

Dell™ U2913WM Flat Panel Monitor

[User Guide](#)

[Setting the display resolution to 2560 x 1080 \(maximum\)](#)

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Model U2913WMt

November 2012 Rev. A00

Dell™ U2913WM Flat Panel Monitor User's Guide

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Notes, Cautions, and Warnings



NOTE: 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.



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

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Model U2913WMt

November 2012 Rev. A00

Setting Up Your Monitor

Dell™ U2913WM Flat Panel Monitor

Setting the display resolution to 2560 x 1080 (maximum)

For maximum display performance with Microsoft® Windows® operating systems, set the display resolution to **2560 x 1080** pixels by performing the following steps:

In Windows Vista®:

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 **2560 x 1080**.
4. Click **OK**.

In Windows® 7 or Windows® 8:

1. Right-click on the desktop and click **Screen Resolution**.
2. Move the slider-bar by pressing and holding the left-mouse button and adjust the screen resolution to **2560 x 1080**.
3. Click **OK**.

If you do not see **2560 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 a non Dell™ desktop, portable computer, or graphics card.](#)



About Your Monitor


Dell™ U2913WM Flat Panel Monitor User's Guide

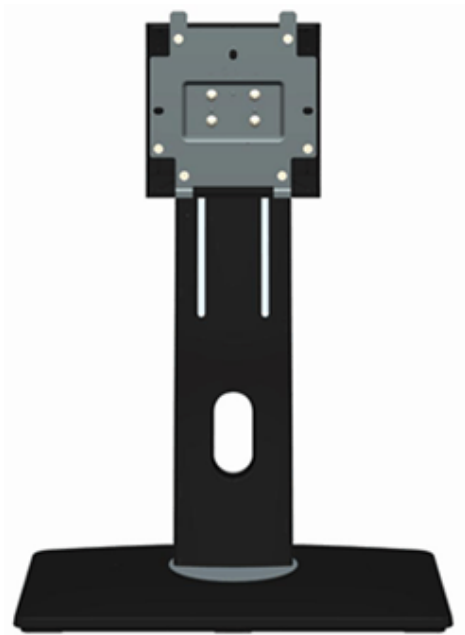
- [Package Contents](#)
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Package Contents

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.

| | |
|--|---|
|  | <ul style="list-style-type: none">• Monitor |
| | |



- Stand





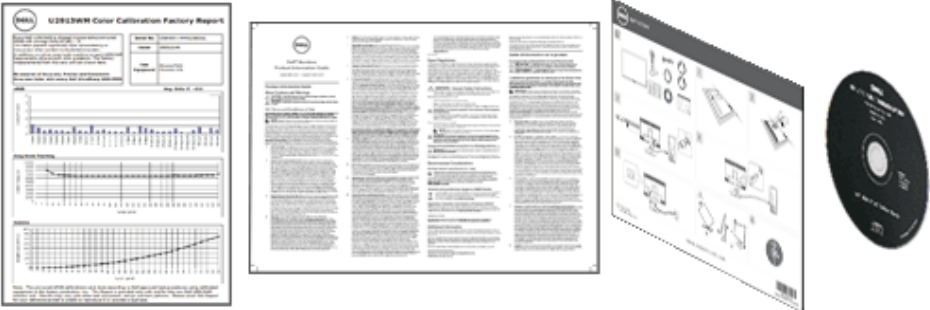
- Power Cable (varies by countries)



- DisplayPort cable (Mini-DP to DP)



- DVI-DL Cable

| | |
|--|--|
|  | <ul style="list-style-type: none"> • USB 3.0 upstream cable (enables the USB ports on the monitor) |
|  | <ul style="list-style-type: none"> • Velcro cable tie |
|  | <ul style="list-style-type: none"> • <i>Drivers and Documentation media</i> • <i>Quick Setup Guide</i> • <i>Product and Safety Information Guide</i> • <i>Factory Calibration Report</i> |

Product Features

The **U2913WM** flat panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD). The monitor features include:

- 29-inch (73.02 cm) viewable area display (Measured diagonally). Wide Full HD 2560 x 1080 (21:9 aspect ratio) resolution, plus full-screen support for lower resolutions.
- Ultra wide viewing angle to allow viewing from a sitting or standing position, or while moving from side-to-side.
- Tilt, swivel and vertical extension adjustment capabilities.
- Supports Dual-link DVI-D(HDCP), DisplayPort, Mini DisplayPort, HDMI and DP 1.2 , VGA and USB3.0
- Supports Picture by Picture (PBP) Select mode.
- 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), Dell Display Manager software application and product documentation. Dell Display Manager software included (comes in the CD shipped with the monitor).
- 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.
 - BFR/PVC-reduced.
 - Arsenic-Free glass and Mercury Free for Panel only.
 - Energy Gauge shows the energy level being consumed by the monitor in real time.
 - High Dynamic Contrast Ratio (2,000,000:1) .
 - TCO Certified Displays.
 - Color gamut of >99% sRGB.
 - Supports DVI-D, DisplayPort, Mini DisplayPort, HDMI, DP1.1a, DP 1.2 MST (also known as DP Daisy Chain) and HBR2 (Default out of factory setting is DP1.1a. To enable MST and HBR2, refer to instruction on section "[Connecting the Monitor for DP MST Function](#)").
-

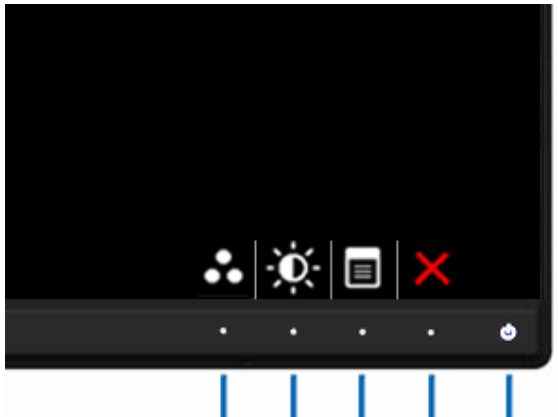
Identifying Parts and Controls

Front View



Front View

| Label | Description |
|-------|---|
| 1 | Preset Modes (default, but configurable) |
| 2 | Brightness & Contrast (default, but configurable) |
| 3 | Menu |
| 4 | Exit |
| 5 | Power (with glowing LED) |



1 2 3 4 5

Front panel controls

Back View

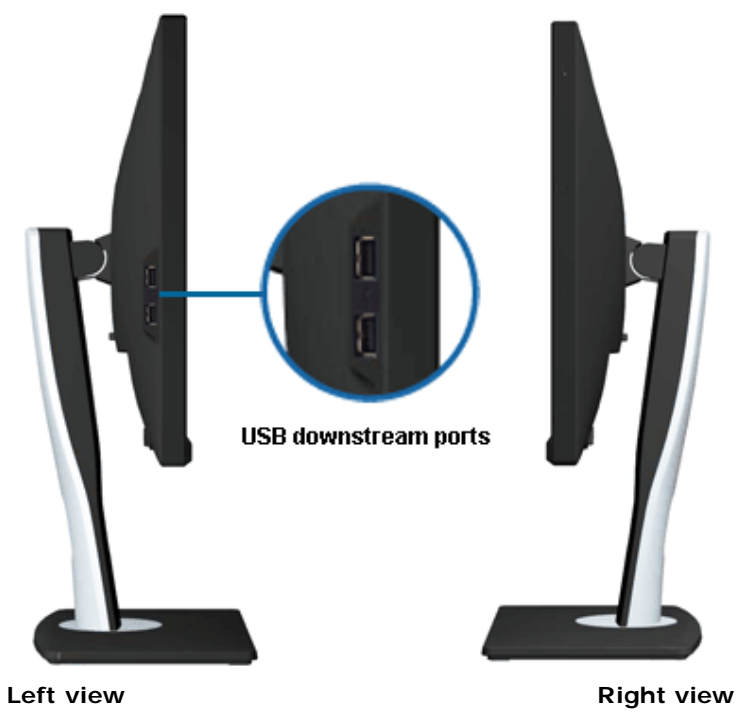


Back view

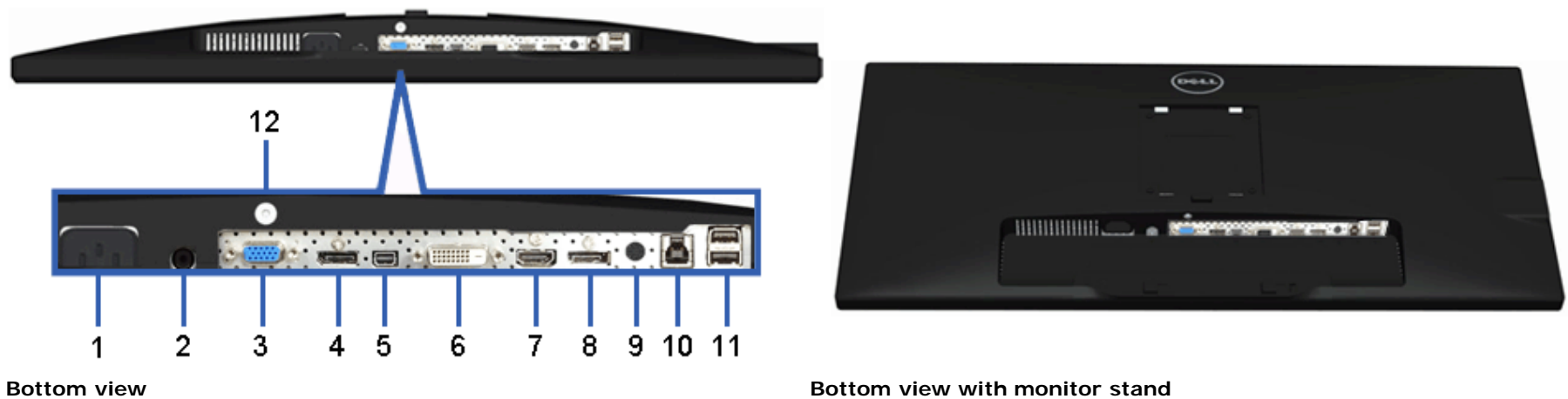
Back view with monitor stand

| 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 | Service tag label | Refer to this label if you need to contact Dell for technical support. |
| 6 | Barcode serial number label | To contact Dell for technical support. |
| 7 | Dell Soundbar mounting brackets | Attaches the optional Dell Soundbar. |
| 8 | USB downstream ports | Connect your USB devices. |
| 9 | Cable management slot | Use to organize cables by placing them through the slot. |

Side View



Bottom View



| 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 | VGA connector | Connect your computer VGA cable. |
| 4 | DisplayPort connector (in) | Connect your computer DP cable. |
| 5 | Mini DisplayPort connector (in) | Connect your computer DP cable. |
| 6 | DVI connector | Connect your computer DVI (Dual link) cable. |
| 7 | HDMI connector | Connect to devices with HDMI output (or equivalent) such as PC, notebooks, DVD player or set-up box. |
| 8 | DisplayPort connector (out) | DisplayPort output for MST (Multi-Stream Transport) capable monitor. DP 1.1 monitor can only be connected as the last monitor in the MST chain. To enable MST, refer to instruction on section " Connecting the Monitor for DP MST Function ". |
| 9 | Audio connectors | For HDMI 1.4 audio channel or DisplayPort 1.2 audio channel output. Connect the audio channel output to the black connector. Use this connector for 2.0 channel audio connection. * |
| 10 | USB upstream port | Connect the USB cable that came with your monitor to the computer. Once this cable is connected, you can use the USB connectors on the monitor. |
| 11 | USB downstream ports | Connect your USB devices. You can only use this connector after you have connected the USB upstream cable from the computer to the monitor. |
| 12 | Stand lock feature | To lock the stand to the monitor using M3x 6 mm machine screw (screw not provided). |

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

Monitor Specifications

Flat Panel Specifications

| | |
|----------------------|--|
| Screen type | Active matrix - TFT LCD |
| Panel type | AH In-plane switching |
| Screen dimensions | 29 inches (29-inches viewable image size) |
| Preset display area: | 694.6 (H) X 308.9 (V) mm |
| Horizontal | 694.6 mm (27.30 inches) |
| Vertical | 308.9 mm (12.16 inches) |
| Pixel pitch | 0.09 (H) mm x 0.26 (V) mm |
| Viewing angle | 178° (vertical) typical 178° (horizontal) typical |
| Luminance output | 300 cd/m²(typical), 50 cd/m² (minimum) |
| | |

| | |
|-------------------|--|
| Contrast ratio | 1000 to 1 (typical), 2,000,000 : 1 (typical Dynamic Contrast On) |
| Faceplate coating | Antiglare with hard-coating 3H |
| Backlight | LED edgelight system |
| Backlight Life | 30K hours |
| Response Time | 8 ms gray-to-gray (typical) |
| Color depth | 16.7 million colors |
| Color Gamut | sRGB >99% |

*[U2913WM] color gamut (typical) is based on CIE1976 (82%) and CIE1931 (72%) test standards.

Resolution Specifications

| | |
|---------------------------|------------------------------|
| Horizontal scan range | 30 kHz to 94 kHz (automatic) |
| Vertical scan range | 56 Hz to 86 Hz (automatic) |
| Maximum preset resolution | 2560 x 1080 at 60 Hz |

Supported Video Modes

| | |
|----------------------------|--|
| Video display capabilities | 480p, 576p, 720p, 1080p, 480i, 576i, 1080i |
|----------------------------|--|

Preset Display Modes

| 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 | 60.0 | 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, 1680 x 1050 | 75.0 | 60.0 | 148.5 | +/+ |
| VESA, 1920 x 1080 | 67.5 | 60.0 | 148.5 | +/+ |
| VESA, 1920 x 1080 | 55.6 | 49.9 | 141.5 | +/+ |

| | | | | |
|-------------------|------|------|-------|-------|
| VESA, 2560 x 1080 | 66.7 | 60.0 | 185.6 | + / + |
|-------------------|------|------|-------|-------|

Electrical Specifications

| | |
|------------------------------------|--|
| Video input signals | Analog RGB, 0.7 Volts +/- 5%, positive polarity at 75 ohm input impedance Digital DVI TMDS, 600mV for each differential line, positive polarity at 50 ohm input impedance DP1.2/HDMI1.4 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 VAC to 240 VAC / 50 Hz or 60 Hz \pm 3 Hz / 1.5 A (Typical) |
| Inrush current | 120 V : 30 A (Max) 240 V : 60 A (Max) |

Physical Characteristics

| | |
|---------------------------------------|--|
| Connector type | 15-pin D-sub miniature, blue connector; DVI-DL, white connector; HDMI/DP(in)/DP(out)/mDP, black connector |
| Signal cable type | DVI: Detachable, DVI-DL, Solid pins, shipped detached from the monitor Analog: Detachable, D-Sub, 15 pins DisplayPort: Detachable, DisplayPort, Solid pins Mini-DP to DP: Detachable, DisplayPort, Solid pins, shipped detached from the monitor High Definition Multimedia Interface: Detachable, HDMI, 19 pins |
| Dimensions (with stand) | |
| Height (extended) | 487.0 mm (19.17 inches) |
| Height (compressed) | 358.7 mm (14.12 inches) |
| Width | 699.8 mm (27.55 inches) |
| Depth | 194.2 mm (7.65 inches) |
| Dimensions (without stand) | |
| Height | 317.0 mm (12.48 inches) |
| Width | 699.8 mm (27.55 inches) |
| Depth | 61.2 mm (2.41 inches) |
| Stand dimensions | |
| Height (extended) | 401.2 mm (15.80 inches) |
| Height (compressed) | 358.1 mm (14.10 inches) |
| Width | 288.0 mm (11.34 inches) |
| Depth | 194.2 mm (7.65 inches) |
| Weight | |
| Weight with packaging | 11.35 kg(25.02 lb) |
| Weight with stand assembly and cables | 8.34 kg (18.39 lb) |
| | |

| | |
|--|--|
| Weight without stand assembly (For wall mount or VESA mount considerations - no cables) | 5.76 kg (12.70 lb) |
| Weight of stand assembly | 1.95 kg (4.30 lb) |
| Front Frame Gloss | Dell Standard Black (Low Gloss 17+/-3gu) |

Environmentall Characteristics

| | |
|----------------------------|---|
| Temperature | |
| Operating | 0 °C to 40 °C |
| Non-operating | Storage: -20 °C to 60 °C (-4 °F to 140 °F) Shipping: -20 °C to 60 °C (-4 °F to 140 °F) |
| Humidity | |
| Operating | 10% to 80% (non-condensing) |
| Non-operating | Storage: 5% to 90% (non-condensing) Shipping: 5% to 90% (non-condensing) |
| Altitude | |
| Operating | 5,000 m (16,400 ft) max |
| Non-operating | 10,668 m (35,000 ft) max |
| Thermal dissipation | 307.09 BTU/hour (maximum) 109.19 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. 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:

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power Consumption |
|------------------|-----------------|---------------|---------|-----------------|-------------------------------------|
| Normal operation | Active | Active | Active | White | 90 W (maximum) ** 32 W (typical) |
| Active-Off mode | Inactive | Inactive | Blanked | White (Glowing) | Less than 0.5 W |
| Switch Off | - | - | - | Off | Less than 0.5 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:

Dell U2913WM

There is no signal coming from your computer.

