




Dell UltraSharp U4919DW Monitor

User's Guide

Model: U4919DW
Regulatory model: U4919DWb



Notes, cautions, and warnings

-  **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 © 2018-2020 Dell Inc. All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. Dell™ and the Dell logo are trademarks of Dell Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

2020 - 06

Rev. A07

Contents

About Your Monitor	6
Package Contents	6
Product Features	9
Identifying Parts and Controls	10
Front View	10
Back View	11
Bottom View	12
Monitor Specifications	13
Flat Panel Specifications	13
Resolution Specifications	15
Supported Video Modes	15
Preset Display Modes	15
Electrical Specifications	16
Physical Characteristics	17
Physical Characteristics (Continued)	18
Power Management Modes	19
Pin Assignments	21
Plug and Play Capability	23
Universal Serial Bus (USB) Interface	23
USB Upstream Connector	24
USB Downstream Connector	24
USB Type-C Connector	25
USB Ports	25
LCD Monitor Quality and Pixel Policy	26
Maintenance Guidelines	26
Cleaning Your Monitor	26



Setting Up the Monitor	27
Attaching the Stand	27
Wall Mounting/3rd Party Arm (Optional)	32
Connecting Your Monitor	35
Connecting the HDMI cable	35
Connecting the DisplayPort (DP to DP) cable	36
Connecting the USB Type-C cable	37
Connecting the USB 3.0 cable	38
Organizing Your Cables	39
Removing the Monitor Stand	40
Operating the Monitor	42
Power On the Monitor	42
Using the Front Panel Controls	42
Front Panel Button	43
Using the On-Screen Display (OSD) Menu	44
Accessing the Menu System	44
OSD Warning Messages	62
Setting the Maximum Resolution	66
Setting the KVM USB Switch	67
Setting the Auto KVM	71
Using the Tilt, Swivel, and Vertical Extension	73
Tilt, Swivel	73
Vertical Extension	74
Dual-Monitor Setup	74
Troubleshooting	75
Self-Test	75
Built-in Diagnostics	76
Always On USB Type-C Charging	77
Common Problems	77





Product Specific Problems 81
Universal Serial Bus (USB) Specific Problems 83
Appendix 85
FCC Notices (U.S. Only) and Other Regulatory
Information. 85
Contact Dell 85





About Your Monitor

Package Contents

Your monitor ships with the components shown below. Ensure that you have received all the components and [Contact Dell](#) if something is missing.



-  **NOTE: Some items may be optional and may not ship with your monitor. Some features or media may not be available in certain countries.**
-  **NOTE: To set up with any other stand, please refer to the respective stand setup guide for setup instructions.**

	Monitor
	Stand Riser



	<p>Stand Base</p>
	<p>VESA Cover</p>
	<p>Screws x 4 for VESA mount</p>
	<p>Power Cable (Varies by Country)</p>
	<p>HDMI Cable</p>
	<p>DP Cable (DP to DP)</p>
	<p>USB 3.0 Upstream Cable (Enables the USB Ports on the Monitor)</p>




	USB Type-C Cable
	<ul style="list-style-type: none">• Quick Setup Guide• Factory Calibration Report• Safety, Environmental, and Regulatory Information



Product Features

The **Dell U4919DW** flat panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

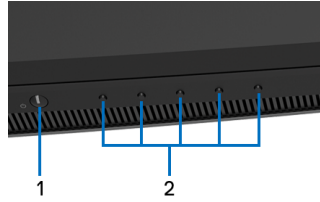
- 124.46 cm (49-inch) viewable area display (measured diagonally). 5120 x 1440 (32:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angle to allow viewing from a sitting or standing position.
- Color gamut of 99% sRGB with an average Delta E \leq 2.
- Supports HDMI, USB Type-C, DP sources.
- HDMI/DP connection supports 10-bit color at 60 Hz. USB Type-C connection supports 8-bit color at 60 Hz.
- Single USB Type-C to supply power (Up to 90 W) to a compatible notebook while receiving video & data signal.
- Tilt, swivel, and vertical extension adjustment capabilities.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier setup with an elegant viewing experience.
- Removable stand 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.
- Power and Menu buttons lock.
- Security lock slot.
- 0.5 W standby power when in the sleep mode.
- Supports Picture by Picture (PBP) Select mode.
- Allow user to switch USB KVM function in PBP mode.
- Supports Auto KVM for multiple input setup.
- Optimize eye comfort with a flicker-free screen.

 **NOTE: 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.**



Identifying Parts and Controls

Front View

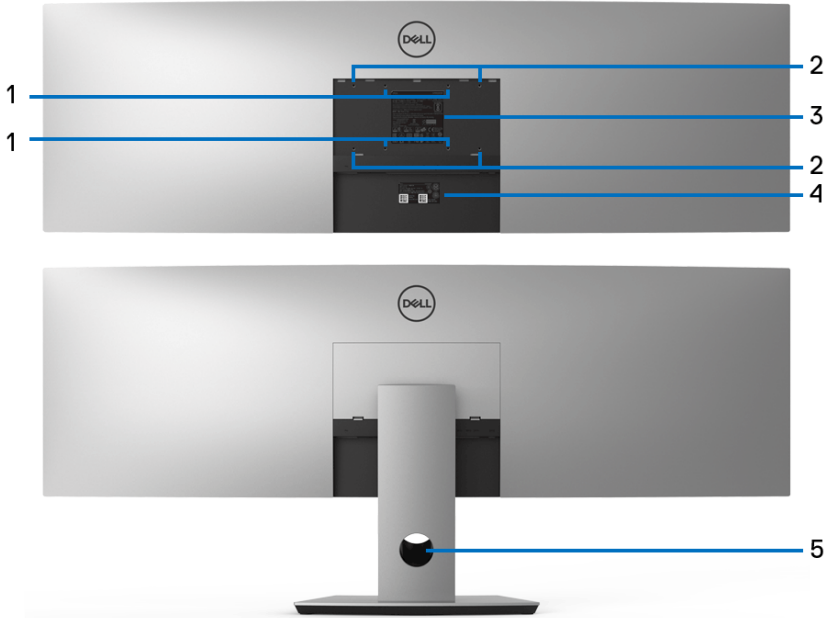


Front panel controls

Label	Description
1	Power On/Off button (with LED indicator)
2	Function buttons (For more information, see Operating the Monitor)



Back View

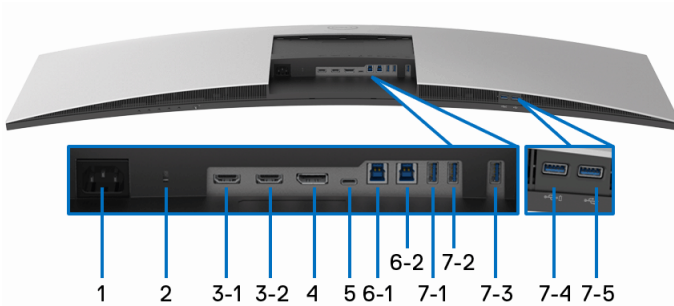


Back view without and with monitor stand

Label	Description	Use
1, 2	VESA mounting holes of 100 mm x 100 mm (1) and 200 mm x 100 mm (2) are supported.	Attach stand to the monitor using 200 mm x 100 mm with M4 x 10 mm screws. For third party wall mount, it is recommended using 200 mm x 100 mm VESA-compatible wall mount kit with M4 x 10 mm screws.
3	Regulatory label	Lists the regulatory approvals.
4	Barcode serial number label	Refer to this label if you need to contact Dell for technical support.
5	Cable management slot	Use to organize cables by placing them through the slot.



Bottom View



Bottom view without monitor stand

Label	Description	Use
1	AC power connector	Connect the power cable.
2	Security lock slot	Secures monitor with security lock (security lock not included).
3 (1, 2)	HDMI port connector	Connect your computer with HDMI cable.
4	DisplayPort in connector	Connect your computer with DP cable.
5	USB Type-C port	<p>Connect the USB Type-C cable that came with your monitor to the computer or mobile device. This port supports USB Power Delivery, Data, and DisplayPort video signal.</p> <p>The USB Type-C port offers the fastest transfer rate and the alternate mode with DP1.4 supports a maximum resolution of 5120 x 1440 at 60 Hz, PD 20 V/4.5 A, 20 V/3.25 A, 15 V/3 A, 9 V/3 A, and 5 V/3 A.</p> <p>NOTE: USB Type-C is not supported on versions of Windows prior to Windows 10.</p>



6 (1, 2)	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.
7 (1, 2, 3, 5)	USB downstream port	Connect your USB device. You can only use this connector after you have connected the USB cable to the computer and USB upstream connector on the monitor.*
7-4	USB downstream port with Power Charging	Connect to charge your device.


* To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

Monitor Specifications

Flat Panel Specifications

Model	U4919DW
Screen type	Active matrix - TFT LCD
Panel technology	In-Plane Switching Type
Aspect ratio	32:9
Viewable image	
Diagonal	1244.6 mm (49 inches)
Horizontal, Active Area	1198.08 mm (47.17 inches)
Vertical, Active Area	336.96 mm (13.27 inches)
Area	403705 mm ² (625.74 inch ²)
Pixel pitch	0.234 mm x 0.234 mm
Pixel per inch	109
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	350 cd/m ² (typical)



Contrast ratio	1000 to 1 (typical)
Faceplate coating	Antiglare with hard-coating 3H
Backlight	White LED edgelight system
Response time	8 ms for NORMAL mode 5 ms for FAST mode
Color depth	1.07 billion colors
Color gamut*	99% sRGB
Calibration accuracy	Delta E \leq 2 (average)
Built-in devices	<ul style="list-style-type: none"> • 2 x USB 3.0 upstream port • 5 x USB 3.0 downstream ports • 1 x USB Type-C port
Connectivity	<ul style="list-style-type: none"> • 2 x HDMI 2.0 (HDCP 2.2) (10-bit color @ 60 Hz) • 1 x DP 1.4 (HDCP 2.2) (10-bit color @ 60 Hz) • 5 x USB 3.0 Downstream port • 2 x USB 3.0 Upstream port • 1 x USB Type-C (Alternate mode with DP1.4, Power Delivery, and USB2.0) (8-bit color @ 60 Hz)
Border width (edge of monitor to active area)	12.2 mm (Top) 11.0 mm (Left/Right) 17.4 mm (Bottom)
Adjustability	
Height adjustable stand	0 to 90 mm
Tilt	-5° to 21°
Swivel	-170° to 170°
Pivot	N/A
 NOTE: Do not mount or use this monitor in portrait (vertical) orientation or inverse (180°) landscape mount as it may damage the monitor.	
Dell Display Manager (DDM) Compatibility	Easy Arrange, Input Manager, Auto Source, etc.
Security	Security lock slot (cable lock sold separately)

* Color gamut (typical) is based on CIE1976 (90%) and CIE1931 (75%) test standards.



