightness Problems	Picture too dim or too bright	ı Reset the monitor to Factory Settings. ı Auto Adjust via OSD. ı Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	ı Reset the monitor to Factory Settings. ı Auto Adjust via OSD. ı Adjust Horizontal Position & Vertical Position controls via OSD. **NOTE:** When using DVI-D 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 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. **NOTE:** When using DVI-D 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 Phase and Pixel Clock controls via OSD. • Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in the *safe mode*.
Safety Related Issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to Factory Settings. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing Color	Picture missing color	• Perform monitor self-test feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	• Change the Color Setting Mode in the Color Settings OSD to Graphics or Video depending on the application. • Try different Color Preset Settings in Color Settings OSD. Adjust R/G/B value in Color Settings OSD if the Color Management is turned off. • Change the Input Color Format to PC RGB or YPbPr in the Advance Setting OSD. • 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

Specific Symptoms	What You Experience	Possible Solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the Scaling Ratio setting in Image Setting OSD • Reset the monitor to Factory Settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	• Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor.
No Input Signal when user controls are pressed	No picture, the LED light is green. When you press "+", "-" or "Menu" key, the message "No S-Video input signal", or "No Composite input signal", or "No Component input signal" appears	• 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 to make sure Video Source to S-Video, Composite or Component is powered and playing video media. • 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 DVI-D mode, the **Auto Adjust** function will not be available.

Universal Serial Bus (USB) Specific Problems

Specific 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.
High Speed USB 2.0 interface is slow.	High Speed USB 2.0 peripherals working slowly or not working at all	• Check that your computer is USB 2.0-capable. • Some computers have both 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.

Dell™ Soundbar Problems

Common Symptoms	What You Experience	Possible Solutions
No Sound	No power to Soundbar - the power indicator is off	• Turn the Power/Volume knob on the Soundbar clockwise to the middle position; check if the power indicator (Blue LED) on the front of the Soundbar is illuminated. • Confirm that the power cable from the Soundbar is plugged into the adapter.
No Sound	Soundbar has power - power indicator is on	• Plug the audio line-in cable into the computer's audio out jack. • Set all Windows volume controls to their maximum • Play some audio content on the computer (i.e. audio CD, or MP3). • Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting. • Clean and reseat the audio line-in plug. • Test the Soundbar using another audio source (i.e. portable CD player).
Distorted Sound	Computer's sound card is used as the audio source	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the sound card. • Set all Windows volume controls to their midpoints. • Decrease the volume of the audio application. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and reseat the audio line-in plug. • Troubleshoot the computer's sound card. • Test the Soundbar using another audio source (i.e. portable CD player).
Distorted Sound	Other audio source is used	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the audio source. • Decrease the volume of the audio source. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and reseat the audio line-in plug.
Unbalanced Sound Output	Sound from only one side of Soundbar	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source. • Set all Windows audio balance controls (L-R) to their midpoints. • Clean and reseat the audio line-in plug. • Troubleshoot the computer's sound card. • Test the Soundbar using another audio source (i.e. portable CD player).
Low Volume	Volume is too low	• Clear any obstructions between the Soundbar and the user. • Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting. • Set all Windows volume controls to their maximum. • Increase the volume of the audio application. • Test the Soundbar using another audio source (i.e. portable CD player).

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