

Dell USB-C Monitor

P2219HC/P2419HC/P2719HC

User's Guide

Model: P2219HC/P2419HC/P2719HC
Regulatory model: P2219HCb/P2419HCb/P2719HCt





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



CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



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

Copyright © 2018-2019 Dell Inc. or its subsidiaries. All rights reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

2019 – 05

Rev. A02

Contents

| | |
|--|-----------|
| About Your Monitor | 5 |
| Package Contents | 5 |
| Product Features | 6 |
| Identifying Parts and Controls | 7 |
| Monitor Specifications | 11 |
| Plug-and-Play | 26 |
| LCD Monitor Quality and Pixel Policy | 26 |
| Setting Up the Monitor | 27 |
| Attaching the stand | 27 |
| Using the Tilt, Swivel, and Vertical Extension | 28 |
| Connecting Your Monitor | 30 |
| Organizing Your Cables | 32 |
| Removing the Monitor Stand | 33 |
| Wall Mounting (Optional) | 34 |
| Operating the Monitor | 35 |
| Turning on the Monitor | 35 |
| Using the Front Panel Controls | 35 |
| Front-Panel Button | 37 |
| Using the On-Screen Display (OSD) Menu | 38 |




| | |
|--|-----------|
| Troubleshooting | 53 |
| Self-Test | 53 |
| Built-in Diagnostics | 54 |
| Always On USB Type-C Charging | 55 |
| Common Problems | 57 |
| Product Specific Problems | 59 |
| Universal Serial Bus (USB) Specific Problems | 60 |
| Appendix | 61 |
| Safety Instructions | 61 |
| FCC Notices (U.S. only) and Other Regulatory Information | 61 |
| Contacting Dell | 61 |
| Setting Up Your Monitor | 62 |
| Maintenance Guidelines | 64 |

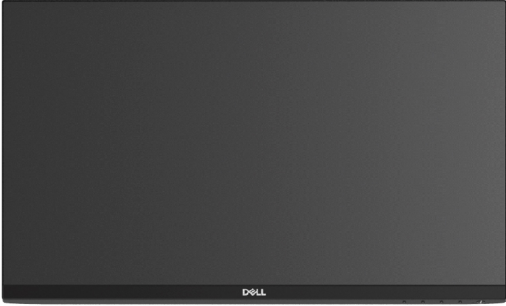

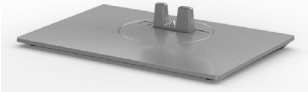



About Your Monitor




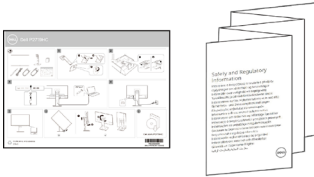
Package Contents

Your monitor ships with the components shown below. Make sure 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.

| | |
|---|---------------------------------|
|  | Monitor |
|  | Stand riser |
|  | Stand base |
|  | Power cable (varies by country) |



| | |
|---|--|
|  | USB Type-C cable (C to C) |
|  | DP cable |
|  | Cable Tie |
|  | <ul style="list-style-type: none"> • Quick Setup Guide • Safety, Environmental, and Regulatory Information |

Product Features

The Dell P2219HC/P2419HC/P2719HC monitor has an active matrix, thinfilm transistor (TFT), liquid crystal display (LCD), and LED backlight. The monitor features include:

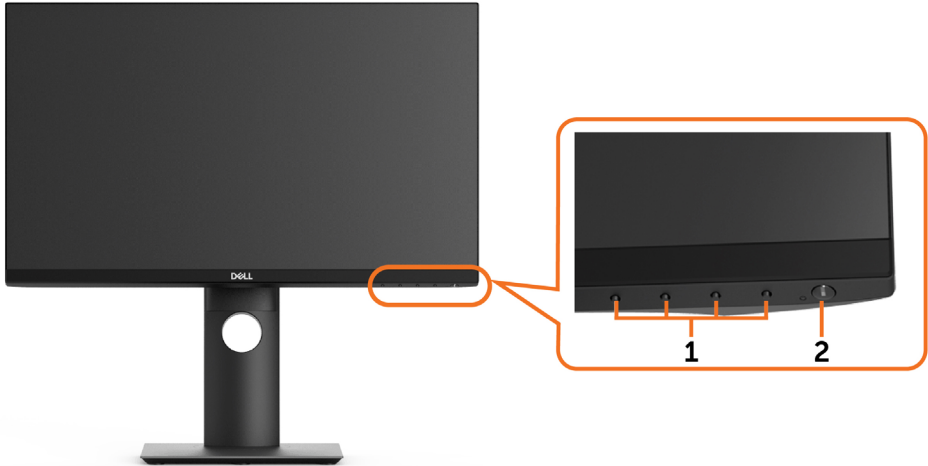
- **P2219HC:** 54.6 cm (21.5-inch) viewable area display (measured diagonally). 1920 x 1080 resolution with full-screen support for lower resolutions.
- **P2419HC:** 60.5 cm (23.8-inch) viewable area display (measured diagonally). 1920 x 1080 resolution with full-screen support for lower resolutions.
- **P2719HC:** 68.6 cm (27.0-inch) viewable area display (measured diagonally). 1920 x 1080 resolution with full-screen support for lower resolutions.
- Color gamut of 72% NTSC.
- Tilt, swivel, height and rotate adjustment capabilities.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Digital connectivity with DisplayPort and HDMI.
- Equipped with 4 USB downstream ports.
- Single USB Type-C to supply power to compatible notebook while receiving video signal.
- Plug and play capable if supported by your system.
- Minimize eye discomfort with a flicker-free screen.
- The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, including eye fatigue or digital eye strain. ComfortView feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.
- On-screen display (OSD) adjustments for easy setup and screen optimization.
- Security lock slot.



- Stand lock.
- Energy Gauge shows the energy level being consumed by the monitor in real time.
- Arsenic-free glass and Mercury-free for the panel only.
- 0.3 W standby power when in the sleep mode.

Identifying Parts and Controls

Front view



| Label | Description |
|-------|---|
| 1 | Function buttons (For more information, see Operating the Monitor) |
| 2 | Power on/off button (with LED indicator) |



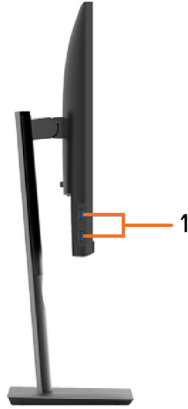
Back View



| Label | Description | Use |
|-------|--|--|
| 1 | VESA mounting holes (100 mm x 100 mm - behind attached VESA Cover) | Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm). |
| 2 | Regulatory label | Lists the regulatory approvals. |
| 3 | Stand release button | Releases stand from the monitor. |
| 4 | Security lock slot | Secures monitor with security lock (sold separately). |
| 5 | Barcode, serial number, and Service Tag label | Refer to this label if you need to contact Dell for technical support. |
| 6 | Cable-management slot | Use to organize cables by inserting them through the slot. |



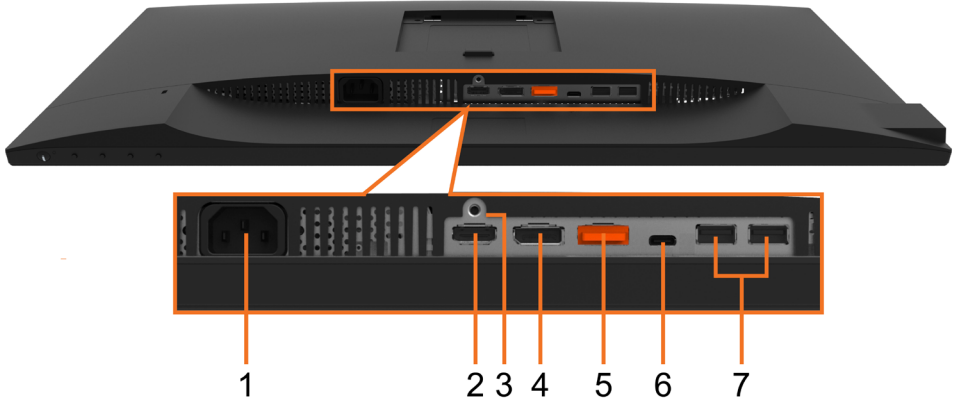
Side View




| Label | Description | Use |
|-------|--------------------------|---|
| 1 | USB downstream ports (2) | Connect your USB device. NOTE: You can only use this connector after you have connected the USB Type-C cable to the computer and USB Type-C connector on the monitor. |



Bottom View



| Label | Description | Use |
|-------|---|---|
| 1 | Power connector | Connect the power cable. |
| 2 | HDMI connector | Connect your computer with HDMI cable (sold separately). |
| 3 | Stand lock feature | To lock the stand to the monitor using a M3 x 6 mm screw (screw not included). |
| 4 | DP connector (in) | Connect your computer with DisplayPort cable. |
| 5 | DP connector (out)  | DP 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 ”. NOTE: Remove the rubber plug when using DP out connector. |
| 6 | USB Type-C connector | You can attach the monitor to a computer using a USB Type-C cable to get the monitor experience as below: support data transmission speed up to USB 3.1. Display resolution up to 1920x1080@60Hz on DisplayPort™ 1.2 alternate mode. Power delivery of 20V/3.25A, 15V/3A, 9V/3A, 5V/3A. NOTE: USB Type-C is not supported on versions of Windows prior to Windows 10. |
| 7 | USB downstream ports (2) | Connect your USB device. NOTE: You can only use this connector after you have connected the USB Type-C cable to the computer and USB Type-C connector on the monitor. |