Resolution Specifications

Model	U4919DW
Horizontal scan range (HDMI & DP & USB Type-C alternate mode)	25 kHz to 115 kHz (automatic)
Vertical scan range (HDMI & DP & USB Type-C alternate mode)	24 Hz to 86 Hz (automatic)
Maximum preset resolution	5120 x 1440 at 60 Hz

Supported Video Modes

Model	U4919DW
Video display capabilities (HDMI playback)	480p, 576p, 720p, 1080i, 1080p, (Interlacing mode is not supported under PBP mode)

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, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+



VESA, 1600 x 900	60.0	60.0	108.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
VESA, 2560 x 1440	88.8	60.0	234.4	+/+
VESA, 3840 x 1080	66.6	60.0	261.0	+/-
VESA, 5120 x 1440 [#]	88.8	60.0	461.6	+/+

Requires a graphics card that supports HDMI 2.0.

Requires a graphics card that supports DP1.2 or above.

* Recommend user to disable YPbPr color format.

Electrical Specifications

Model	U4919DW
Video input signals	HDMI 2.0*/DP 1.4, 600 mV for each differential line, 100 ohm input impedance per differential pair.
AC input voltage/ frequency/current	100 VAC to 240 VAC / 50 Hz or 60 Hz \pm 3 Hz / 3 A (typical)
Inrush current	<ul style="list-style-type: none"> • 120 V: 40 A (Max.) at 25 °C • 240 V: 80 A (Max.) at 25 °C

* Not Support HDMI 2.0 optional specification, include HDMI Ethernet Channel (HEC), Audio Return Channel (ARC), standard for 3D format and resolutions, and standard for 4K digital cinema resolution.



Physical Characteristics

Model	U4919DW
Connector Type	<ul style="list-style-type: none">• DP1.4, black connector• HDMI2.0• USB 3.0• USB Type-C
Signal cable type	<ul style="list-style-type: none">• Digital: Detachable, HDMI, 19 pins• Digital: DisplayPort, 20 pins• Digital: Type-C Port, 24 pins• Universal Serial Bus: USB, 9 pins
Dimensions (with stand)	
Height (extended)	548.6 mm (21.60 inches)
Height (compressed)	458.6 mm (18.06 inches)
Width	1215.1 mm (47.84 inches)
Depth	252.6 mm (9.94 inches)
Dimensions (without stand)	
Height	371 mm (14.61 inches)
Width	1215.1 mm (47.84 inches)
Depth	109.3 mm (4.30 inches)
Stand dimensions	
Height (extended)	433.5 mm (17.07 inches)
Height (compressed)	343.5 mm (13.52 inches)
Width	380.3 mm (14.97 inches)
Depth	252.6 mm (9.94 inches)



Physical Characteristics (Continued)

Weight	
Weight with packaging	26.43 kg (58.27 lb)
Weight with stand assembly and cables	17.20 kg (37.92 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	11.40 kg (25.13 lb)
Weight of stand assembly	5.34 kg (11.77 lb)
Front frame gloss	Black Frame - 30 gloss unit (max.)

Environmental Characteristics

Model	U4919DW
Compliant Standards	
<ul style="list-style-type: none">• ENERGY STAR certified monitor• EPEAT registered where applicable. EPEAT registration varies by country. See www.epeat.net for registration status by country.• RoHS-compliant• TCO certified displays• BFR/PVC-free (Halogen-free) excluding external cables• Arsenic-free glass and Mercury-free for the panel only	
Temperature	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non-operating	-20 °C to 60 °C (-4 °F to 140 °F)
Humidity	
Operating	20% to 80% (non-condensing)
Non-operating	10% to 90% (non-condensing)
Altitude	
Operating	3,048 m (10,000 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	<ul style="list-style-type: none">• 784.3 BTU/hour (maximum)• 204.6 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 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.

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	White	230 W (maximum)** 60 W (typical)
Active-off mode	Inactive	Inactive	Blanked	White (blinking)	Less than 0.5 W
Switch off	-	-	-	Off	Less than 0.3 W

Power Consumption P_{on}	35.25 W
Total Energy Consumption (TEC)	111.66 kWh

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

** Maximum power consumption with max luminance, and USB active.

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.



NOTE:

This monitor is ENERGY STAR certified. This product qualifies for ENERGY STAR in the factory default settings which can be restored by “Factory Reset” function in the OSD menu. Changing the factory default settings or enabling other features may increase power consumption that could exceed the ENERGY STAR specified limit.



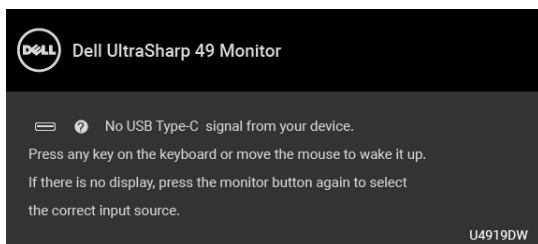


NOTE:

P_{on}: Power consumption of On Mode as defined in ENERGY STAR 8.0 version.

TEC: Total energy consumption in kWh as defined in ENERGY STAR 8.0 version.

The OSD functions only in the normal operation mode. When any button is pressed in the Active-off mode, the following message will be displayed:



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

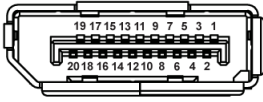


NOTE: The message may be slightly different according to the connected input signal.



Pin Assignments

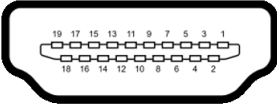
DisplayPort Connector



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



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	+5V POWER
19	HOT PLUG DETECT



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 monitor.

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

Transfer Speed	Data Rate	Power Consumption*
Super-speed	5 Gbps	4.5 W (Max, each port)
High speed	480 Mbps	4.5 W (Max, each port)
Full speed	12 Mbps	4.5 W (Max, each port)

* Up to 2A on USB downstream port (port with  battery icon) with BC1.2 compliance devices or normal USB devices.

USB Type-C	Description
Video	DP 1.2/DP 1.4
Data	USB 2.0
Power Delivery (PD)	Up to 90 W (typical)

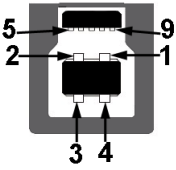
 **NOTE: USB Type-C video requires a Type-C Alternate Mode capability computer.**

 **NOTE: To support USB Type-C Alternate Mode DP 1.4, please ensure the Source computer has Alternate Mode DP 1.4 capability.**

 **NOTE: For USB Type-C to DP Adapter information, go to <http://www.dell.com> and search P/N: H21XJ.**



USB Upstream Connector



Pin Number	9-pin Side of the Connector
1	VCC
2	D-
3	D+
4	GND
5	SSTX-
6	SSTX+
7	GND
8	SSRX-
9	SSRX+

USB Downstream Connector

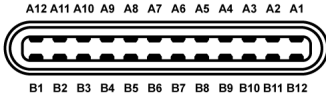


Pin Number	9-pin Side of the Connector
1	VCC
2	D-
3	D+
4	GND
5	SSRX-
6	SSRX+
7	GND



8	SSTX-
9	SSTX+

USB Type-C Connector



Pin Number	Signal Name	Pin Number	Signal Name
A1	GND	B1	GND
A2	TX1+	B2	TX2+
A3	TX1-	B3	TX2-
A4	VBUS	B4	VBUS
A5	CC	B5	VCONN
A6	D+	B6	
A7	D-	B7	
A8	SBU1	B8	SBU2
A9	VBUS	B9	VBUS
A10	RX2-	B10	RX1-
A11	RX2+	B11	RX1+
A12	GND	B12	GND


USB Ports

- 1 x USB Type-C - bottom
- 2 x USB 3.0 upstream - bottom
- 5 x USB 3.0 downstream - bottom



- Power Charging Port- the port with  battery icon; supports fast current charging capability if the device is BC1.2 compatible.

 **NOTE: USB 3.0 functionality requires a USB 3.0-capable computer.**

 **NOTE: The monitor's USB interface works 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.**


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: <http://www.dell.com/support/monitors>.

Maintenance Guidelines

Cleaning Your Monitor

 **CAUTION: 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 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, 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 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.



Setting Up the Monitor

Attaching the Stand

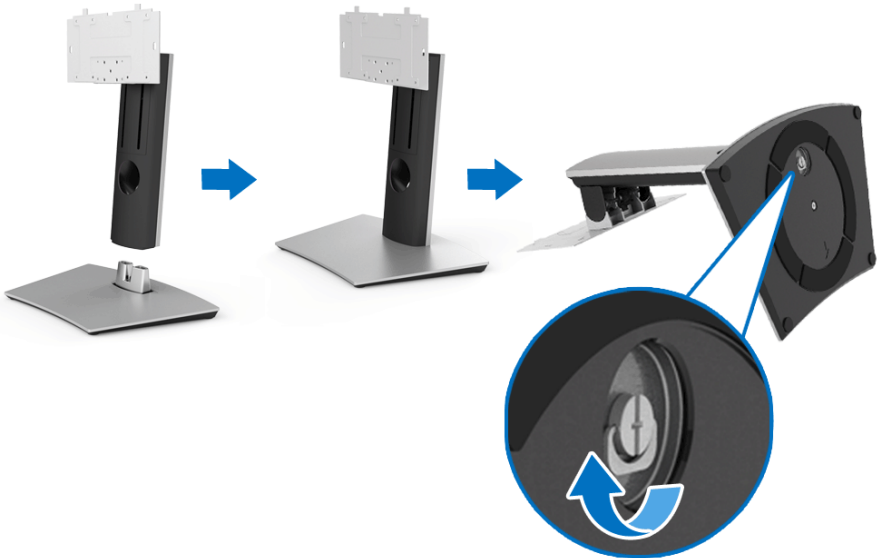
 **NOTE:** The stand is detached when the monitor is shipped from the factory.

 **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 the set up instructions.

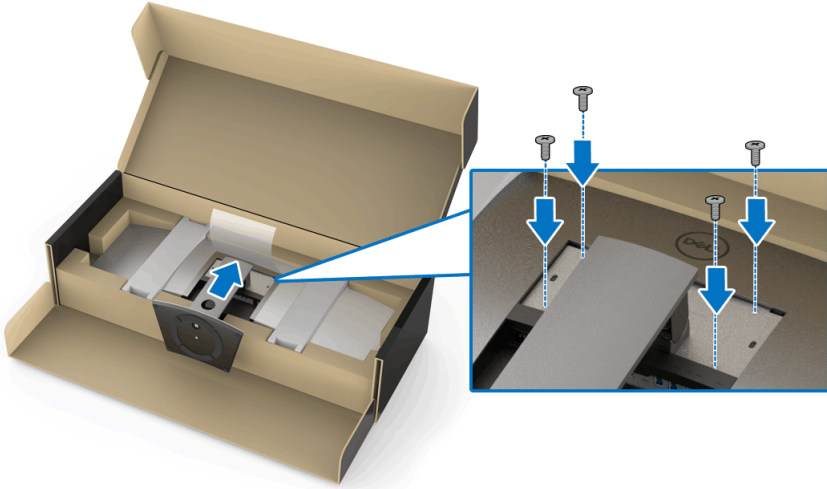
 **CAUTION:** Do not remove the monitor from the packaging box before attaching the stand.

To attach the monitor stand:

1. Follow the instructions on the flaps of 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. Use a Phillips crosshead screwdriver to attach the four screws to secure the stand assembly to the monitor.

