Dell™ U2211H /U2311H Monitor User's Guide

About Your Monitor

Setting Up the Monitor

Operating the Monitor

Troubleshooting

<u>Appendix</u>

Notes, Notices, and Cautions

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

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

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

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Model U2211Ht / U2311Hb

May 2010 Rev. A01

About Your Monitor

Dell™ U2211H / U2311H Monitor User's Guide

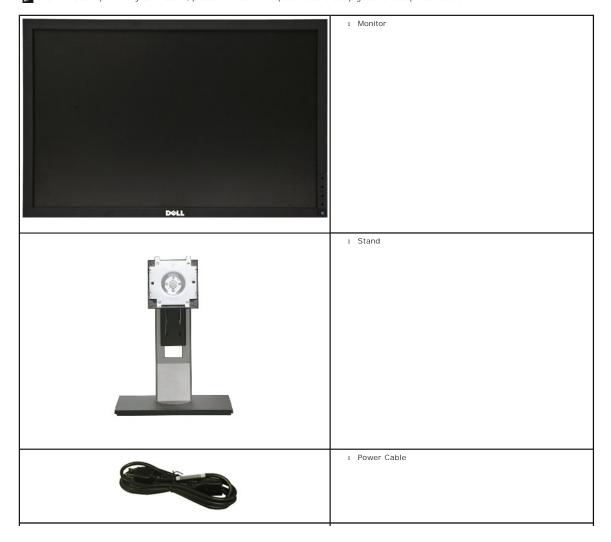
- Package Contents
- Product Features
- Identifying Parts and Controls
- Monitor Specifications
- Plug and Play Capability
- Universal Serial Bus (USB) Interface
- LCD Monitor Quality and Pixel Policy
- Maintenance Guidelines

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.

MOTE: 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.



	1 VGA Cable (attached to the monitor)
	1 DVI Cable
	USB up stream cable (enables the USB ports on the monitor)
Total State of the Control of the Co	Drivers and Documentation media Ouick Setup Guide Product and Safety Information Guide

Product Features

The U2211H / U2311H flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD). The monitor features include:

- 546.1 mm (21.5-inch) viewable area display (Measured diagonally). 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- 584.2 mm (23-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 while moving from 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.
- \blacksquare Plug and play capability if supported by your system.
- \blacksquare 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), and product documentation.
- \blacksquare 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 Silver Rating.
- Halogen Reduced.

Identifying Parts and Controls

Front View



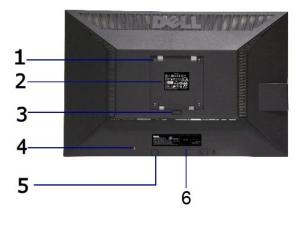


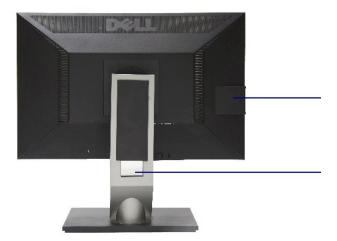
Front View

Front panel controls

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

Back View





Back view

Back view with monitor stand

Label	el 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	tton Release stand from monitor.	
4	4 Security lock slot Secures monitor with security cable lock		
5	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.

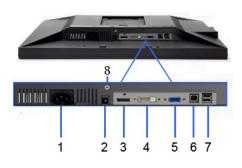
Side View



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	DisplayPort connector	Connect your computer DP cable
4	4 DVI connector Connect your computer DVI cable	
5	VGA connector	Connect your computer VGA cable
6	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.
7	USB downstream ports	Connect your USB devices. You can only use this connector after you have connected the USB cable to the computer and USB upstream connector on the monitor.
8	Stand lock feature	To lock the Stand to the Monitor

Monitor Specifications

Flat Panel Specifications

Model	U2211H	U2311H	
Screen type	Active matrix - TFT LCD	Active matrix - TFT LCD	
Panel type	IPS	IPS	
Screen dimensions	546.1 mm (21.5-inches viewable image size)	584.2 mm (23-inches viewable image size)	
Preset display area:	475.2 (H) X 267.3 (V) mm	509.2 (H) X 286.4 (V) mm	
Horizontal	475.2 mm (18.7 inches)	509.2 mm (20.05 inches)	
Vertical	267.3 mm (10.5 inches)	286.4 mm (11.28 inches)	
Pixel pitch	0.2475 mm	0.265 mm	
	178° (vertical) typical	178° (vertical) typical	
Viewing angle	178° (horizontal) typical	178° (horizontal) typical	
Luminance output	250 CD/m²(typical)	300 CD/m²(typical)	
Contrast ratio	1000 to 1 (typical), 10000 to 1 (typical Dynamic Contrast On)	1000 to 1 (typical), 10000 to 1 (typical Dynamic Contrast On)	
Faceplate coating	Antiglare with hard-coating 3H	Antiglare with hard-coating 3H	
Backlight	2-CCFL edgelight system	4-CCFL edgelight system	
Response Time	8 ms gray-to-gray (typical)	8 ms gray-to-gray (typical)	
Color depth	16.7 million colors	16.7 million colors	
Color Gamut	82%*	82%*	

 $^{^{\}star}\mbox{[U2211H]}$ color gamut (typical) is based on CIE1976 (82%) and CIE1931 (72%) test standards.

