Dell™ E1909WDD Flat Panel Monitor User's Guide

About Your Monitor

Setting Up the Monitor

Operating the Monitor

Troubleshooting

Appendix

Notes, Notices, and Cautions

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

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

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

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About Your Monitor

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- Package Contents
- Product Features
- Identifying Parts and Controls
- Monitor Specifications
- Plug and Play Capability
- LCD Monitor Quality and Pixel Policy
- Maintenance Guidelines

Package Contents

Your monitor comes with all the items shown below. Ensure that you have all the items. If something is missing, contact Dell.

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
	• Power cable
	• Drivers and Documentation Media, Safety Information,Quick Setup Guide

Product Features

The **E1909WDD** flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD). The monitor features include:

■ 19 inches(482.6mm) diagonal.

■ 1440x900 resolution, plus safe mode 640x480 resolution.

■ Wide viewing angle to allow viewing from a sitting or standing position, or while moving from side-to-side.

■ Removable pedestal and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.

■ Plug and play capability if supported by your system.

■ Software and documentation media which includes an information file (INF), Image color Matching File (ICM), and product documentation.

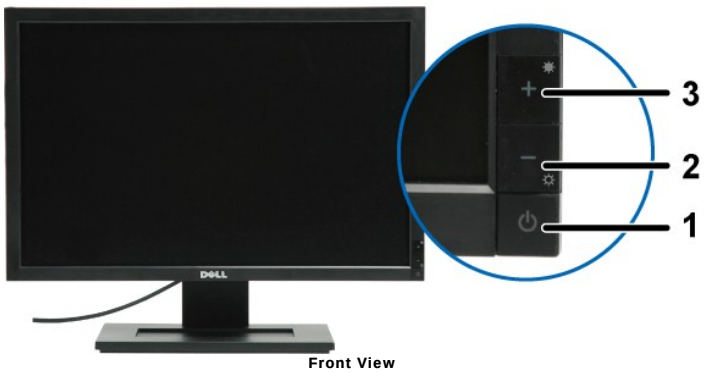
■ Energy Saver feature for Energy Star compliance.

■ Security lock slot.

■ EPEAT Gold Compliant.

Identifying Parts and Controls

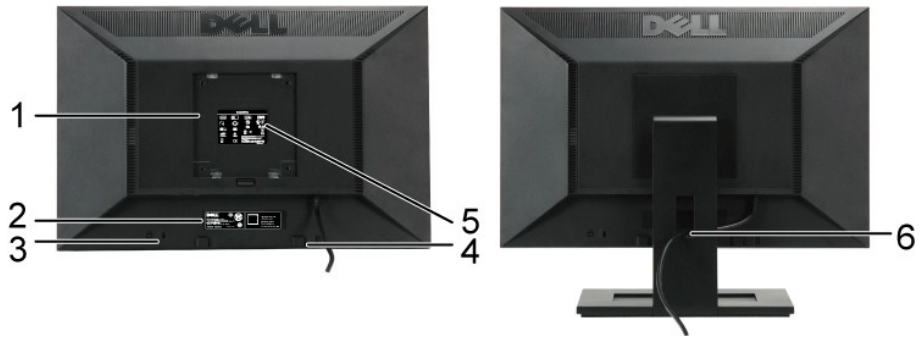
Front View



Front View

Label	Description
1	Power button (with power light indicator)
2	Decrease Brightness button
3	Increase Brightness button

Back View



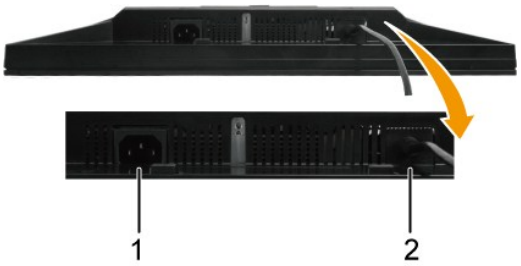
Back view **Back View with monitor stand**

Label	Description	Use
1	VESA mounting holes (100mm) (Behind attached VESA plate)	To mount the monitor.
2	Barcode serial number label	To contact Dell for technical support.
3	Security lock slot	To help secure your monitor.
4	Dell soundbar mounting brackets	To attach the optional Dell Soundbar.
5	Regulatory rating label	Lists the regulatory approvals.
6	Cable management slot	To organize cables by placing them through the slot.

Side View

Left view **Right view**

Bottom View



Bottom view

Label	Description
1	AC Power cord connector
2	DisplayPort cable

Monitor Specifications

The following sections give you information about the various power management modes and pin assignments for various connectors of your monitor.