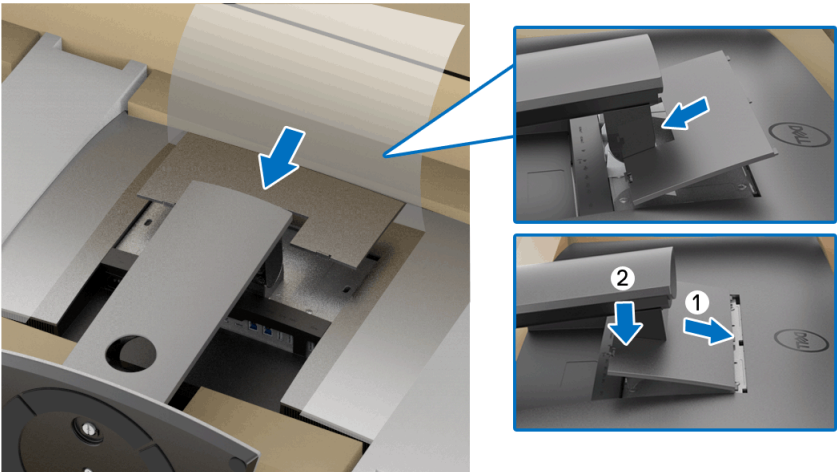


NOTE: When attaching the stand assembly, tilt the stand base upwards and make sure that the stand base does not hit the surface.



7. Attach the VESA cover to the monitor.

- a.** Insert the cover with the lower part downward. Do NOT attach the latch at this point.
- b.** Tilt to fit the three tabs on the upper part of the cover to the groove of the back of the monitor.
- c.** Press the cover down till the latch snaps into place.



8. Hold the monitor holders firmly, and lift the monitor carefully to prevent it from slipping or falling.



NOTE: The monitor is very heavy; handle with extreme care. It is recommended to have two people to lift or move this monitor.



9. Set the monitor in place, and remove the monitor holders from the monitor.



NOTE: The monitor is very heavy; handle with extreme care. It is recommended to have two people to lift or move this monitor.

CAUTION: Do not press on the panel screen when lifting the monitor.



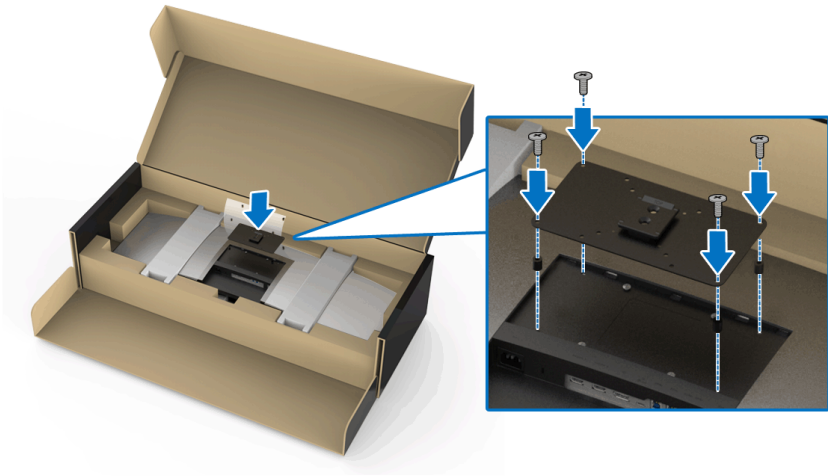
Wall Mounting/3rd Party Arm (Optional)

 **NOTE:** Wall Mount Kit/3rd Party Arm Kit is NOT included in this monitor.

 **CAUTION:** Do not remove the monitor from the packaging box before attaching the mounting bracket from the Wall Mount Kit/3rd Party Arm Kit.

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

1. Attach the mounting bracket onto the monitor.

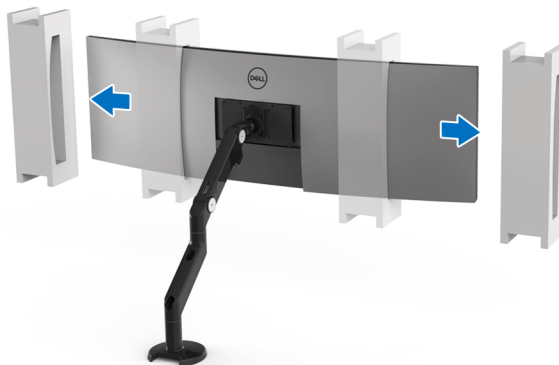


2. Hold the monitor holders firmly, and lift the monitor carefully to prevent it from slipping or falling. Attach the monitor to the Wall Mount/3rd Party Arm following its respective instructions.

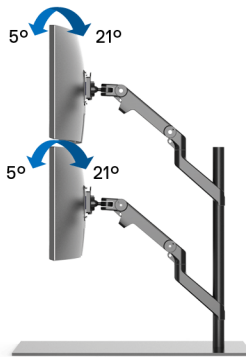


NOTE: The monitor is very heavy; handle with extreme care. It is recommended to have two people to lift or move this monitor.

3. After attaching the monitor to the Wall Mount/3rd Party Arm, remove the monitor holder from the monitor.



4. When using as dual monitor stacked on top of each other, set up must comply to the recommended panel orientation and working angle, as shown.



NOTE: In double stacked scenario using 3rd Party Arm, the top monitor should not be rotated 180° (landscape). The monitor should not be orientated at 90° (portrait).



Connecting Your Monitor

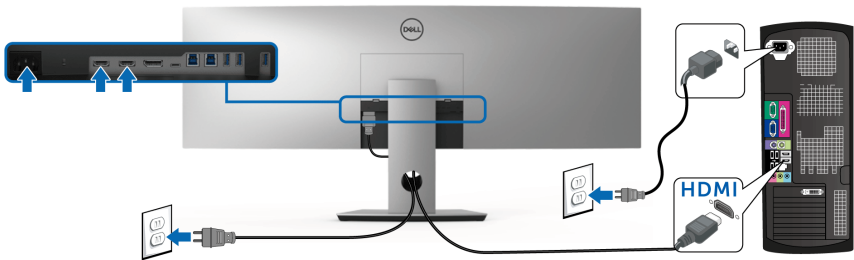
⚠ WARNING: Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

✎ NOTE: Do not connect all cables to the computer at the same time.








To connect your monitor to the computer:

1. Turn Off your computer and disconnect the power cable.
2. Connect the HDMI/DP/USB Type-C cable from the monitor to your computer or USB Type-C device.

Connecting the HDMI cable

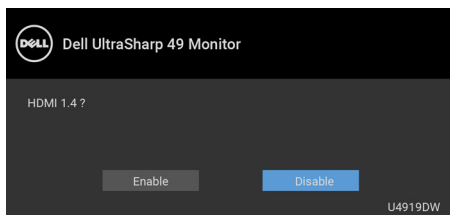


✎ NOTE: The default out of factory setting in the U4919DW is HDMI 2.0. If the monitor fails to show any content after the HDMI cable is connected, follow the procedures below to change the settings from HDMI 2.0 to HDMI 1.4:

- Press second button next to the  button to activate the OSD menu.
- Use the  and  buttons to highlight **Input Source**, then use the  button enter the submenu.
- Use the  and  buttons to highlight **HDMI**.
- Press and hold the  button for approximately 10 seconds, and the HDMI configuration message appears.

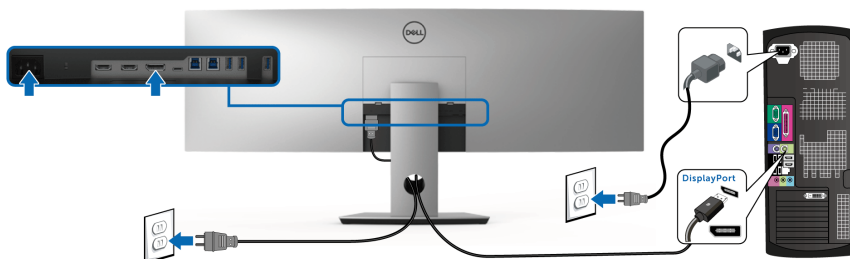


- Use the  button to select **Disable** and change the settings.



Repeat the above steps to change the HDMI format settings if necessary.

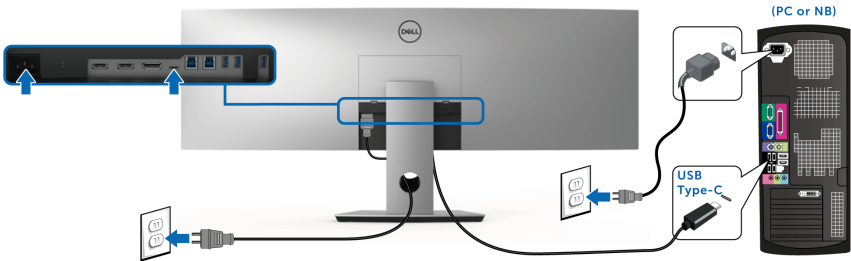
Connecting the DisplayPort (DP to DP) cable



 **NOTE:** The default out of factory setting in the U4919DW is DP1.4.



Connecting the USB Type-C cable



NOTE: Use the USB Type-C cable shipped with monitor only.

- This port supports DisplayPort Alternate Mode DP 1.4.
- The USB Type-C power delivery compliant port (PD Version 2.0) delivers up to 90 W of power.
- If your notebook requires more than 90 W to operate and the battery is drained, it may not be powered up or charged with the USB PD port of U4919DW.

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

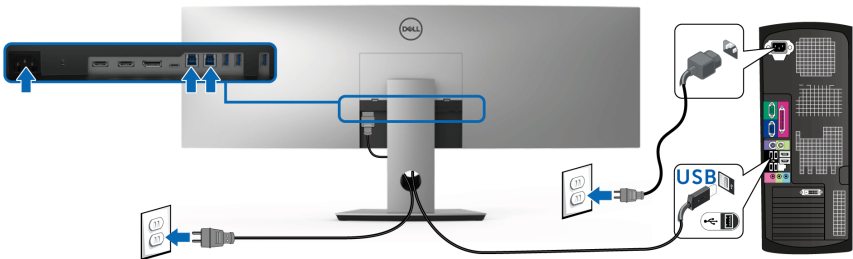


Connecting the USB 3.0 cable

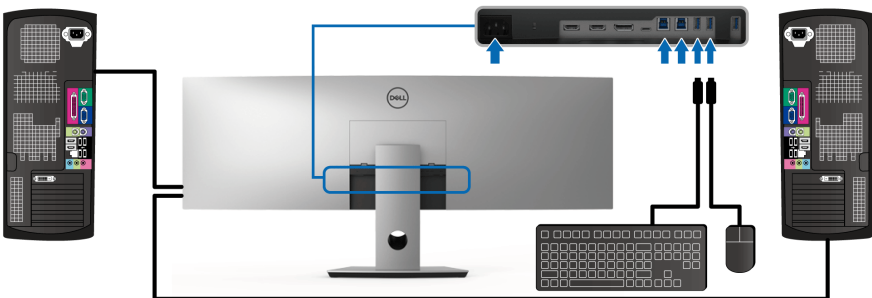
NOTE: To prevent data damage or loss, before changing USB upstream ports, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB upstream port.