Monitor Specifications

| Model | P2219HC | P2419HC |
|---|---|--|
| Screen type | Active matrix - TFT LCD | |
| Panel Type | In-Plane Switching Technology | |
| Aspect ratio | 16:9 | |
| Viewable image dimensions | | |
| Diagonal | 546.10 mm (21.5 inches) | 604.52 mm (23.8 inches) |
| Active Area | | |
| Horizontal | 476.06 mm (18.74 inches) | 527.04 mm (20.75 inches) |
| Vertical | 267.79 mm (10.54 inches) | 296.46 mm (11.67 inches) |
| Area | 127484.10 mm ² (197.60 inches ²) | 156246.27 mm ² (242.18 inches ²) |
| Pixel pitch | 0.248 mm x 0.248 mm | 0.275 mm x 0.275 mm |
| Pixel per inch (PPI) | 102 | 92 |
| Viewing angle | | |
| Horizontal | 178° (typical) | |
| Vertical | 178° (typical) | |
| Brightness | 250 cd/m ² (typical) | |
| Contrast ratio | 1000 to 1 (typical) | |
| Faceplate coating | Anti-Glare with 3H hardness | |
| Backlight | LED Edgelight system | |
| Response Time (Gray to Gray) | 8 ms (NORMAL mode) 5 ms (FAST mode) | |
| Color depth | 16.7 million colors | |
| Color gamut | 72% (CIE1931) NOTE: Color gamut (typical) is based on CIE1976 (82%) and CIE1931 (72%) test standards. | |
| Connectivity | <ul style="list-style-type: none"> • 1 HDMI port • 1 DP(in) port • 1 DP(out) port • 1 USB Type-C port • 2 USB 2.0 downstream ports (rear) • 2 USB 3.0 downstream ports (side) | |
| Border width (edge of monitor to active area) | 5.62 mm (Top/Left/ Right) 19.99 mm (Bottom) | 5.38 mm (Top/Left/ Right) 20.31 mm (Bottom) |
| Adjustability | | |



| | |
|--|---|
| Height adjustable stand | 130 mm |
| Tilt | -5° to 21° |
| Swivel | -45° to 45° |
| Pivot | -90° to 90° |
| Dell Display Manager (DDM) Compatibility | Easy Arrange and other key features |
| Security | Security lock slot (cable lock sold separately) |

| | |
|------------------------------|---|
| Model | P2719HC |
| Screen type | Active matrix - TFT LCD |
| Panel Type | In-Plane Switching Technology |
| Aspect ratio | 16:9 |
| Viewable image dimensions | |
| Diagonal | 686 mm (27 inches) |
| Active Area | |
| Horizontal | 597.88 mm (23.54 inches) |
| Vertical | 336.31 mm (13.24 inches) |
| Area | 201073.02 mm ² (311.66 inches ²) |
| Pixel pitch | 0.3114 mm x 0.3114 mm |
| Pixel per inch (PPI) | 81.59 |
| Viewing angle | |
| Horizontal | 178° (typical) |
| Vertical | 178° (typical) |
| Brightness | 300 cd/m ² (typical) |
| Contrast ratio | 1000 to 1 (typical) |
| Faceplate coating | Anti-Glare with 3H hardness |
| Backlight | LED Edgelight system |
| Response Time (Gray to Gray) | 14 ms (typical) 8 ms (NORMAL mode) 5 ms (FAST mode) |
| Color depth | 16.7 million colors |
| Color gamut | 72% (CIE1931) NOTE: Color gamut (typical) is based on CIE1976 (82%) and CIE1931 (72%) test standards. |



| | |
|---|---|
| Connectivity | <ul style="list-style-type: none"> • 1 HDMI port • 1 DP(in) port • 1 DP(out) port • 1 USB Type-C port • 2 USB 2.0 downstream ports (rear) • 2 USB 3.0 downstream ports (side) |
| Border width (edge of monitor to active area) | 6.0 mm (Top/Left/Right) 20.7 mm (Bottom) |
| Adjustability | |
| Height adjustable stand | 130 mm |
| Tilt | -5° to 21° |
| Swivel | -45° to 45° |
| Pivot | -90° to 90° |
| Dell Display Manager (DDM) Compatibility | Easy Arrange and other key features |
| Security | Security lock slot (cable lock sold separately) |

Resolution Specifications

| | |
|---|--|
| Horizontal scan range | 30 kHz to 83 kHz (automatic) |
| Vertical scan range | 56 Hz to 76 Hz (automatic) |
| Maximum preset resolution | 1920 x 1080 at 60 Hz |
| Video input capabilities (HDMI & DP playback) | 480i, 480p, 576i, 576p, 720p, 1080i, 1080p |



Preset Display Modes

| Display Mode | Horizontal Frequency (kHz) | Vertical Frequency (Hz) | Pixel Clock (MHz) | Sync Polarity (Horizontal/Vertical) |
|-------------------|----------------------------|-------------------------|-------------------|-------------------------------------|
| VESA, 640 x 480 | 31.5 | 60.0 | 25.2 | -/- |
| VESA, 640 x 480 | 37.5 | 75.0 | 31.5 | -/- |
| IBM, 720 x 400 | 31.5 | 70.0 | 28.3 | -/+ |
| 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, 1600 x 900 | 60.0 | 60.0 | 108.0 | +/+ |
| VESA, 1920 x 1080 | 67.5 | 60.0 | 148.5 | +/+ |

MST Multi-Stream Transport (MST) Modes

| MST Source Monitor | Maximum number of external monitors that can be supported |
|--------------------|---|
| | 1920 x 1080/60 Hz |
| 1920 x 1080/60 Hz | 1 (Use USB Type-C) 3 (Use DP) |

NOTE: Maximum external monitor resolution supported is 1920x1080 60Hz only.

Electrical Specifications

| Model | P2219HC/P2419HC |
|--------------------------------------|---|
| Video input signals | <ul style="list-style-type: none"> • HDMI 1.4, 600 mV for each differential line, 100 ohm input impedance per differential pair • DisplayPort 1.2, 600 mV for each differential line, 100 ohm input impedance per differential pair • USB Type-C, 600mV for each differential line, 90 ohm input impedance per differential pair |
| AC Input voltage/ frequency/ current | 100-240 VAC / 50 or 60 Hz ± 3 Hz / 1.5A (typical) |
| Inrush current | <ul style="list-style-type: none"> • 120 V: 40 A (Max.) at 0 °C (cold start) • 240 V: 80 A (Max.) at 0 °C (cold start) |



| | |
|--------------------------------------|---|
| Model | P2719HC |
| Video input signals | <ul style="list-style-type: none"> • HDMI 1.4, 600 mV for each differential line, 100 ohm input impedance per differential pair • DisplayPort 1.2, 600 mV for each differential line, 100 ohm input impedance per differential pair • USB Type-C, 600mV for each differential line, 90 ohm input impedance per differential pair |
| AC Input voltage/ frequency/ current | 100-240 VAC / 50 or 60 Hz \pm 3 Hz / 1.6A (typical) |
| Inrush current | <ul style="list-style-type: none"> • 120 V: 30 A (Max.) at 0 °C (cold start) • 220 V: 60 A (Max.) at 0 °C (cold start) |

Physical Characteristics

| Model | P2219HC | P2419HC |
|---------------------------------------|---|---|
| Signal cable type | <ul style="list-style-type: none"> • Digital: DisplayPort, 20 pins • Digital: HDMI, 19 pins • Digital: USB Type-C, 24 pins | |
| Dimensions (with stand) | | |
| Height (extended) | 472.04 mm (18.58 inches) | 486.11 mm (19.14 inches) |
| Height (compressed) | 353.42 mm (13.91 inches) | 356.11 mm (14.02 inches) |
| Width | 487.3 mm (19.19 inches) | 537.8 mm (21.17 inches) |
| Depth | 166.0 mm (6.54 inches) | 166.0 mm (6.54 inches) |
| Dimensions (without stand) | | |
| Height | 293.4 mm (11.55 inches) | 322.15 mm (12.68 inches) |
| Width | 487.3 mm (19.19 inches) | 537.8 mm (21.17 inches) |
| Depth | 41.3 mm (1.63 inches) | 42.8 mm (1.69 inches) |
| Stand dimensions | | |
| Height (extended) | 400.80 mm (15.78 inches) | 400.80 mm (15.78 inches) |
| Height (compressed) | 353.42 mm (13.91 inches) | 353.42 mm (13.91 inches) |
| Width | 206.0 mm (8.11 inches) | 206.0 mm (8.11 inches) |
| Depth | 166.0 mm (6.54 inches) | 166.0 mm (6.54 inches) |
| Base | 206.0 mm x 166.0 mm (8.11 inches x 6.54 inches) | 206.0 mm x 166.0 mm (8.11 inches x 6.54 inches) |
| Weight | | |
| Weight with packaging | 6.43 kg (14.18 lb) | 7.26 kg (16.01 lb) |
| Weight with stand assembly and cables | 4.99 kg (11.00 lb) | 5.45 kg (12.02 lb) |



| | | |
|--|-----------------------|-----------------------|
| Weight without stand assembly (For wall mount or VESA mount considerations - no cables) | 3.05 kg (6.72 lb) | 3.52 kg (7.76 lb) |
| Weight of stand assembly | 1.64 kg (3.62 lb) | 1.65 kg (3.63 lb) |
| Front frame gloss | 2-4 (only front chin) | 2-4 (only front chin) |

| | | |
|--|---|--|
| Model | P2719HC | |
| Signal cable type | <ul style="list-style-type: none"> • Digital: DisplayPort, 20 pins • Digital: HDMI, 19 pins • Digital: USB Type-C, 24 pins | |
| Dimensions (with stand) | | |
| Height (extended) | 524.3 mm (20.64 inches) | |
| Height (compressed) | 394.3 mm (15.52 inches) | |
| Width | 609.9 mm (24.01 inches) | |
| Depth | 185.0 mm (7.28 inches) | |
| Dimensions (without stand) | | |
| Height | 363.0 mm (14.29 inches) | |
| Width | 609.9 mm (24.01 inches) | |
| Depth | 42.8 mm (1.69 inches) | |
| Stand dimensions | | |
| Height (extended) | 418.4 mm (16.47 inches) | |
| Height (compressed) | 371.0 mm (14.61 inches) | |
| Width | 245.0 mm (9.65 inches) | |
| Depth | 185.0 mm (7.28 inches) | |
| Base | 245.0 mm x 185.0 mm (9.65 inches x 7.28 inches) | |
| Weight | | |
| Weight with packaging | 9.36 kg (20.64 lb) | |
| Weight with stand assembly and cables | 6.94 kg (15.30 lb) | |
| Weight without stand assembly (For wall mount or VESA mount considerations - no cables) | 4.67 kg (10.30 lb) | |
| Weight of stand assembly | 1.93 kg (4.25 lb) | |
| Front frame gloss | 2-4 (only front chin) | |