Press any key on the keyboard or move the mouse to wake it up.

If there is no display, press the monitor button now to select the correct input source on the On-Screen-Display menu.



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

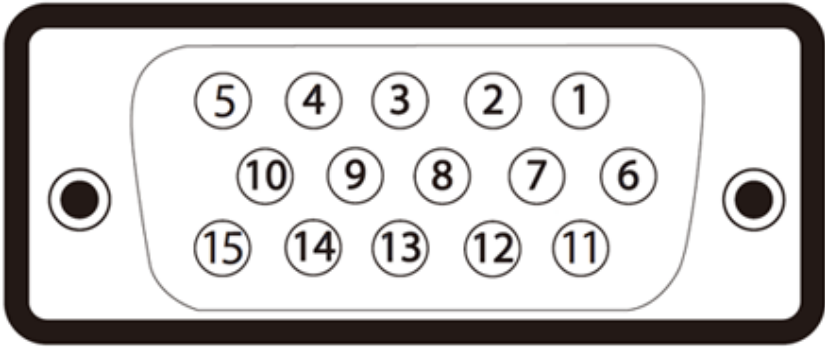


NOTE: This monitor is **ENERGY STAR**®-compliant.

- * 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.

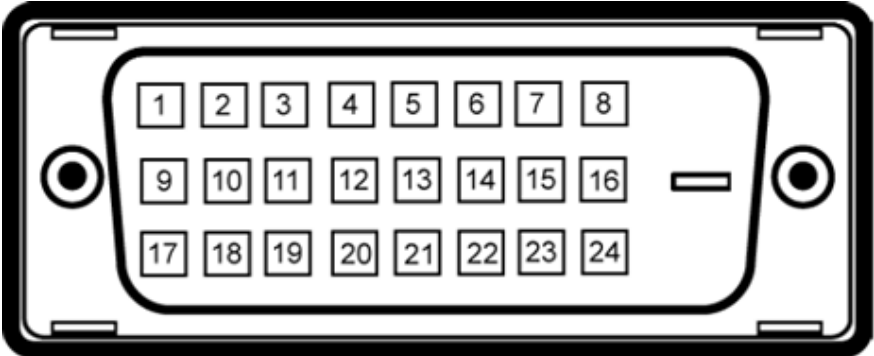
Pin Assignments

VGA Connector



| Pin Number | 15-pin Side of the monitor connector (Cable not included) | Pin Number | 15-pin Side of the monitor connector (Cable not included) |
|------------|---|------------|---|
| 1 | Video-Red | 9 | Computer 5 V/3.3 V |
| 2 | Video-Green | 10 | GND-sync |
| 3 | Video-Blue | 11 | GND |
| 4 | GND | 12 | DDC data |
| 5 | Self-test | 13 | H-sync |

DVI Connector

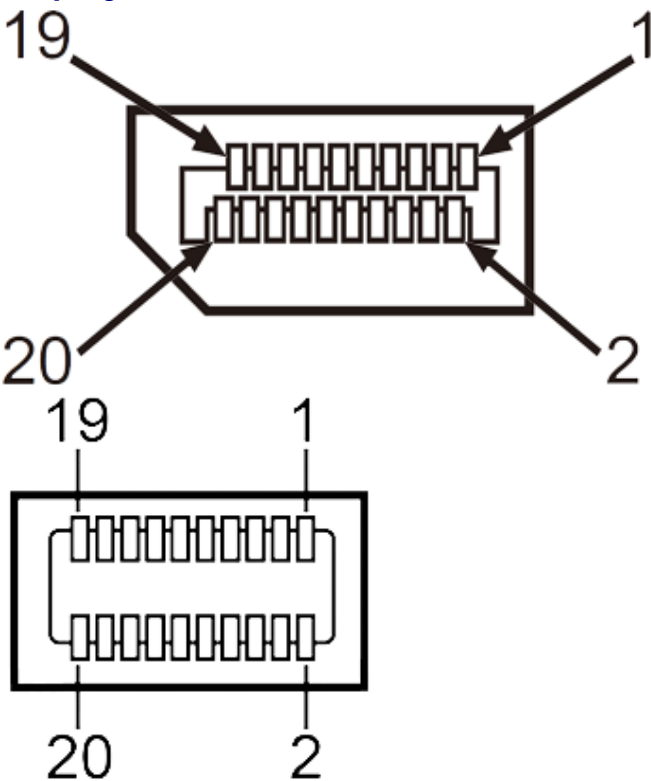


| Pin Number | 24-pin Side of the monitor connector | Pin Number | 24-pin Side of the monitor connector |
|------------|--------------------------------------|------------|--------------------------------------|
| 1 | TMDS RX2- | 13 | Floating |
| 2 | TMDS RX2+ | 14 | +5 V/+3.3 V power |
| 3 | TMDS Ground | 15 | Self test |
| 4 | Floating | 16 | Hot Plug Detect |
| 5 | Floating | 17 | TMDS RX0- |
| 6 | DDC Clock | 18 | TMDS RX0+ |

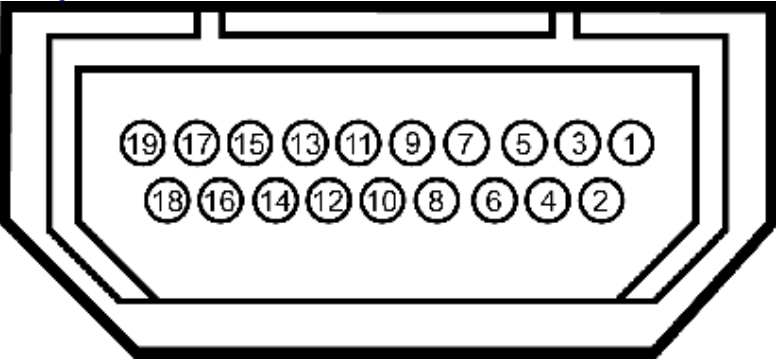
| | | | |
|---|-------|----|-----------|
| 6 | GND-R | 14 | V-sync |
| 7 | GND-G | 15 | DDC clock |
| 8 | GND-B | | |

| | | | |
|----|-------------|----|--------------|
| 7 | DDC Data | 19 | TMDS Ground |
| 8 | Floating | 20 | Floating |
| 9 | TMDS RX1 - | 21 | Floating |
| 10 | TMDS RX1 + | 22 | TMDS Ground |
| 11 | TMDS Ground | 23 | TMDS Clock + |
| 12 | Floating | 24 | TMDS Clock - |

DisplayPort Connector



19-pin HDMI Connector



| Pin Number | 20-pin Side of the monitor connector | Pin Number | 20-pin Side of the monitor connector |
|------------|--------------------------------------|------------|--------------------------------------|
| 1 | ML0(p) | 11 | GND |
| 2 | GND | 12 | ML3(n) |
| 3 | ML0(n) | 13 | GND |
| 4 | ML1(p) | 14 | GND |
| 5 | GND | 15 | AUX(p) |
| 6 | ML1(n) | 16 | GND |
| 7 | ML2(p) | 17 | AUX(n) |
| 8 | GND | 18 | HPD |
| 9 | ML2(n) | 19 | DP_PWR Return |
| 10 | ML3(p) | 20 | +3.3 V DP_PWR |


| Pin Number | 19-pin Side of the monitor connector (Cable not included) | Pin Number | 19-pin Side of the monitor connector (Cable not included) |
|------------|---|------------|---|
| 1 | TMDS DATA 2 + | 11 | TMDS CLOCK SHIELD |
| 2 | TMDS DATA 2 SHIELD | 12 | TMDS CLOCK - |
| 3 | TMDS DATA 2 - | 13 | Floating |
| 4 | TMDS DATA 1 + | 14 | Floating |
| 5 | TMDS DATA 1 SHIELD | 15 | DDC CLOCK (SDA) |
| 6 | TMDS DATA 1 - | 16 | DDC DATA (SDA) |
| 7 | TMDS DATA 0 + | 17 | GROUND |
| 8 | TMDS DATA 0 SHIELD | 18 | +5 V POWER |
| 9 | TMDS DATA 0 - | 19 | HOT PLUG DETECT |
| 10 | TMDS CLOCK | | |

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](#).

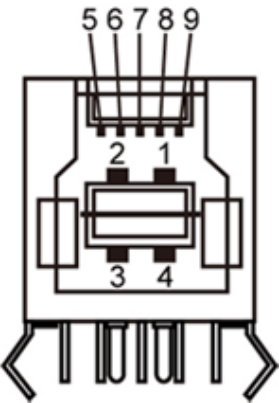
Universal Serial Bus (USB) Interface

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

 **NOTE:** The USB ports on this monitor are USB 3.0 compliant.

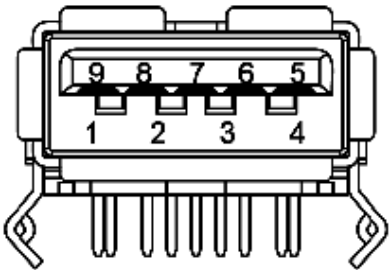
| Transfer speed | Data Rate | Power Consumption |
|----------------|-----------|-------------------------|
| SuperSpeed | 5 Gbps | 4.5 W (Max., each port) |
| Hi-Speed | 480 Mbps | 2.5 W (Max., each port) |
| Full speed | 12 Mbps | 2.5 W (Max., each port) |
| Low speed | 1.5 Mbps | 2.5 W (Max., each port) |

USB Upstream Connector



| Pin Number | Signal Name |
|------------|-------------|
| 1 | VBUS |
| 2 | D- |
| 3 | D+ |
| 4 | GND |

USB Downstream Connector




| Pin Number | Signal Name |
|------------|-------------|
| 1 | VBUS |
| 2 | D- |
| 3 | D+ |
| 4 | GND |


| | |
|-------|------------|
| 5 | StdB_SSTX- |
| 6 | StdB_SSTX+ |
| 7 | GND_DRAIN |
| 8 | StdB_SSRX- |
| 9 | StdB_SSRX+ |
| Shell | Shield |

| | |
|-------|------------|
| 5 | StdA_SSRX- |
| 6 | StdA_SSRX+ |
| 7 | GND_DRAIN |
| 8 | StdA_SSTX- |
| 9 | StdA_SSTX+ |
| Shell | Shield |

USB Ports

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


NOTE: USB 3.0 functionality requires a USB 3.0 compatible 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 peripherals may take a few seconds to resume normal functionality.


LCD Monitor Quality and Pixel Policy

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

Maintenance Guideliness

Cleaning Your Monitor


WARNING: Read and follow the [safety instructions](#) before cleaning the monitor.


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

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


- 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.


Setting Up the Monitor

Dell™ U2913WM Flat Panel Monitor User's Guide

- [Attaching the Stand](#)
 - [Connecting the Monitor](#)
 - [Organizing Your Cables](#)
 - [Attaching the Soundbar AX510 / AX510PA \(Optional\)](#)
 - [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 any 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

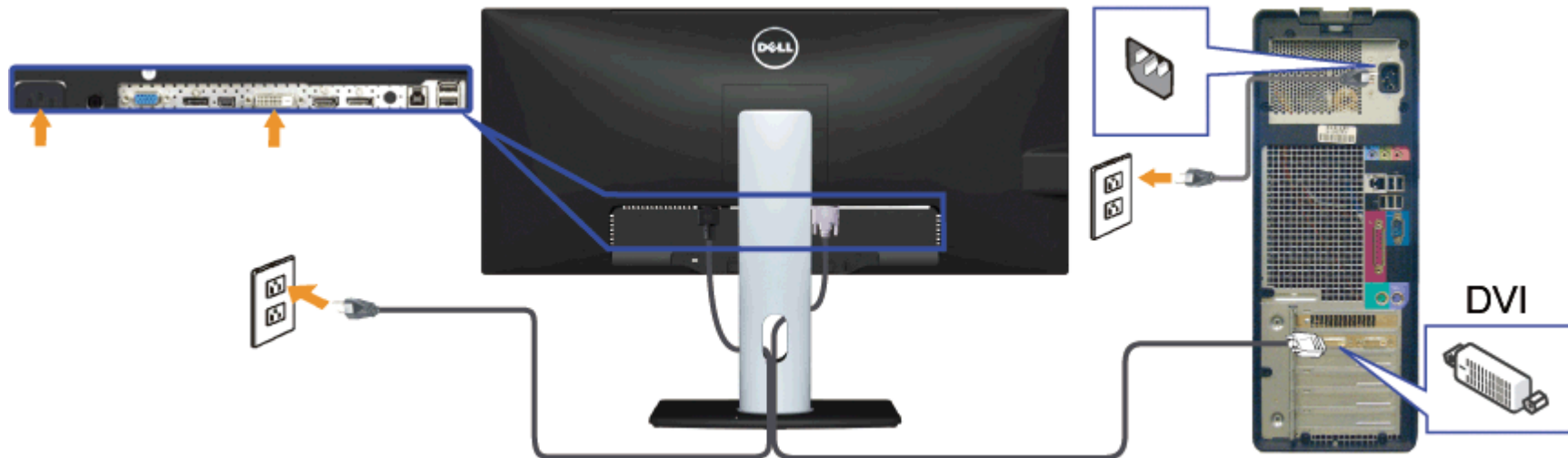
⚠ WARNING: Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

To connect your monitor to the computer:

1. Turn Off your computer and disconnect the power cable.
2. Connect the white DVI-D (digital) or the blue VGA (analog) or the black DP(DisplayPort)/mDP/HDMI 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.

🔧 NOTE: Do not connect the blue VGA, the white DVI, or the black DisplayPort/HDMI cables to the computer at the *same* time.