After you have completed connecting the HDMI/DP/USB Type-C cable, follow the procedures below to connect the USB 3.0 cable to the computer and complete your monitor setup:

- 1. a. Connect one computer:** connect the upstream USB 3.0 port (cable supplied) to an appropriate USB 3.0 port on your computer.
b. Connect two computers*: connect the upstream USB 3.0 ports to appropriate USB 3.0 ports on the two computers. Then use the OSD menu to select between the two USB upstream sources and input sources. See [USB Select Switch](#).
- 2.** Connect the USB 3.0 peripherals to the downstream USB 3.0 ports on the monitor.
- 3.** Plug the power cables for your computer(s) and monitor into a nearby outlet.



a. Connect one computer



b. Connect two computers



* When connecting two computers to the monitor, the monitor's USB downstream ports for the keyboard and mouse can be assigned to different input signals from the two computers by changing the **USB Selection** settings from the OSD menu. (See **USB Selection** for details).

4. Turn On the monitor and the computer(s).
If your monitor displays an image, installation is complete. If it does not display an image, see **Universal Serial Bus (USB) Specific 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,) organize all cables as shown above.

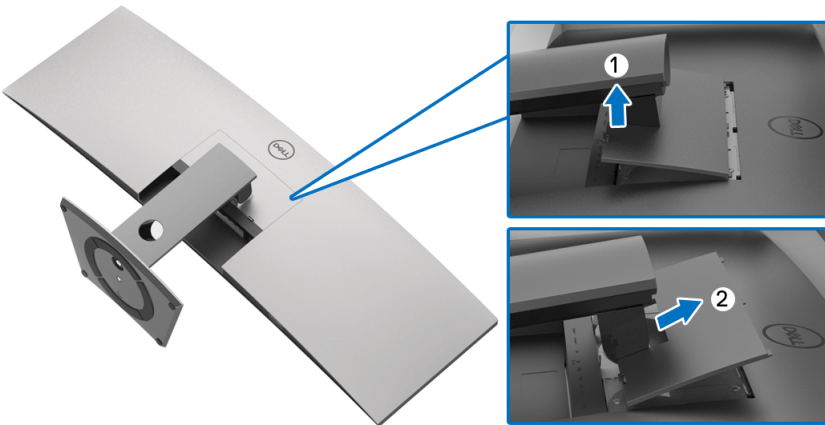


Removing the Monitor Stand

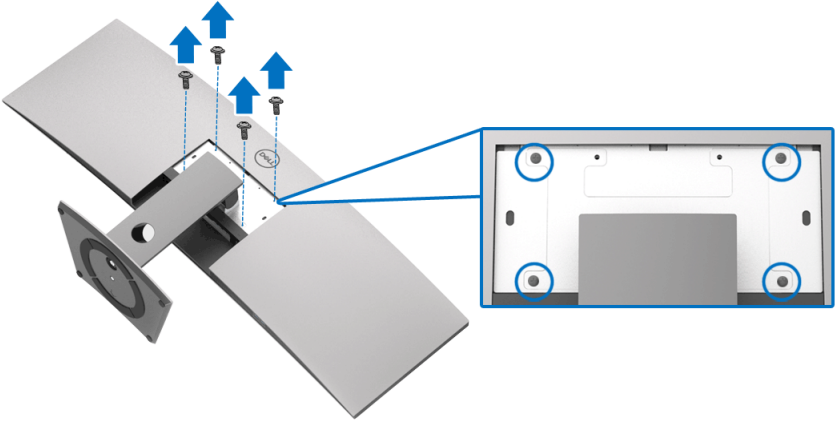
-  **NOTE:** To prevent the curved LCD screen from being scratched and damaged while removing the stand, ensure that the monitor is placed on a soft, clean foam. Direct contact with hard objects might cause damage to the curved monitor.
-  **NOTE:** The monitor is very heavy; handle with extreme care. It is recommended to have two people to lift or move this monitor.
-  **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 the set-up instructions.

To remove the stand:

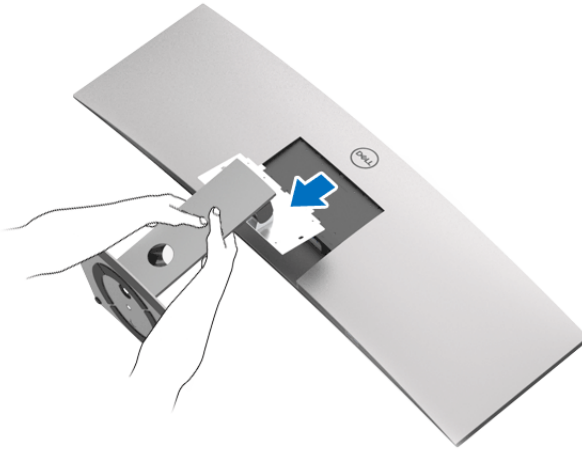
1. Place the monitor on a soft cloth or cushion.
2. Press and lift the cover latch to release and remove the cover.



3. Use a Phillips crosshead screwdriver to remove the four screws securing the stand.




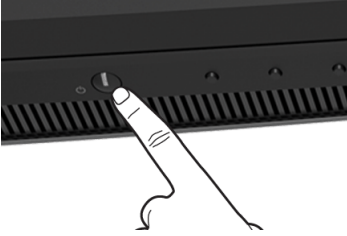
4. Lift the stand up and away from the monitor.



Operating the Monitor

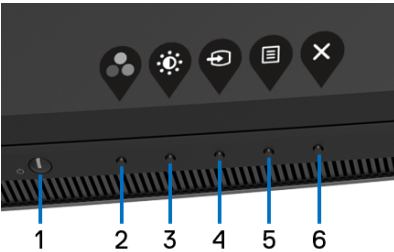
Power On the Monitor

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 settings.



The following table describes the front panel buttons:

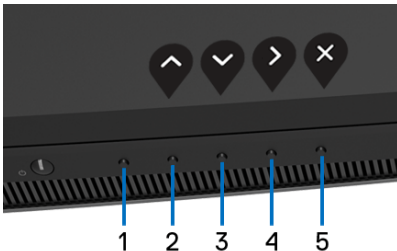
Front Panel Button	Description
1  Power (with power light indicator)	Use the Power button to turn the monitor On and Off . The white light indicates the monitor is On and fully functional. A glowing white light indicates the power save mode.




2		Use this button to choose from a list of preset color modes.
	Shortcut key/ Preset Modes	
3		Use this button to adjust the brightness and contrast. Minimum is '0' (-). Maximum is '100' (+).
	Shortcut key/ Brightness/Contrast	
4		Use this button to select the input source.
	Shortcut key/ Input Source	
5		Use the MENU button to launch the On-Screen Display (OSD). See Accessing the Menu System .
	Menu	
6		Use this button to exit the OSD main menu.
	Exit	

Front Panel Button

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



Front Panel Button	Description
1 No Function	This button has no function.
2  Up	Use the Up button to adjust (increase ranges) items in the OSD menu.



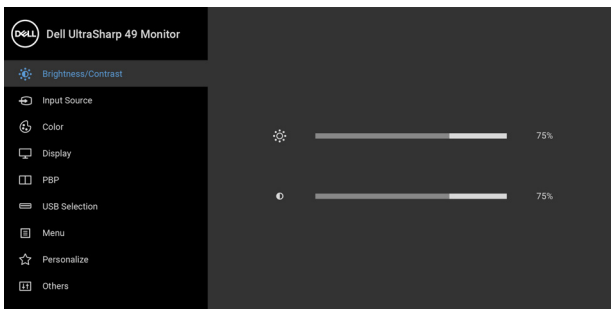
3		Use the Down button to adjust (decrease ranges) items in the OSD menu.
Down		
4		Use the Enter button to enter a submenu.
Enter		
5		Use this button to exit the OSD main menu.
Exit		

Using the On-Screen Display (OSD) Menu

Accessing the Menu System





NOTE: If you change the settings and then either proceed to another menu or exit the OSD menu, the monitor automatically saves those changes. The changes are also saved if you change the settings and then wait for the OSD menu to disappear.


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

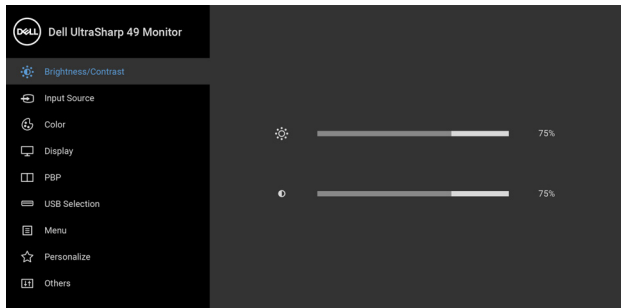


2. Press the and buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
3. Press the button once to activate the highlighted option.





4. Press  and  button to select the desired parameter.
5. Press  to enter the submenu and then use the directional 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	Use this menu to activate Brightness/Contrast adjustment.





Brightness **Brightness** adjusts the luminance of the backlight.

Press the  button to increase the brightness and press the  button to decrease the brightness (min. 0 / max. 100).



Contrast

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

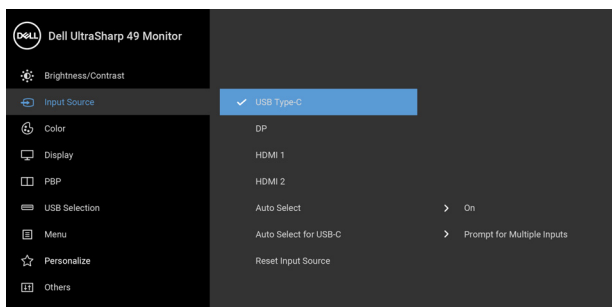
Press the  button to increase the contrast and press the  button to decrease the contrast (min. 0 / max. 100).

The **Contrast** function adjusts the degree of difference between darkness and lightness on the monitor screen.




Input Source


Use the **Input Source** menu to select between the different video signals that may be connected to your monitor.




USB Type-C

Select the **USB Type-C** input when you are using the USB Type-C connector. Press the  button to select the USB Type-C input source.

DP


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

HDMI 1

Select the **HDMI 1** input when you are using the HDMI 1 connector. Press the  button to select the HDMI 1 input source.



HDMI 2

Select the **HDMI 2** input when you are using the HDMI 2 connector. Press the  button to select the HDMI 2 input source.

Auto Select

Turning on the function allows you to scan for available input sources.

Auto Select for USB-C

Allows you to set Auto Select for USB-C to:

- **Prompt for Multiple Inputs:** Always displays the “Switch to USB-C Video Input” message for you to choose whether to switch or not.
- **Yes:** Always switch to USB-C video input (without asking) when the USB Type-C cable is connected.
- **No:** Never automatically switch to USB-C video input when the USB Type-C cable is connected.

NOTE: Auto Select for USB-C is only available when **Auto Select** is turned **On**.

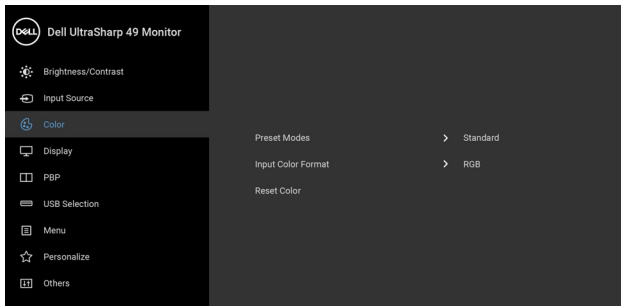
Reset Input Source

Reset your monitor input settings to the factory settings.



