# **Dell™ G2210/G2410 Flat Panel Monitor User's Guide**

About Your Monitor

Setting Up the Monitor

Operating the Monitor

Troubleshooting

<u>Appendix</u>

#### Notes, Notices, and Cautions



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



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



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

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Model G2210t/G2410t.

February 2009 Rev. A02

#### **About Your Monitor**

Dell™ G2210/G2410 Flat Panel Monitor User's Guide

- Package Contents
- Product Features
- Identifying Parts and Controls
- Monitor Specifications
- Plug and Play Capability
- 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.





- Drivers and Documentation media Quick Setup Guide Safety Information

#### **Product Features**

The Dell' G2210/G2410 flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD), and LED backlight. The monitor features

- G2210: 22-inch (558.68 mm) viewable area display. 1680 x 1050 resolution, plus full-screen support for lower resolutions.
- G2410: 24-inch (609.70 mm) viewable area display. 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 adjustment capabilities.
- 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
- Energy Saver feature for Energy Star compliance.
- Asset Management Capable.
- Intelligent ambient light sensor (Energy Smart Plus and Energy Smart mode) which automatically adjusts the screen-brightness level in real-time in accordance to how well-lit the surrounding environment is.
- Dynamic dimming (Energy Smart Plus mode) which automatically reduces the screen-brightness level when the displayed image contains a high proportion of bright areas.
- High Dynamic Contrast Ratio (DCR).
- 0.15W standby power when in sleep mode.^
- Power Efficiency up to 90%.
- $\blacksquare$  Energy Gauge shows the energy level being consumed by the monitor in real time.
- EPEAT Gold rating.
- Reduction in Plastic Packaging.
- PowerNap Software included (comes in the CD attached with the monitor).
- Arsenic / Mercury Free.
- BFR/CFR/PVC Free.

#### **Identifying Parts and Controls**

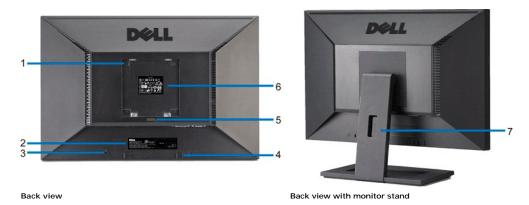
#### **Front View**

<sup>^</sup>Based on measurement of standby power consumption using VGA input.



Label	Description
1	Ambient light Sensor Lens
2	Shortcut Key 1 / Up button
3	Shortcut Key 2 / Down button
4	OSD menu button / OK button
5	Back / Exit button
6	Power button (with power light indicator)

### **Back View**



	Label	Description/Use
1	VESA mounting holes (100 mm) (behind attached VESA plate)	Use to mount the monitor.
2	Barcode serial number label	Refer to this label if you need to contact Dell for technical support.
3	Security lock slot	Use a security lock with the slot to help secure your monitor.
4	Dell Soundbar mounting brackets	Attach the optional Dell Soundbar.
5	Stand removal button	Press to release the stand.
6	Regulatory rating label	Lists the regulatory approvals.
7	Cable management slot	Use to organize cables by placing them through the slot.

# Side View



#### **Bottom View**



# Label Description

			-		
1	Λ.	C nov	ver co	and co	nnactor

- 2 DVI connector
- 3 VGA connector

### **Monitor Specifications**

# Flat Panel Specifications

Model	G2210	G2410	
Screen type	Active matrix - TFT LCD	Active matrix - TFT LCD	
Panel type	TN	TN	
Screen dimensions	22 inches (22-inch viewable image size)	24 inches (24-inch viewable image size)	
Preset display area:			
Horizontal	473.8 mm (18.65 inches)	531.36 mm (20.92 inches)	
Vertical	296.1 mm (11.66 inches)	298.89 mm (11.77 inches)	
Pixel pitch	0.282 mm	0.277 mm	

Viewing angle	160° (vertical) typ, 170° (horizontal) typ	160° (vertical) typ, 170° (horizontal) typ
Luminance output	250 cd/m <sup>2</sup> (typ)	250 cd/m <sup>2</sup> (typ)
Contrast ratio	1000 to 1 (typ)	1000 to 1 (typ)
Dynamic contrast ratio	Up to 1,000,000 : 1 (typ)	Up to 1,000,000 : 1 (typ)
Faceplate coating	Antiglare with hard-coating 3H	Antiglare with hard-coating 3H
Backlight	W-LED system	W-LED system
Response Time	5ms typical	5ms typical
Color gamut (Typical)	80%*	80%**

<sup>\*</sup> G2210 color gamut (typical) is based on CIE1976 (80%) and CIE1931 (68%) test standards.