Resolution Specifications

Model	U2211H	U2311H
Horizontal scan range	30 kHz to 83 kHz (automatic)	30 kHz to 83 kHz (automatic)
Vertical scan range	56 Hz to 75 Hz (automatic)	56 Hz to 75 Hz (automatic)
Maximum preset resolution	1920 x 1080 at 60 Hz	1920 x 1080 at 60 Hz

Supported Video Modes

Model	U2211H	U2311H
Video display capabilities (DVI & DP playback)	480p, 576p, 720p, 1080p, 480i, 576i, 1080i	480p, 576p, 720p, 1080p, 480i, 576i, 1080i

Preset Display Modes

U2211H

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.0	28.3	-/+
VESA, 640 x 480	31.5	60.0	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-

 $^{^{\}star}\mbox{[U2311H]}$ color gamut (typical) is based on CIE1976 (82%) and CIE1931 (72%) test standards.

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 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	+/+

U2311H

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.0	28.3	-/+
VESA, 640 x 480	31.5	60.0	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
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 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	+/+

Electrical Specifications

Model	U2211H / U2311H
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 DP 1.1a signal input support
Synchronization input signals	TTL levels required and separate syncs (including Trigger points), SOG (Composite SYNC on green)
AC input voltage/frequency/current	100 to 240 VAC / 50 or 60 Hz <u>+</u> 3 Hz / 1.5 A (Typical)
Inrush current	120 V : 30 A (Max.) 240 V : 60 A (Max.)

Physical Characteristics

Model	U2211H	U2311H
Connector type	15-pin D-subminiature, blue connector; DVI-D, white connector; DP, black connector.	15-pin D-subminiature, blue connector; DVI-D, white connector; DP, black connector.
Signal cable type	Digital: Detachable, DVI-D, Solid pins, shipped detached from the monitor Analog: attachable, D-Sub, 15pins, shipped attached to the monitor	Digital: Detachable, DVI-D, Solid pins, shipped detached from the monitor Analog: attachable, D-Sub, 15pins, shipped attached to the monitor
Dimensions (with stand)		
Height (extended)	447.6 mm (17.62 inches)	456.16 mm (17.96 inches)
Height (compressed)	347.6 mm (13.69 inches)	356.16 mm (14.02 inches)
Width	514.4 mm (20.25 inches)	547.97 mm (21.57 inches)
Depth	184.1 mm (7.25 inches) 184.1 mm (7.25 inches)	
Dimensions (without stand)		•
Height	305.9 mm (12.04 inches)	325.07 mm (12.80 inches)

Width	514.4 mm (20.25 inches)	547.97 mm (21.57 inches)
Depth	65.00 mm (2.56 inches)	65.00 mm (2.56 inches)
Stand dimensions		
Height (extended)	363.60 mm (14.31 inches)	370.47 mm (14.59 inches)
Height (compressed)	323.50 mm (12.74 inches)	331.32 mm (13.04 inches)
Width	279.90 mm (11.02 inches)	279.90 mm (11.02 inches)
Depth	184.10 mm (7.25 inches)	184.10 mm (7.25 inches)
Weight		
Weight with packaging	16.85 lbs (7.65 kg)	18.14 lbs (8.23 kg)
Weight with stand assembly and cables	14.22 lbs (6.45 kg)	15.45 lbs (7.01 kg)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	9.97 lbs (4.52 kg)	10.34 lbs (4.69 kg)
Weight of stand assembly	3.88 lbs (1.76 kg)	4.06 lbs (1.84 kg)

Environmental Characteristics

Model	U2211H	U2311H	
Temperature			
Operating	0° to 40 ° C	0° to 40 ° C	
Non-operating	Storage: -20° to 60° C (-4° to 140° F) Shipping: -20° to 60° C (-4° to 140° F)	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)	10% to 80% (non-condensing)	
Non-operating	Storage: 5% to 90% (non-condensing) Shipping: 5% to 90% (non-condensing)	Storage: 5% to 90% (non-condensing) Shipping: 5% to 90% (non-condensing)	
Altitude			
Operating	4,850 m (15,902 ft) max	4,850 m (15,902 ft) max	
Non-operating	12,192 m (40,000 ft) max	12,192 m (40,000 ft) max	
Thermal dissipation	187.67 BTU/hour (maximum) 75.07 BTU/hour (typical)	235.44 BTU/hour (maximum) 112.60 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. This is referred to as *Power Save Mode**. If the computer detects input from keyboard, mouse, or other input devices, the monitor automatically resumes functioning. The following table shows the power consumption and signaling of this automatic power saving feature:

U2211H

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	Blue	55W (maximum) ** 22W (typical)
Active-off mode	Inactive	Inactive	Blanked	Amber	Less than 1.0 W
Switch off	_	-	-	Off	Less than 1.0 W

U2311H

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operatio	nActive	Active	Active	Blue	69W (maximum) ** 33W (typical)
Active-off mode	Inactive	Inactive	Blanked	Amber	Less than 1.0 W
Switch off	-	-	-	Off	Less than 1.0 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.



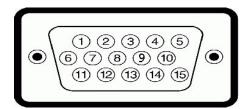


NOTE: This monitor is **ENERGY STAR**[®]-compliant.

- Zero power consumption in OFF mode can only be achieved by disconnecting the main cable from the monitor.
 ** Maximum power consumption with max luminance, Dell Soundbar, and USB active.