Color

Use **Color** to adjust the color setting mode.



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




- **Standard:** Loads the monitor's default color settings. This is the default preset mode.
- **ComfortView:** Decreases the level of the blue light emitted from the screen to make viewing more comfortable for your eyes.

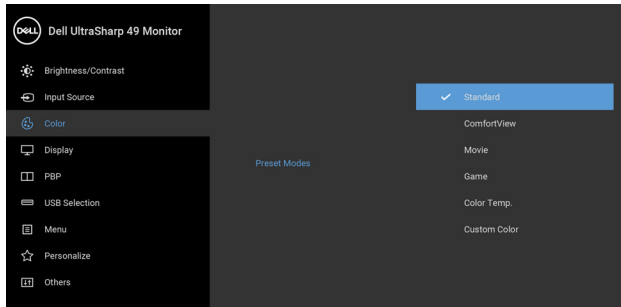
WARNING: The possible long-term effects of blue light emission from the monitor may cause personal injury such as digital eye strain, eye fatigue and damage to the eyes. Using monitor for extended periods of time may also cause pain in parts of body such as neck, arm, back and shoulder.

To reduce the risk of eye strain and neck/arm/back/shoulder pain from using the monitor for long periods of time, we suggest you to:

1. Set the distance of the screen between 20 inches to 28 inches (50 cm-70 cm) from your eyes.
 2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
 3. Take regular and frequent breaks for 20 minutes every two hours.
 4. Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.
 5. Perform stretches to relieve tension in the neck, arm, back, and shoulders during the breaks.
-





- **Movie:** Loads color settings ideal for movies.
- **Game:** Loads color settings ideal for most gaming applications.
- **Color Temp.:** Allows users to select the color temperature: 5000K, 5700K, 6500K, 7500K, 9300K, and 10000K. Press the  button to select a preferred color temperature.
- **Custom Color:** Allows you to manually adjust the color settings. Press the  and  buttons to adjust the **Gain**, **Offset**, **Hue**, and **Saturation** values and create your own preset color mode.

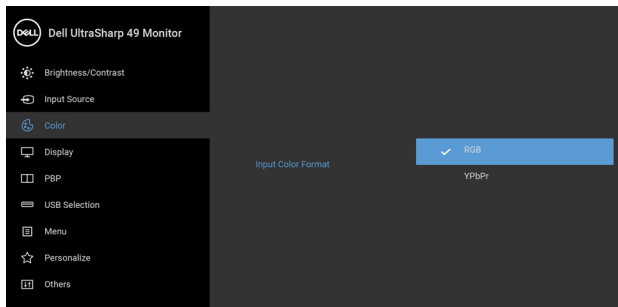


Input Color Format



Allows you to set the video input mode to:

RGB: Select this option if your monitor is connected to a computer (or DVD player) using the DP or HDMI or USB Type-C cable. Press the  button to select the RGB mode.

YPbPr: Select this option if your DVD player supports only YPbPr output. Press the  button to select the YPbPr mode.



Hue

This feature can shift the color of the 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'.



Use  to increase the green shade of the video image.

Use  to increase the purple shade of the video image.

NOTE: Hue adjustment is available only when you select **Movie** or **Game** preset mode.



Saturation

This feature can adjust the color saturation of the video image. Use  or  to adjust the saturation from '0' to '100'.

Use  to increase the colorful appearance of the video image.

Use  to increase the monochrome appearance of the video image.

NOTE: Saturation adjustment is available only when you select **Movie** or **Game** preset mode.

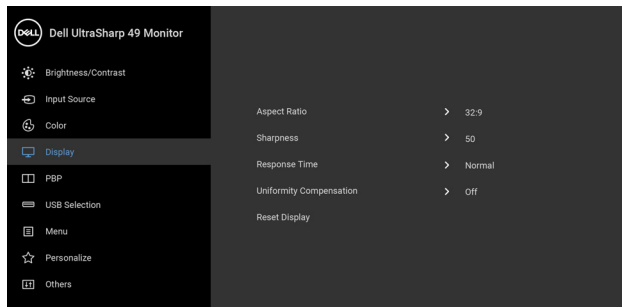
Reset Color

Reset your monitor color settings to the factory settings.



Display

Use **Display** to adjust images.





Aspect Ratio

Adjusts the image ratio to **Wide 32:9**, **Auto Resize**, **4:3**, or **1:1**.

Sharpness

This feature can make the image look sharper or softer.

Use  or  to adjust the sharpness from '0' to '100'.



Response Time Allows you to set the **Response Time** to **Normal** or **Fast**.

Uniformity Compensation Select screen uniformity compensation settings. **Calibrated** is factory calibrated setting by default. **Uniformity Compensation** adjusts 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.**) will be disabled when **Uniformity Compensation** is turned **On**.

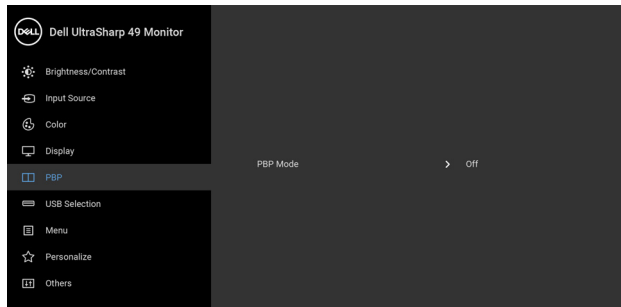
NOTE: User is advised to use factory default brightness setting when **Uniformity Compensation** is turned on. For other brightness level setting, the uniformity performance may deviate from the data shown on the Factory Calibration Report.

Reset Display Select this option to restore default display settings.



PBP


This function brings up a window displaying image from another input source.

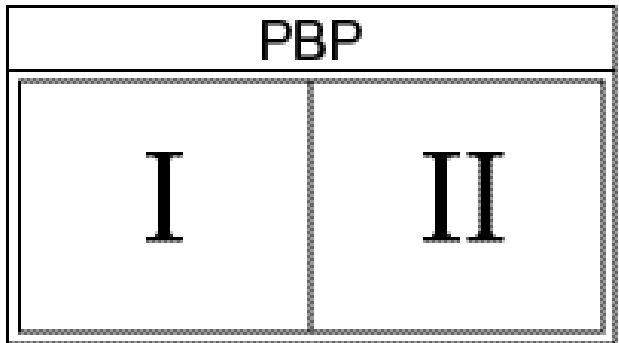
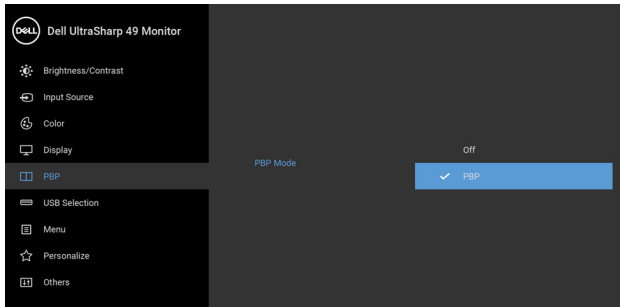


Main Window	Sub-Window			
	USB Type-C	DP	HDMI 1	HDMI 2
USB Type-C	X	✓	✓	✓
DP	✓	X	✓	✓
HDMI 1	✓	✓	X	✓
HDMI 2	✓	✓	✓	X

NOTE: The images under PBP will be displayed at the center of the screen, not full screen.


PBP Mode Adjusts the **PBP** (Picture by Picture) mode between **PBP** or **Off**.

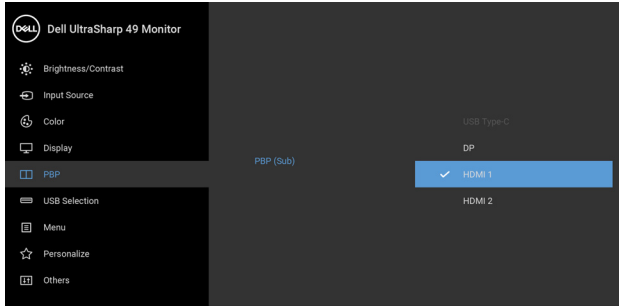
Press the  button to enable PBP mode.




PBP (Sub)

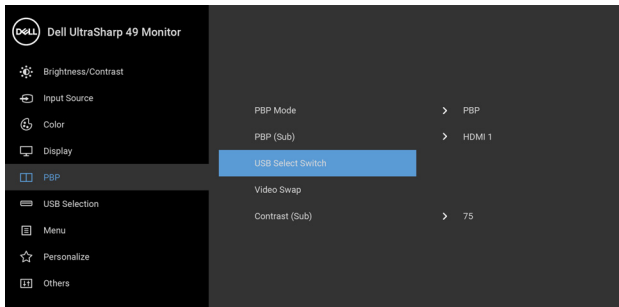
Select between the different video signals that may be connected to your monitor for the PBP sub-window.

Press the  button to select the PBP sub-window source signal.




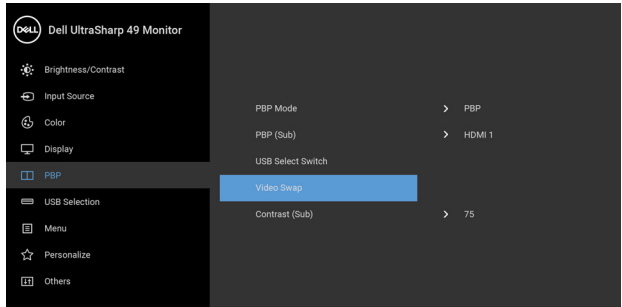
USB Select Switch

Select to switch between the USB upstream sources in PBP mode. Press the  button to switch among USB upstream sources in PBP mode.





Video Swap

Select to swap videos between main window and sub-window in PBP mode. Press the  button to swap main window and sub-window.



Contrast (Sub)

Adjust the contrast level of the picture in PBP Mode.

Press the  button to increase the contrast and press the  button to decrease the contrast.

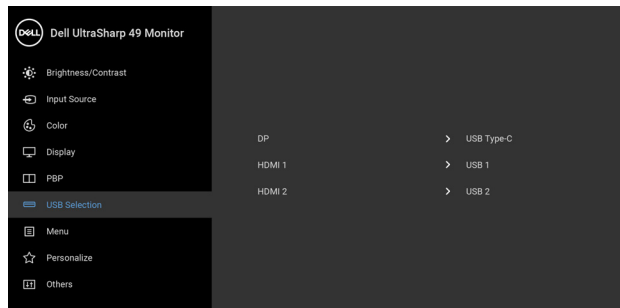




USB Selection

Allows you to set the USB upstream port for the input signals (DP, HDMI 1, and HDMI 2), thus the monitor's USB downstream port (eg. keyboard and mouse) can be used by the current input signals when you connect a computer to either one of the upstream ports.

When you use only one upstream port, the connected upstream port is active.