# **Resolution Specifications**

Model	G2210	G2410
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 resolution	1680 x 1050 at 60 Hz	1920 x 1080 at 60 Hz

# **Video Supported Modes**

Model	G2210	G2410
Video display capabilities (DVI playback)	480i/480p/576i/576p/720p/1080i/1080p (Support HDCP)	480i/480p/576i/576p/720p/1080i/1080p (Support HE

<sup>\*\*</sup> G2410 color gamut (typical) is based on CIE1976 (80%) and CIE1931 (68%) test standards.

# **Preset Display Modes**

#### G2210

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 870	67.5	75.0	108.0	+/+
1280 x 1024	64.0	60.0	135.0	+/+
1280 x 1024	80.0	75.0	135.0	+/+
1680 x 1050	65.3	60.0	146.3	-/+
1680 x 1050-R	64.7	60.0	119.0	+/-

#### G2410

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
720 x 400	31.47	70.0	28.3	-/+
640 x 480	31.47	60.0	25.1	-/-
640 x 480	37.5	75.0	31.5	-/-
800 x 600	37.88	60.0	40.0	+/+
800 x 600	46.88	75.0	49.5	+/+
1024 x 768	48.36	60.0	65.0	-/-
1024 x 768	60.02	75.0	78.7	+/+
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	G2210/G2410
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/2.0 A (Max.)
Inrush current	120V: 40A (Max.) 240V: 80A (Max.)