Power Management Modes

If you have VESA's compliance display card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. 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:

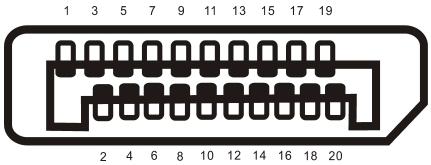
VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	Blue	35 W (typical)
Active-off mode	Inactive	Inactive	Blanked	Amber	Less than 2 W
Switch off	-	-	-	Off	Less than 1 W

NOTE: This monitor is **TCO'99** compliant and **ENERGY STAR**®-compliant.

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

Pin Assignments

20-pin DisplayPort Connector



Pin Number	20-pin Side of the Connected Signal Cable
1	ML Lane 3(n)
2	GND
3	ML Lane 3(p)
4	ML Lane 2(n)
5	GND
6	ML Lane 2(p)
7	ML Lane 1(n)
8	GND
9	ML Lane 1(p)
10	ML Lane 0(n)
11	GND
12	ML Lane 0(p)
13	GND
14	GND
15	AUX CH (p)
16	GND
17	AUX CH (n)
18	Hot Plug Detect
19	Return
20	DP PWR

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Appendix

Dell™ E1909WDD Flat Panel Monitor User's Guide

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

CAUTION: Safety Instructions

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

For information on safety instructions, see the safety information that shipped with your monitor.

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

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

Contacting Dell

For customers in the United States, call 800-WWW-DELL (800-999-3355).

NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom of the page.
3. Click **Contact Us** on the left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

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Setting Up Your Monitor

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If you have a Dell™ desktop or a Dell™ portable computer with internet access

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

2. After installing the drivers for your graphics Adapter, attempt to set the resolution to **1440x900** again.

NOTE: If you are unable to set the resolution to 1440x900, please contact Dell™ to inquire about a graphics Adapter that supports these resolutions.

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Setting Up Your Monitor

Dell™ E1909WDD Flat Panel Monitor

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

1. Right-click on the desktop and click **Properties**.

2. Select the **Settings** tab.

3. Select **Advanced**.

4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).

5. Refer to the graphic card provider website for updated driver (for example, http://www.ATI.com OR http://www.NVIDIA.com).

6. After installing the drivers for your graphics Adapter, attempt to set the resolution to **1440x900** again.

NOTE: If you are unable to set the resolution to 1440x900, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 1440x900.

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Operating the Monitor

Dell™ E1909WDD Flat Panel Monitor User's Guide

- Setting the Optimal Resolution
- Using the Tilt
- Restore Default Brightness Level

Setting the Optimal Resolution

To set the optimal resolution for the monitor:

1. Right-click on the desktop and select **Properties**.
2. Select the **Settings** tab.
3. Set the screen resolution to 1440 x 900.
4. Click **OK**.

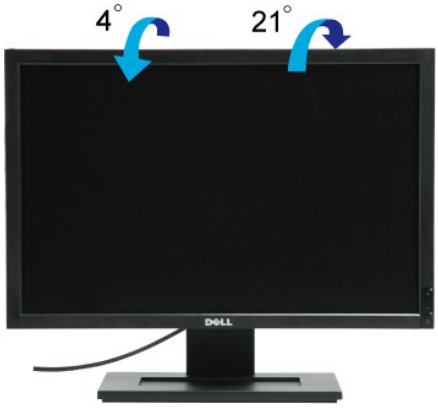
If you do not see 1440 x 900 as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

- If you have a Dell desktop or portable computer:
  - Go to **support.dell.com**, enter your service tag, and download the latest driver for your graphics card.
- If you are using a non-Dell computer (portable or desktop):
  - Go to the support site for your computer and download the latest graphic drivers.
  - Go to your graphics card website and download the latest graphic drivers.

Using the Tilt

Tilt

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



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

Restore Default Brightness Level

To restore to default brightness:

1. Power off the monitor through power button.
2. Press and hold the + button.
3. Power on the monitor through power button.
4. Release the + button.

Brightness level is restored to default brightness level.

Label	Description
1	Power button (with power light indicator)
2	Decrease Brightness button
3	Increase Brightness button

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Setting Up Your Monitor

Dell™ E1909WDD Flat Panel Monitor

Setting the display resolution to 1440X900 (Optimal)

For optimal display performance while using the Microsoft Windows operating systems, set the display resolution to 1440 x 900 pixels by performing the following steps:

1. Right-click on the desktop and click **Properties**.

2. Select the **Settings** tab.

3. Move the slider-bar to the right by pressing and holding left-mouse button and adjust the screen resolution to **1440X900**.