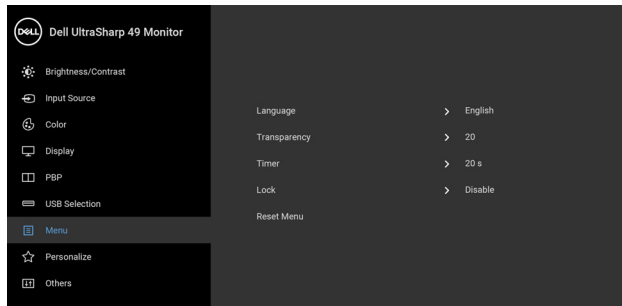
NOTE: To prevent data damage or loss, before changing USB upstream ports, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB upstream port.





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



Language options set the OSD display to one of the eight languages (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese or Japanese).

Transparency

Select this option to change the menu transparency by pressing the  and  buttons (Minimum: 0 ~ Maximum: 100).

Timer

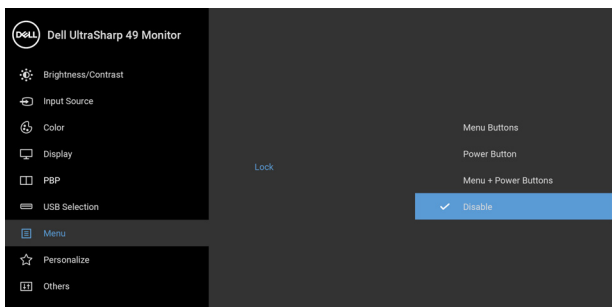
OSD Hold Time: sets the length of time the OSD will remain active after the last time you pressed a button.

Use  or  to adjust the slider in 1 second increments, from 5 to 60 seconds.



Lock

With the control buttons on the monitor locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.



- **Menu Buttons:** All Menu/function buttons (except the Power button) are locked and not accessible by the user.
- **Power Button:** Only the Power button is locked and not accessible by the user.
- **Menu + Power Buttons:** Both the Menu/function & Power buttons are locked and not accessible by the user.

The default setting is **Disable**.

Alternative Lock Method [for Menu/function buttons]: You can also press and hold the Menu/function button next to the Power button for 4 seconds to set the lock options.

NOTE: To unlock the button(s), press and hold the Menu/function button next to the Power button for 4 seconds.

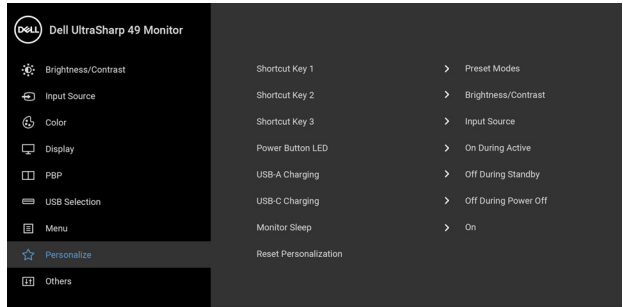
Reset Menu

Reset all OSD settings to the factory preset values.





Personalize



Shortcut Key 1 Allows you to choose a feature from **Preset Modes**,
Shortcut Key 2 **Brightness/Contrast**, **Input Source**, **Aspect Ratio**,
Shortcut Key 3 **PBP Mode**, **USB Select Switch**, or **Video Swap** and set it as a shortcut key.

Power Button LED Allows you to set the power LED indicator On or Off 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.

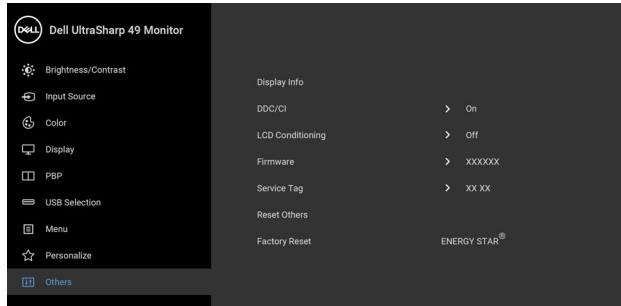


Monitor Sleep Allows you to let the monitor turn off automatically or stay on when your computer goes into sleep mode. When **Enable** is selected, the monitor goes to sleep as the system sleeps; when **Disable** is selected, you may prevent the screen from going off as the system sleeps for speedy display recovery from PC wake up.

Reset Personalization Reset all settings under the **Personalize** menu to the factory preset values



Others



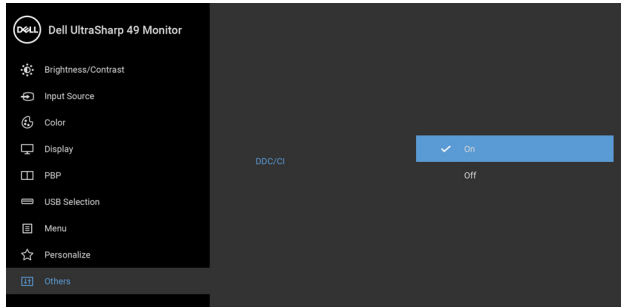
Display Info Displays the monitor's current settings.



DDC/CI

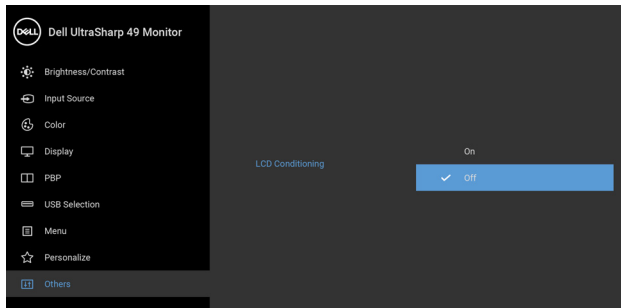
DDC/CI (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, and etc.) to be adjustable via the software on your computer.

You can disable this feature by selecting **Off**. Enable this feature for best user experience and optimum performance of your monitor.



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 **On**.

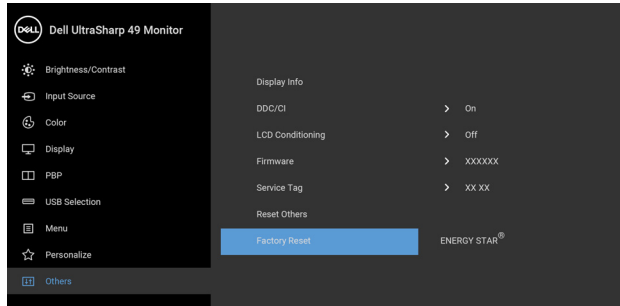


Firmware

Displays the firmware version of your monitor.

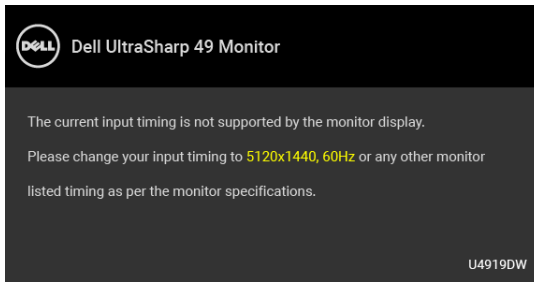


Service Tag	Displays the service tag serial number of your monitor.
Reset Others	Reset all settings under the Others menu to the factory preset values.
Factory Reset	Restore all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests.



OSD Warning Messages

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

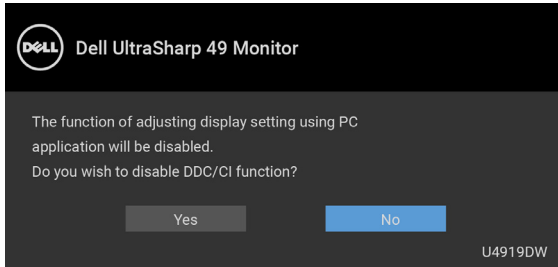


NOTE: The message may be slightly different according to the connected input signal.

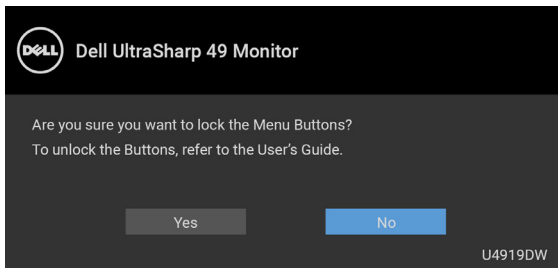
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor Specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 5120 x 1440.



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

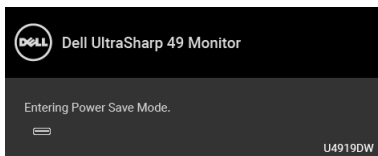


You will see the following message before the **Lock** function is activated:



 **NOTE: The message may be slightly different according to the selected settings.**

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

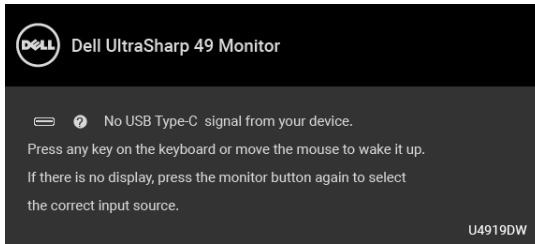


Activate the computer and wake up the monitor to gain access to the **OSD**.

 **NOTE: The message may be slightly different according to the connected input signal.**

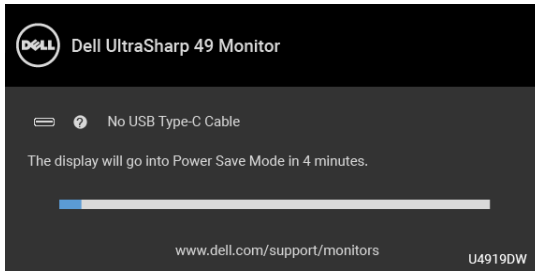


If you press any button other than the power button, the following message will appear depending on the selected input:



NOTE: The message may be slightly different according to the connected input signal.

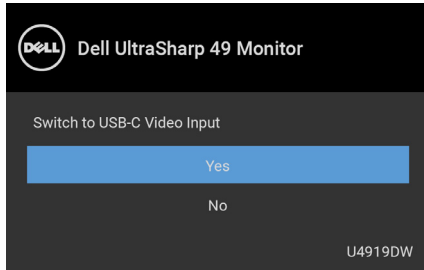
If either USB Type-C, HDMI, or DP input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.



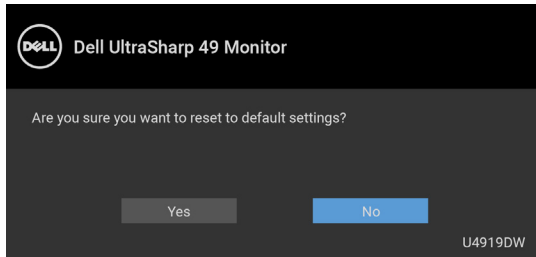
NOTE: The message may be slightly different according to the connected input signal.