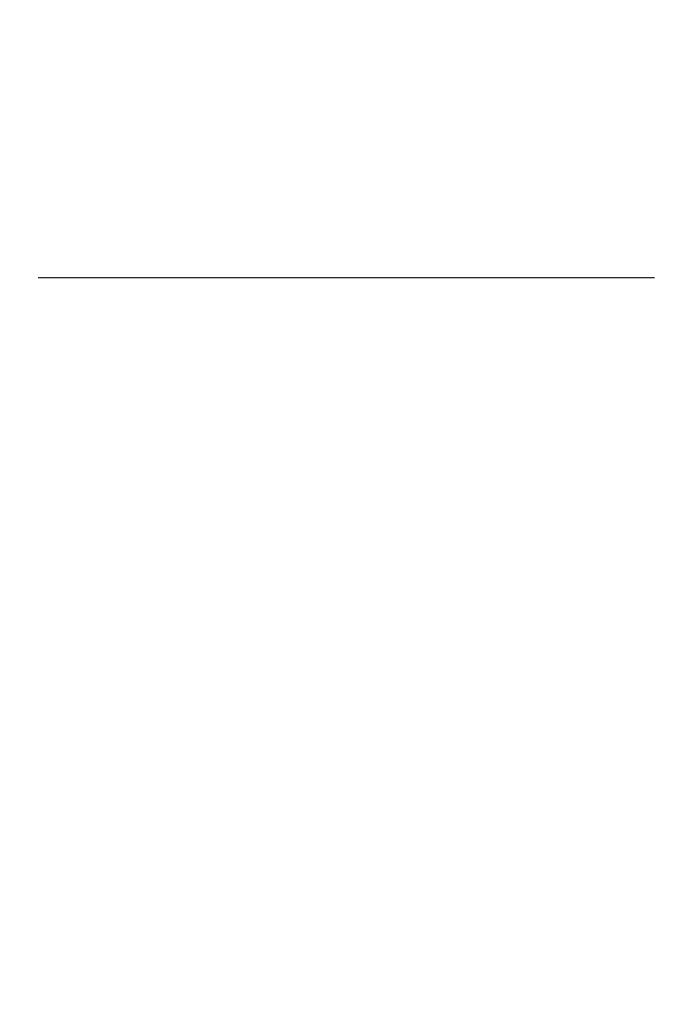
# **Physical Characteristics**

Model	G2210	G2410
Connector type	15-pin D-subminiature, blue connector; DVI-D, white connector	15-pin D-subminiature, blue connector; DVI-D, white connector
Signal cable type	Digital: Detachable, DVI-D, Solid pins, shipped detached from the monitor	Digital: Detachable, DVI-D, Solid pins, shipped detached from the monitor
	Analog: Detachable, D-Sub, 15 pins, shipped attached to the monitor	Analog: Detachable, D-Sub, 15 pins, shipped attached to the monitor
Dimensions (with stand)		
Height	16.03 inches (407.06 mm)	16.1 inches (409.05 mm)
Width	20.15 inches (511.82 mm)	22.47 inches (570.75 mm)
Depth	6.18 inches (156.86 mm)	6.18 inches (156.86 mm)
Dimensions (without stand)		
Height	13.16 inches (334.32 mm)	13.32 inches (338.35 mm)
Width	20.15 inches (511.82 mm)	22.47 inches (570.75 mm)
Depth	2.39 inches (60.7 mm)	2.44 inches (62.0 mm)
Stand dimensions		
Height	12.22 inches (310.30 mm)	12.22 inches (310.30 mm)
Width	10.86 inches (275.86 mm)	10.86 inches (275.86 mm)
Depth	6.18 inches (156.86 mm)	6.18 inches (156.86 mm)
Weight		
Weight with packaging	15.80 lbs (7.18 kg)	17.03 lbs (7.74 kg)
Weight with stand assembly and cables	10.78 lbs (4.90 kg)	12.17lbs (5.53 kg)

Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	7.54 lbs (3.42kg)	8.86 lbs (4.02 kg)
Weight of stand assembly	2.93 lbs (1.33 kg)	2.93 lbs (1.33 kg)

# **Environmental Characteristics**

Model	G2210	G2410	
Temperature			
Operating	5° to 35°C (41° to 95°F)	5° to 35°C (41° to 95°F)	
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	3,657.6m (12,000 ft) max	3,657.6m (12,000 ft) max	
Non-operating	12,192 m (40,000 ft) max	12,192 m (40,000 ft) max	
Thermal dissipation 81.912 BTU/hour (maximum) 61.434 BTU/hour (typical)		98.977 BTU/hour (maximum) 68.26 BTU/hour (typical)	



### **Appendix**

Dell™ G2210/G2410 Flat Panel Monitor User's Guide

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





CAUTION: 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 successfully, follow these steps:-

1. Check Operating System Requirements

Windows XP, Windows Vista

- 2. Install Entech API
- 3. Install PowerNap Software

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# Setting Up Your Monitor Dell™ G2210/G2410 Flat Panel 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 1680x1050 (for G2210) or 1920X1080 (for G2410) again.

NOTE: If you are unable to set the resolution to 1680x1050 (for G2210) or 1920X1080 (for G2410), please contact Dell<sup>TM</sup> to inquire about a Graphics Adapter that supports these resolutions.

#### **Setting Up Your Monitor** Dell™ G2210/G2410 Flat Panel Monitor

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

- 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 1680x1050 (for G2210) or 1920X1080 (for G2410) again.

NOTE:
G2210: If you are unable to set the resolution to 1680x1050, please contact the manufacturer of your computer or consider purchasing a graphics adapter t video resolution of 1680x1050.
G2410: If you are unable to set the resolution to 1920x1080, please contact the manufacturer of your computer or consider purchasing a graphics adapter t video resolution of 1920x1080.