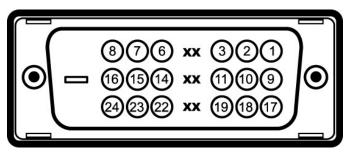
Pin Assignments

VGA Connector



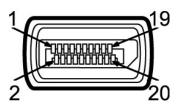
Pin Number	15-pin Side of the Connected Signal Cable
1	Video-Red
2	Video-Green
3	Video-Blue
4	GND
5	Self-test
6	GND-R
7	GND-G
8	GND-B
9	Computer 5V/3.3V
10	GND-sync
11	GND
12	DDC data
13	H-sync
14	V-sync
15	DDC clock

DVI Connector



Pin Number	24-pin Side of the Connected Signal Cable
1	TMDS RX2-
2	TMDS RX2+
3	TMDS Ground
4	Floating
5	Floating
6	DDC Clock
7	DDC Data
8	Floating
9	TMDS RX1-
10	TMDS RX1+
11	TMDS Ground
12	Floating
13	Floating
14	+5V/+3.3V power
15	Self test
16	Hot Plug Detect
17	TMDS RX0-
18	TMDS RX0+
19	TMDS Ground
20	Floating
21	Floating
22	TMDS Ground
23	TMDS Clock+
24	TMDS Clock-

DisplayPort Connector



Pin Number	20-pin Side of the Connected Signal Cable
1	MLO(p)
2	GND
3	MLO(n)
4	ML1(p)
5	GND
6	ML1(n)
7	ML2(p)
8	GND
9	ML2(n)
10	ML3(p)
11	GND
12	ML3(n)
13	GND
14	GND
15	AUX(p)
16	GND
17	AUX(n)
18	HPD

19	DP_PWR Return
20	+3.3V DP_PWR

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 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.

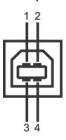
Universal Serial Bus (USB) Interface

This section gives you information about the USB ports that are available on the left side of your monitor.

NOTE: This monitor supports High-Speed Certified USB 2.0 interface.

Transfer speed	Data Rate	Power Consumption
High speed	480 Mbps	2.5W (Max., each port)
Full speed	12 Mbps	2.5W (Max., each port)
Low speed	1.5 Mbps	2.5W (Max., each port)

USB Upstream Connector



Pin Number	4-pin Side of the Connector
1	DMU
2	VCC
3	DPU
4	GND

USB Downstream Connector



Pin Number	4-Pin Side of the Signal Cable
1	VCC
2	DMD
3	DPD
4	GND

USB Ports

- 1 1 upstream back
- 1 4 downstream 2 on back; 2 on left side

NOTE: USB 2.0 functionality requires a USB 2.0-capable computer

NOTE: The monitor's USB interface works only when the monitor is on or in power save mode. If you turn off the monitor and then turn it on, the attached petake 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 Dell Support site at: **support.dell.com**.

Maintenance Guidelines

Cleaning Your Monitor

WARNING: Read and follow the <u>safety instructions</u> before cleaning the monitor.



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

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

- 1 To clean your antistatic screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the antistatic coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.

 Use a 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 scratch and show white scuff marks more than a lighter-colored monitor.

 To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Appendix

Dell™ U2211H / U2311H Monitor User's Guide

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

MARNING: Safety Instructions



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

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

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

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

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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Setting Up Your Monitor Dell™ U2211H / U2311H Monitor

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 (for U2211H) or 1920 x 1080 (for U2311H) again.

NOTE: If you are unable to set the resolution to 1920 \times 1080 (for U2211H) or 1920 \times 1080 (for U2311H), please contact DellTM to inquire about a Graphics Adapter that supports these resolutions.

Setting Up Your Monitor Dell™ U2211H / U2311H Monitor

If you have a non Dell™ desktop, portable computer, or graphics 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 (for U2211H) or 1920 x 1080 (for U2311H) 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 (for U2211H) or 1920 x 1080 (for U2311H) again.

M NOTE:

U2211H: If you are unable to set the resolution to 1920 x 1080, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 1920 x 1080.

U2311H: If you are unable to set the resolution to 1920 x 1080, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 1920 x 1080.

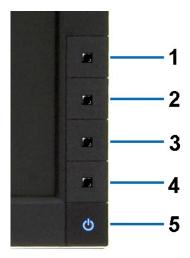
Operating the Monitor

Dell™ U2211H / U2311H Monitor User's Guide

- Using the Front Panel Controls
- Using the On-Screen Display (OSD) Menu
- 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

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.



Front panel Button	Description
*	Use this button to choose from a list of preset color modes.
Shortcut key/ Preset Modes	
. O:	Use this button to directly access the "Brightness/Contrast" menu.
Shortcut key / Brightness/Contras	
Menu	Use the MENU button to launch the on-screen display (OSD) and select the OSD Menu. See Accessing the Menu System.
X	Use this button to go back to the main menu or exit the OSD main menu.
Exit	



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. Push the button to launch the OSD menu and display the main menu.