Environmental Characteristics

| Model | P2219HC | P2419HC |
|---------------------|---|---|
| Temperature | | |
| Operating | 0°C to 40°C (32°F to 104°F) | |
| Non-operating | <ul style="list-style-type: none"> • Storage: -20 °C to 60 °C (-4 °F to 140 °F) • Shipping: -20 °C to 60 °C (-4 °F to 140 °F) | |
| Humidity | | |
| Operating | 20% to 80% (non-condensing) | |
| Non-operating | <ul style="list-style-type: none"> • Storage: 10% to 90% (non-condensing) • Shipping: 10% to 90% (non-condensing) | |
| Altitude | | |
| Operating | 5,000 m (16,404 ft) (maximum) | |
| Non-operating | 12,192 m (40,000 ft) (maximum) | |
| Thermal dissipation | <ul style="list-style-type: none"> • 403 BTU/hour (maximum) • 58 BTU/hour (typical) | <ul style="list-style-type: none"> • 407 BTU/hour (maximum) • 62 BTU/hour (typical) |

| Model | P2719HC |
|---------------------|---|
| Temperature | |
| Operating | 0°C to 40°C (32°F to 104°F) |
| Non-operating | <ul style="list-style-type: none"> • Storage: -20 °C to 60 °C (-4 °F to 140 °F) • Shipping: -20 °C to 60 °C (-4 °F to 140 °F) |
| Humidity | |
| Operating | 20% to 80% (non-condensing) |
| Non-operating | <ul style="list-style-type: none"> • Storage: 10% to 90% (non-condensing) • Shipping: 10% to 90% (non-condensing) |
| Altitude | |
| Operating | 5,000 m (16,404 ft) (maximum) |
| Non-operating | 12,192 m (40,000 ft) (maximum) |
| Thermal dissipation | <ul style="list-style-type: none"> • 427 BTU/hour (maximum) • 89 BTU/hour (typical) |

Compliant standards

| | |
|-------------------------------|---|
| ENERGY STAR Certified Monitor | yes |
| EPEAT | EPEAT registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country. |
| TCO Certified Displays | yes |
| RoHS Compliant | yes |



| | |
|---|-----|
| BFR/PVC free Monitor (excluding external cables) | yes |
|---|-----|

Power Management Modes

If you have VESA's DPM-compliant video 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 the 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.

P2219HC

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power Consumption |
|------------------|-----------------|---------------|--------|--------------------|-------------------------------------|
| Normal operation | Active | Active | Active | White | 118 W (maximum)** 17 W (typical) |
| Active-off mode | Inactive | Inactive | Off | White (Glowing) | Less than 0.3 W*** |
| Switch off | - | - | - | Off | Less than 0.3 W |

| Energy Star | Power Consumption |
|-------------|-------------------|
| P_{ON} | 15.57 W |
| E_{TEC} | 50.59 kWh |

P2419HC

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power Consumption |
|------------------|-----------------|---------------|--------|--------------------|-------------------------------------|
| Normal operation | Active | Active | Active | White | 119 W (maximum)** 18 W (typical) |
| Active-off mode | Inactive | Inactive | Off | White (Glowing) | Less than 0.3 W*** |
| Switch off | - | - | - | Off | Less than 0.3 W |

| Energy Star | Power Consumption |
|-------------|-------------------|
| P_{ON} | 16.73 W |
| E_{TEC} | 54.14 kWh |

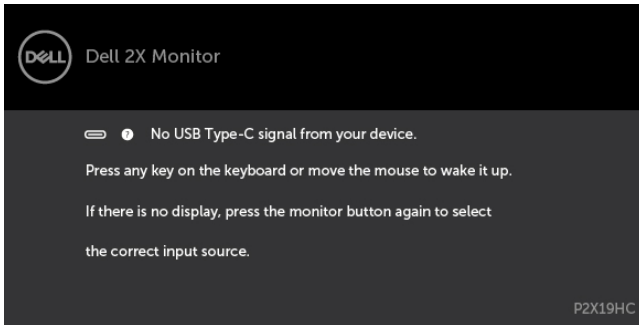


P2719HC

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power Consumption |
|------------------|-----------------|---------------|--------|--------------------|-------------------------------------|
| Normal operation | Active | Active | Active | White | 125 W (maximum)** 26 W (typical) |
| Active-off mode | Inactive | Inactive | Off | White (Glowing) | Less than 0.3 W*** |
| Switch off | - | - | - | Off | Less than 0.3 W |

| Energy Star | Power Consumption |
|------------------|-------------------|
| P _{ON} | 16.82 W |
| E _{TEC} | 52.99 kWh |

The OSD operates only in the normal operation mode. If you press any button in the active-off mode, the following message is displayed:




*Zero power consumption in OFF mode can only be achieved by disconnecting the AC mains cable from the monitor.

**Maximum power consumption with maximum luminance.

***Test data is measured based on no USB Type-C cable attached condition.

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

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

 **NOTE:** These monitors are ENERGY STAR certified.



 **NOTE:**

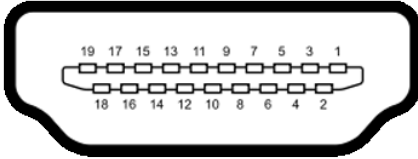
P_{ON}: Power consumption of on mode as defined in Energy Star 7.0 version.

E_{TEC}: Total energy consumption in kWh as defined in Energy Star 7.0 version.



Pin Assignments

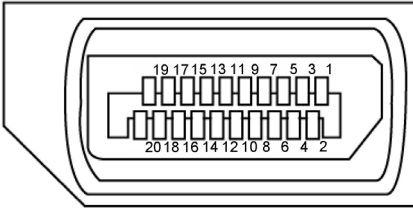
HDMI connector



| Pin number | 19-pin side of the connected signal cable |
|------------|---|
| 1 | TMDS DATA 2+ |
| 2 | TMDS DATA 2 SHIELD |
| 3 | TMDS DATA 2- |
| 4 | TMDS DATA 1+ |
| 5 | TMDS DATA 1 SHIELD |
| 6 | TMDS DATA 1- |
| 7 | TMDS DATA 0+ |
| 8 | TMDS DATA 0 SHIELD |
| 9 | TMDS DATA 0- |
| 10 | TMDS CLOCK+ |
| 11 | TMDS CLOCK SHIELD |
| 12 | TMDS CLOCK- |
| 13 | CEC |
| 14 | Reserved (N.C. on device) |
| 15 | DDC CLOCK (SCL) |
| 16 | DDC DATA (SDA) |
| 17 | DDC/CEC Ground |
| 18 | +5 V POWER |
| 19 | HOT PLUG DETECT |



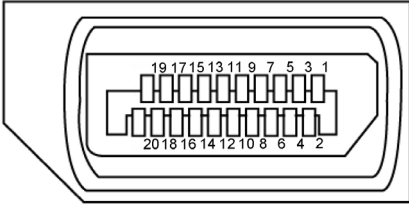
DP connector (in)



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



DP connector (out)

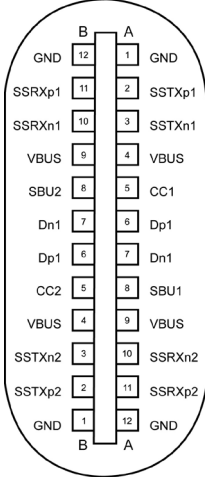


| Pin number | 20-pin side of the connected signal cable |
|------------|---|
| 1 | ML0(p) |
| 2 | GND |
| 3 | ML0(n) |
| 4 | ML1(p) |
| 5 | GND |
| 6 | ML1(n) |
| 7 | ML2(p) |
| 8 | GND |
| 9 | ML2(n) |
| 10 | ML3(p) |
| 11 | GND |
| 12 | ML3(n) |
| 13 | CONFIG1 |
| 14 | CONFIG2 |
| 15 | AUX CH(p) |
| 16 | GND |
| 17 | AUX CH(n) |
| 18 | Hot Plug Detect |
| 19 | Return |
| 20 | DP_PWR |



USB Type-C connector

USB Type-C receptacle



typically connected to a charger through a Type-C cable


| Pin | Signal | Pin | Signal |
|------------|--------|------------|--------|
| A1 | GND | B12 | GND |
| A2 | SSTXp1 | B11 | SSRXp1 |
| A3 | SSTXn1 | B10 | SSRXn1 |
| A4 | VBUS | B9 | VBUS |
| A5 | CC1 | B8 | SBU2 |
| A6 | Dp1 | B7 | Dn1 |
| A7 | Dn1 | B6 | Dp1 |
| A8 | SBU1 | B5 | CC2 |
| A9 | VBUS | B4 | VBUS |
| A10 | SSRXn2 | B3 | SSTXn2 |
| A11 | SSRXp2 | B2 | SSTXp2 |
| A12 | GND | B1 | GND |



Universal Serial Bus (USB)

This section gives you information about the USB ports that are available on the monitor. Your computer has the following USB ports:

- 2 downstream - left side USB 3.0
- 2 downstream - bottom side USB 2.0

 **NOTE:** The monitor's USB ports work only when the monitor is on or in the 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.

 **NOTE:** This monitor is Super-Speed USB 3.0 and High-Speed USB 2.0 compatible.

USB 3.0

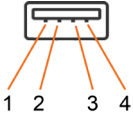
| Transfer speed | Data rate | Power consumption |
|----------------|-----------|-------------------------|
| SuperSpeed | 5 Gbps | 4.5 W (Max., each port) |
| Hi-Speed | 480 Mbps | 4.5 W (Max., each port) |
| Full speed | 12 Mbps | 4.5 W (Max., each port) |

USB 2.0

| Transfer speed | Data rate | Power consumption |
|----------------|-----------|-------------------------|
| 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) |

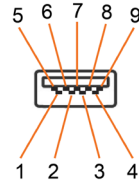


USB 2.0 port



| Pin number | Signal name |
|------------|-------------|
| 1 | VCC |
| 2 | DMD |
| 3 | DPD |
| 4 | GND |

USB 3.0 port



| Pin number | Signal name |
|------------|-------------|
| 1 | VBUS |
| 2 | D- |
| 3 | D+ |
| 4 | GND |
| 5 | StdA_SSRX- |
| 6 | StdA_SSRX+ |
| 7 | GND_DRAIN |
| 8 | StdA_SSTX- |
| 9 | StdA_SSTX+ |
| Shell | Shield |



Plug-and-Play

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 computer 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](#).

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 LCD Monitor Pixel Policy, see Dell support site at: <http://www.dell.com/support/monitors>.