4. Click **OK**.

If you do not see **1440X900** as an option, you may need to update your graphics driver. Please choose the scenario below that best describes the computer system you are using, and follow the provided directions:

1: If you have a Dell™ desktop or a Dell™ portable computer with internet access.

2: If you have a non Dell™ desktop, portable computer, or graphic card.

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Dell™ E1909WDD Flat Panel Monitor

User Guide

Setting the display resolution to 1440x900 (optimal)

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Setting Up the Monitor

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

Attaching the Base

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

To attach the base of the stand:

1. Place the stand on a flat surface.
2. Fit the groove on the back of the monitor onto the two teeth of the upper stand.
3. Lower the monitor so that the monitor mounting area snaps on/lock to stand

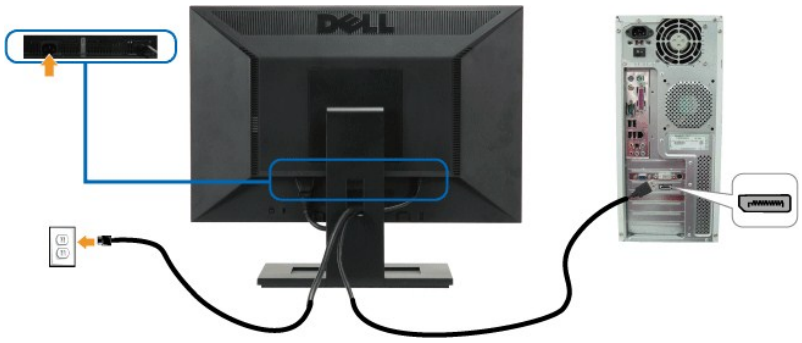
Connecting Your Monitor

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

To connect your monitor to the computer:

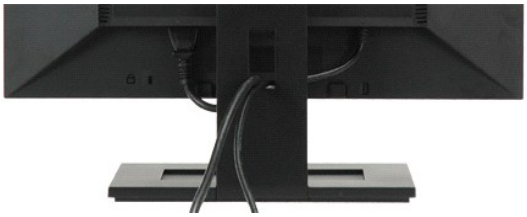
1. Turn off your computer and disconnect the power cable.
2. Connect the monitor to the computer.

Connecting the Monitor



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

Organizing Your Cables



After attaching all necessary cables to your monitor and computer, (see Connecting Your Monitor) use the cable management slot to organize all cables as shown above.

Attaching the Soundbar(optional)

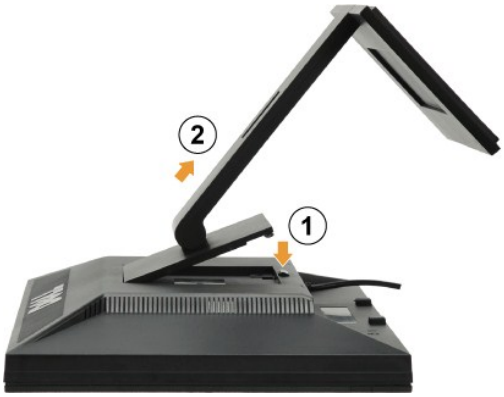
NOTICE: Do not use with any device other than the Dell Soundbar.

To attach the soundbar:

1. Working from the back of the monitor, attach the Soundbar by aligning the two slots with the two tabs along the bottom of the monitor.
2. Slide the Soundbar to the left until it snaps into place.
3. Connect the Soundbar with the power brick.
4. Plug the power cable of the brick to a nearby power outlet.
5. Insert the lime-green mini stereo plug from the rear of the Soundbar into the computer's audio output jack

Removing the Base

NOTE: After placing the monitor panel on a soft cloth or cushion, press and hold the LCD removal button, and then remove the stand.



To remove the base of the stand:

1. Press the stand release button to loosen the base.
2. Remove the base away from the monitor stand.

Wall Mounting (Optional)

Refer to the instructions that come with the base mounting kit. To convert your LCD display from a desk-mounted to a wall-mounted display, do the following:

1. Verify that the Power button is turned Off, then disconnect the power cord.
2. Lay the LCD display face down on a soft cloth.
3. Remove the Stand assembly from the back of the LCD display by pressing quick release button.
4. Attach the mounting bracket from the VESA compatible wall mounting kit (100 mm x 100 mm distance). (Screw dimension: M4 x 10mm).
5. Attach the LCD display to the wall, following the instructions in the wall-mounting kit.

NOTE: For use only with UL Listed Wall Mount Bracket with minimum weight/load: 4.44kg. .

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Troubleshooting

Dell™ E1909WDD Flat Panel Monitor

- Common Problems
- Product Specific Problems
- Dell Soundbar Problems

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

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 system and graphic card.