Main Menu for analog (VGA) Input





or

Main Menu for digital (DVI) Input





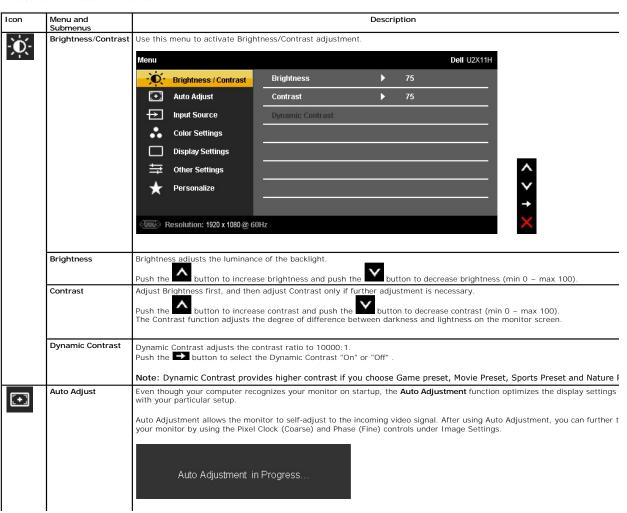
OI

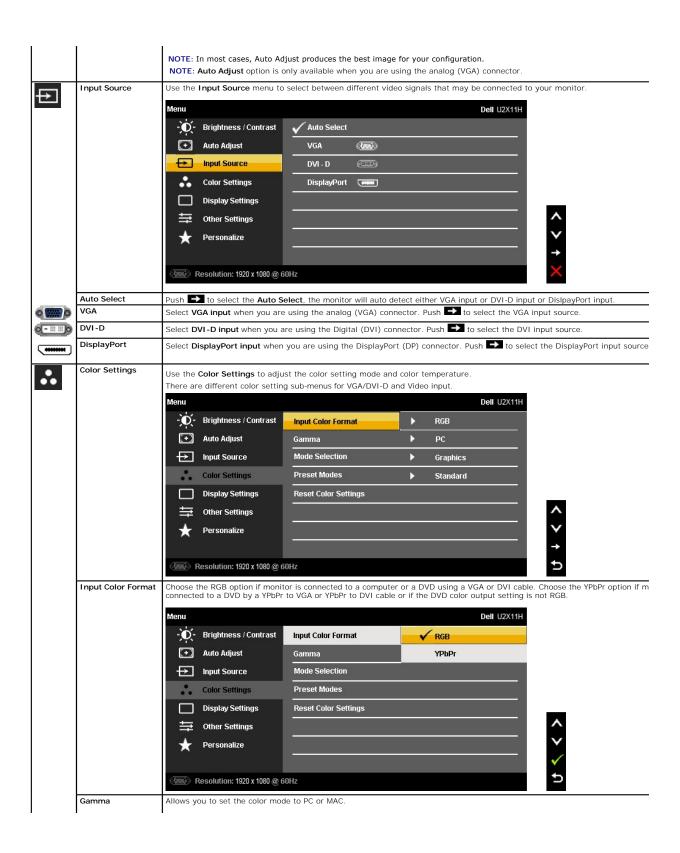
Main Menu for display (DP) Input

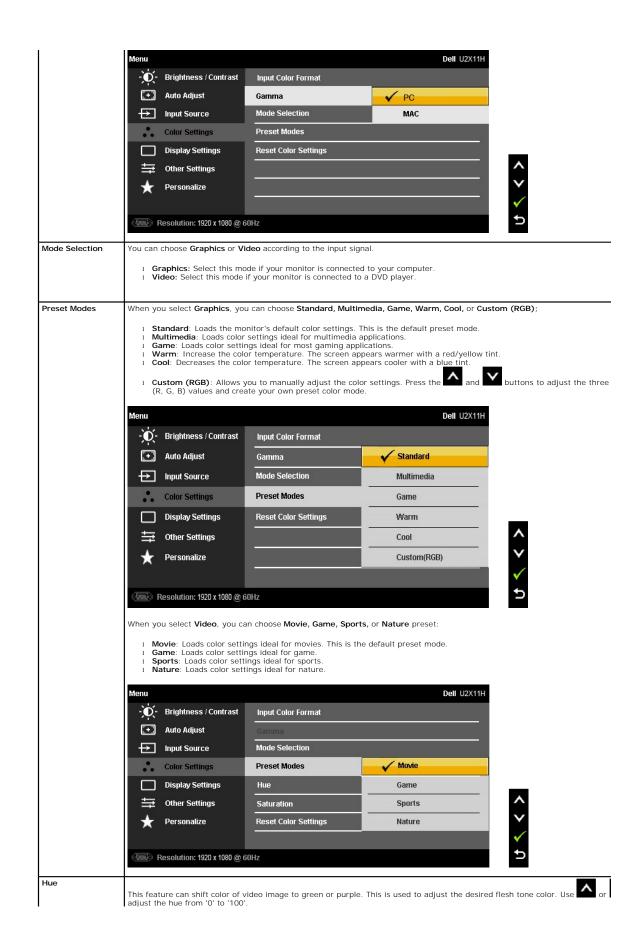


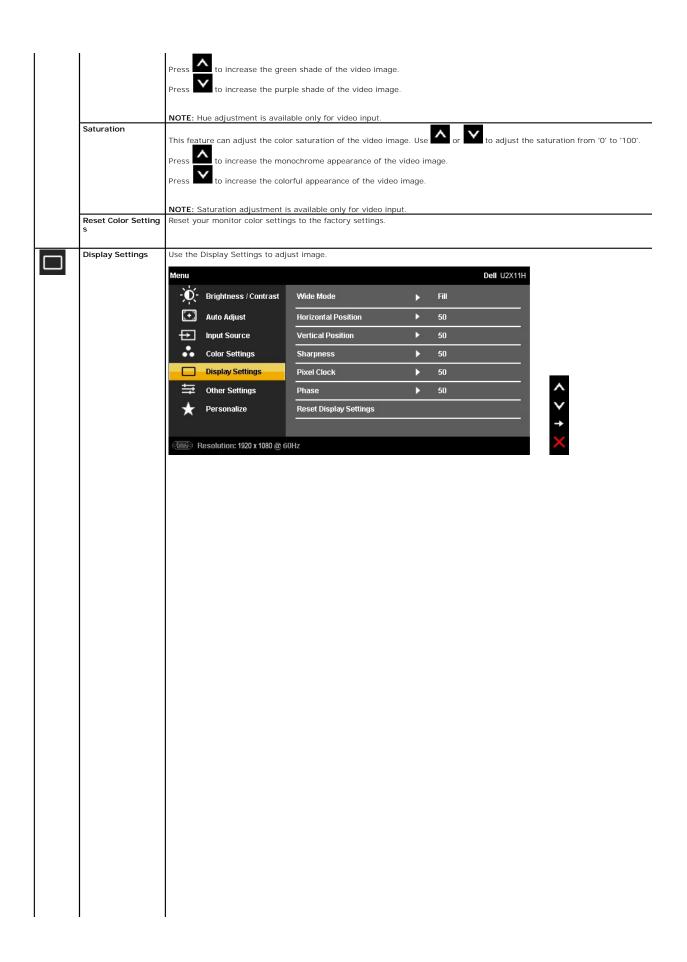