# **Operating the Monitor**

Dell™ G2210/G2410 Flat Panel Monitor User's Guide

- 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

### **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.



- A Ambient light Sensor Lens
- B Shortcut Key 1 / Up button
- C Shortcut Key 2 / Down button
- D OSD menu / OK button
- E Back / Exit button
- F Power button (with power light indicator)

	Front panel Button	Description
Α		Intelligent ambient light sensor automatically adjust the screen brightness in real-time based on brightness of the environment.  NOTE:For best result, keep any object clear from the sensor which may potentially block the light source to the sensor.
В		Use this button to directly access the "Shortcut Key 1" menu or to increase the values of the selected menu option.
С		Use this button to directly access the "Shortcut Key 2" menu or to decrease the values of the selected menu option.
D		Use the MENU button to launch the on-screen display (OSD) and select the OSD Menu. See Accessing the Menu System.
E	Back / Exit button	Go back to the main menu or exit the OSD main menu.
F	O	Use the Power button to turn the monitor on and off.  The blue LED indicates the monitor is on and fully functional. A breathing amber LED indicates DPMS power save mode.

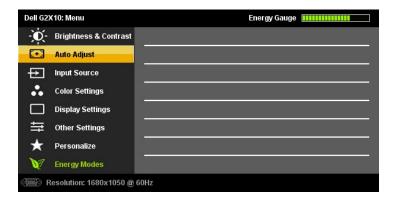
#### Using the On-Screen Display (OSD) Menu

#### 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.

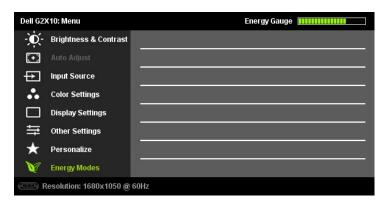
1. Press the MENU button to launch the OSD menu and display the main menu.

#### Main Menu for Analog (VGA) Input



or

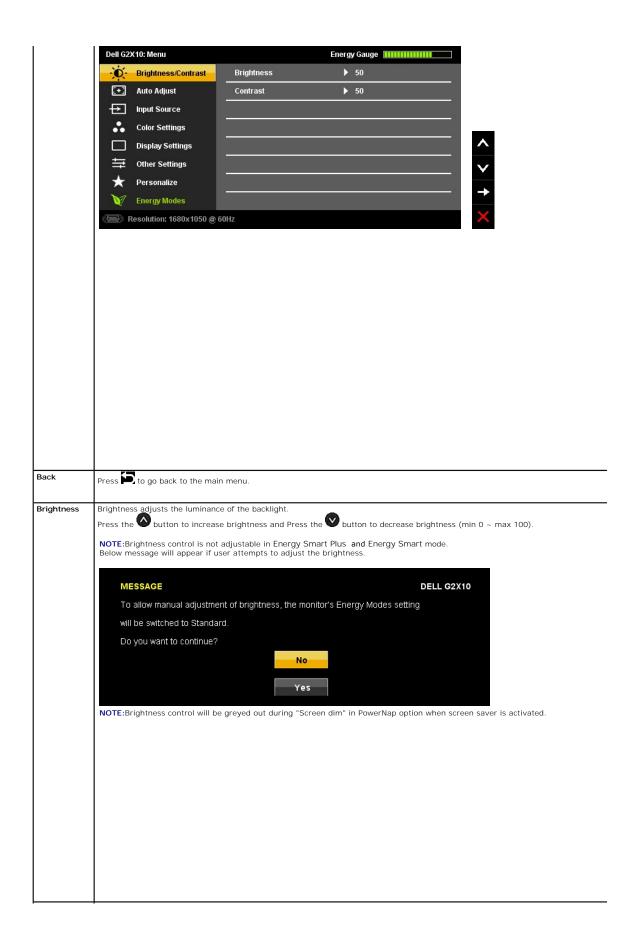
#### Main Menu for Digital (DVI-D) Input