Setting Up the Monitor

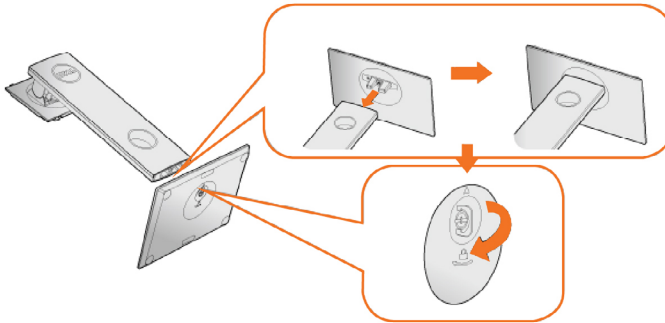
Attaching the stand

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

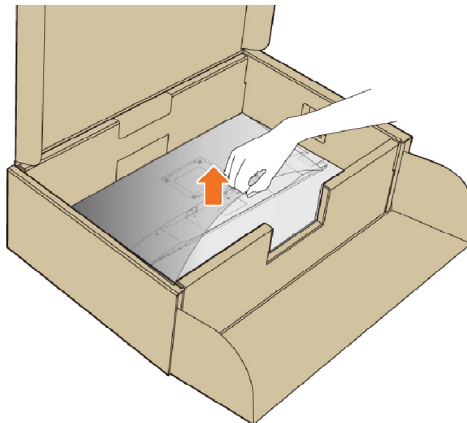
 **NOTE:** The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

To attach the monitor stand:

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

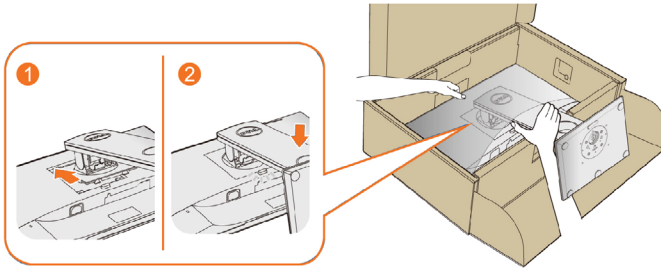


- 5 Lift the cover, as shown, to expose the VESA area for stand assembly.



6 Attach the stand assembly to the monitor.

- a. Fit the two tabs on the upper part of the stand to the groove on the back of the monitor.
- b. Press the stand down till it snaps into place.



7 Place the monitor upright.

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

Using the Tilt, Swivel, and Vertical Extension

NOTE: This is applicable for a monitor with a stand. If you purchased any other stand, 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.



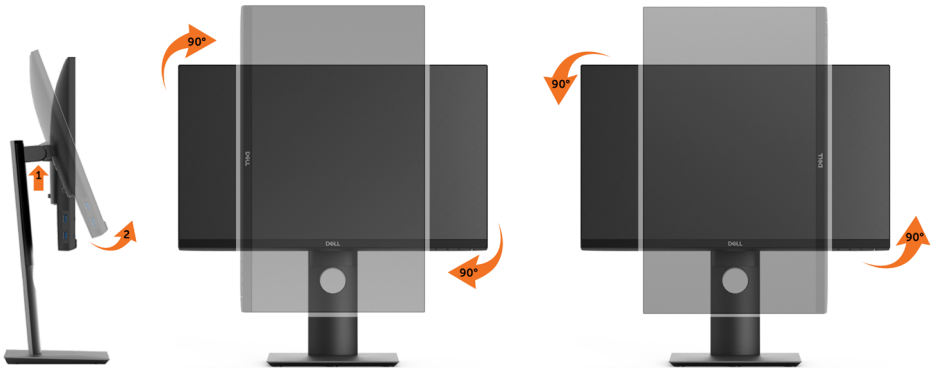
Vertical Extension



-  **NOTE:** The stand extends vertically up to 130 mm. The figure below illustrates how to extend the stand vertically.



Rotating the Monitor

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




-  **NOTE:** To use the Display Rotation function (Landscape versus Portrait view) with your Dell computer, you require an updated graphics driver that is not included with this monitor. To download the graphics driver, go to www.dell.com/support and see the download section for Video Drivers for latest driver updates.
-  **NOTE:** When in the Portrait View Mode, you may experience performance degradation in graphic-intensive applications (3D Gaming and etc.).



Adjusting the Rotation Display Settings of Your System

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


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

To adjust the Rotation Display Settings:


- 1 Right-click on the desktop and click **Properties**.
- 2 Select the **Settings** tab and click **Advanced**.
- 3 If you have an ATI graphics card, select the **Rotation** tab and set the preferred rotation.

If you have an nVidia graphics card, click the **nVidia** tab, in the left-hand column select **NVRotate**, and then select the preferred rotation.

If you have an Intel® graphics card, select the **Intel** graphics tab, click **Graphic Properties**, select the **Rotation** tab, and then set the preferred rotation.

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

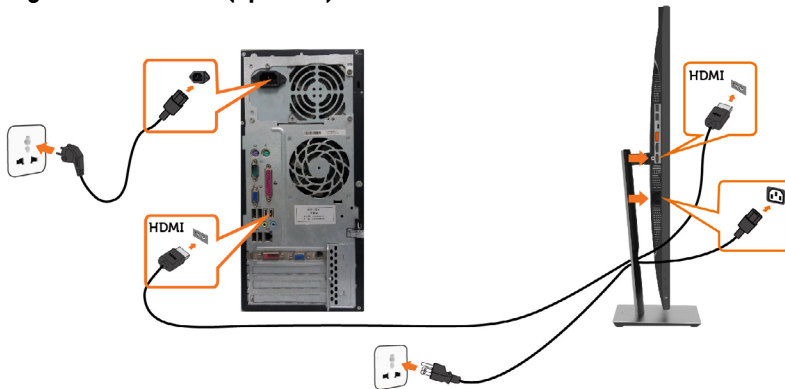
Connecting Your Monitor

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

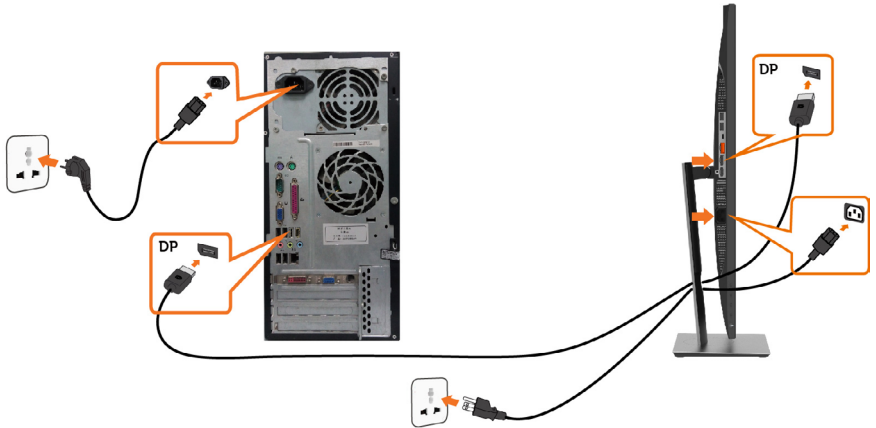
To connect your monitor to the computer:

- 1 Turn off your computer.
- 2 Connect the HDMI, DP or USB Type-C cable from your monitor to the computer.
- 3 Switch on your monitor.
- 4 Select the correct input source at Monitor OSD Menu and turn on your computer.

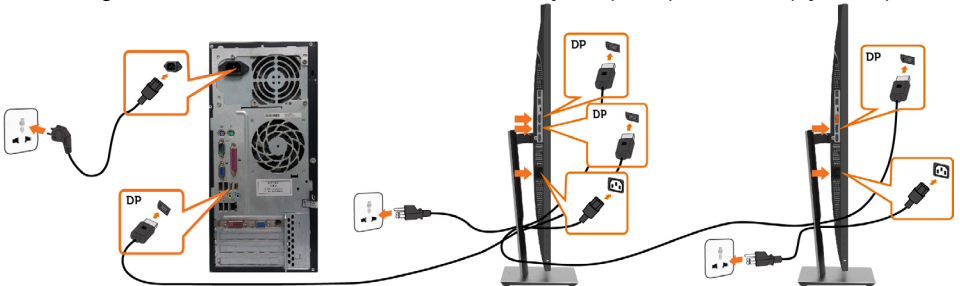
Connecting the HDMI cable (optional)






Connecting the DisplayPort cable

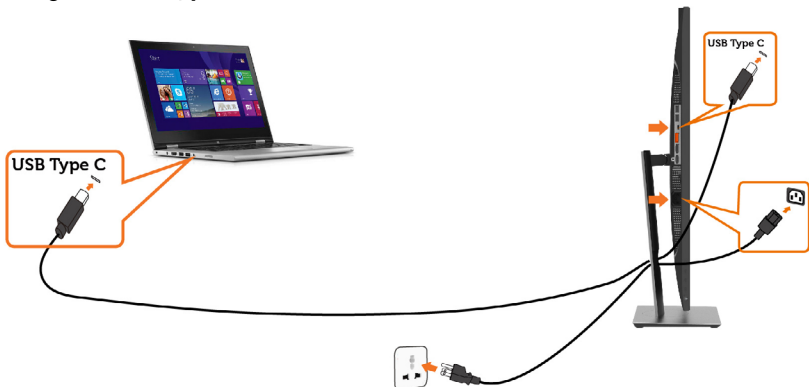


Connecting the monitor for DP Multi-Stream Transport (MST) function (optional)



-  **NOTE:** Supports the DP MST feature. To make use of this feature, your PC Graphics Card must be certified to DP1.2 with MST option.
-  **NOTE:** Remove the rubber plug when using the DP out connector.
-  **NOTE:** When DP in and DP out is connected to a PC and second monitor respectively for the first time, MST will be automatically enabled.

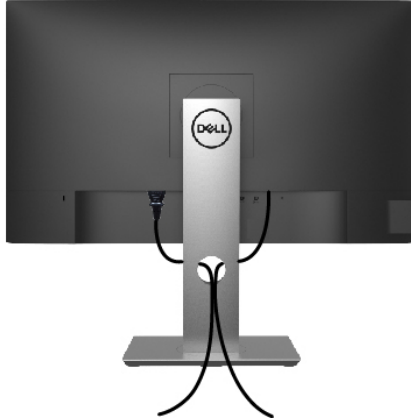
Connecting the USB Type-C cable



 **NOTE:**

- 1 USB Type-C Alternate mode with DP 1.2, DP 1.1 is not supported.
- 2 Supports USB PD (Power Delivery) profiles up to 65W(20V/3.25A).
- 3 If your computer requires >65W(20V/3.25A) to operate and the battery is drained, it may not power up or charge with P2219HC/P2419HC/P2719HC USB Type-C PD.