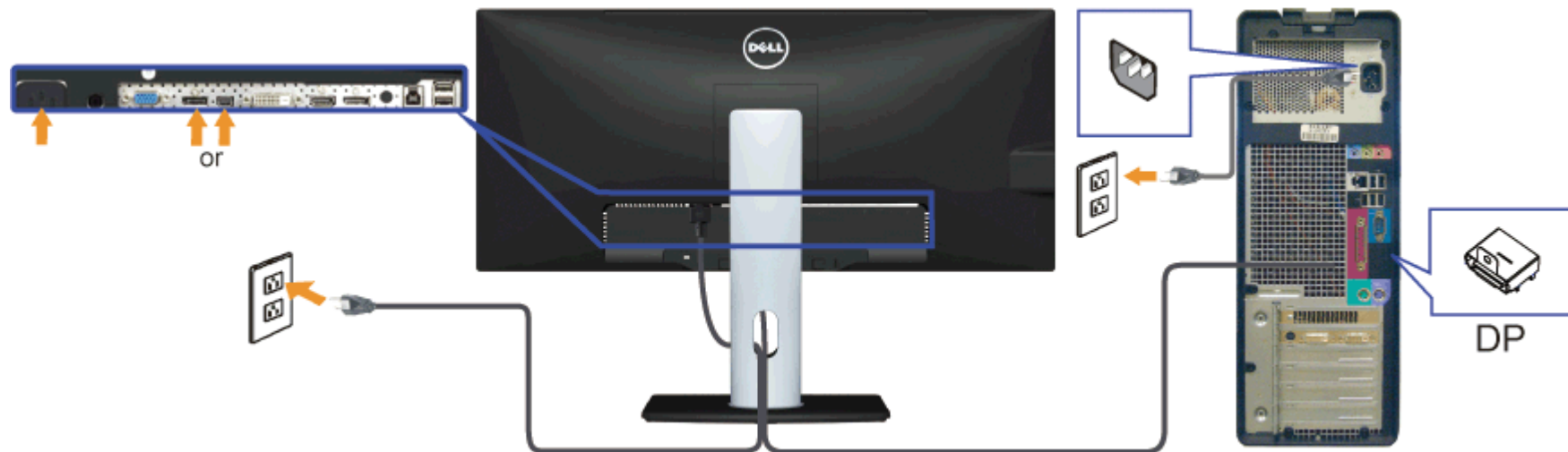
Connecting the white DVI cable



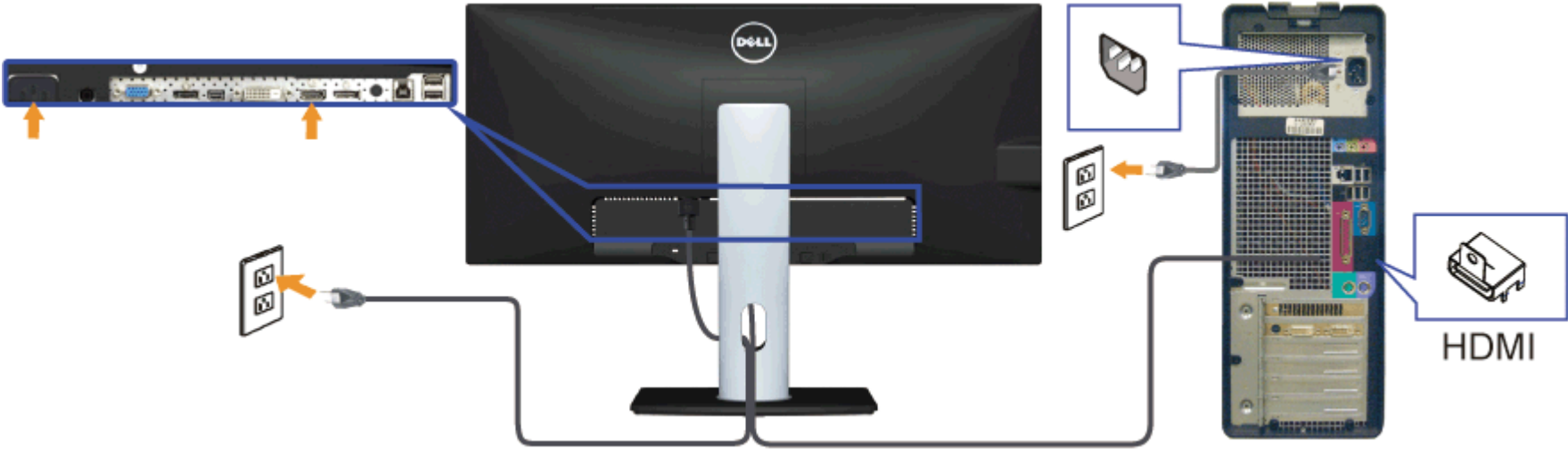
Connecting the blue VGA cable (Optional)



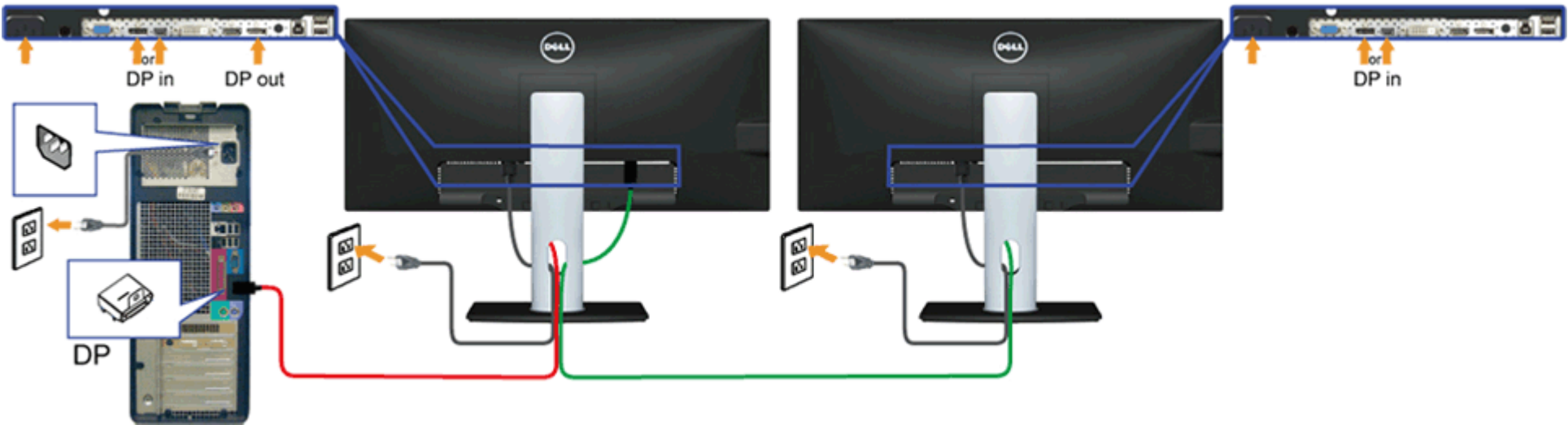
Connecting the black DisplayPort (or miniDP) cable



Connecting the HDMI Cable (Optional)



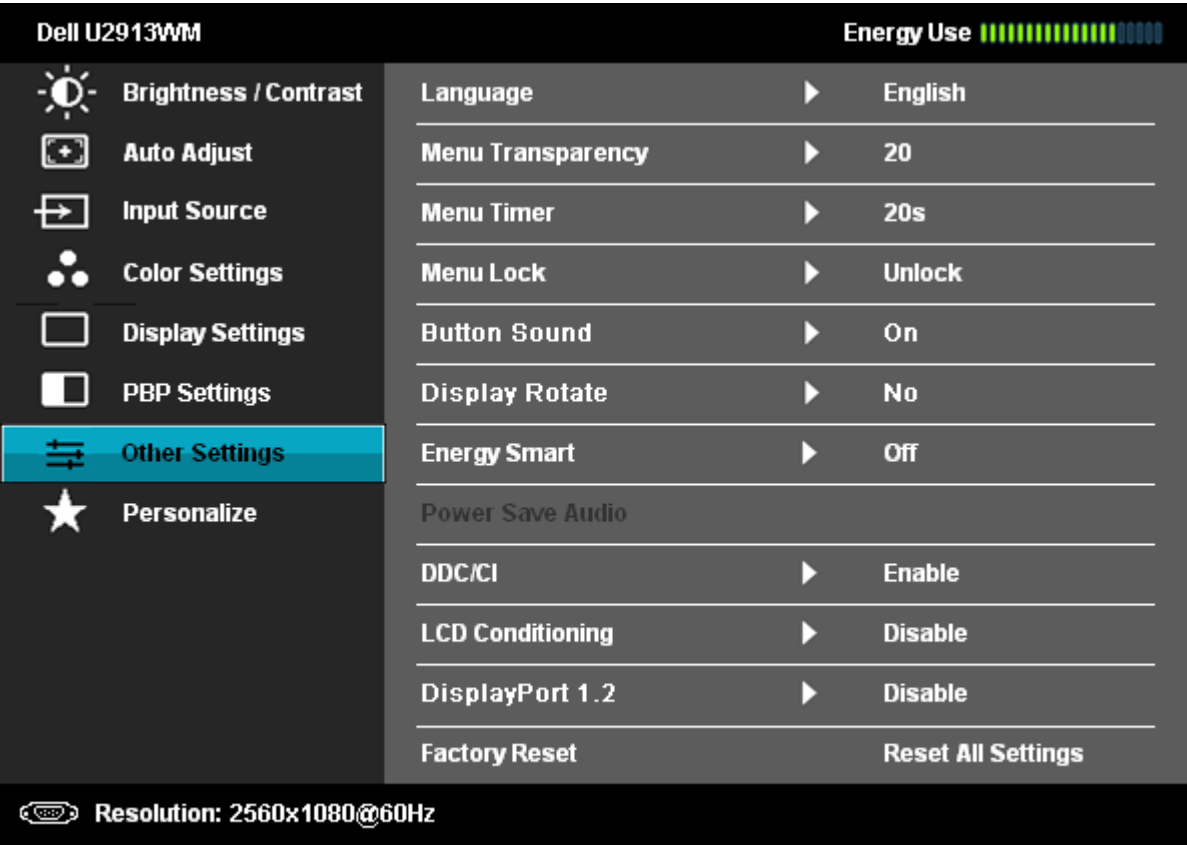
Connecting the Monitor for DP Multi-Stream Transport (MST) function



NOTE: U2913WM support the DP MST feature. To make use of this feature, your PC Graphics Card must be certified to DP1.2 with MST option.

The default out of factory setting in the U2913WM is DP1.1a.
To enable MST connection please use only DP cable as provided in box (or other DP1.2 certified cable) and change the DP setting to DP1.2 by performing the below steps:
A) Monitor is able to show content

1. Use OSD button to navigate to Other Settings



- 2. Go to DisplayPort 1.2 selection
- 3. Select Enable or Disable accordingly
- 4. Follow the screen message to confirm selection of DP1.2 or DP1.1a

Dell U2913WM

Please ensure your Graphics Card can support DP MST(Daisy chain)/HBR2(Hight Bit Rate) before changing the monitor setting to DP1.2.
Incorrect setting may result in blank screen on monitor.

Confirm

Exit

Dell U2913WM

DP MST/HBR2 will be disabled for DP1.1a.

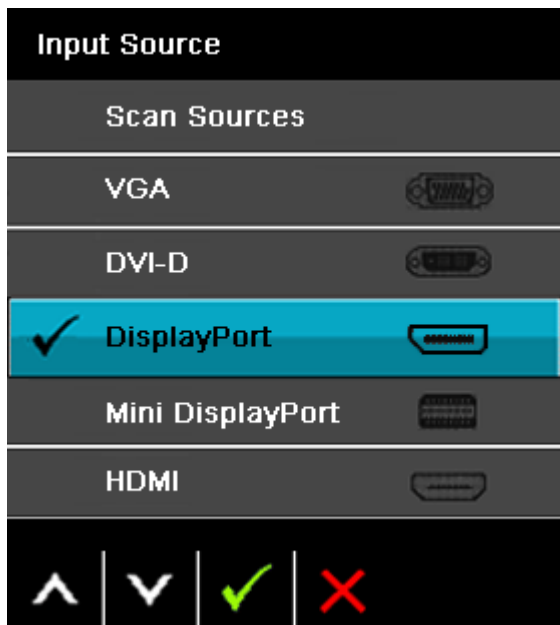
Confirm

Exit

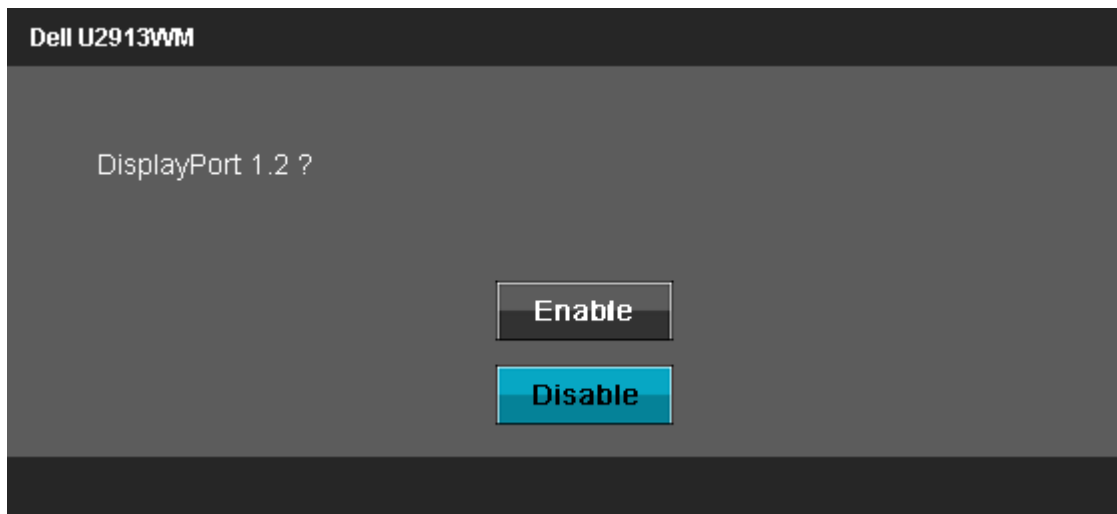
B) Monitor fails to show any content (blank screen)

1. Press OSD button to invoke the Input Source OSD menu

2. Use the  or  button to highlight "DisplayPort" or "Mini DisplayPort"




3. Press and hold the  key for approximately 8 sec.
4. The DisplayPort configuration message will appear:



5. Use the  button to enable DP1.2 or  button to exit without making any changes

Repeat the above steps to change the setting back to DP 1.1a if necessary.

 **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/mDP/HDMI cable, follow the procedure below to connect the USB cable to the computer and complete your monitor setup:

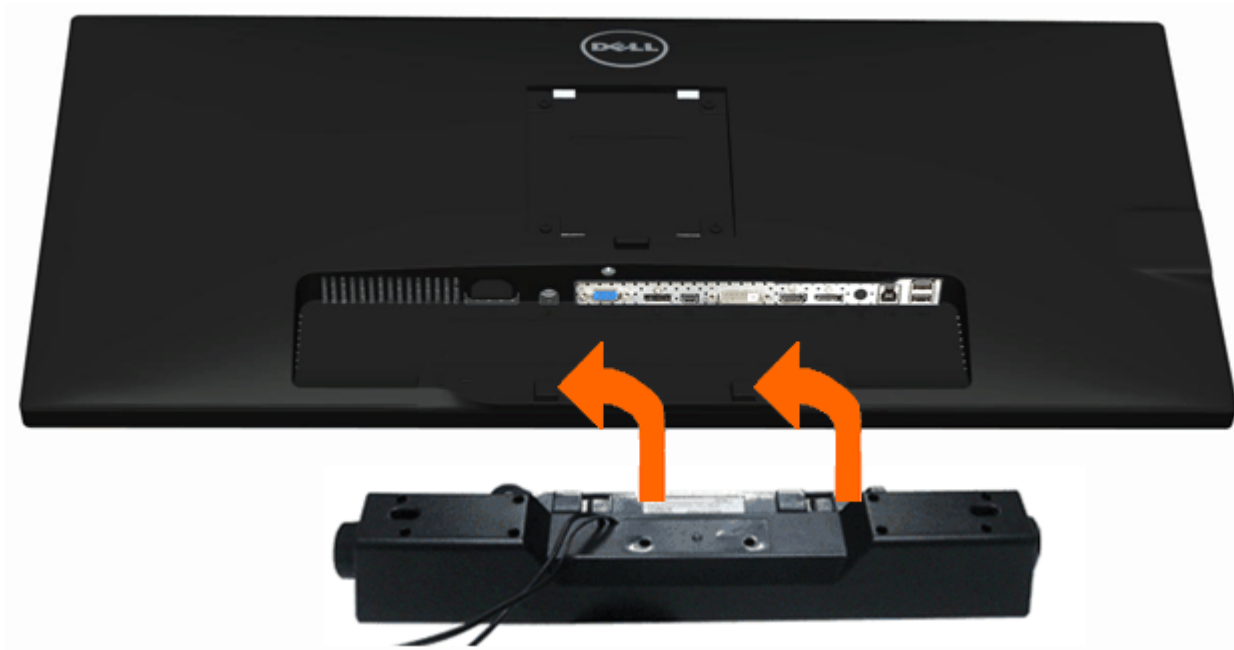
1. Connect the upstream USB port (cable supplied) to an appropriate USB port on your computer. (See [bottom](#) view for details.)
 2. Connect USB peripherals to the downstream USB ports (side or bottom) on the monitor. (See [side](#) or [bottom](#) view for details.)
 3. Plug the power cables for your 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 Your Cables



After attaching all necessary cables to your monitor and computer, (See [Connecting Your Monitor](#) for cable attachment,) use the Velcro cable tie to organize all cables as shown above.

Attaching the Soundbar AX510 / AX510PA (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 AX510/AX510PA only.