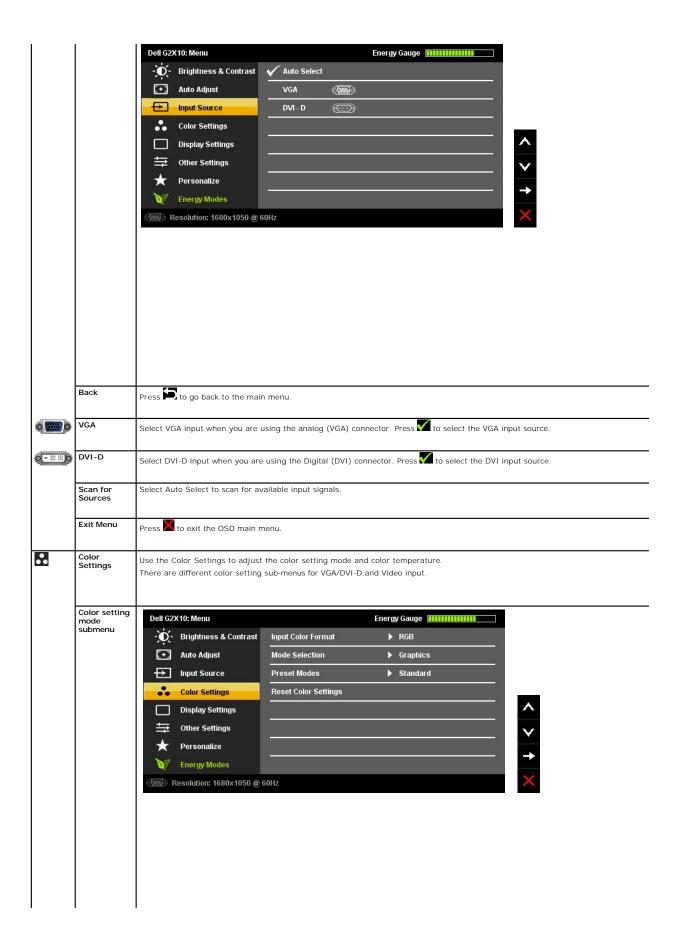
NOTE: AUTO ADJUST is only available when you use the analog (VGA) connector.

- 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 or 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 Mutton once to return to the main menu to select another option or press the mutton two or three times to exit from the OSD menu.

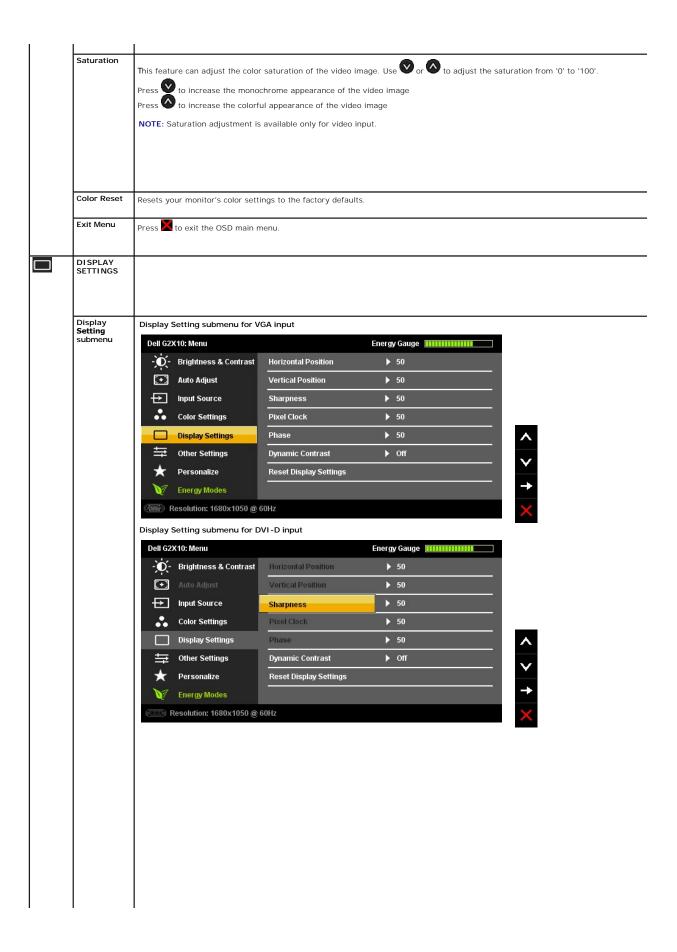
Icon	Menu and Submenus	Description
	Energy Gauge	This meter shows the energy level being consumed by the monitor in real time. When the meter is green, it indicates the monitor is c level. When the energy consumed increases, the meter will change to yellow and subsequently red.
·Ó-	BRIGHTNESS & CONTRAST	Use this menu to activate Brightness/Contrast adjustment.