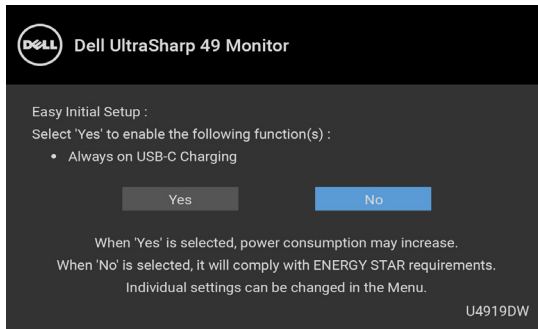
When the monitor is under DP/HDMI input and a USB Type-C cable is connected to a notebook that supports DP Alternate Mode, if **Auto Select for USB-C** is enabled, the following message appears:



When **Factory Reset** is selected, the following message appears:



When **Yes** is selected, the following message appears:



See [Troubleshooting](#) for more information.



Setting the Maximum Resolution

To set the maximum resolution for the monitor:

In Windows[®] 7, Windows[®] 8, and Windows[®] 8.1:

1. For Windows[®] 8 and 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 **5120 x 1440**.
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 **5120 x 1440**.
4. Click **Apply**.

If you do not see 5120 x 1440 as an option, you may need to check whether your graphic card supports 4K@60 Hz. If it does support 4K@60 Hz, update your graphic driver. If it does not support 4K@60 Hz, depending on your computer, complete one of the following procedures:

If you have a Dell desktop or portable computer:

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




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

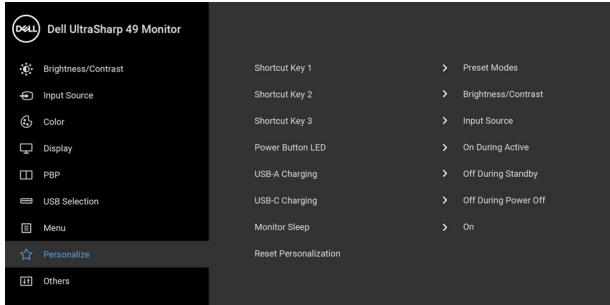
- Go to the support site for your computer and download the latest graphic drivers.
- Go to your graphics card website and download the latest graphic drivers.







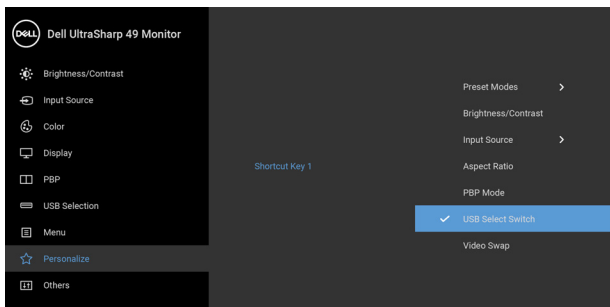
Setting the KVM USB Switch



To set the KVM USB Switch as Shortcut Key for the monitor:

1. Press the  button to launch the OSD menu and display the main menu.
2. Press the  and  buttons to “Personalize”.



3. Press the  button to activate the highlighted option.
4. Press the  button to Shortcut Key 1 to activate the highlighted option.
5. Press the  and  buttons to “USB Select Switch”.

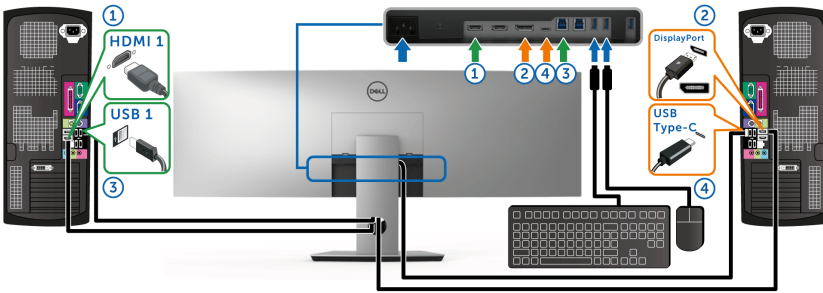


- Press the  button to confirm selection.
- Press the  button to return to the main menu.

 **NOTE: KVM USB Switch function only work under PBP Mode.**

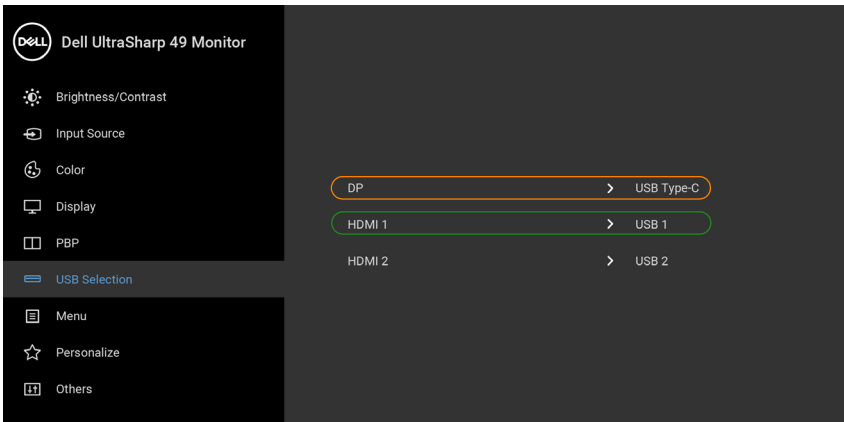
The following are illustrations of several connection scenarios and their **USB Selection** menu settings, as illustrated in corresponding color frames.

- When connecting **HDMI 1 + USB 1** to computer 1 and **DP + USB Type-C** to computer 2:

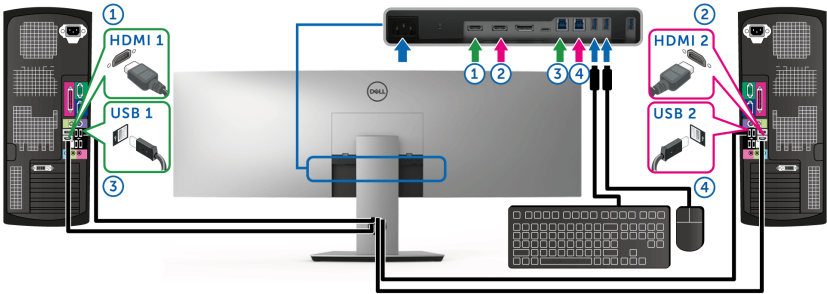


 **NOTE: The USB Type-C connection currently supports only data transfer.**

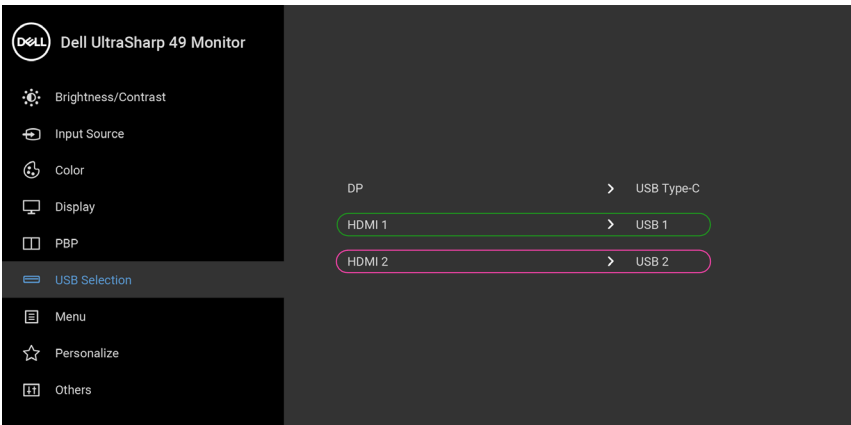
Make sure **USB Selection** for **HDMI 1** is set to **USB 1** and **DP** is set to **USB Type-C**.



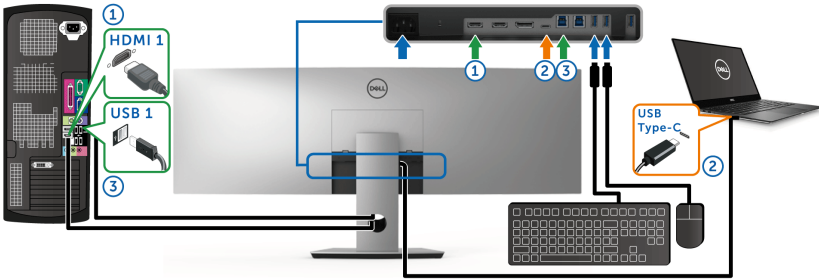
2. When connecting **HDMI 1 + USB 1** to computer 1 and **HDMI 2 + USB 2** to computer 2:



Make sure **USB Selection** for **HDMI 1** is set to **USB 1** and **HDMI 2** is set to **USB 2**.

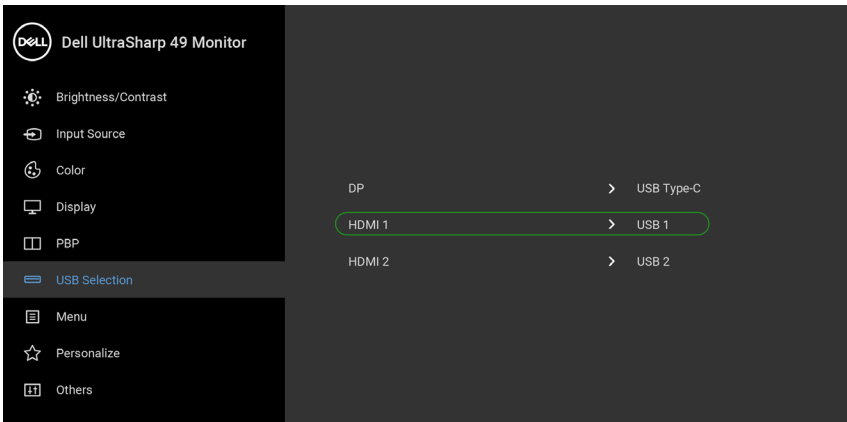


3. When connecting **HDMI 1 + USB 1** to computer 1 and **USB Type-C** to computer 2:



NOTE: The USB Type-C connection currently supports video and data transfer.

Make sure **USB Selection** for **HDMI 1** is set to **USB 1**.



NOTE: As the USB Type-C port supports the DisplayPort Alternate Mode, there is no need to set USB Selection for USB Type-C.

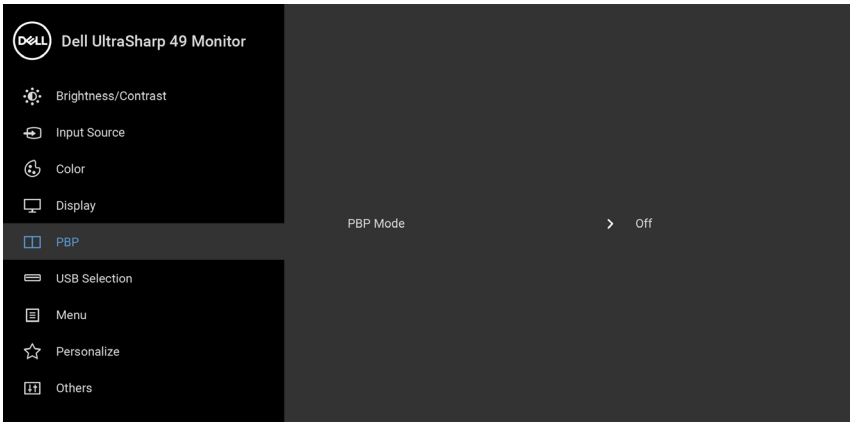
NOTE: When connecting to different video input sources not shown above, follow the same method to make correct settings for USB Selection to pair the ports.