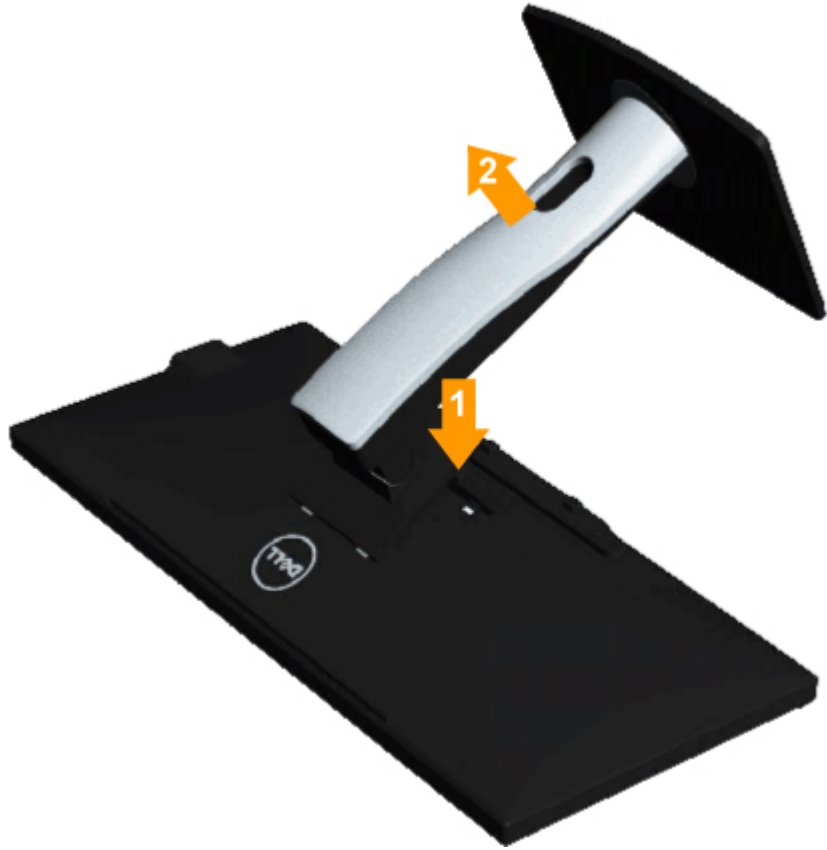
To attach the Soundbar:

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.
For HDMI/DP, you can insert the mini stereo plug into the monitor's audio output port.
If there is no sound, check your PC if the Audio output is configured to HDMI/DP output.
-

Removing the Stand

 **NOTE:** 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 any other stand is bought, please refer to the respective stand setup guide for set up instructions.



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 a 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 5.76 kg.

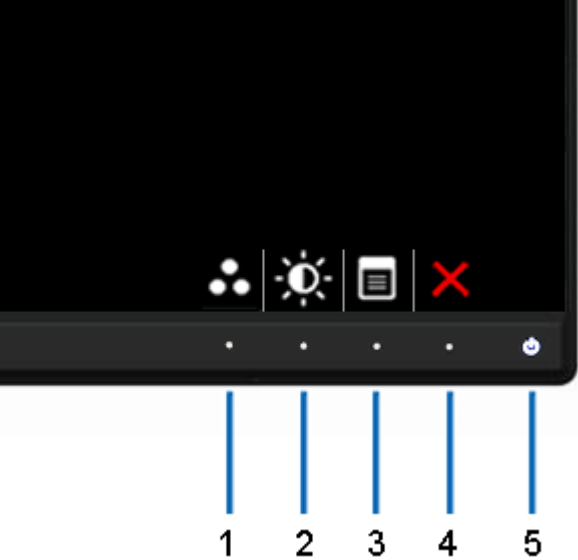
Operating the Monitor

Dell™ U2913WM Flat Panel Monitor User's Guide



- [Using the Front Panel Controls](#)
- [Using the On-Screen Display \(OSD\) Menu](#)
- [Setting the Maximum Resolution](#)
- [Using the Dell Soundbar AX510/AX510PA only \(Optional\)](#)
- [Using the Tilt, Swivel, and Vertical Extension](#)




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.




The following table describes the front panel buttons:


| Front Panel Icon | | Description |
|------------------|---|--|
| 1 | <div> Shortcut key/ Preset Modes</div> | Use this button to choose from a list of preset color modes. |
| 2 | <div> Shortcut key / Brightness/Contrast</div> | Use this button to directly access the "Brightness/Contrast" menu. |

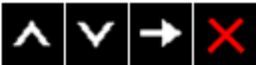
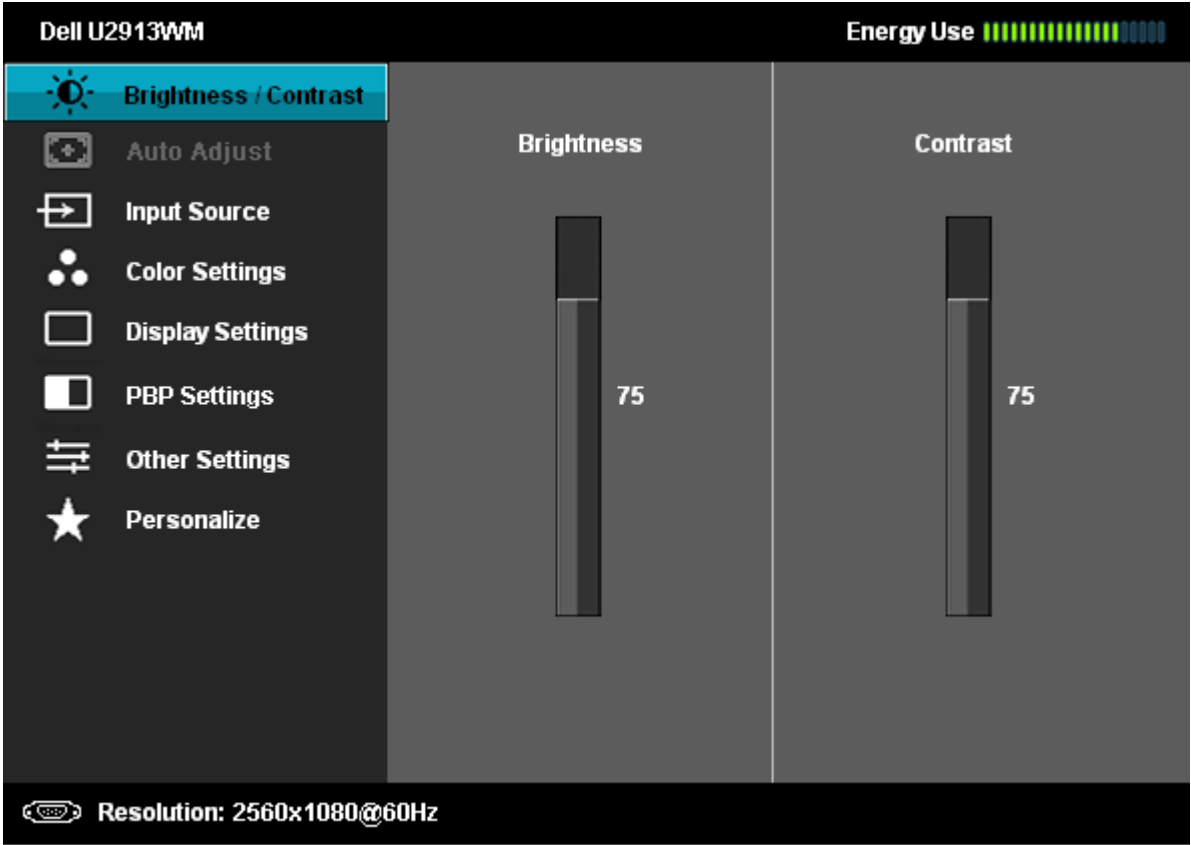
| | | |
|---|--|---|
| 3 |  Menu | Use the MENU button to launch the on-screen display (OSD) and select the OSD Menu. See Accessing the Menu System . |
| 4 |  Exit | Use this button to go back to the main menu or exit the OSD main menu. |
| 5 |  Power (with glowing LED) | <p>Use the Power button to turn the monitor on and off.</p> <p>The white LED indicates the monitor is on and fully functional.</p> <p>A glowing white LED indicates DPMS power save mode.</p> |














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.



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  and  buttons, according to the indicators on the menu, to make your changes.
6. Select the  button to return to the main menu.

| Icon | Menu and Submenus | Description |
|--|---------------------|--|
|  | Brightness/Contrast | <p>Use this menu to activate Brightness/Contrast adjustment.</p>  |
| | Brightness | <p>Brightness adjusts the luminance of the backlight.</p> <p>Push the  button to increase brightness and push the  button to decrease brightness (min 0 ~ max 100).</p> |
| | Contrast | <p>Adjust Brightness first, and then adjust Contrast only if further adjustment is necessary.</p> <p>Push the  button to increase contrast and push 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.</p> |
|  | Auto Adjust | <p>Even though your computer recognizes your monitor on startup, the Auto Adjustment function optimizes the display settings for use with your particular setup.</p> <p>Auto Adjustment allows the monitor to self-adjust to the incoming video signal. After using Auto Adjustment, you can further tune your monitor by using the Pixel Clock (Coarse) and Phase (Fine) controls under Image Settings.</p> |

Auto Adjustment in Progress...

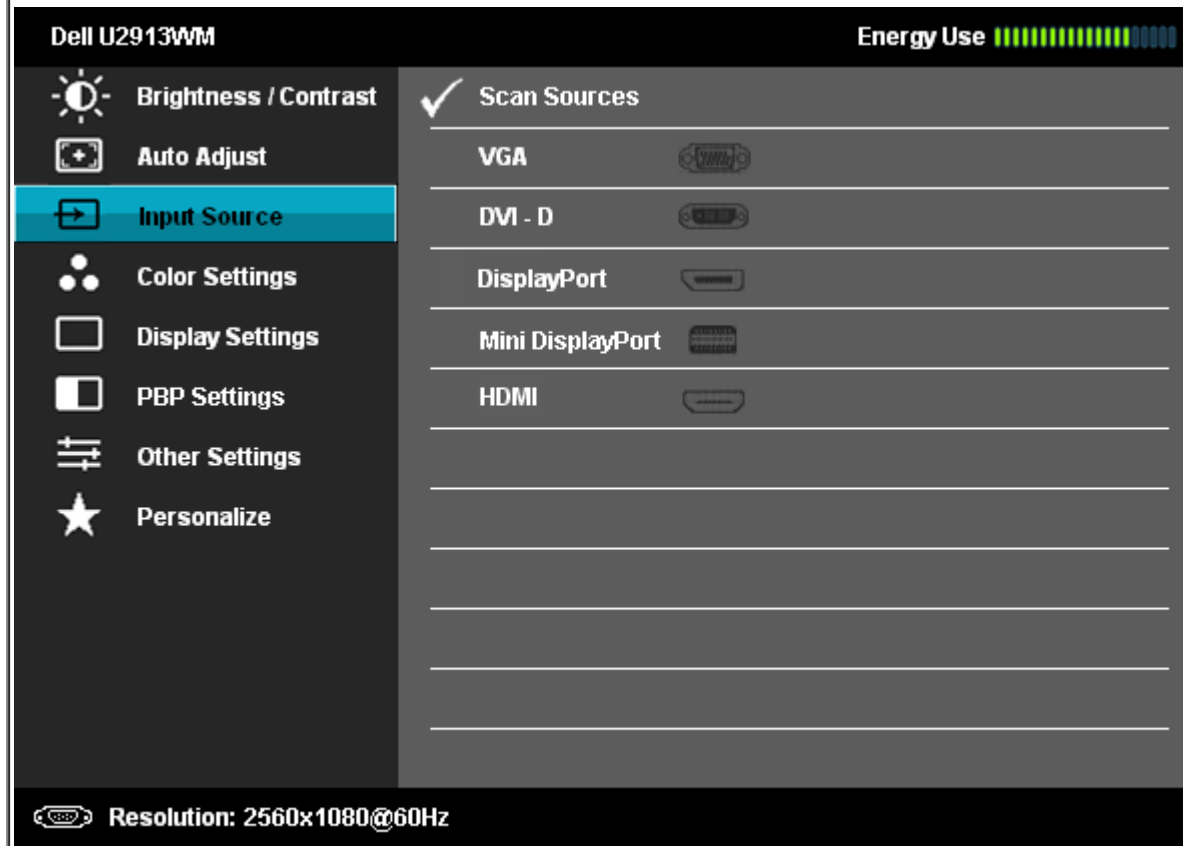
NOTE: In most cases, Auto Adjust produces the best image for your configuration.

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.




VGA

Select **VGA input** when you are using the analog (VGA) connector. Press the  to select the VGA input source.




DVI-D

Select **DVI-D input** when you are using the Digital (DVI) connector. Press the  to select the DVI input source.




DisplayPort

Select **DisplayPort input** when you are using the DisplayPort (DP) connector. Press the  to select the DisplayPort input source.




Mini DisplayPort

Select **Mini DisplayPort input** when you are using the Mini DisplayPort (DP) connector. Press the  to select the Mini DisplayPort input source.



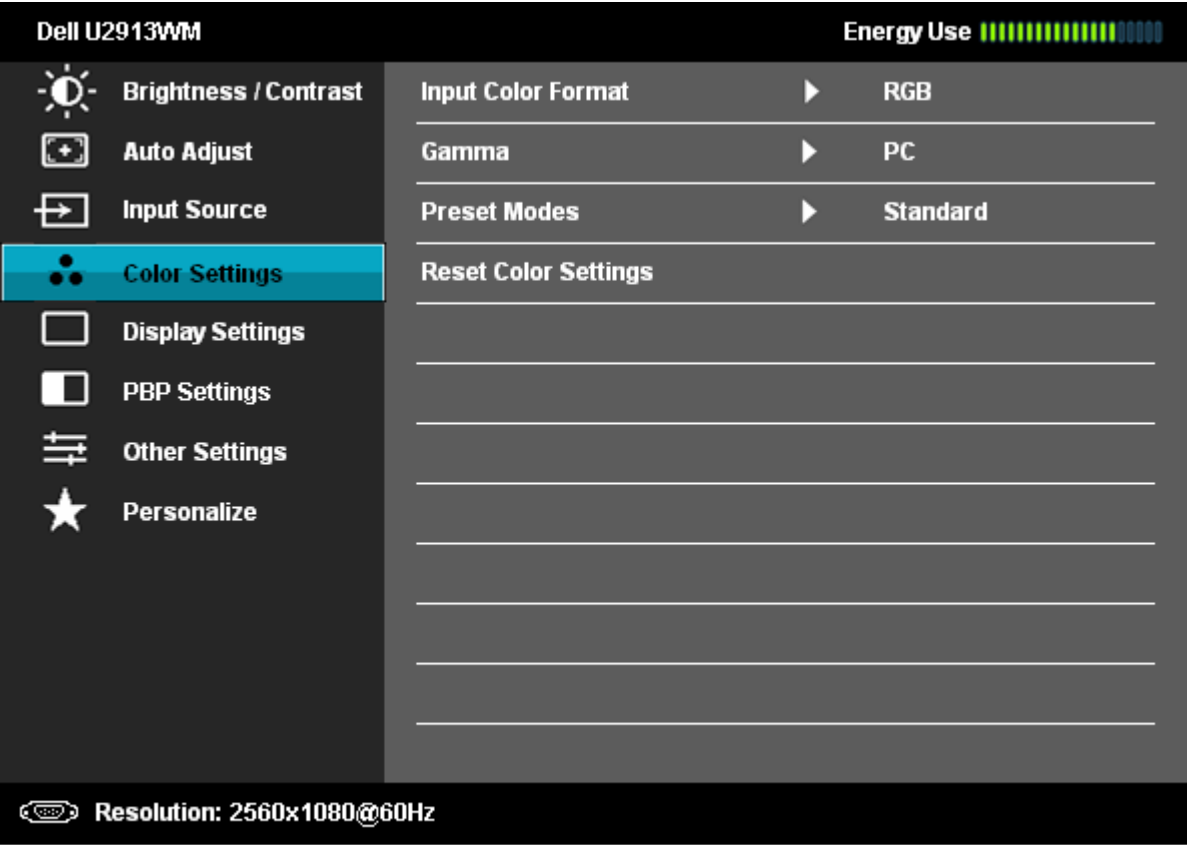
HDMI

Select **HDMI input** when you are using the HDMI connector. Press the  button to select the HDMI input source.