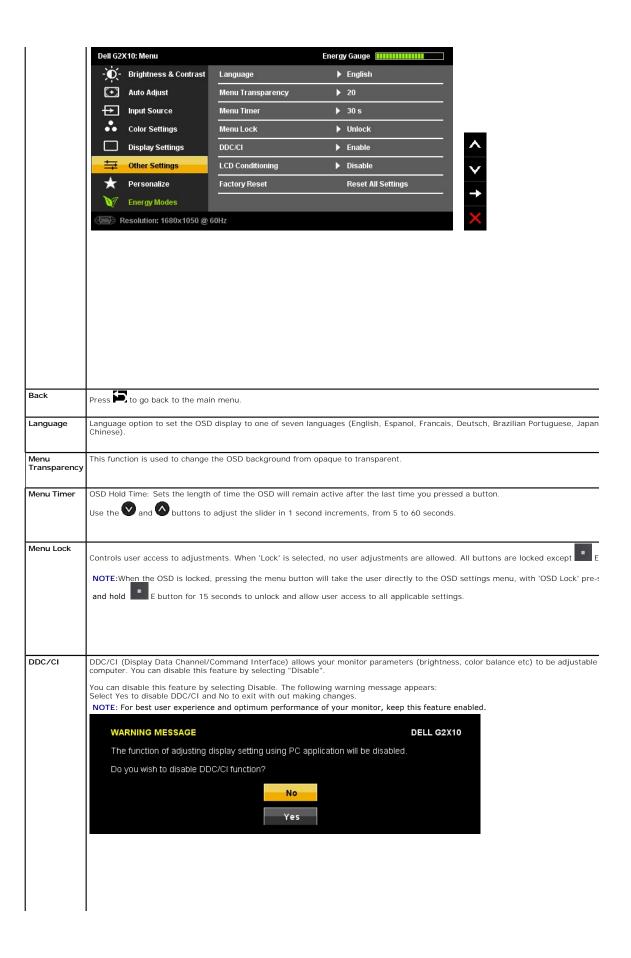


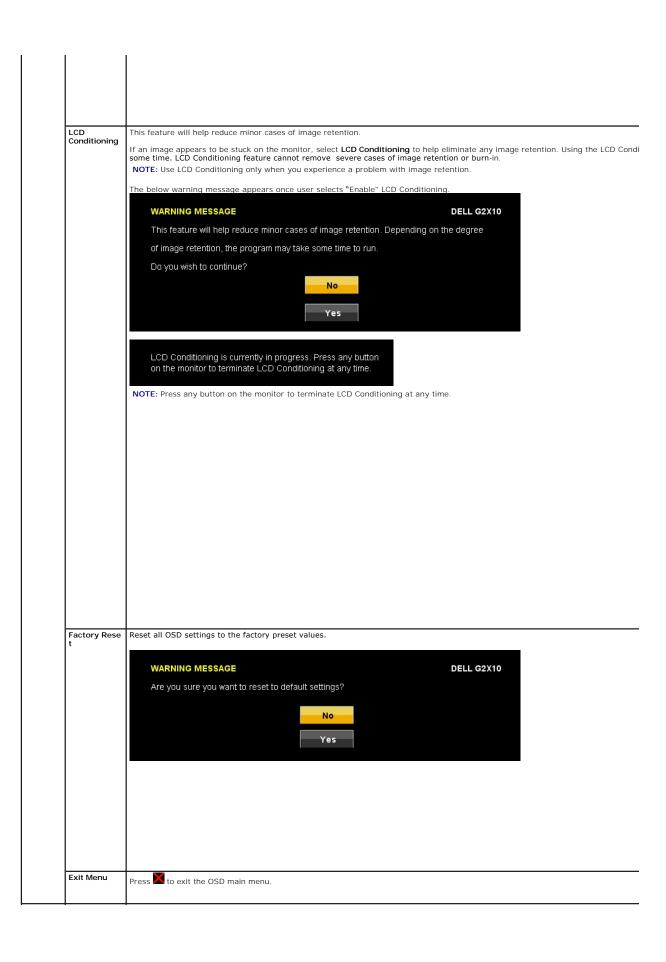


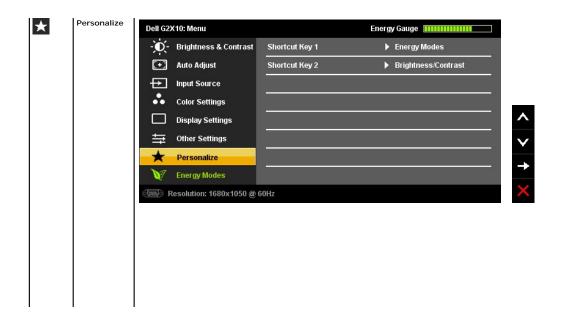
Back	Press to go back to the main menu.	
Input Color Format	Allows you to set the video input mode to.  1 RGB: Select this option if your monitor is connected to a computer or DVD player using the VGA and DVI cable or the HDI 1 YPbPr: Select this option if the your DVD player supports only YPbPr output.	
Mode Selection	Allows you to set the display mode to:  1	
Preset Mode	Allows you to choose from a list of preset color modes. In the Graphics mode, you can set the color to the following preset values:    Standard: Loads the monitor's default color settings. This is the default preset mode.   Multimedia: Loads color settings ideal for most gaming 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 which is the present of the presen	
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 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.	



	I
Back	
Duoit	Press to go back to the main menu.
Horizontal Po sition	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 Posit ion	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	
orial priess	This feature can make the image look sharper or softer. Use $lacktriangle$ or $lacktriangle$ 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 Phase (fin
	NOTE: Pixel Clock and Phase Adjustments are only available for "VGA" input.
Dynamic	The Dynamic Contrast adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a higher contract adjustment helps the user to get a h
Contrast	(Brightness control is disabled while in Dynamic Contrast mode and will be grayed out.)  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 Plus and Energy Smart modes.
Display Reset	Reset the image to the original factory setting.
Exit Menu	
LAIT WEILU	Press to exit the OSD main menu.
OTHER SETTINGS	