Organizing Your Cables



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



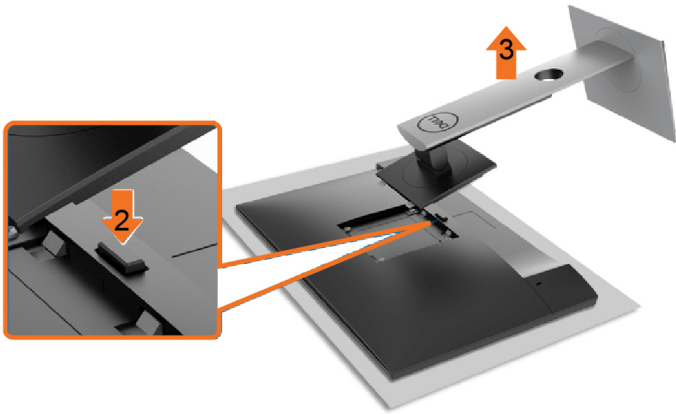
Removing the Monitor Stand

⚠ CAUTION: To prevent scratches on the LCD screen while removing the stand, make sure that the monitor is placed on a soft, clean surface.

📌 NOTE: The procedure below is applicable for the default stand. If you purchased any other stand, see the documentation shipped with the stand to set it up.


To remove the stand:

- 1 Place the monitor on a soft cloth or cushion.
- 2 Press and hold the stand-release button.
- 3 Lift the stand up and away from the monitor.




Wall Mounting (Optional)



 **NOTE:** Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit.

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


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

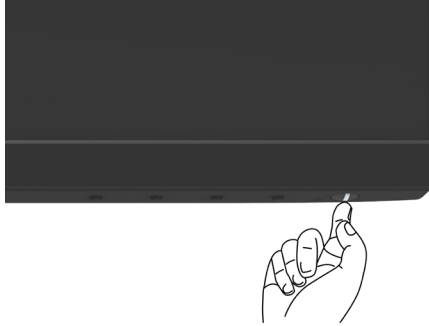
 **NOTE:** For use only with UL or CSA or GS-listed wall mount bracket with minimum weight/load bearing capacity of 3.05 kg (P2219HC)/3.52 kg (P2419HC)/4.67 kg (P2719HC).



Operating the Monitor

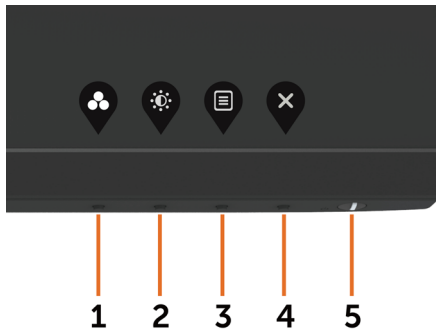
Turning on the Monitor

Press the  button to turn on the monitor.








Using the Front Panel Controls

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



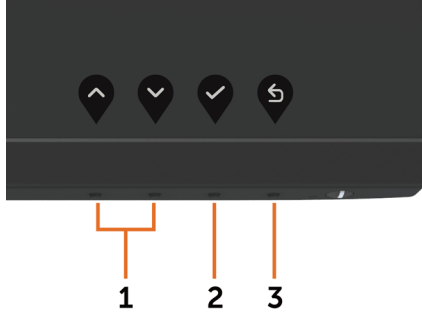
The following table describes the front panel buttons:





| Front-Panel Button | Description |
|--|--|
| 1  Shortcut key: Preset Modes | Use this button to choose from a list of preset color modes. |
| 2  Shortcut key: Brightness/Contrast | Use this button to directly access the “Brightness/Contrast” bar. |
| 3  Menu | Use this menu button to launch the on-screen display (OSD) and select the OSD menu. See Accessing the Menu System . |
| 4  Exit | Use this button to go back to the main menu or exit the OSD main menu. |
| 5  Power (with power light indicator) | Use the Power button to turn the monitor On and Off. The white LED indicates the monitor is On and fully functional. A glowing white LED indicates DPMS Power Save Mode. |



Front-Panel Button

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





| Front Panel Button | Description |
|--|---|
| 1   Up Down | Use the Up (increase) and Down (decrease) keys to adjust items in the OSD menu. |
| 2  OK | Use the OK button to confirm your selection. |
| 3  Back | Use the Back button to go back to the previous menu. |

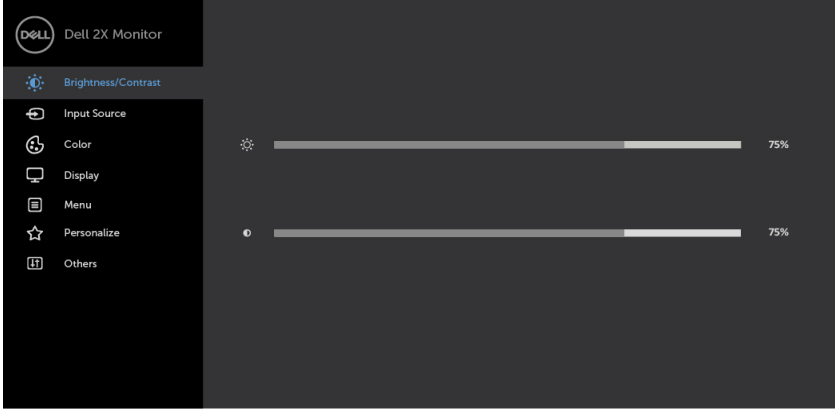














Using the On-Screen Display (OSD) Menu

Accessing the Menu System


 **NOTE:** Any changes you make using the OSD menu are automatically saved if you move to another OSD menu, exit the OSD menu, or wait for the OSD menu to disappear.

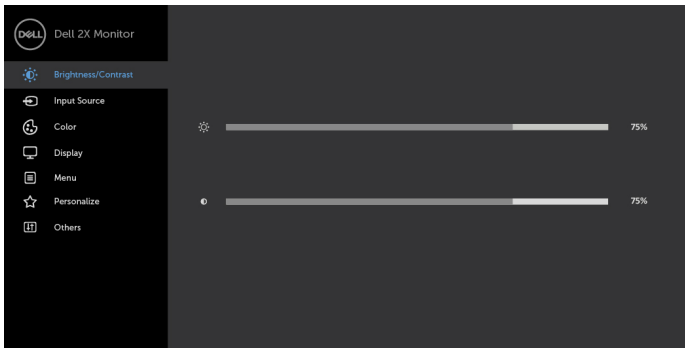
- 1 Press the  button to launch the OSD menu and display the main menu.



- 2 Press the  and  buttons to move between options. As you move from one icon to another, the option name is highlighted.
- 3 Press the  or  or  button once to activate the highlighted option.
- 4 Press the  and  buttons to select the desired parameter.
- 5 Press  to enter the slide bar and then use the  or  button, according to the indicators on the menu, to make your changes.
- 6 Select the  to return to previous menu or  to accept and return to previous menu.





| Icon | Menu and Submenus | Description |
|--|----------------------------|--|
|  | Brightness/Contrast | Use this menu to activate Brightness/Contrast adjustment. |



Brightness

Brightness adjusts the luminance of the backlight (minimum 0; maximum 100).



Press the  button to increase brightness.

Press the  button to decrease brightness.

NOTE: Manual adjustment of **Brightness** is disabled when **Dynamic Contrast** is switched on.


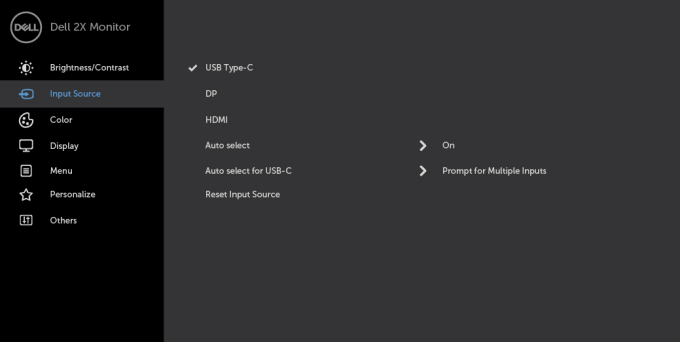








Contrast

Adjust the **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary.


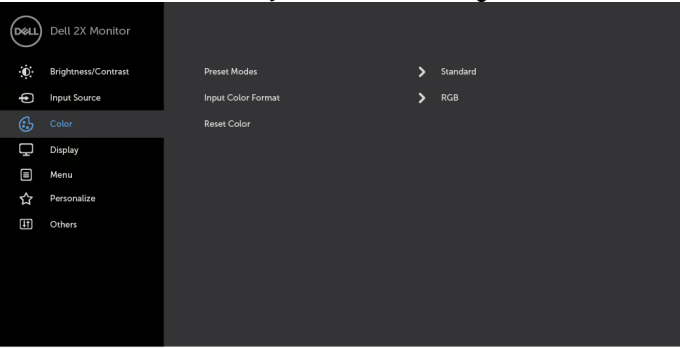

Press the  button to increase contrast and press the  button to decrease contrast (between 0 and 100).