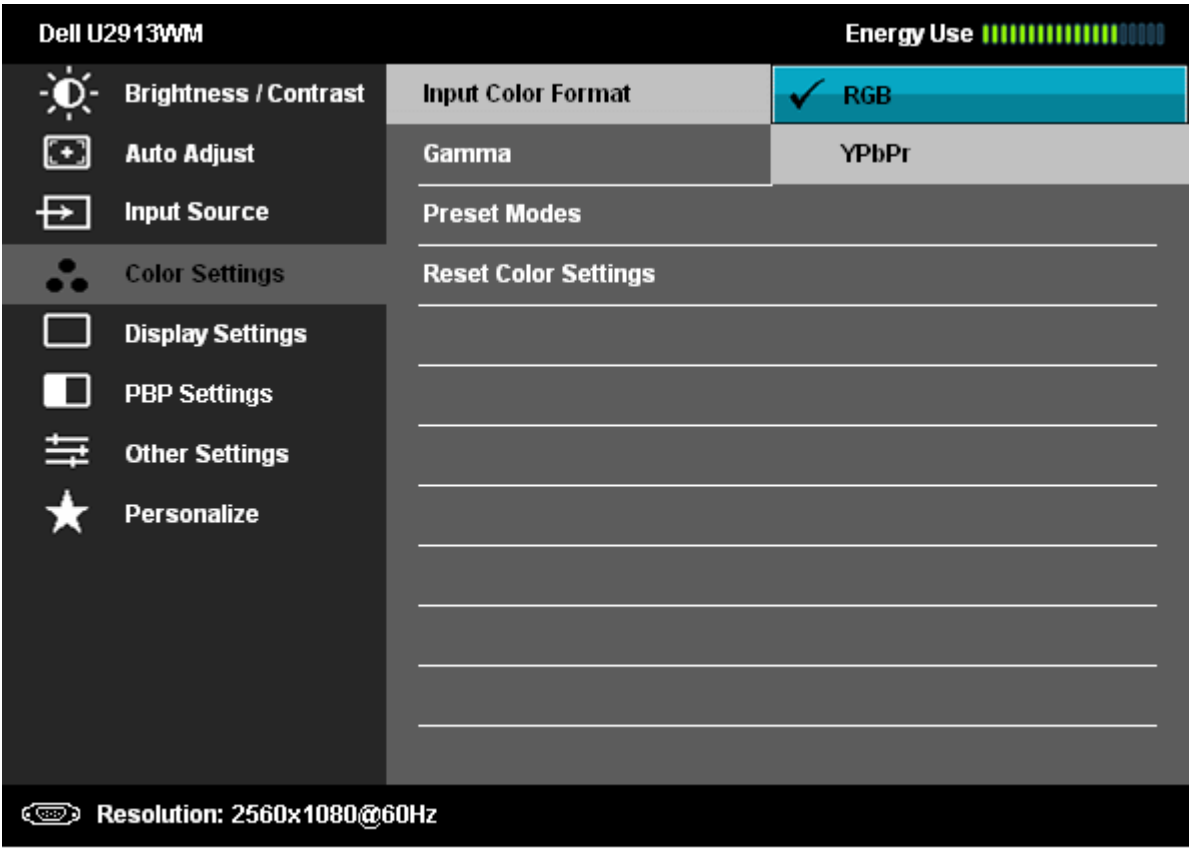
Color Settings

Use the **Color Settings** to adjust the color setting mode and color temperature.
There are different color setting sub-menus for VGA/DVI-D/HDMI/DisplayPort/Mini DisplayPort.



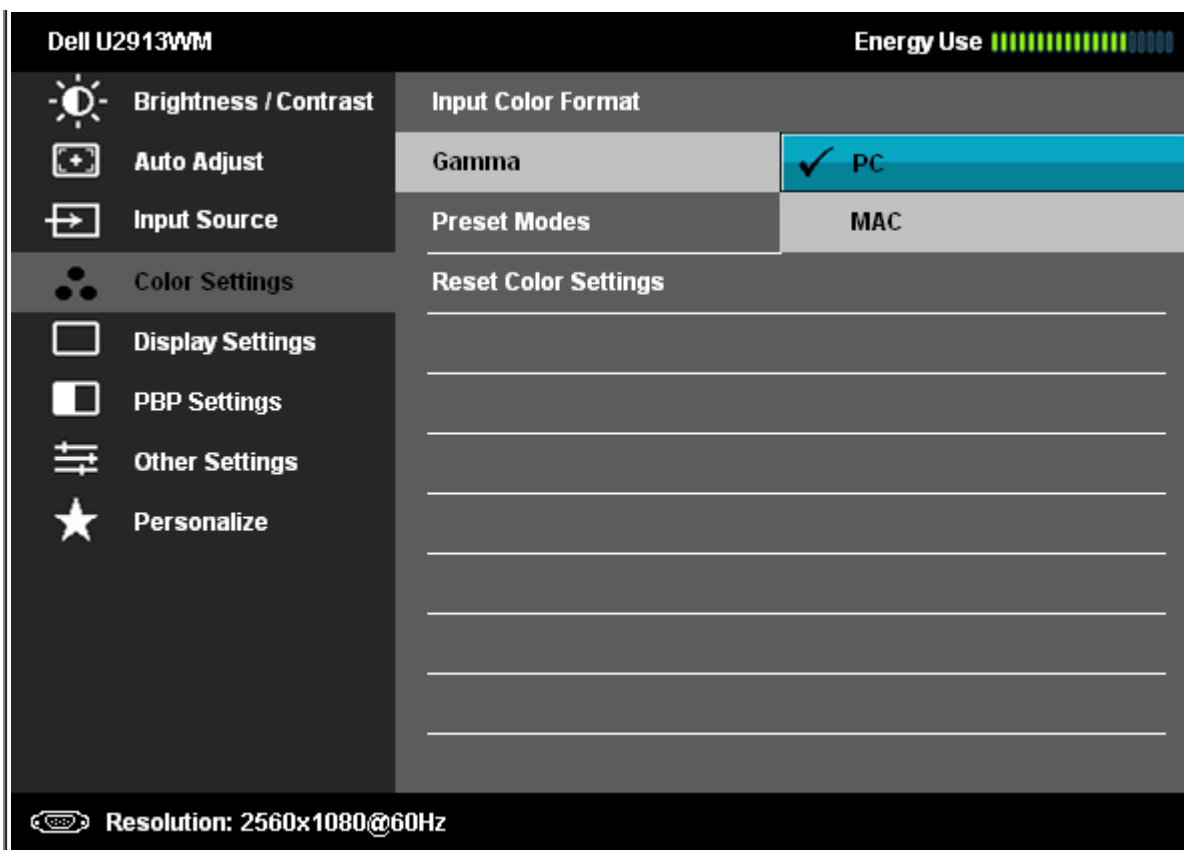
Input Color Format

Choose the RGB option if monitor is connected to a computer or a DVD using a VGA or DVI cable. Choose the YPbPr option if monitor is connected to a DVD by a YPbPr to VGA cable or if the DVD color output setting is not RGB.



Gamma

Allows you to set the color mode to PC or MAC.





Preset Modes


You can choose **Standard**, **Multimedia**, **Movie**, **Game**, **Paper**, **Color Temperature**, **sRGB** or **Custom Color**;


Dell U2913WM


Energy Use


Brightness / Contrast


Auto Adjust


Input Source

Color Settings

Display Settings

PBP Settings

Other Settings

Personalize

Input Color Format

Gamma

Preset Modes

Reset Color Settings

Multimedia

Movie


Game

Paper

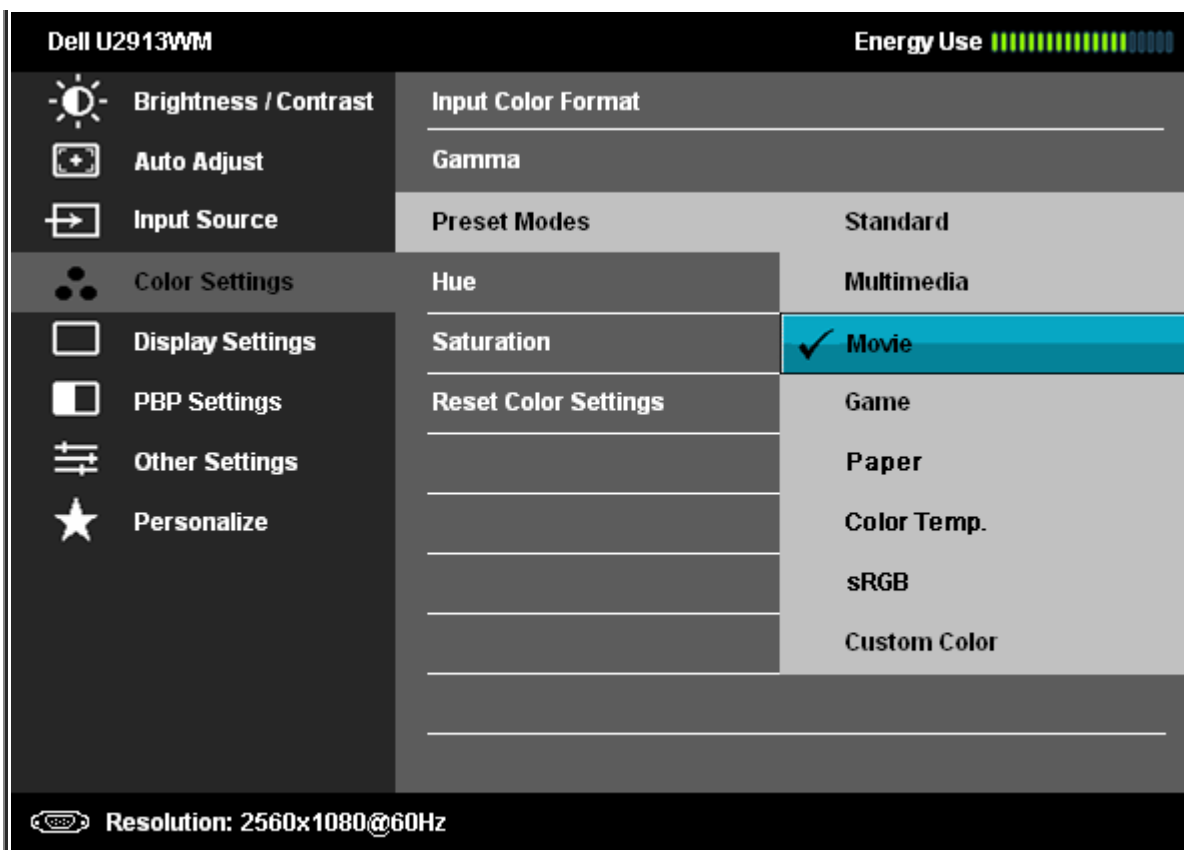
Color Temp.

sRGB

Custom Color

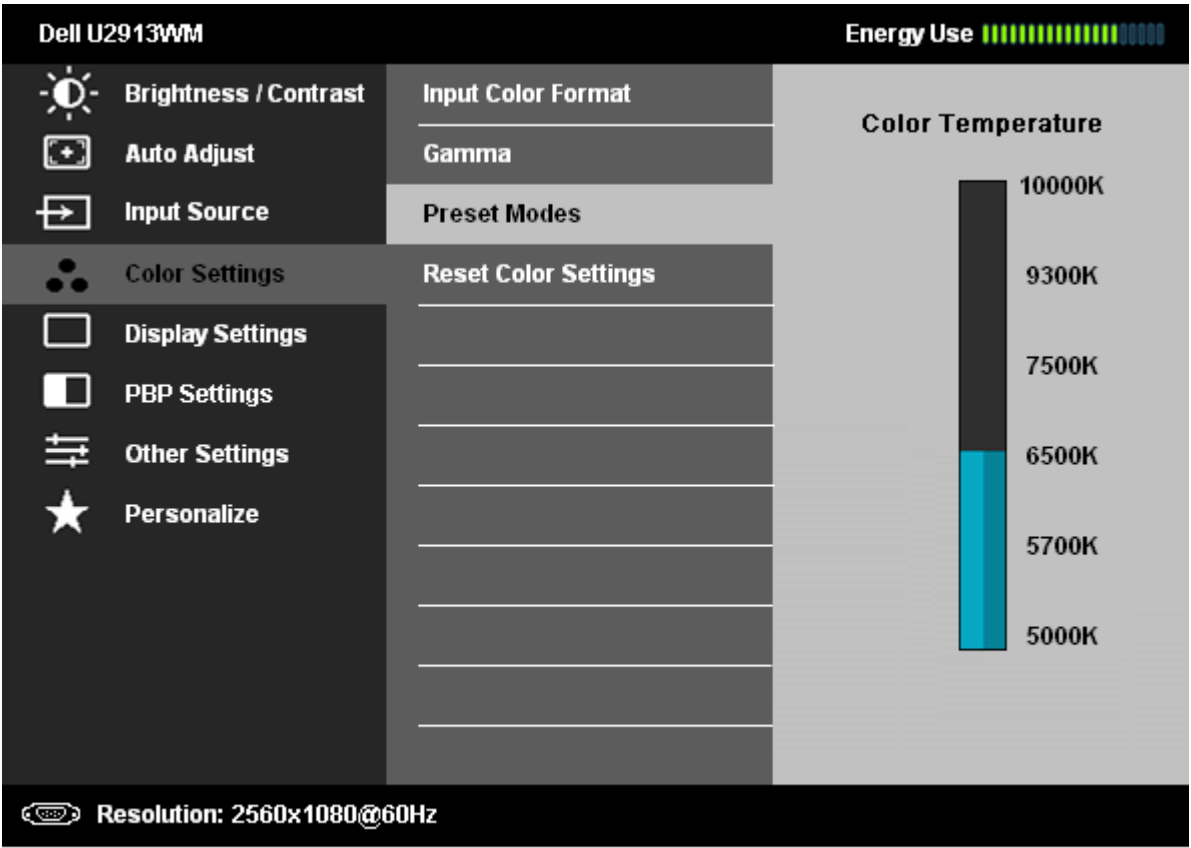
Resolution: 2560x1080@60Hz









- **Standard:** Loads the monitor's default color settings. This is the default preset mode.
- **Multimedia:** Loads color settings ideal for multimedia applications.
- **Movie:** Loads color settings ideal for most movie applications.
- **Game:** Loads color settings ideal for most gaming applications. User is advised to use game Preset mode to play games at all time.
- **Paper:** Loads brightness and sharpness settings ideal for viewing text. Blend the text background to simulate paper media without affecting color images.
- **Color Temperature:** The screen appears warmer with a red/yellow tint with slider set at 5,000K or cooler with blue tint with slider set at 10,000K.







- **sRGB**: Mode to emulate 72% NTSC color.
- **Custom Colorr**: Allows you to manually adjust the color settings. Press the  and  buttons to adjust the three colors (R, G, B) values and create your own preset color mode.

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 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 **Movie** and **Game** mode.

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 **Movie** and **Game** mode.

Reset Color Settings

Reset your monitor color settings to the factory settings.



Display Settings

Use the **Display Settings** to adjust image.

Dell U2913WM

Energy Use

Brightness / Contrast

Auto Adjust

Input Source

Color Settings

Display Settings

PBP Settings

Other Settings

Personalize

Aspect Ratio ▶ Wide 21:9

Horizontal Position ▶ 50

Vertical Position ▶ 50

Sharpness ▶ 50

Noise Reduction ▶ Low

Pixel Clock ▶ 50

Phase ▶ 50

Dynamic Contrast

Uniformity Compensation ▶ Off

Smart Video Enhance ▶ Movie

Display Info



Reset Display Settings

Resolution: 2560x1080@60Hz



Aspect Ratio

Adjust the image ratio as wide 21:9, 16:9, Auto Resize or 1:1.

Horizontal Position



Use the  or  to adjust image left or right. Minimum is '0' (-). Maximum is '100' (+).

Vertical Position

Use the  or  to adjust image up or down. Minimum is '0' (-). Maximum is '100' (+).

NOTE: Horizontal Position and Vertical Position Adjustments are only available for "VGA" input.

Sharpness

This feature can make the image look sharper or softer. Use  or  to adjust the sharpness from '0' to '100'.



Noise Reduction

Improve the motion picture quality by reducing noise on image edge.

NOTE: Noise Reduction is only available for Multimedia, Game and Movie modes.

Pixel Clock

The Phase and Pixel Clock adjustments allow you to adjust your monitor to your preference.

Use the  or  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 (fine), again.

NOTE: Pixel Clock and Phase Adjustments are only available for "VGA" input.

Dynamic Contrast

Dynamic Contrast adjusts the contrast ratio to 2,000,000 : 1.

Push the  button to select the Dynamic Contrast "On" or "Off" .

NOTE: Dynamic Contrast provides higher contrast if you choose **Game** mode and **Movie** mode.

Uniformity Compensation

Select screen brightness and color uniformity compensation settings.

Uniformity Compensation adjust different areas of the screen with respect to the center to achieve uniform brightness and color over the entire screen. For optimal screen performance, Brightness and Contrast for some preset modes (Standard, Color Temp, sRGB) will be disabled when Uniformity Compensation is turned on. When Uniformity Compensation is turn on, Energy Smart cannot be activated.

Smart Video Enhance

Press the  key to select the **Smart Video Enhance** "Movie" or "Advance" or "Off".

Smart Video Enhance automatically detects video(motion) in any window on the screen, and applies enhancements to the video. Only the video window is enhanced. Two different enhancement setting is available:

Movie - suitable for movie or multimedia video clips.

Advance - User adjustable setting.