# Setting Up Your Monitor Dell™ G2210/G2410 Flat Panel Monitor

# Setting the display resolution to 1680x1050 (for G2210) or 1920X1080 (for G2410) (maximum)

For maximum display performance while using the Microsoft Windows operating systems, set the display resolution to 1680x1050 (for G2210) or 1920X1080 (for G2410) pixels by performing the following steps:

- 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 left-mouse button and adjust the screen resolution to 1680x1050 (for G2210) or 1920X1080 (for G2410).
- 4. Click OK.

If you do not see 1680x1050 (for G2210) or 1920X1080 (for G2410) 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.

# **Dell™ G2210/G2410 Flat Panel Monitor**

#### User Guide

Setting the display resolution to 1680x1050 (for G2210) or 1920X1080 (for G2410) (maximum)

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Model G2210t/G2410t.

February 2009 Rev. A02

# **Setting Up the Monitor**

Dell™ G2210/G2410 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.



Remove the monitor 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
   Lower the stand so that the monitor mounting area snaps onto the stand.

### **Connecting Your Monitor**



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

To connect your monitor to the computer:

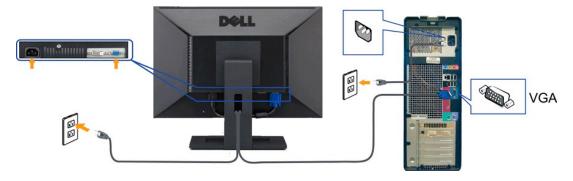
- Turn off your computer and disconnect the power cable.

  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.

# 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)





- NOTICE: Do not use with any device other than Dell Soundbar.
- 1. Working from the rear of the monitor, attach the Dell Soundbar by aligning the two slots with the two tabs along the bottom rear of the monitor.
- 2. Slide the Dell Soundbar to the left until it snaps into place.
- 3. Connect the Soundbar with the power brick.
- 4. Plug the power cables of the power brick into a nearby outlet.
- 5. Insert the lime-green mini stereo plug from the rear 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.