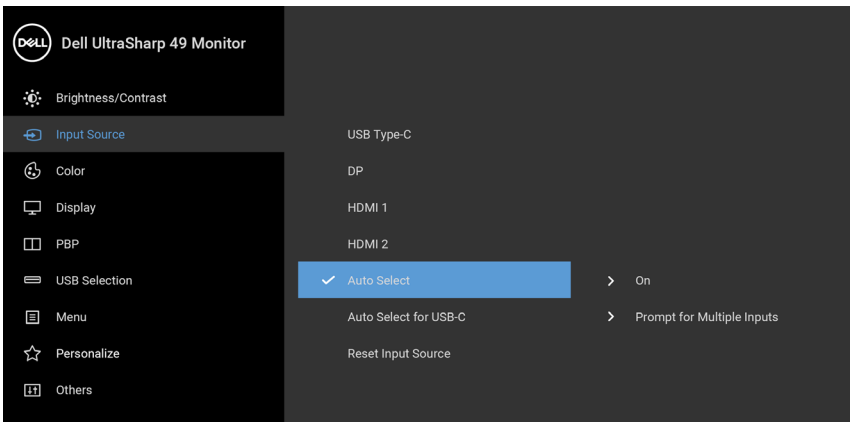
Setting the Auto KVM

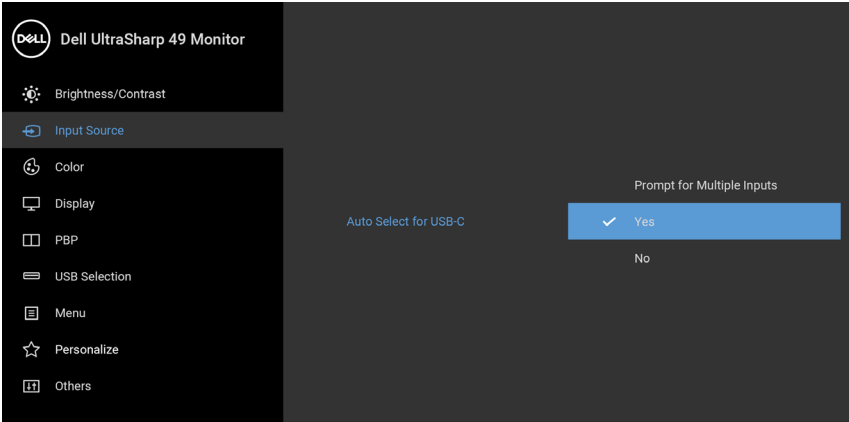
You can follow below instruction to set up Auto KVM for your monitor:

1. Ensure that **PBP Mode** is **Off**.

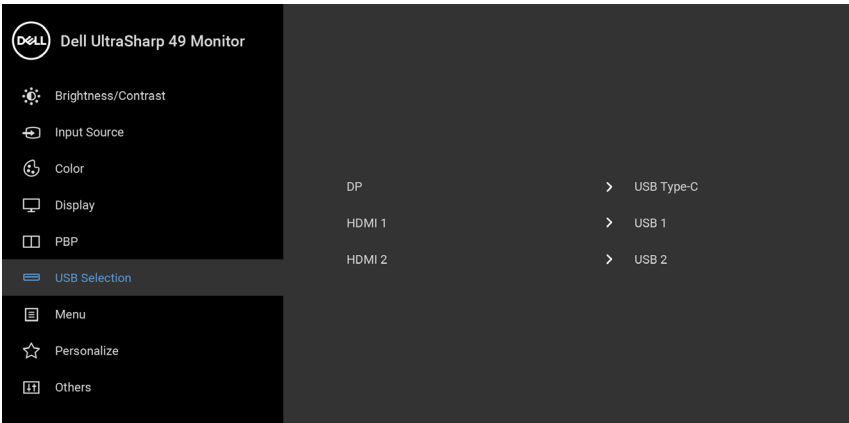


2. Ensure that **Auto Select** is **On** and **Auto Select for USB-C** is **Yes**.





3. Ensure that the USB ports and the video inputs are paired accordingly.



 **NOTE: For USB Type-C connection, there is no further setting required.**

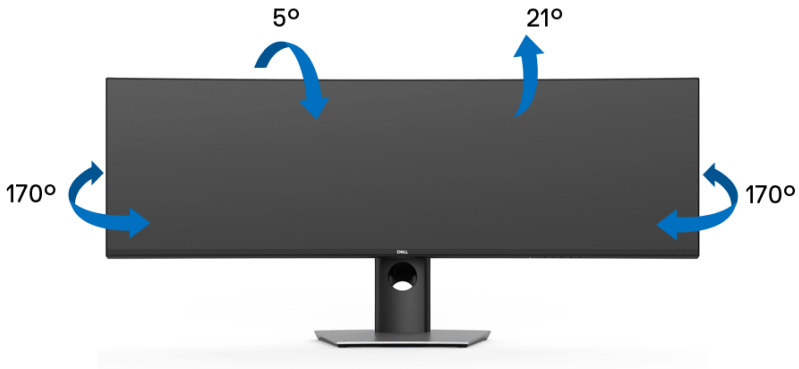


Using the Tilt, Swivel, and Vertical Extension

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 stand attached to the monitor, you can tilt and swivel 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 90 mm. The figure below illustrates how to extend the stand vertically.



Dual-Monitor Setup

The recommended dual-monitor setup:

Landscape (Top-bottom)



Due to cable length restrictions (1 m) for USB Type-C Gen2 cable, it is recommended to connect your monitors:

- Connect the upper monitor with HDMI/DP cable.
- Connect the lower monitor with HDMI/DP/USB Type-C Gen2 cable.



Troubleshooting

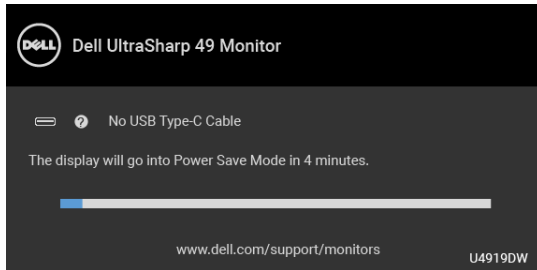
⚠ WARNING: Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

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.
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, the dialog shown below will continuously scroll through the screen.



✎ NOTE: The message may be slightly different according to the connected input signal.

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.

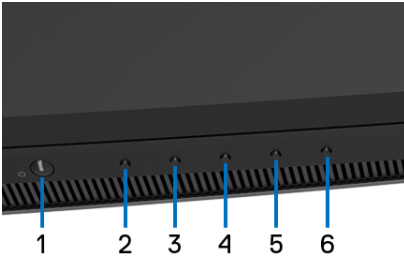
If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.




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. Press and hold **Button 6** for about 4 seconds until a pop menu appears.
3. Use **Button 3** or **Button 4** to select the diagnostic tool  and use **Button 5** to confirm. A gray test pattern appears at the beginning of the diagnostic program.
4. Carefully inspect the screen for abnormalities.
5. Press **Button 2** again to change the test patterns.
6. Repeat steps 4 and 5 to inspect the display in red, green, blue, black, white, and text screens.
7. Press **Button 2** to end the diagnostic program.

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

The monitor allows you to charge your notebook or mobile devices through the USB Type-C cable even when the monitor is powered off. See [USB-C Charging](#) for more information. This feature is only available when the monitor firmware revision is M2B102 or later.

You may verify your current firmware revision in [Firmware](#). If this is not available, go to the Dell download support site for the latest application installer (**Monitor Firmware Update Utility.exe**) and refer to the Firmware Update Instruction User's Guide: www.dell.com/U4919DW

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 pressed 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 & 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.



Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> Eliminate video extension cables. Reset the monitor to factory settings. Change the video resolution to the correct aspect ratio.
Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none"> Reset the monitor to factory settings. Check environmental factors. Relocate the monitor and test in another room.
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 Pixel Policy, 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 & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none"> Reset the monitor to factory settings. Adjust horizontal & vertical controls via OSD.



Horizontal/ Vertical Lines	Screen has one or more lines	<ul style="list-style-type: none"> • Reset the monitor to factory settings. • 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.
Synchronization Problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> • Reset the monitor to factory settings. • 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>.
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 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.
Image Ghosting	Fast moving images leave a trail of shadow images	<ul style="list-style-type: none"> • Change the Response Time in the Display menu.



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 power cord, plug it back, and then turn On the monitor. • Check whether the OSD menu is locked. If yes, press and hold the Menu/function button next to the Power button for 4 seconds to unlock (for more information, see Lock).
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 Video, No Display	No video when connecting docking, dongle or Blu-ray DVD players	<ul style="list-style-type: none"> Due to legacy platform cannot recognize or output 5120 x 1440, we suggest to change EDID to lower resolution to cover this compatibility problem: <ol style="list-style-type: none"> Remove all input cables, press Buttons 3 and 4 for 5 seconds. (Please refer to page 76 for button numbers) Choose “Enable” on POP up screen to change max resolution from 5120 x 1440 to 3840 x 1080.
Display image at 5120 x 1440 @ 30 Hz at HDMI port	Not able to select 5120 x 1440 @ 60 Hz in Graphic Control Panel at HDMI Port	<ul style="list-style-type: none"> Due to legacy platform HDMI 1.4 HW bandwidth limitation, it can only support 5120 x 1440 @ 30 Hz.
Monitor displayed image at 3840 x 1080 @ 60 Hz	Not able to select 5120 x 1440 in Graphic Control Panel	<ul style="list-style-type: none"> Due to legacy platform HW limitation, it does not support 5120 x 1440. To support 5120 x 1440 @ 60 Hz, check whether the platform meet either one of the following: <ol style="list-style-type: none"> DP1.2 or higher. Type-C Alt Mode DP1.2 or higher. HDMI 2.0.
Monitor displays image at 3840 x 1080 @ 60 Hz when using Intel Graphic Card	Not able to select 5120 x 1440 @ 60 Hz with: Intel CPU Gen10 or lower, and Intel Graphic Driver x.7584 onward.	<ul style="list-style-type: none"> Intel has disabled 5K Mode Support in Graphic Driver x.7584 onward, users should install Windows Registry Patch, which enables 5K Mode Support with Graphic Driver x.7584. Go to https://www.dell.com/support/home/us/en/04/product-support/product/dell-u4919dw-monitor/drivers to download the Registry Patch. Install/Re-install Intel Graphic driver before x7584.



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.• Ensure USB Selection is set correctly in the USB Selection menu.• 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.• Disconnect one upstream USB cable when using two upstream connections.
USB Type-C port does not supply power	USB peripherals can not be charged	<ul style="list-style-type: none">• Check that the connected device is compliant with the USB-C specification. The USB Type-C port supports USB 2.0 and an output of 90 W.• Check that you use the USB Type-C cable shipped with your monitor.




High Speed USB 3.0 interface is slow	High Speed 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 mouse is not working or lagging	Do not respond or responds slowly	<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 mouse. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.0 port.



Appendix

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 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.

Contact 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.

- Online technical assistance — www.dell.com/support/monitors
- Contacting Dell — www.dell.com/contactdell