NOTE: Smart Video Enhance (SVE) enhances one of the video windows (typically the largest), if multiple video windows are active on the screen.

NOTE: Smart Video Enhance is not available for "VGA" (Analog) input and in Game Preset mode.

Display Info

Displays the monitor's current settings.

Reset Display Settings

Select this option to restore default display settings.



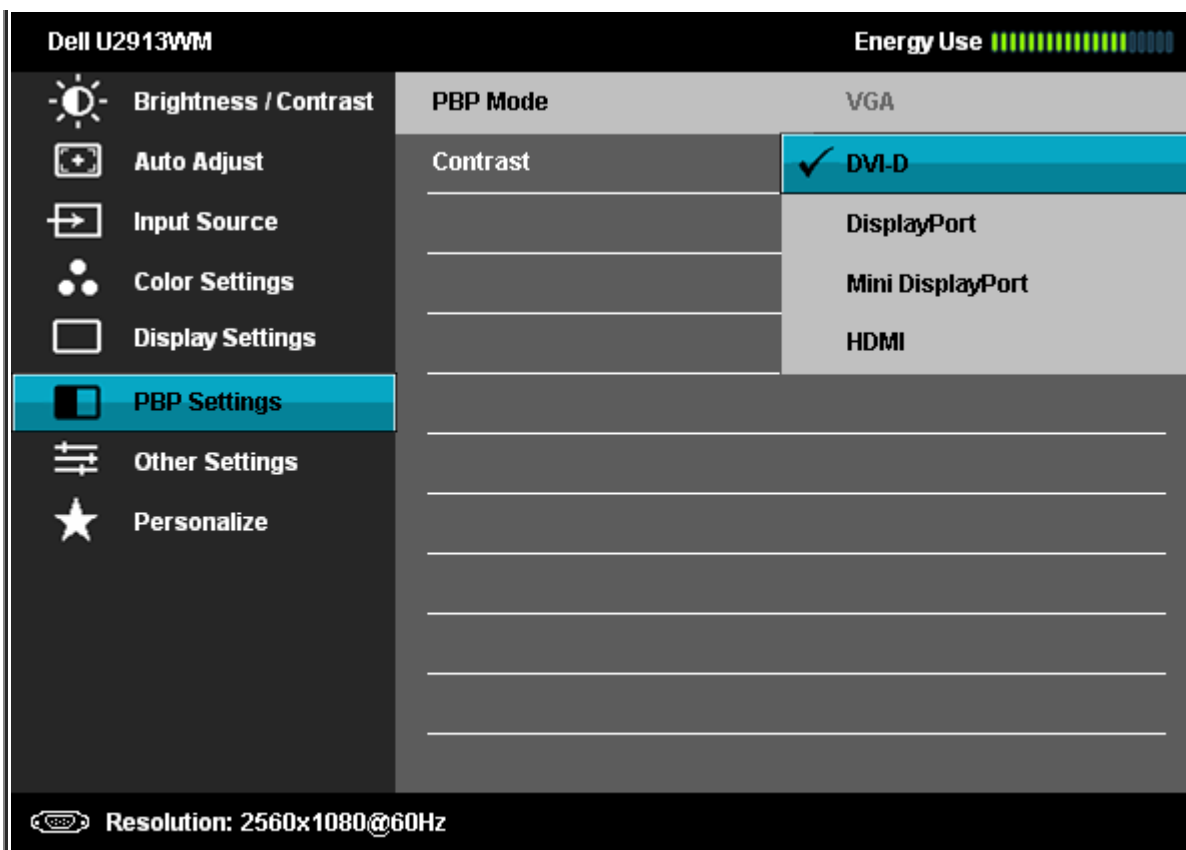
PBP Settings

This function brings up a window displaying image from another input source. Thus you can watch two images from different sources at the same time.

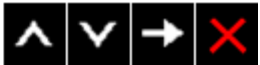
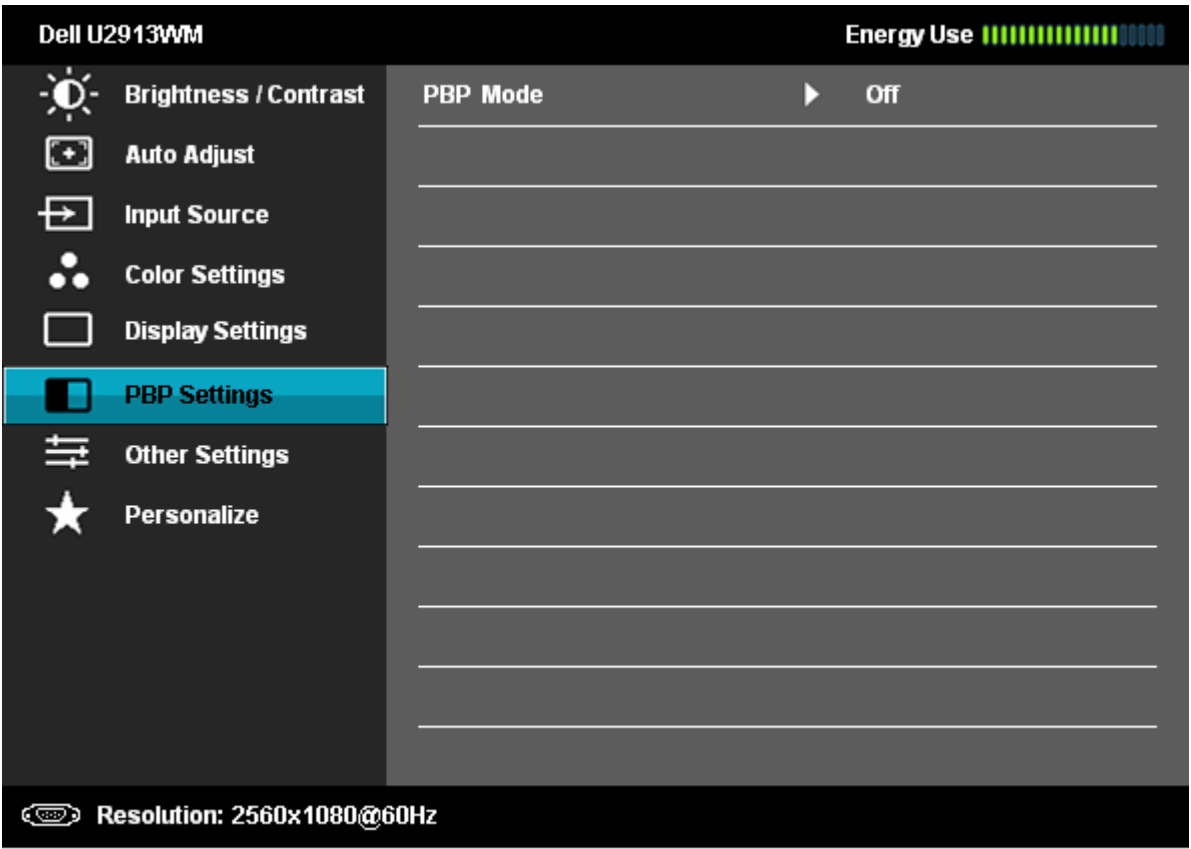
| Right-Window (select from input Source) | Left –window (select from PBP source) | | | | |
|---|---------------------------------------|-----|--------|----|------|
| | VGA | DVI | min-DP | DP | HDMI |
| VGA | | ✓ | ✓ | ✓ | ✓ |
| DVI | ✓ | | ✓ | ✓ | X |
| min-DP | ✓ | ✓ | | X | ✓ |
| DP | ✓ | ✓ | X | | ✓ |
| HDMI | ✓ | X | ✓ | ✓ | |

NOTE: The images under PBP will be displayed at the center of the left and right windows, will not occupy the full windows.

PBP submenu when PBP On

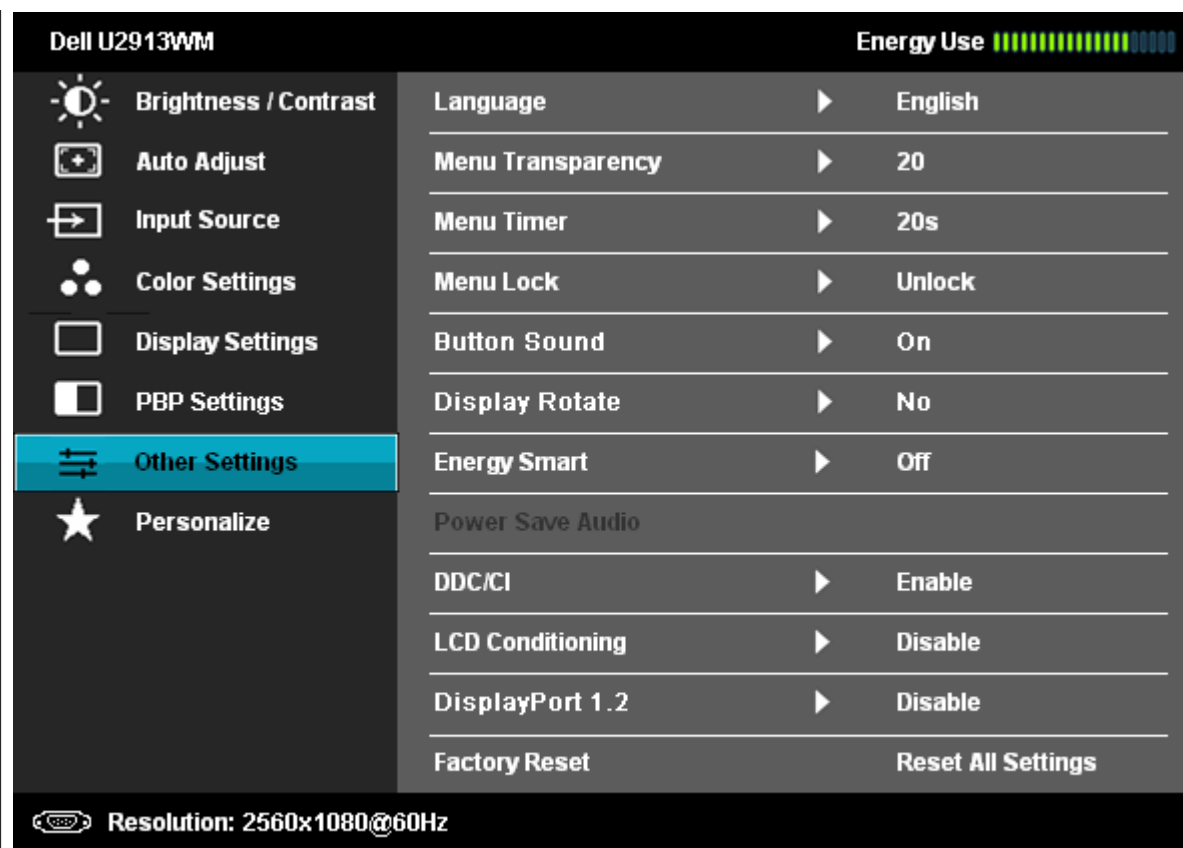






PBP submenu when PBP Off



| | |
|----------------|---|
| PBP Mode | To turn On or Off Picture by Picture (PBP). Select an input signal for Picture by Picture (PBP). (VGA/DVI/DisplayPort/Mini DisplayPort/HDMI). |
| Contrast | Adjust the contrast level of the picture in PBP Mode. |
| 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 remains on screen, and so on. |