Contrast adjusts the difference between darkness and lightness on the monitor.



| Icon | Menu and Submenus | Description |
|--|------------------------------|--|
|  | Input Source | Use the Input Source menu to select between different video inputs that are connected to your monitor.  |
| | |     |
| | USB Type-C | Select the USB Type-C input when you are using the USB Type-C connector. Use  to select the USB Type-C input source. |
| | DP | Select the DP input when you are using the DP connector. Use  to select the DP input source. |
| | HDMI | Select the HDMI input when you are using the HDMI connector. Use  to select the HDMI input source. |
| | Auto Select | Use  to select Auto Select . the monitor scans for available input sources. |
| | Auto Select for USB-C | Allows you to set Auto Select for USB Type-C to: <ul style="list-style-type: none"> • Prompt for Multiple Inputs : Always show Switch to USB Type-C Video Input message for user to choose whether to switch or not. • Yes: The monitor always switches to USB Type-C video without asking while USB Type-C is connected. • No: The monitor will NOT auto switch to USB Type-C video from another available input. |
| | Reset Input Source | Resets your monitor's Input Source settings to the factory defaults. |

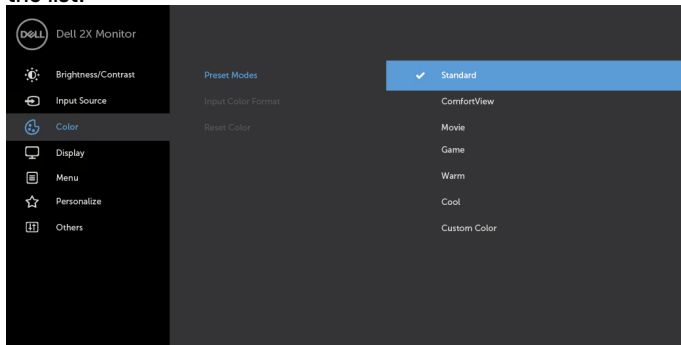




| Icon | Menu and Submenus | Description |
|--|-------------------|---|
|  | Color | Use the Color menu to adjust the color setting mode. |
|  | | |
|  | | |



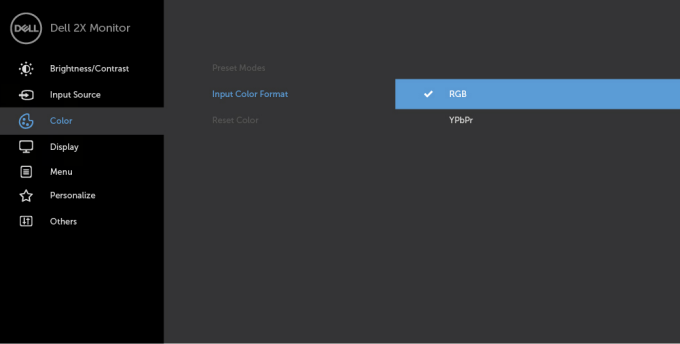





| Icon | Menu and Submenus | Description |
|------|-------------------|-------------|
|------|-------------------|-------------|

Preset Modes When you select **Preset Modes**, you can choose **Standard**, **ComfortView**, **Movie**, **Game**, **Warm**, **Cool** or **Custom Color** from the list.


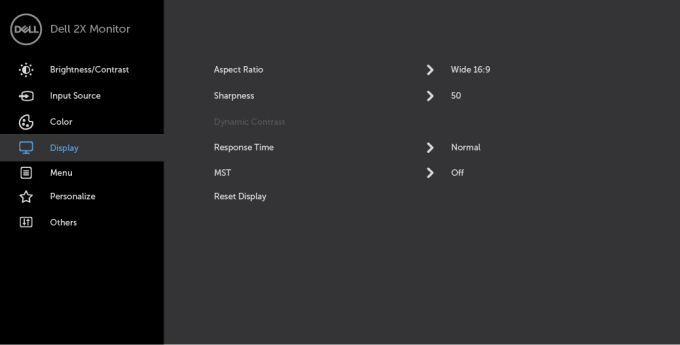









- **Standard:** Default color settings. This is the default preset mode.
- **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes.
NOTE: To reduce the risk of eye strain and neck/arm/back/shoulders pain from using the monitor for long periods of time, we suggest you to :
 - Set the screen about 20 to 28 inches (50-70 cm) from your eyes.
 - Blink frequently to moisten or rewet your eyes when working with the monitor.
 - Take regular and frequent breaks for 20 minutes every two hours.
 - Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.
 - Perform stretches to relieve tension in the neck/arm/back/shoulders during the breaks.
- **Movie:** Loads color settings ideal for movies.
- **Game:** Loads color settings ideal for most gaming applications.
- **Warm:** Increases 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 Color:** Allows you to manually adjust the color settings. Press the  and  buttons to adjust the Red, Green, and Blue values and create your own preset color mode.






| Icon | Menu and Submenus | Description |
|------|---------------------------|---|
| | Input Color Format | <p>Allows you to set the video input mode to:</p> <ul style="list-style-type: none"> • RGB: Select this option if your monitor is connected to a computer (or DVD player) using the HDMI cable. • YPbPr: Select this option if your DVD player supports only YPbPr output. |
| | |  <p>The screenshot shows the Dell 2X Monitor OSD menu. The 'Input Source' menu item is selected, and the 'Input Color Format' sub-menu is open. The 'RGB' option is highlighted with a blue bar and a checkmark, while the 'YPbPr' option is visible below it. The left sidebar lists other menu items: Brightness/Contrast, Color, Display, Menu, Personalize, and Others.</p> |
| | |  |
| | Hue | <p>Use  or  to adjust the hue from 0 to 100. NOTE: Hue adjustment is available only for Movie and Game mode.</p> |
| | Saturation | <p>Use  or  to adjust the saturation from 0 to 100. NOTE: Saturation adjustment is available only for Movie and Game modes.</p> |
| | Reset Color | <p>Resets your monitor's color settings to the factory defaults.</p> |


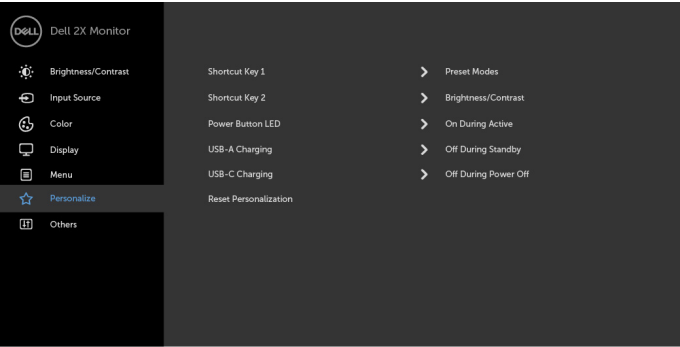


| Icon | Menu and Submenus | Description |
|--|-------------------------|---|
|  | Display | Use the Display menu to adjust image. |
|  | | |
| | |     |
| | Aspect Ratio | Adjust the image ratio to Wide 16:9, 4:3 or 5:4 . |
| | Sharpness | Makes the image look sharper or softer. Use  or  to adjust the sharpness from '0' to '100'. |
| | Dynamic Contrast | Allows you to increase the level of contrast to provide sharper and more detailed image quality. Push the  button to select the Dynamic Contrast "On" or "Off". NOTE: For Game and Movie preset mode only. NOTE: Dynamic Contrast provides higher contrast if you select Game or Movie preset mode. |
| | Response Time | Allows you to set the Response Time to Normal or Fast . |
| | MST | DP Multi Stream Transport, Set to ON enables MST(DP out), Set to OFF disables MST function. NOTE: When DP/USB Type-C upstream cable and DP downstream cable is connected, monitor will set MST = ON automatically, this action will only be done once after Factory Reset or Display Reset. |
| | Reset Display | Restores the display settings to factory defaults. |



| Icon | Menu and Submenus | Description |
|--|--|---|
|  | Menu | Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on. |
|  | | |
|  | | |
| Language | Set the OSD display to one of eight languages. (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese). | |
| Rotation | Rotates the OSD by 0/90/270 degrees. You can adjust the menu according to your display rotation. | |
| Transparency | Select this option to change the menu transparency by using  and  (min. 0% / max. 100%). | |
| Timer | OSD Hold Time: Sets the length of time the OSD remains active after you press a button. Use the  and  buttons to adjust the slider in 1-second increments, from 5 to 60 seconds. | |
| Reset Menu | Restore the menu settings to factory defaults. | |



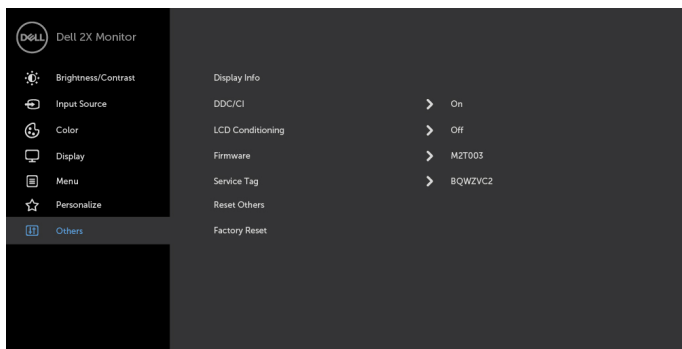
| Icon | Menu and Submenus | Description |
|--|--|--|
|  | Personalize |  |
| Shortcut key 1 | Select from Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, Rotation set as shortcut key 1. | |
| Shortcut key 2 | Select from Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, Rotation set as shortcut key 2. | |
| Power Button LED | Allows you to set the state of the power light to save energy. | |
| USB-A Charging | Allows you to enable or disable USB Type-A (Downstream Ports) charging function during monitor standby mode. NOTE: This option is only available when the USB Type-C (Upstream Port) cable is unplugged. If the USB Type-C cable is connected, USB-A Charging follows the USB host power status and the option is not accessible. NOTE: This option was previously called “USB” in older monitor firmware revisions. | |
| USB-C Charging | Allows you to enable or disable Always On USB Type-C Charging function during monitor Power Off mode. NOTE: This option is only available in newer monitor firmware revisions. See Always On USB Type-C Charging for troubleshooting. | |
| Reset Personalization | Restores Shortcut Keys and Power Button LED to factory defaults. | |



| Icon | Menu and Submenus | Description |
|------|-------------------|-------------|
|------|-------------------|-------------|



Other



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

Display info

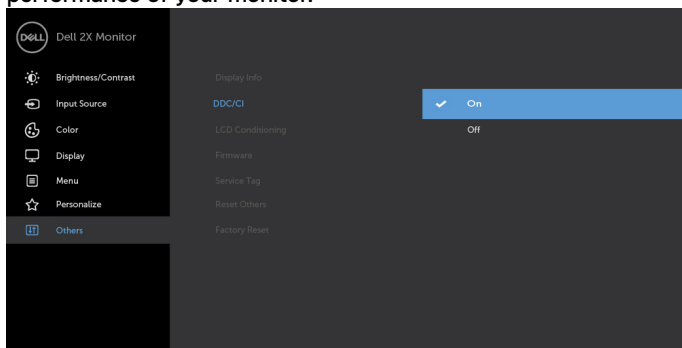
Displays the monitor's current settings.