NOTE: Auto Adjust is only available when you use the analog (VGA) connector.

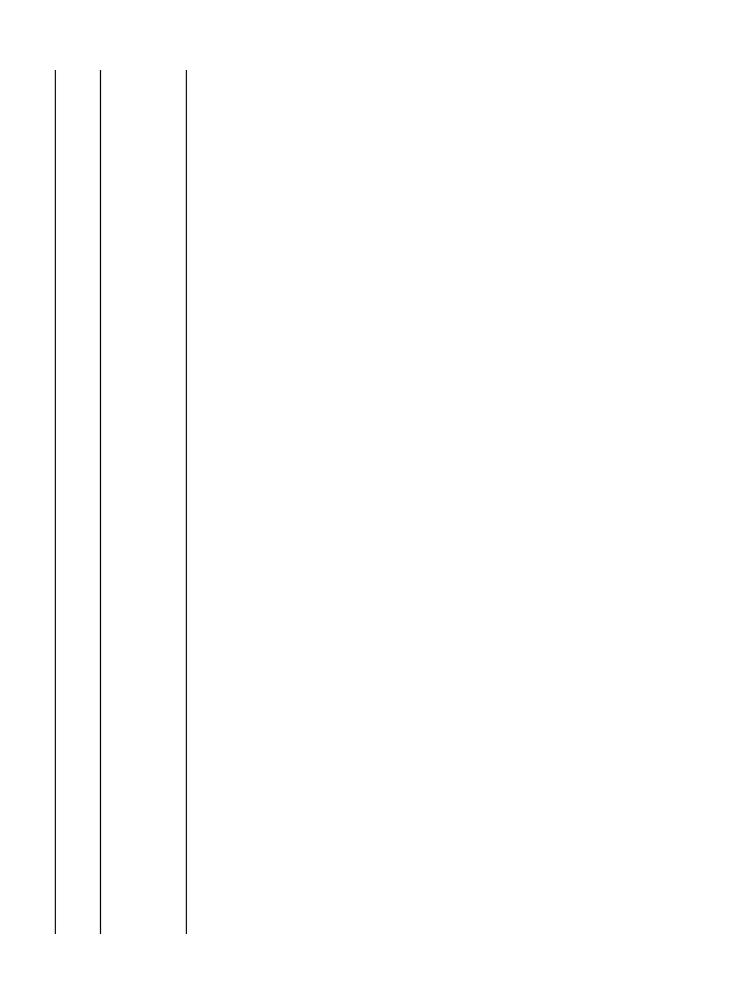
- 2. Push the and buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
- 3. Push the button once to activate the highlighted option.
- 4. Push and button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