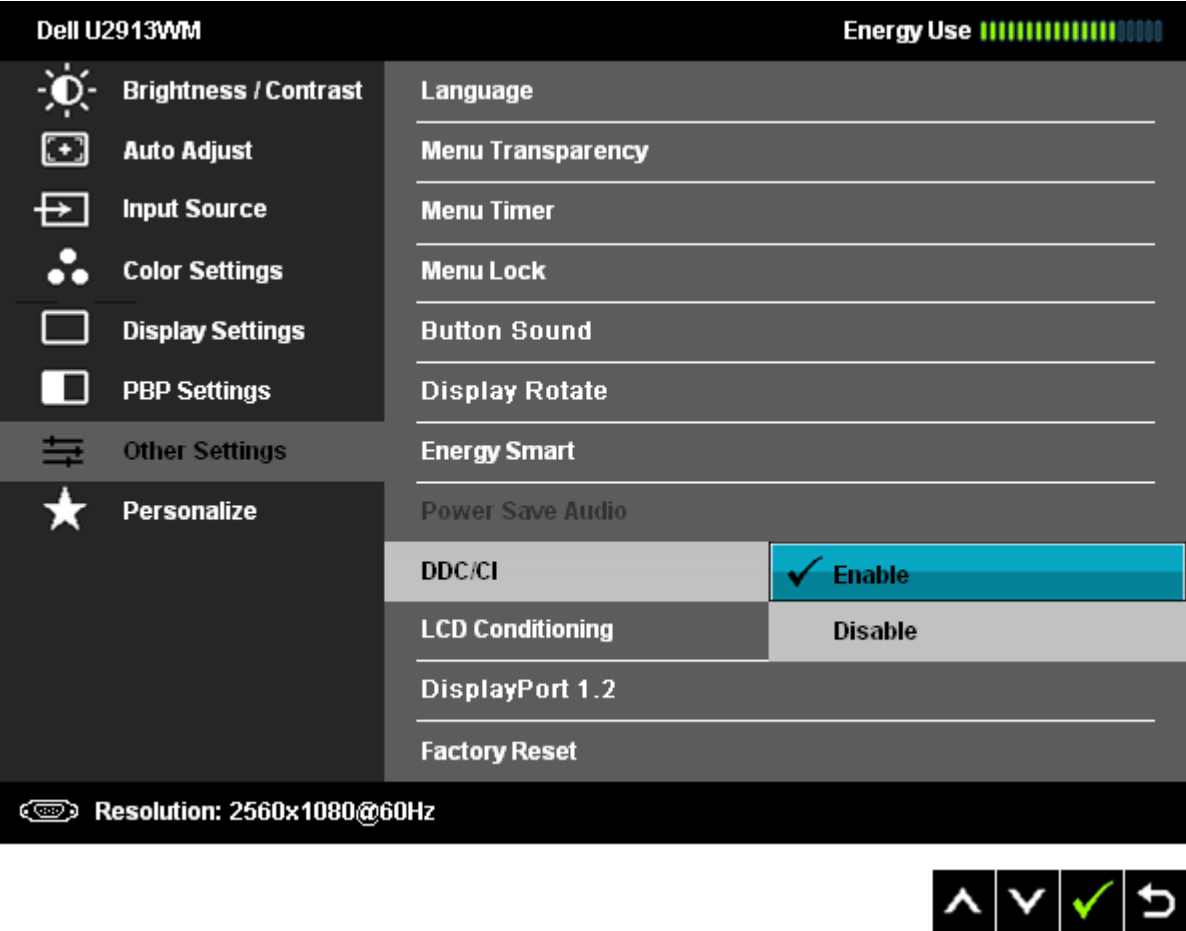




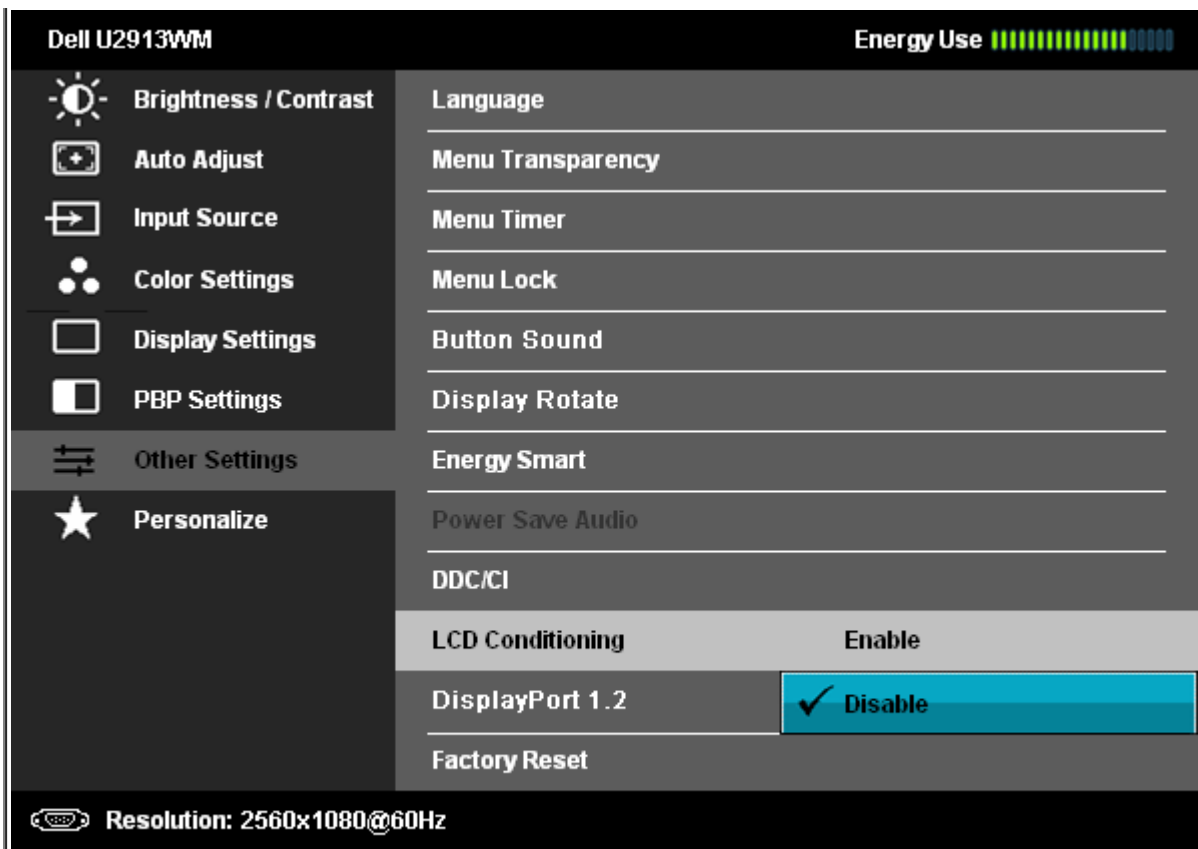
| | |
|-------------------|--|
| Language | Language option to set the OSD display to one of eight languages (English, Espanol, Francais, Deutsch, Brazilian Portuguese, Russian, Simplified Chinese or Japanese). |
| Menu Transparency | Select this option to change the menu transparency by pressing  and  buttons (Minimum: 0 ~ Maximum: 100). |
| Menu Timer | OSD Hold Time: Sets the length of time the OSD will remain active after the last time you pressed a button. Use the  or  to adjust the slider in 1 second increments, from 5 to 60 seconds. |
| Menu Lock | Controls user access to adjustments. When Lock is selected, no user adjustments are allowed. All buttons are locked. NOTE: Lock function – Either soft lock (through OSD menu) or hard lock (Press and hold the button above power button for 10 sec) Unlock function– Only hard unlock (Press and hold the button above power button for 10 sec) |
| Button Sound | The monitor beeps every time a new option is selected in the menu. This button enables or disables the sound. |
| Display Rotate | This display is equipped with a orientation sensor. Rotating the display from Landscape to 180° rotation (or back) will automatically trigger the OSD to be rotated accordingly. NOTE: Display Rotate is not available when PBP is On. |

| | |
|--------------|--|
| Energy Smart | <ul style="list-style-type: none"> When Energy Smart is switched On, the Brightness function shall be disabled. When the Energy Smart is Off, Brightness function shall be activated. The text and the icon of “Dynamic Contrast” shall be deactivated and grey out. When Energy Smart is On, the dynamic dimming feature automatically reduces the screen’s brightness level when the displayed image contains a high proportion of bright areas. When Energy Smart is On, The 'Energy Use indicator' on OSD menu should response to the changes in the screen content. |
|--------------|--|


| | |
|------------------|---|
| Power Save Audio | To turn On or Off Audio Power during Power Save mode. |
|------------------|---|

| | |
|--------|--|
| DDC/CI | <p>DDC/CI (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance etc) to be adjustable via software on your computer. You can disable this feature by selecting "Disable". Enable this feature for best user experience and optimum performance of your monitor.</p>  |
|--------|--|

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



DisplayPort 1.2

Press the  key to enable or disable DisplayPort 1.2.
To use the DP MST (Daisy Chain) or HBR2 feature, enable DP1.2.

NOTE: Ensure your Graphics Card can support these features before selecting DP1.2. Wrong setting may result in blank screen.

Factory Reset

Reset all OSD settings to the factory preset values.



Personalize

User can select from "Preset Modes", "Brightness/Contrast", "Auto Adjust", "Aspect Ratio", "Input Source" and set as shortcut key.

Dell U2913WM

Energy Use 



Brightness / Contrast



Auto Adjust



Input Source



Color Settings



Display Settings



PBP Settings



Other Settings



Personalize

Shortcut Key 1



Preset Modes

Shortcut Key 2



Brightness / Contrast

Reset Personalize

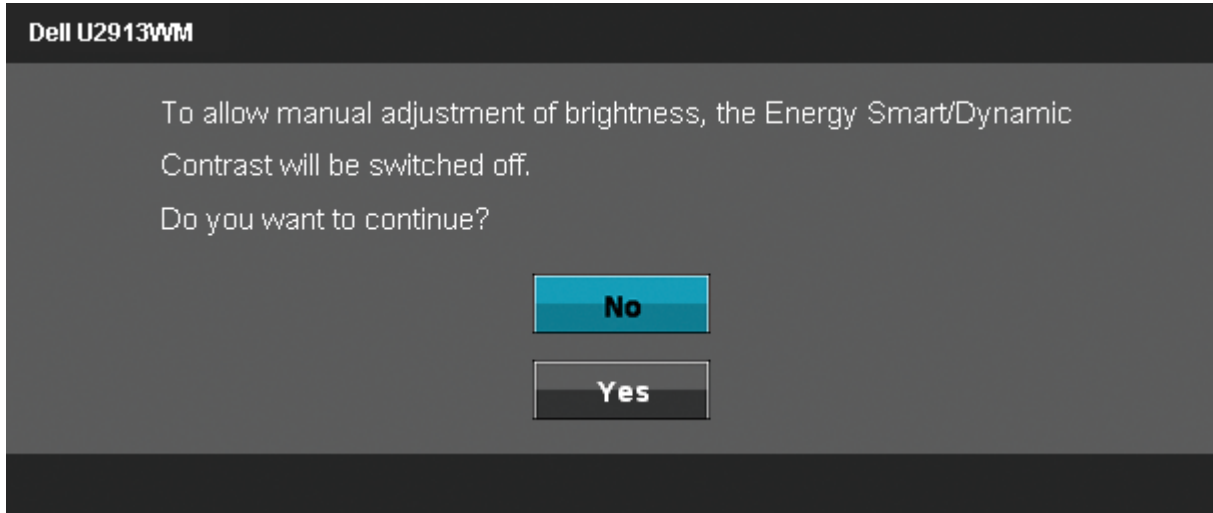


Resolution: 2560x1080@60Hz

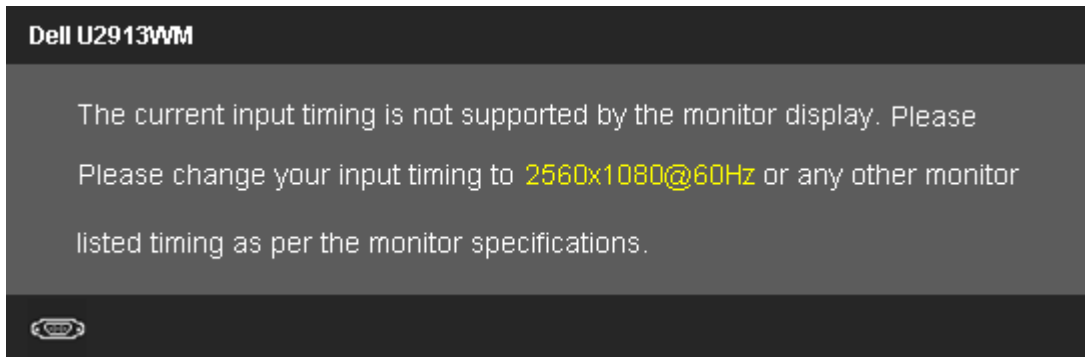


OSD Warning Messages

When Dynamic Contrast Feature is enabled (in these modes: Game and Movie), the manual brightness adjustment is disabled.

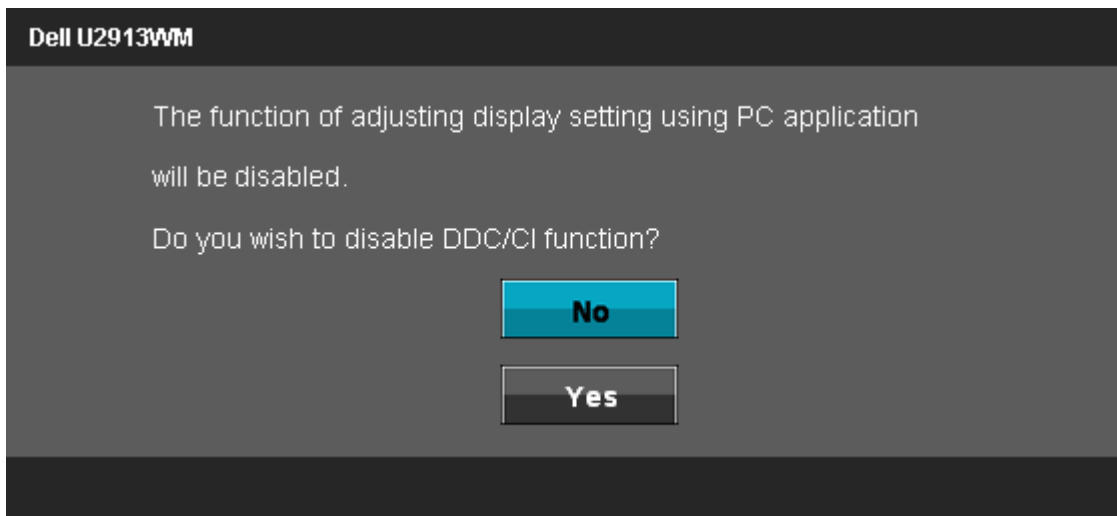


When the monitor does not support a particular resolution mode you will see the following message:

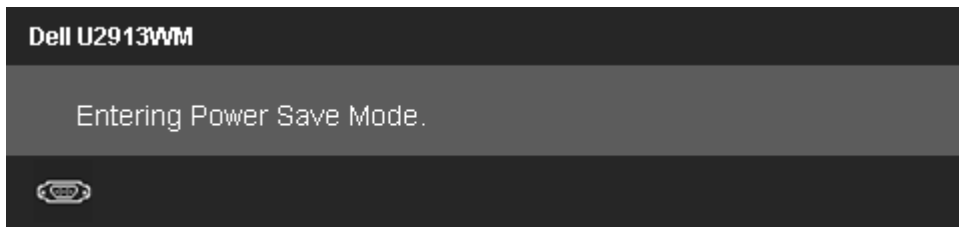


This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor Specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 2560 x 1080.

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



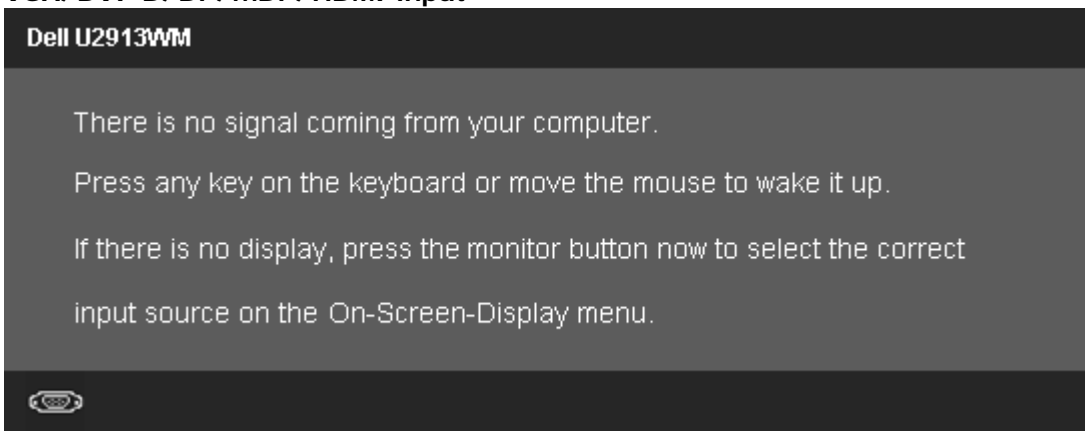
When monitor enters Power Save mode, the following message appears:



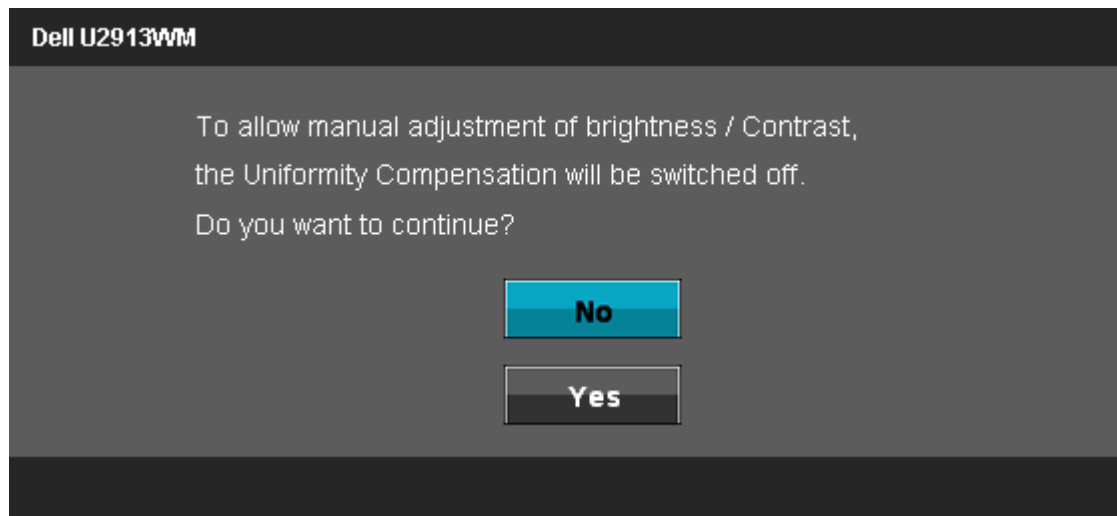
Activate the computer and wake up the monitor to gain access to the [OSD](#)

If you press any button other than the power button one of the following messages will appear depending on the selected input:

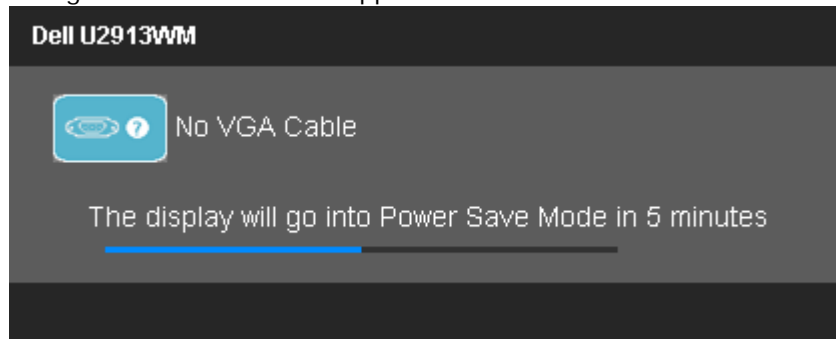
VGA/DVI -D/DP/mDP/HDMI input



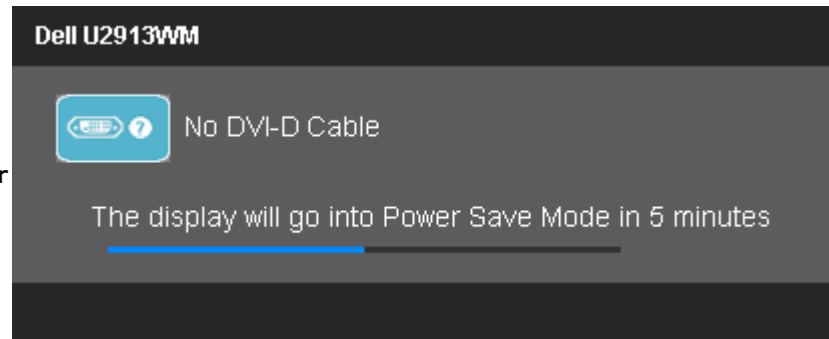
When Uniformity Compensation is set to "Calibrated" or "User", the manual brightness / contrast adjustment is disabled.