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

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3. Press and hold the **+** and **-** buttons on the front panel, simultaneously for 2 seconds. A gray screen appears.

Label	Description
1	Power button (with power light indicator)
2	Decrease Brightness button
3	Increase Brightness button

4. Carefully inspect the screen for abnormalities.
5. Press the **+** button 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, and white colored screens.

The test is complete when the white screen appears. To exit, press the + button again.

If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

Common Problems

The following table contains general information about common monitor problems you might encounter and the possible solutions.

Common Symptoms	What You Experience	Possible Solutions
No Video/Power LED off	No picture	l Ensure that the video cable connecting the monitor and the computer is properly connected and secure.

		ı Verify that the power outlet is functioning properly using any other electrical equipment.
No Video/Power LED on	No picture or no brightness	ı Perform monitor self-test feature check. ı Check for bent or broken pins in the video cable connector. ı Run the built-in diagnostics.
Poor Focus	Picture is fuzzy, blurry, or ghosting	ı Eliminate video extension cables.
Shaky/Jittery Video	Wavy picture or fine movement	ı Check environmental factors. ı Relocate the monitor and test in another room.
Missing Pixels	LCD screen has spots	ı Cycle power on-off. ı Pixel that is permanently off is a natural defect that can occur in LCD technology. ı Run the built-in diagnostics
Stuck-on Pixels	LCD screen has bright spots	ı Cycle power on-off. ı Pixel that is permanently off is a natural defect that can occur in LCD technology. ı Run the built-in diagnostics
Brightness Problems	Picture too dim or too bright	ı Adjust brightness controls via key.
Horizontal/Vertical Lines	Screen has one or more lines	ı Perform monitor self-test feature check and determine if these lines are also in self-test mode. ı Check for bent or broken pins in the video cable connector. ı Run the built-in diagnostics
Synchronization Problems	Screen is scrambled or appears torn	ı Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. ı Check for bent or broken pins in the video cable connector. ı Restart the computer in the *safe mode*.
Safety Related Issues	Visible signs of smoke or sparks	ı Do not perform any troubleshooting steps. ı Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	ı Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. ı Reset the monitor to Factory Settings. ı Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing Color	Picture missing color	ı Perform monitor self-test feature check. ı Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. ı Check for bent or broken pins in the video cable connector. ı Run the built-in diagnostics
Wrong Color	Picture color not good	ı 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	ı Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power Management Modes). ı Alternatively, use a dynamically changing screensaver.

Product Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
Cannot adjust the monitor with the buttons on the front panel	Brightness does not change	ı Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor.
No Input Signal when user controls are pressed	No picture, the LED light is white.	ı 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. ı Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. ı 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	ı Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. ı Run the built-in diagnostics

Dell™ Soundbar Problems

Common Symptoms	What You Experience	Possible Solutions
No Sound	No power to Soundbar - the power indicator is off (built-in DC power supply. i.e. E1909WDD)	ı Turn the Power/Volume knob on the Soundbar clockwise to the middle position; check if the power indicator on the front of the Soundbar is illuminated. ı Ensure that the power cable from the Soundbar is plugged into the monitor. ı Ensure that the monitor has power. ı If the monitor has no power, see common problems, No Video/ Power LED off
No Sound	Soundbar has power - power indicator is on	ı Plug the audio line-in cable into the computer's audio out jack. ı Set all volume controls to their maximum and ensure that the mute option is not enabled.

		• Play some audio content on the computer (example, audio CD, or MP3). • Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting. • Clean and reseat the audio line-in plug. • Test the Soundbar using another audio source (For example: portable CD player, MP3 player).
Distorted Sound	Computer's sound card is used as the audio source	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the sound card. • Set all Windows volume controls to their midpoints. • Decrease the volume of the audio application. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and reseat the audio line-in plug. • Troubleshoot the computer's sound card. • Test the Soundbar using another audio source (For example: portable CD player, MP3 player). • Avoid using an audio cable extension or audio jack converter.
Distorted Sound	Other audio source is used	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the audio source. • Decrease the volume of the audio source. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and reseat the audio line-in plug.
Unbalanced Sound Output	Sound from only one side of Soundbar	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source. • Set all Windows audio balance controls (L-R) to their midpoints. • Clean and reseat the audio line-in plug. • Troubleshoot the computer's sound card. • Test the Soundbar using another audio source (For example: portable CD player, MP3 player).
Low Volume	Volume is too low	• Clear any obstructions between the Soundbar and the user. • Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting. • Set all Windows volume controls to their maximum. • Increase the volume of the audio application. • Test the Soundbar using another audio source (For example: portable CD player, MP3 player).

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