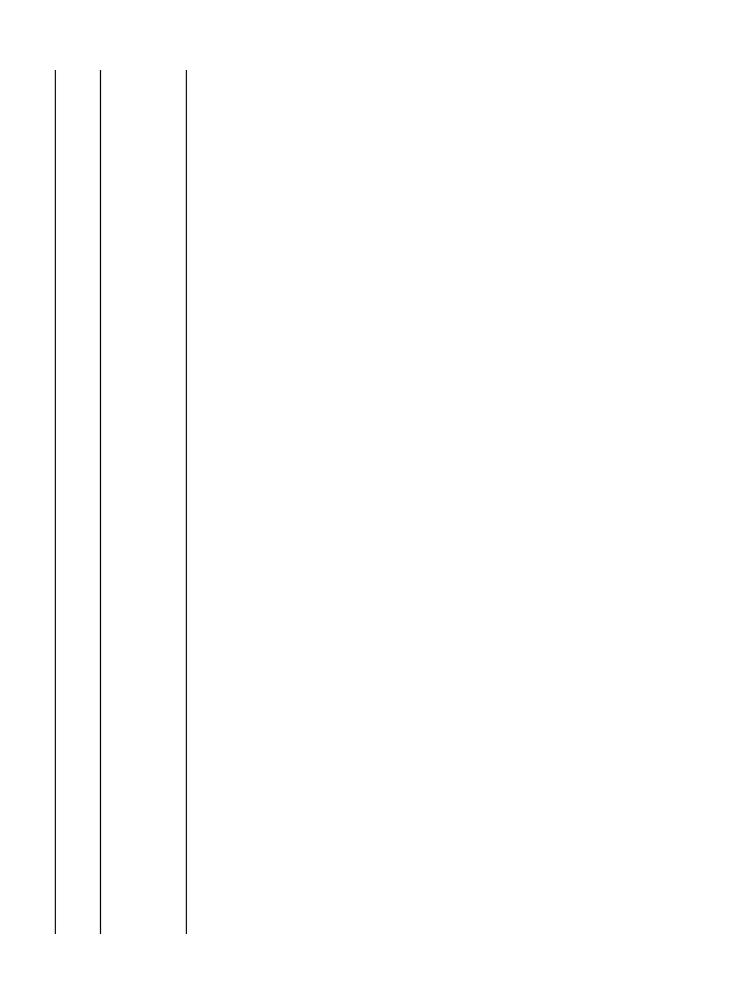


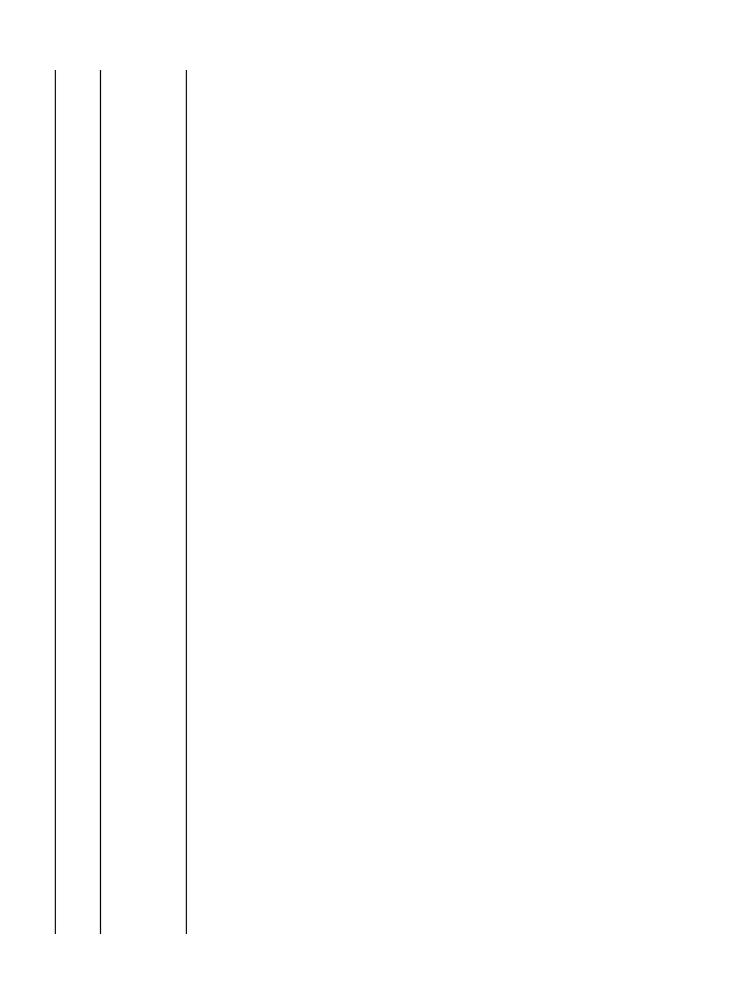


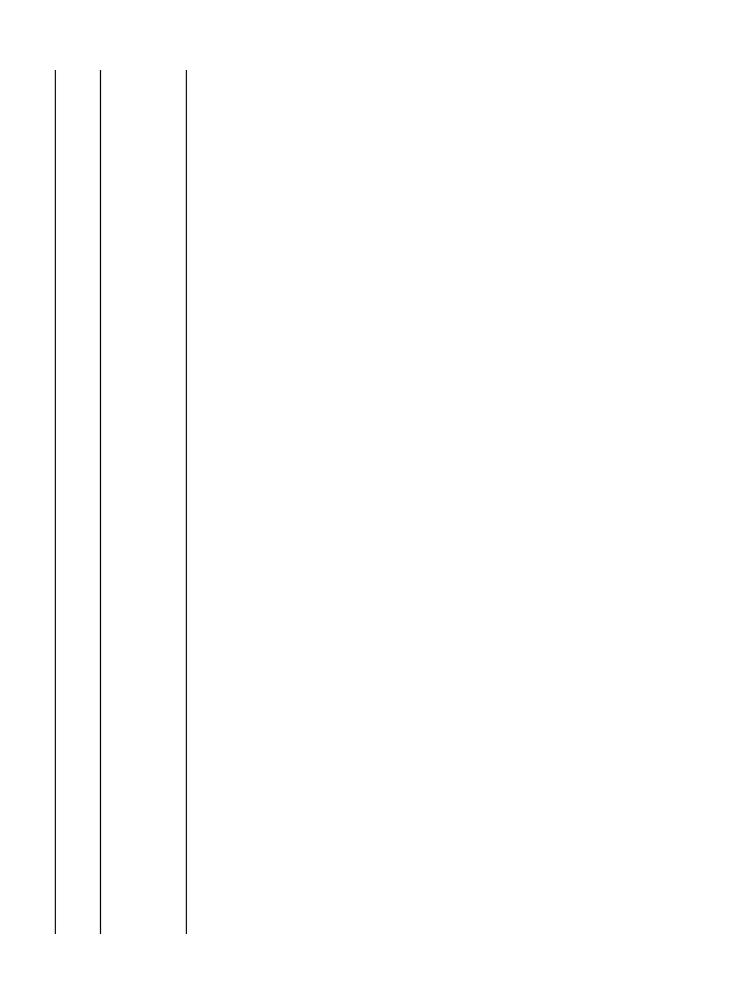


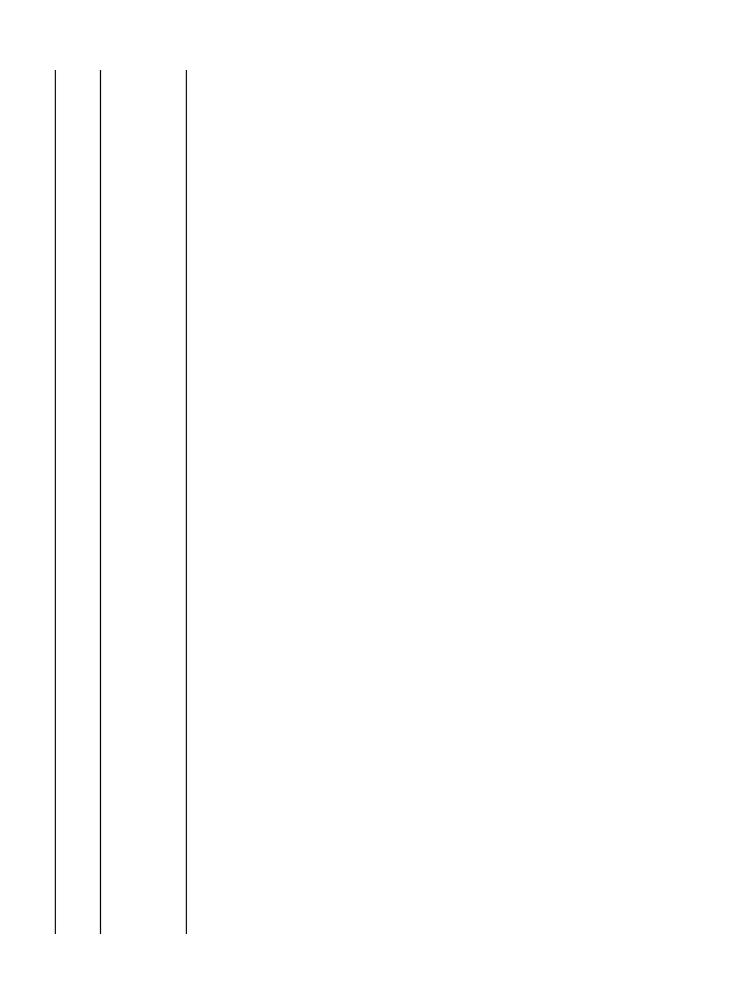


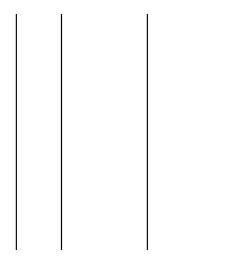












Setting Up Your Monitor Dell™ U2211H / U2311H Monitor

Setting the display resolution to 1920×1080 (for U2211H) or 1920×1080 (for U2311H) (maximum)

For maximum display performance with Microsoft $^{(8)}$ Windows $^{(9)}$ operating systems, set the display resolution to 1920 x 1080 (for U2211H) or 1920 x 1080 (for U2311H) 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 1920×1080 (for U2211H) or 1920×1080 (for U2211H).
- 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 (for U2211H) or 1920 x 1080 (for U2211H).
- 4 Click OK

If you do not see 1920 x 1080 (for U2211H) or 1920 x 1080 (for U2311H) 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 a non Dell™ desktop, portable computer, or graphics card.

Dell™ U2211H / U2311H Monitor

User Guide

Setting the display resolution to 1920 x 1080 (for U2211H) or 1920 x 1080 (for U2311H) (maximum)

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Model U2211Ht / U2311Hb

May 2010 Rev. A01

Setting Up the Monitor

Dell™ U2211H / U2311H Monitor User's Guide