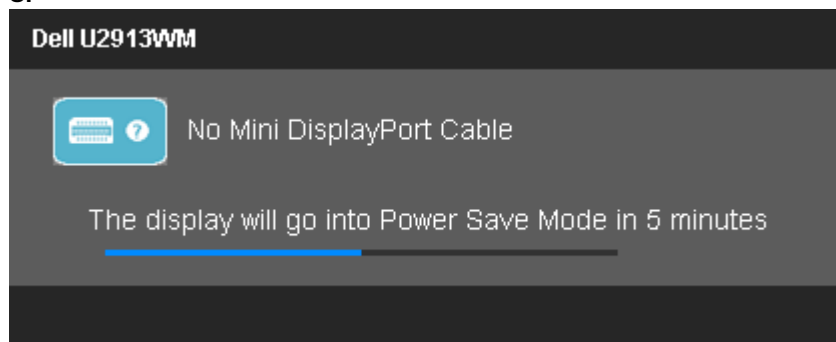
If either VGA/DVI-D/DisplayPort/mini DisplayPort/HDMI input is selected but corresponding VGA/DVI-D/DisplayPort/mini DisplayPort/HDMI cables is not connected, a floating dialog box as shown below appears.



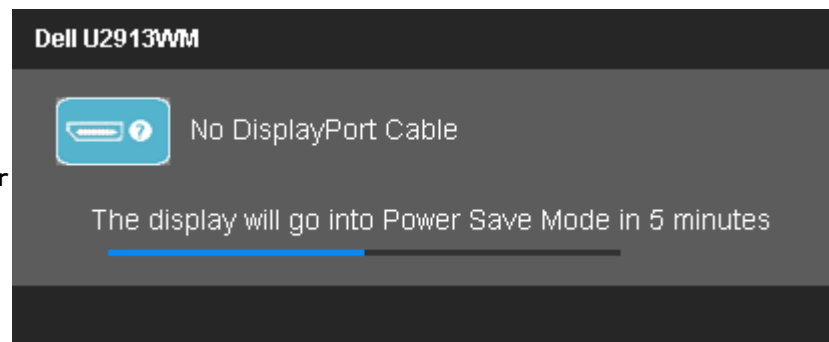
or



or



or



or

Dell U2913WM



No HDMI Cable

The display will go into Power Save Mode in 5 minutes

See [Solving Problemss](#) for more information.

Setting the Maximum Resolution

To set the Maximum resolution for the monitor:

In Windows Vista[®], Windows[®] 7 or Windows[®] 8:

1. For Windows[®] 8 only, select the **Desktop** tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen resolution**.
3. Click the Dropdown list of the Screen resolution and select **2560 x 1080**.
4. Click **OK**.

If you do not see 2560 x 1080 as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or portable computer:

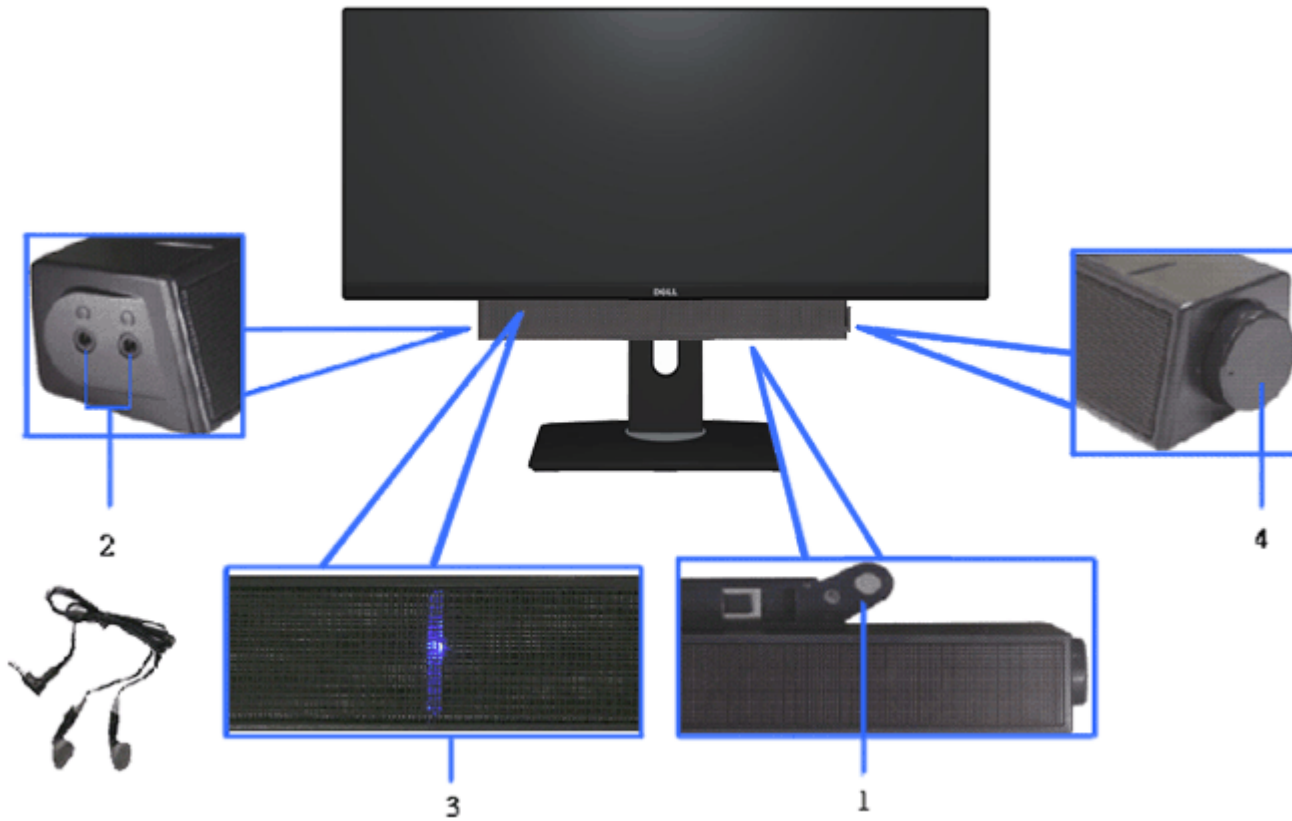
- Go to **support.dell.com**, enter your service tag, and download the latest driver for your graphics card.

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

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


Using the Dell Soundbar AX510/AX510PA only (Optional)

The Dell Soundbar is a stereo two channel system adaptable to mount on Dell Flat Panel Displays. The Soundbar has a rotary volume and on/off control to adjust the overall system level, a blue LED for power indication, and two audio headset jacks.



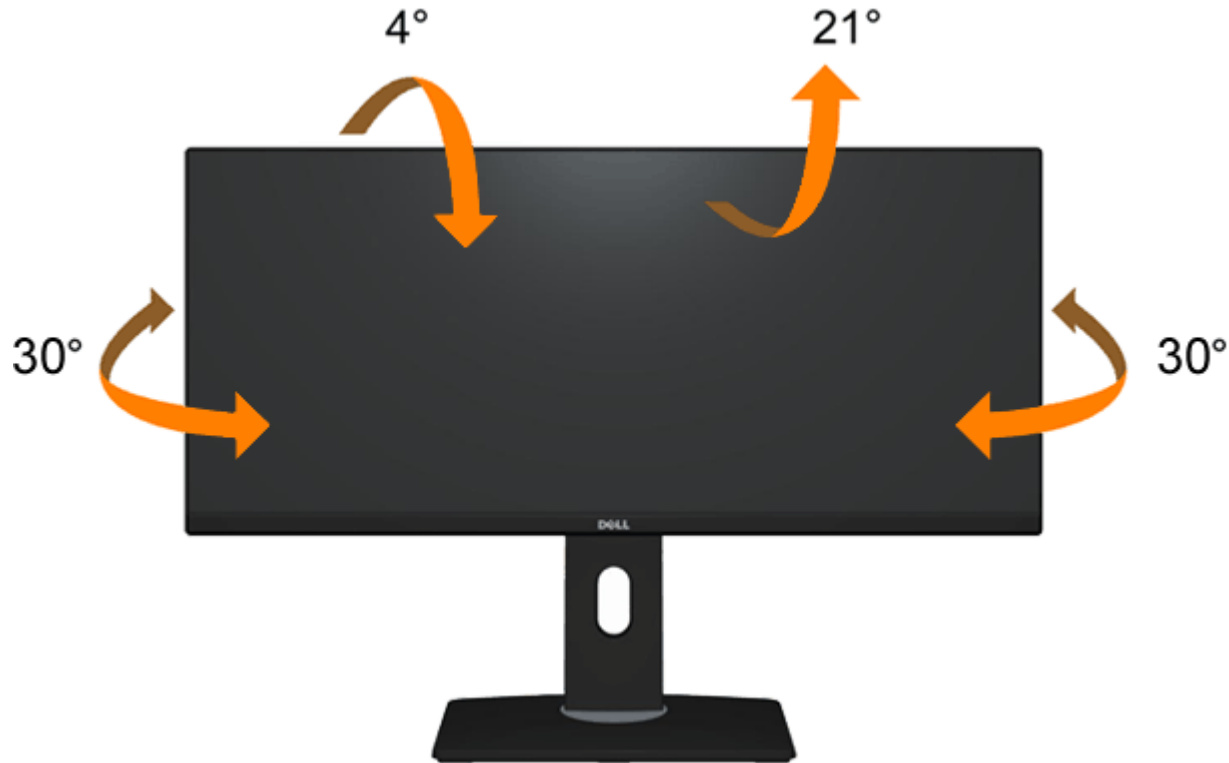
1. Attach mechanism
 2. Headphone jacks
 3. Power indicator
 4. Power/Volume control
-


Using the Tilt, Swivel, and Vertical Extension

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


Tilt, Swivel

With the built-in pedestal, you can tilt the monitor for the most comfortable viewing angle.



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

Vertical Extension

 **NOTE:** The stand extends vertically up to 130 mm. The figures below illustrate how to extend the stand vertically.




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Troubleshooting

Dell™ U2913WM Flat Panel Monitor User's Guide

- [Self-Test](#)
- [Built-in Diagnostics](#)
- [Common Problems](#)
- [Product Specific Problems](#)
- [Universal Serial Bus Specific Problems](#)
- [Dell Soundbar Problems](#)

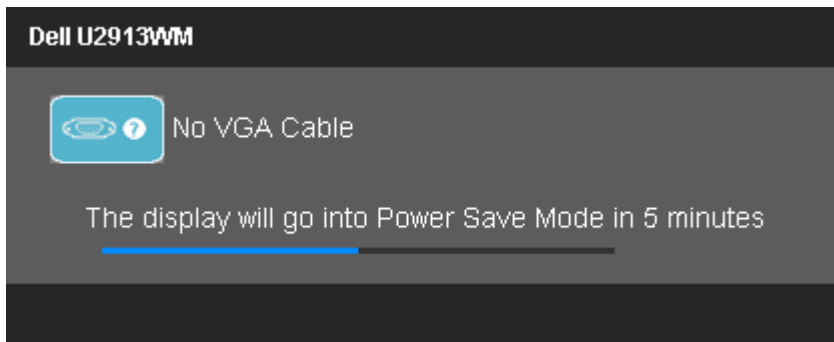
 **WARNING:** Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

Self-Test

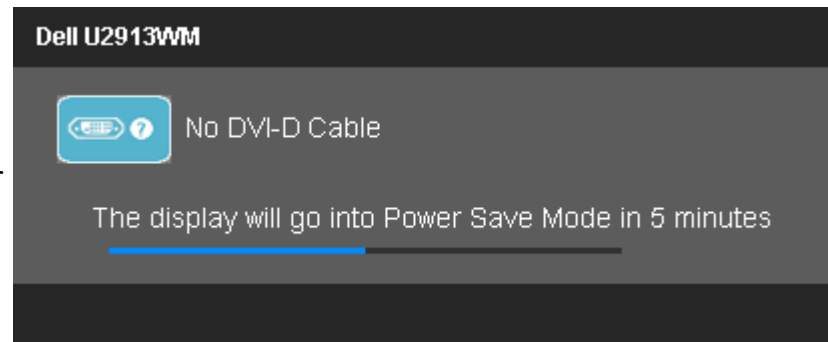
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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 all 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 white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.



or



or

Dell U2913WM



No Mini DisplayPort Cable

The display will go into Power Save Mode in 5 minutes



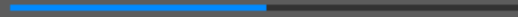
or

Dell U2913WM



No DisplayPort Cable

The display will go into Power Save Mode in 5 minutes



or

Dell U2913WM



No HDMI Cable

The display will go into Power Save Mode in 5 minutes




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

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

Built-in Diagnostics

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

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



To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3. Press and hold 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 gray, red, green, blue, black, white, and text screens.

The test is complete when the white screen appears. To exit, press the **Button 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 | <ul style="list-style-type: none">• 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. |


| | | |
|---------------------------|---------------------------------------|--|
| | | <ul style="list-style-type: none"> Ensure that the correct input source is selected via the Input Source Select button. |
| No Video/Power LED on | No picture or no brightness | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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. <p>NOTE: If you're using DVI connection, ensure that a Dual Link DVI cable is used (Supplied together with the monitor). Check for loose connection. Unplug & reconnect if required.</p> |
| Missing Pixels | LCD screen has spots | <ul style="list-style-type: none"> 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: www.dell.com/support/monitors. |
| Stuck-on Pixels | LCD screen has bright spots | <ul style="list-style-type: none"> Cycle power On-Off. Pixel that is permanently On 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: www.dell.com/support/monitors. |
| Brightness Problems | Picture too dim or too bright | <ul style="list-style-type: none"> Reset the monitor to Factory Settings. Auto Adjust via OSD. Adjust brightness & contrast controls via OSD. |
| Geometric Distortion | Screen not centered correctly | <ul style="list-style-type: none"> Reset the monitor to Factory Settings. Auto Adjust via OSD. Adjust horizontal & vertical controls via OSD. <p>NOTE: When using DVI-D input, the positioning adjustments are not available.</p> |
| Horizontal/Vertical Lines | Screen has one or more lines | <ul style="list-style-type: none"> 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. <p>NOTE: When using DVI-D input, the Pixel Clock and Phase adjustments are not available. NOTE: If you're using DVI connection, ensure that a Dual Link DVI cable is used (Supplied together with the monitor). Check for loose connection. Unplug & reconnect if required.</p> |

| | | |
|---|--|---|
| Synchronization Problems | Screen is scrambled or appears torn | <ul style="list-style-type: none"> 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 <i>safe mode</i>. <p>NOTE: If you're using DVI connection, ensure that a Dual Link DVI cable is used (Supplied together with the monitor). Check for loose connection. Unplug & reconnect if required.</p> |
| Safety Related Issues | Visible signs of smoke or sparks | <ul style="list-style-type: none"> Do not perform any troubleshooting steps. Contact Dell immediately. |
| Intermittent Problems | Monitor malfunctions on & off | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor. Check whether OSD is locked. If yes, press and hold button above power button for 10 seconds to unlock. See Menu Lock. |
| 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 | <ul style="list-style-type: none"> 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. |

| | | |
|--|---|---|
| | Composite input signal", or "No Component input signal" appears | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics. • The graphics card sometimes underscan /underscan in HDMI so you will not get a full screen, instead you will black borders for 4 sides. To overcome, the user is expected to adjust the overscan/underscan % in the graphics option. |

 **NOTE:** When choosing DVI-D/DP/mDP/HDMI 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 | <ul style="list-style-type: none"> • Check that your monitor is turned On. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Switch off and then turn on the monitor again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system. |
| USB 3.0 speed is slow | USB 3.0 peripherals working slowly or not working at all | <ul style="list-style-type: none"> • Check that your computer is USB 3.0 compatible. • Some computers have both USB 3.0 and USB 2.0 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 reseal 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 | <ul style="list-style-type: none"> • 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. |

| | | |
|-------------------------|--------------------------------------|--|
| | | <ul style="list-style-type: none"> • Decrease the volume of the audio application. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and reseal 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 | <ul style="list-style-type: none"> • 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 reseal the audio line-in plug. |
| Unbalanced Sound Output | Sound from only one side of Soundbar | <ul style="list-style-type: none"> • 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 reseal 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 | <ul style="list-style-type: none"> • 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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Appendix

Dell™ U2913WM Flat Panel Monitor User's Guide

- [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 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 get online monitor support content:

1. Visit www.dell.com/support/monitors

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.
-

Setting Up Your Monitor

Dell™ U2913WM 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 **2560 x 1080** again.



NOTE: If you are unable to set the resolution to 2560 x 1080, please contact Dell™ to inquire about a Graphics Adapter that supports these resolutions.

Setting Up Your Monitor

Dell™ U2913WM Flat Panel Monitor

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

In Windows Vista®, Windows® 7 or Windows® 8:

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 **2560 x 1080** again.



NOTE: If you are unable to set the resolution to 2560 x 1080, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 2560 x 1080.