To remove the stand:



- Press and hold the stand release button.
   Lift the stand up and away from the monitor .

# Wall Mounting (Optional)



(Screw dimension: M4 x 10mm).

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

- Place the monitor panel on a soft cloth or cushion on 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 4.36kg.

# **Troubleshooting**

Dell™ G2210/G2410 Flat Panel Monitor User's Guide

- Troubleshooting Your Monitor
- Common Problems
- Product-Specific Problems

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

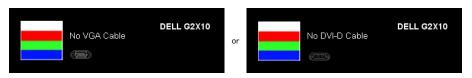
#### **Troubleshooting Your Monitor**

#### 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:

- 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 both Digital (white connector) and the Analog (blue connector) cables from the back of computer.

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 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.

MOTE: 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:

- 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 **B** and **E** buttons on the front panel, simultaneously for 2 seconds. A gray screen appears.



- Carefully inspect the screen for abnormalities.
   Press the E button 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, and white colored screens.

The test is complete when the white screen appears. To exit, press the  ${\bf E}$  button 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.

What You Experience	Possible Solutions
No picture	<ol> <li>Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>Verify that the power outlet is functioning properly by using any other electrical equipment.</li> <li>Ensure that the power button is depressed fully.</li> </ol>
No picture or no brightness	Increase brightness & contrast controls using the OSD. Perform monitor self-test feature check. Check for bent or broken pins in the video cable connector. Run the built-in diagnostics.
Picture is fuzzy, blurry, or ghosting	Perform Auto Adjust using the OSD. Adjust the Phase and Pixel Clock controls using the OSD. Eliminate video extension cables. Reset the monitor to Factory Settings. Change the video resolution to the correct aspect ratio (16:10) for G2210, (16:9) for G2410
Wavy picture or fine movement	Perform Auto Adjust using the OSD. Adjust the Phase and Pixel Clock controls using the OSD. Reset the monitor to Factory Settings. Check environmental factors. Relocate the monitor and test it in another room.
LCD screen has spots	Cycle power on-off. Pixel that is permanently off is a natural defect that can occur in LCD technology. Run the built-in diagnostics.
LCD screen has bright spots	Cycle power on-off. Pixel that is permanently off is a natural defect that can occur in LCD technology. Run the built-in diagnostics.
Picture too dim or too bright	Reset the monitor to Factory Settings.  Auto Adjust using the OSD.  Adjust brightness & contrast controls using the OSD.  Keep any object clear from the intelligent ambient light sensor.
Screen not centered correctly	Reset the monitor to Factory Settings.  Auto Adjust using the OSD.  Adjust brightness & contrast controls using the OSD.
	NOTE: When using '2: DVI-D', the positioning adjustments are not available.
Screen has one or more lines	Reset the monitor to Factory Settings. Perform Auto Adjust using the OSD. Adjust Phase and Pixel Clock controls using the 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 '2: DVI-D', the Pixel Clock and Phase adjustments are not available.
	Experience No picture No picture or no brightness  Picture is fuzzy, blurry, or ghosting  Wavy picture or fine movement  LCD screen has spots  LCD screen has bright spots  Picture too dim or too bright  Screen not centered correctly  Screen has one or more lines

	scrambled or appears torn	<ol> <li>Perform Auto Adjust using the OSD.</li> <li>Adjust Phase and Pixel Clock controls using the OSD.</li> <li>Perform monitor self-test feature check to determine if scrambled screen appears in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Restart the computer in the safe mode.</li> </ol>
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 does not have 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 is not good	<ol> <li>Change the Color Setting Mode in the Color Settings OSD to Graphics or Video depending to the application.</li> <li>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.</li> <li>Change the Input Color Format to PC RGB or YPbPr in the Advance Setting OSD.</li> <li>Run the built-in diagnostics.</li> </ol>
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 it is not in use (for more information, see Power Management Modes).  Alternatively, use a dynamically changing screensaver.

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