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

Attaching the Stand



NOTE: The stand is detached when the monitor 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



To attach the monitor stand:

- Remove the cover and place the monitor on it.
 Fit the two tabs on the upper part of the stand to the groove on the back of the monitor.
 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. Connect the blue (VGA) cable from your monitor to your computer.



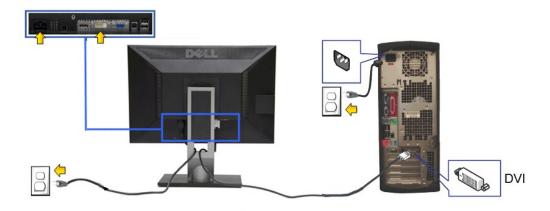


NOTE: If your computer supports a white DVI connector, unscrew and detach the blue (VGA) cable from the monitor and then connect the White DVI cable to the monitor and the white DVI connector on your computer.

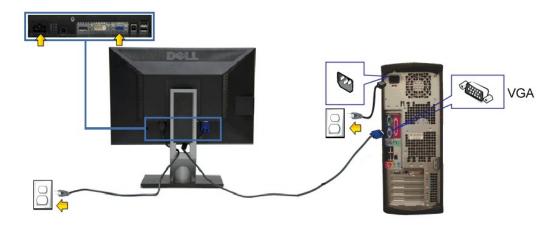


- NOTE: Do not connect the blue VGA, the white DVI, or the black DisplayPort cables to the computer at the same time. All monitors ship with the VGA (blue) cable attached by default.
- Connect the white (digital DVI-D) or the blue (analog VGA) or the black (DisplayPort) display connector cable to the corresponding video port on the back of your computer. Do not use the three cables on the same computer. Use all the cables only when they are connected to three different computers with appropriate video systems.