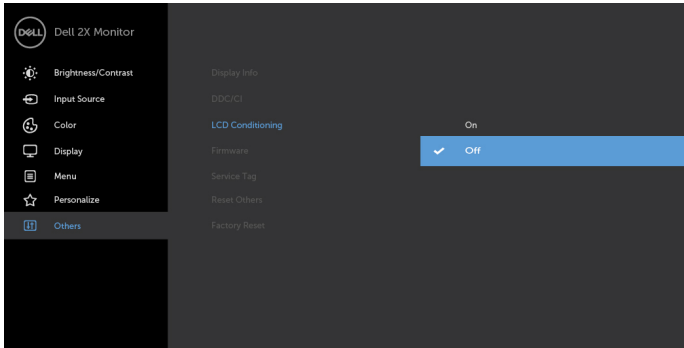
DDC/CI

DDC/CI (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer.

Select **Off** to turn off this feature.

Enable this feature for best user experience and optimum performance of your monitor.



| Icon | Menu and Submenus | Description |
|------|-------------------------|--|
| | LCD Conditioning | Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. Select On to start the process. |
| | |  <p>The screenshot shows the Dell OSD menu for a Dell 2X Monitor. The left sidebar lists menu items: Brightness/Contrast, Input Source, Color, Display, Menu, Personalize, and Others. The main area shows settings for Display Info, DDC/CI, LCD Conditioning (set to On), Firmware, Service Tag, Reset Others, and Factory Reset. The 'On' option for LCD Conditioning is highlighted with a blue bar and a checkmark.</p> |
| | Firmware | Firmware version. |
| | Service Tag | Displays the Service Tag. The Service Tag is a unique alphanumeric identifier that allows Dell to identify the product specifications and access warranty information. NOTE: The Service Tag is also printed on a label located at the back of the cover. |
| | Reset Others | Restores other settings, such as DDC/CI , to factory defaults. |
| | Factory Reset | Restores all OSD settings to the factory defaults. |

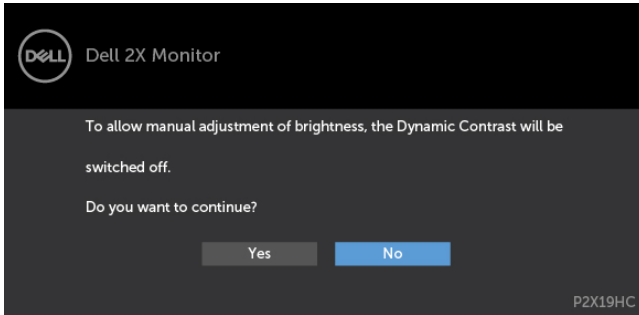


NOTE: This monitor has a built-in feature to automatically calibrate the brightness to compensate for LED aging.

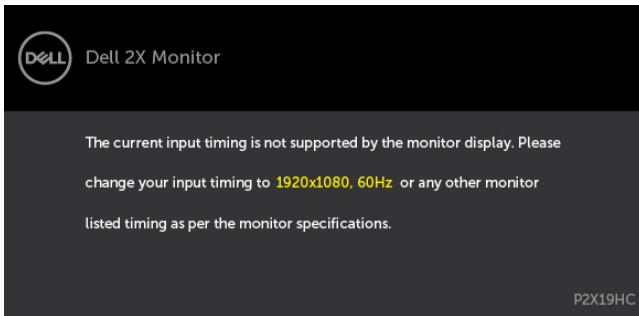


OSD Warning Messages

When the **Dynamic Contrast** feature is enabled (in these preset modes: **Game** or **Movie**), manual brightness adjustment is disabled.

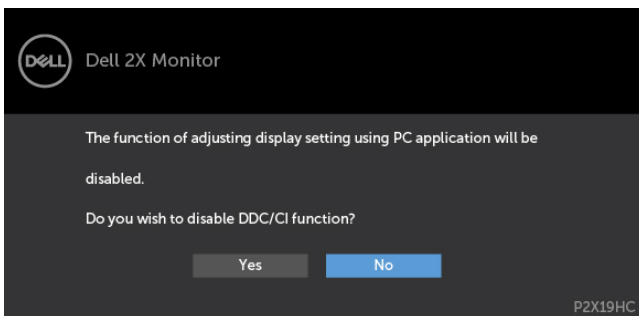


When the monitor does not support a particular resolution mode, you can see the following message:

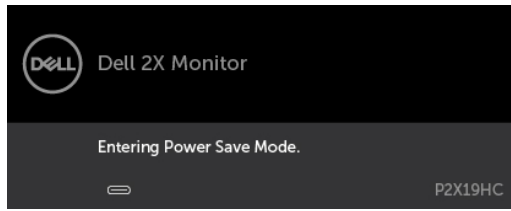


This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor Specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 1920 x 1080.

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

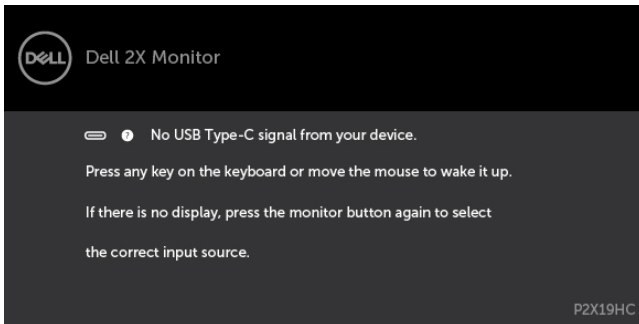


When the monitor enters the **Power Save** mode, the following message will appear:

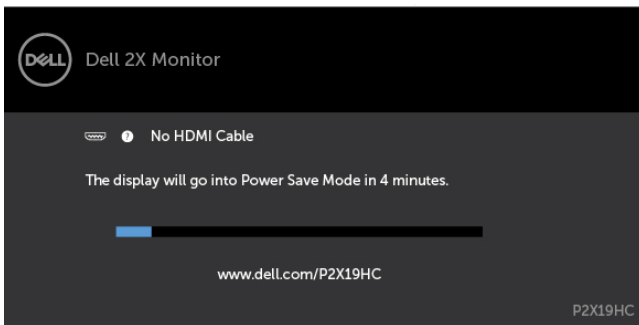


Activate the computer and wake up the monitor to gain access to the [OSD](#).

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

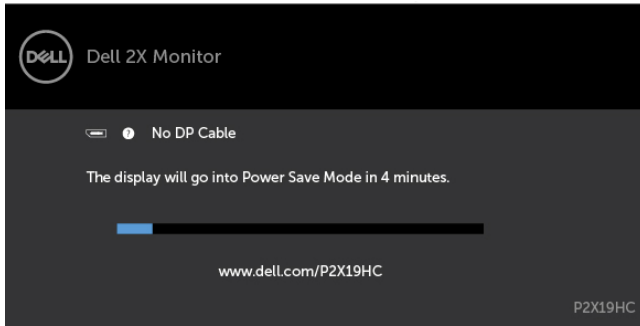


If either HDMI, DP, USB Type-C input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

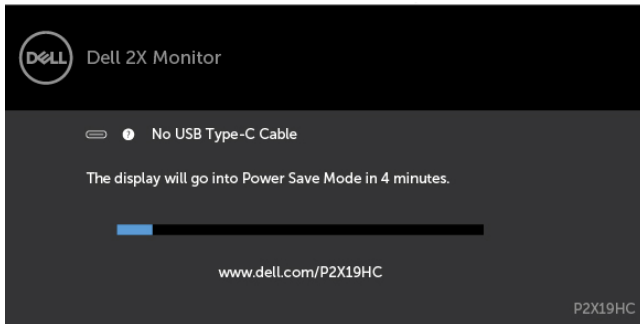


or

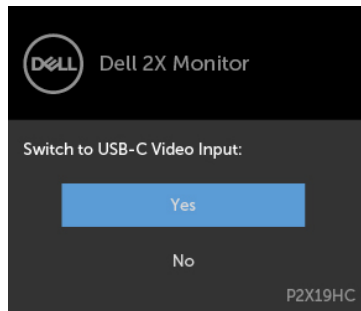




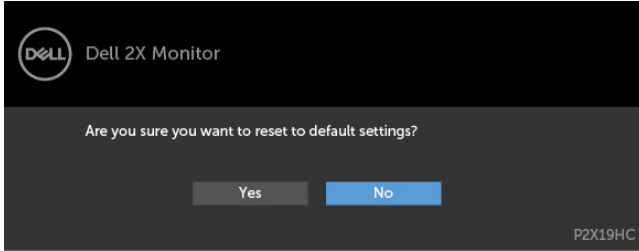
or



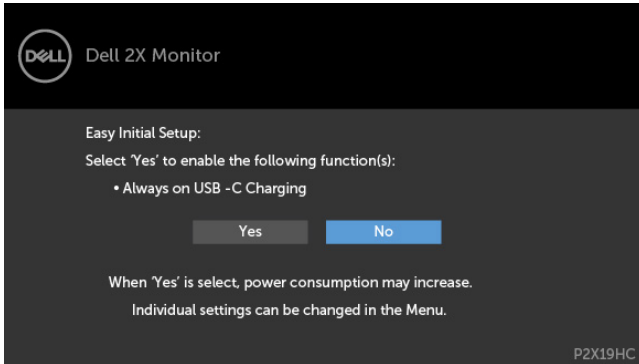
When the monitor is currently displaying video from DP/HDMI and the user connects a USB Type-C cable to a notebook/phone that supports DP Alternate mode, if **Auto Select for USB-C** is selected to Prompt for Multiple Inputs, the following message will appear:



When you select OSD items of Factory Reset in Other feature, the following message will appear:



When you select 'Yes' to reset to default settings, the following message will appear:



See [Troubleshooting](#) for more information.



Troubleshooting

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

Self-Test

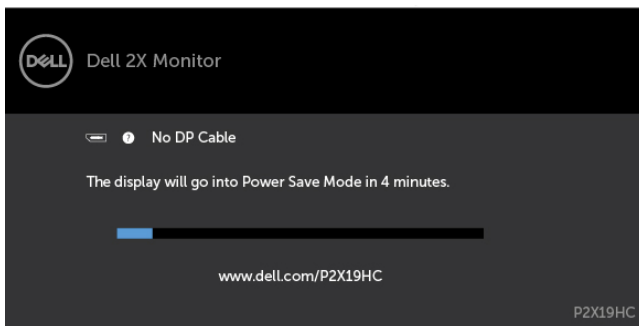
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

- 1 Turn off both your computer and the monitor.
- 2 Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
- 3 Turn on the monitor.