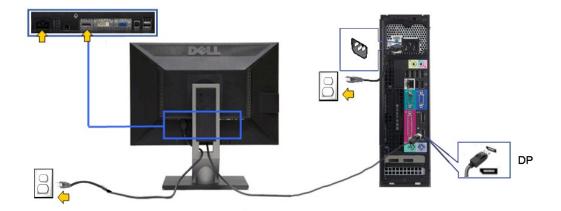
Connecting the white DVI cable



Connecting the blue VGA cable



Connecting the black DisplayPort 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/DP cable, follow the procedure below to connect the USB cable to the computer and complete your monitor

- Connect the upstream USB port (cable supplied) to an appropriate USB port on your computer. (See <u>bottom</u> view for details.)
 Connect USB peripherals to the downstream USB ports (side or bottom) on the monitor. (See <u>side</u> or <u>bottom</u> view for details.)
 Plug the power cables for your computer and monitor into a nearby outlet.
 Turn on the monitor and the computer.
 If your monitor displays an image, installation is complete. If it does not display an image, see <u>Solving Problems</u>.

 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,) use the cable management slot to organize all cables as shown above.

Attaching the Soundbar (Optional)



 \bigwedge 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.
- ${\bf 3.}\quad \hbox{Connect the Soundbar with the DC power connector}.$
- 4. Insert the mini stereo plug from the back of the Soundbar into the computer's audio output jack.

Removing the Stand

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

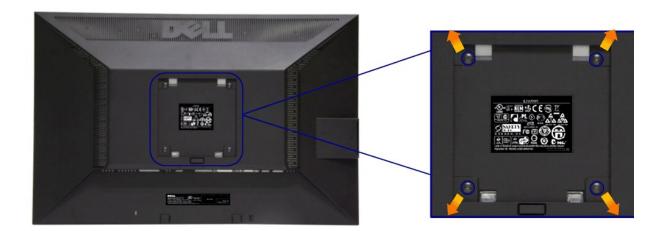
NOTE: This is applicable for a monitor with a stand. When other stand is bought, please refer to the respective stand setup guide for set up



To remove the stand:

- Place the monitor on a flat surface.
 Press and hold the Stand release button.
 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.

- Place the monitor panel on a soft cloth or cushion on a stable flat table.
 Remove the stand.
 Use a screwdriver to remove the four screws securing the plastic cover.
 Attach the mounting bracket from the wall mounting kit to the LCD.
 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 4.52 kg.

Troubleshooting

Dell™ U2211H / U2311H Monitor User's Guide

- Self-Test
- Built-in Diagnostics
- Common Problems
- Product Specific Problems
- Universal Serial Bus Specific Problems
- Dell Soundbar Problems

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:

- Turn off both your computer and the monitor.
 Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove all Digital (white connector) and the Analog (blue connector) cables from the back of computer.
 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 green. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.

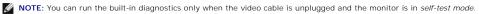


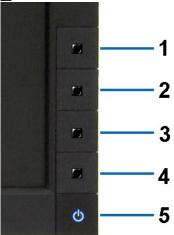
- 1. This box also appears during normal system operation if the video cable becomes disconnected or damaged.
- 2. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

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.





To run the built-in diagnostics:

- Ensure that the screen is clean (no dust particles on the surface of the screen).

 Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode. Press and hold the **Button 1** and **Button 4** on the front panel simultaneously for 2 seconds. A gray screen appears. Carefully inspect the screen for abnormalities.

 Press the **Button 4** on the front panel again. The color of the screen changes to red.

 Inspect the display for any abnormalities.

 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 ${\bf Button}~{\bf 4}$ 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	Ensure that the video cable connecting the monitor and the computer is properly connected and secure. Verify that the power outlet is functioning properly using any other electrical equipment. Ensure that the power button is depressed fully. Ensure that the correct input source is selected via the Input Source Select button.
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 via the Input Source Select button.
Poor Focus	Picture is fuzzy, blurry, or ghosting	Perform Auto Adjust via OSD. Adjust the Phase and Pixel Clock controls via OSD. Eliminate video extension cables. Reset the monitor to Factory Settings. Change the video resolution to the correct aspect ratio (16:9).
Shaky/Jittery Video	Wavy picture or fine movement	Perform Auto Adjust via OSD. Adjust the Phase and Pixel Clock controls via OSD. Reset the monitor to Factory Settings. Check environmental factors. Relocate the monitor and test in another room.
Missing Pixels	LCD screen has spots	Cycle power on-off. Pixel that is permanently off is a natural defect that can occur in LCD technology. For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: support.dell.com.
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: support.dell.com.
Brightness Problems	Picture too dim or too bright	Reset the monitor to Factory Settings. Auto Adjust via OSD. Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	Reset the monitor to Factory Settings. Auto Adjust via OSD. Adjust horizontal & vertical controls via OSD.
Horizontal/Vertical Lines	Screen has one or more lines	NOTE: When using DVI-D input, the positioning adjustments are not available. 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 <u>Power Management Modes</u>). 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		1 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 to make sure Video Source to S-Video, Composite or Component is powered and playing video media.
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 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 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).