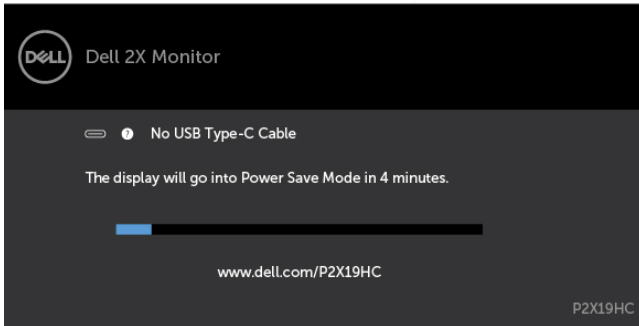
The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through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



or



or




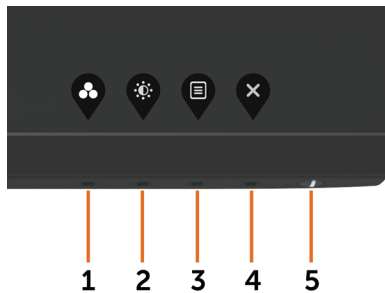
- 4 This box also appears during normal system operation if the video cable becomes disconnected or damaged.
- 5 Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

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



- 7 Repeat steps 5 and 6 to inspect the display in green, blue, black, white, and text screens.

The test is complete when the text screen appears. To exit, press **Button 1** again. If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

Always On USB Type-C Charging

You can charge your notebook or mobile devices through the USB Type-C cable even when the monitor is powered off. This option, called ‘**USB-C Charging**’ is located in the **Personalize** section of the OSD. This feature is only available in the following monitor firmware revisions:

- P2219HC: M2B106 or later
- P2419HC: M3B106 or later
- P2719HC: M2T106 or later

You may verify your monitor’s firmware revision from **Firmware**. If this feature is not available in your product, please follow these steps to update the monitor to the latest firmware:

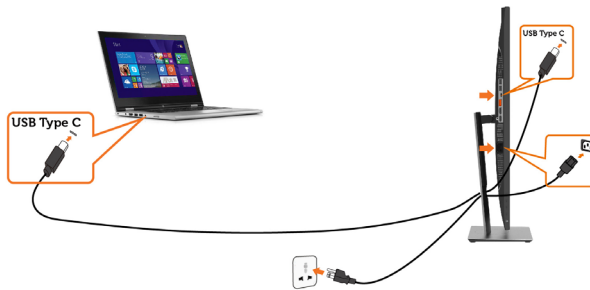
- 1 Download the latest application installer (**Monitor Firmware Update Utility.exe**) from Drivers & Downloads section of the Dell Monitor support site:

P2219HC: www.dell.com/P2219HC

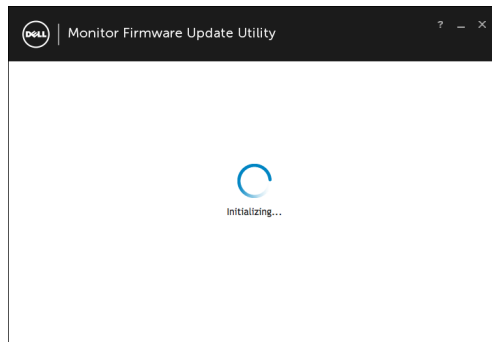
P2419HC: www.dell.com/P2419HC

P2719HC: www.dell.com/P2719HC

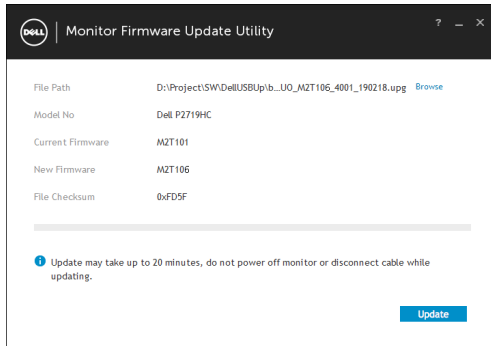
- 2 Connect the USB Type-C cable to the Monitor and PC.



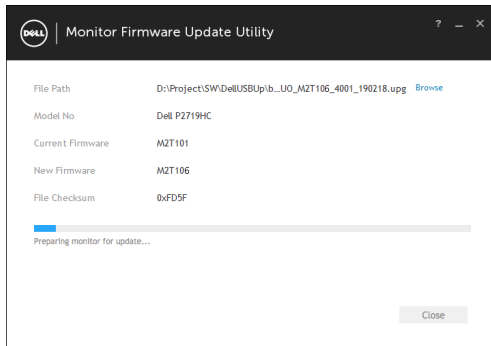
- 3 Run the **Monitor Firmware Update Utility.exe** to install the program.



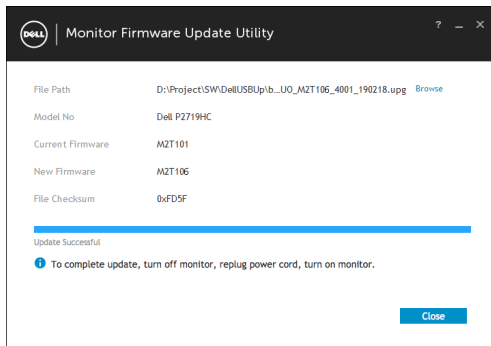
4 Check current firmware revision: click **Update to update the firmware.**



5 Wait for the firmware to be updated.



6 Click **Close once the firmware is updated.**



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.• Ensure that the correct input source is selected in the Input Source menu. |
| No Video/Power LED on | No picture or no brightness | <ul style="list-style-type: none">• Increase brightness and contrast controls via OSD.• Perform monitor self-test feature check.• Check for bent or broken pins in the video cable connector.• Run the built-in diagnostics.• Ensure that the correct input source is selected in the Input Source menu. |
| 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: http://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 off is a natural defect that can occur in LCD technology.• For more information on Dell Monitor Quality and PixelPolicy, see Dell Support site at: http://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.• Adjust brightness and contrast controls via OSD. |
| 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. |



| Common Symptoms | What You Experience | Possible Solutions |
|---|--|---|
| Missing Color | Picture missing color | <ul style="list-style-type: none"> • Perform monitor self-test. • 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 settings of the Preset Modes in the Color menu OSD depending on the application. • Adjust R/G/B value under Custom Color in Color menu OSD. • Change the Input Color Format to PC RGB or YPbPr in the Color menu OSD. • Run the built-in diagnostics. |
| Image retention from a static image left on the monitor for a long period of time | Faint shadow from the static image displayed appears on the screen | <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 Aspect Ratio setting in the Display menu OSD.• Reset the monitor to factory settings. |
| Cannot adjust the monitor with the buttons on the front panel | OSD does not appear on the screen | <ul style="list-style-type: none">• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor. |
| No Input Signal when user controls are pressed | No picture, the LED light is white | <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 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. |
| No image when using USB Type-C connection to PC or Notebook. | Black screen | <ul style="list-style-type: none">• Verify if the PC or Notebook USB Type-C interface can support Alternate Mode DP1.2.• USB Type-C interface of PC or Notebook cannot support Alternate Mode DP1.2. |
| No charging when using USB Type-C connection to the PC or Notebook | No charging | <ul style="list-style-type: none">• Verify if the Notebook requires a >65W power adaptor.• If the Notebook requires a >65W power adaptor, it may not charge with the USB Type-C connection. |



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. |
| SupreSpeed USB 3.0 interface is slow | SuperSpeed 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-capable.• Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.• Reconnect the upstream cable to your computer.• Reconnect the USB peripherals (downstream connector).• Reboot the computer. |
| Wireless USB peripherals stop working when a USB 3.0 device is plugged in | Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases | <ul style="list-style-type: none">• Increase the distance between the USB 3.0 peripherals and the wireless USB receiver.• Position your wireless USB receiver as close as possible to the wireless USB peripherals.• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.0 port. |



Appendix

Safety Instructions

For displays with glossy bezels the user should consider the placement of the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.


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

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

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

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

Contacting Dell

 **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:

See www.dell.com/support/monitors.

To contact Dell for sales, technical support, or customer service issues:

- 1 Go to www.dell.com/support.
- 2 Verify your country or region in the Choose A Country/Region drop-down menu at the top-left corner of the page.
- 3 Click **Contact Us** next to the country dropdown.
- 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

Setting Display Resolution to 1920 x 1080

For best performance, set the display resolution to 1920 x 1080 pixels by performing the following steps:

In Windows Vista, Windows 7, Windows 8 or Windows 8.1:

- 1 For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
- 2 Right-click on the desktop and click **Screen Resolution**.
- 3 Click the Dropdown list of the Screen Resolution and select 1920 x 1080.
- 4 Click **OK**.

In Windows 10:

- 1 Right-click on the desktop and click **Display Settings**.
- 2 Click **Advanced display settings**.
- 3 Click the dropdown list of **Resolution** and select 1920 x 1080.
- 4 Click **Apply**.

If you do not see the recommended resolution 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 given steps.

Dell computer

- 1 Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.
- 2 After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.



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




Non-Dell computer

In Windows Vista, Windows 7, Windows 8 or Windows 8.1:

- 1 For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
- 2 Right-click on the desktop and click Personalization.
- 3 Click Change Display Settings.
- 4 Click Advanced Settings.
- 5 Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
- 6 Refer to the graphic card provider website for updated driver (for example, <http://www.AMD.com> or <http://www.NVIDIA.com>).
- 7 After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.

In Windows 10:

- 1 Right-click on the desktop and click Display Settings.
- 2 Click Advanced display settings.
- 3 Click Display adapter properties.
- 4 Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
- 5 Refer to the graphic card provider website for updated driver (for example, <http://www.AMD.com> or <http://www.NVIDIA.com>).
- 6 After installing the drivers for your graphics adapter, attempt to set the resolution to 1920 x 1080 again.

 **NOTE:** If you are unable to set the recommended resolution, please contact the manufacturer of your computer or consider purchasing a graphics adapter that supports the video resolution.



Maintenance Guidelines

Cleaning Your Monitor



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



CAUTION: Read and follow the [Safety Instructions](#) before cleaning the monitor.

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

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

