

Dell™ ST2010-BLK Flat Panel Monitor User's Guide

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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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Model ST2010b

June 2009 Rev. A00

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About Your Monitor

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Package Contents

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

 **NOTE:** Some items may be optional and may not ship with your Monitor. Some features or media may not be available in certain countries.

	1 Monitor with stand
	1 Power Cable
	1 VGA Cable (attached to the monitor)
	1 Safety Information 1 Drivers and Documentation media 1 Quick Setup Guide

Product Features

The **ST2010-BLK** flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD). The monitor features include:

- 20-inch (444.8*251.1 mm) viewable area display (Measured diagonally) .
- 1600 x 900 resolution, plus full-screen support for lower resolutions.
- Tilt capability.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Software and documentation media includes an information file (INF), Image color Matching File (ICM), and product documentation.
- Energy Saver feature for Energy Star compliance.
- Security lock slot.

Identifying Parts and Controls

Front View



Front View

On screen control and buttons on Mid Frame

Label	Description
1-2	Shortcut keys *The default settings are Preset Modes select, Brightness/Contrast select 1. Preset Modes Select 2. Brightness/Contrast Select
3	OSD menu select
4	EXIT
5	Power button (with power light indicator)

Back View



Back view with monitor stand

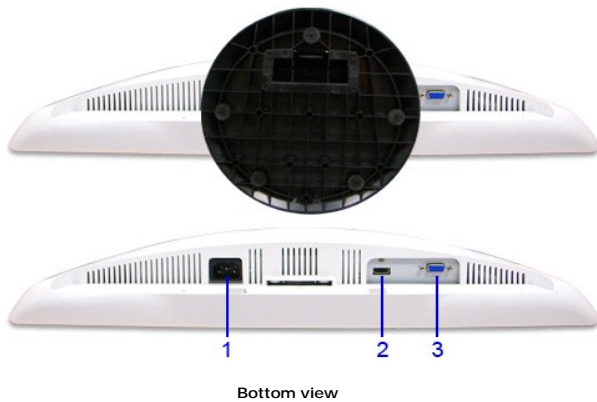
Label	Description	Use
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1	Barcode serial number label	To contact Dell for technical support.
2	Security lock slot	To help secure your monitor.
3	Regulatory rating label	Lists the regulatory approvals.
4	Dell Soundbar mounting brackets	To attach the optional Dell Soundbar.

Side View



Bottom View



Label	Description
1	AC power cord connector
2	HDMI connector
3	VGA connector

Monitor Specifications

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

Flat Panel Specifications

Screen type	Active matrix - TFT LCD
Panel type	TN
Screen dimensions	20 inches (20-inch viewable image size)

Preset display area:	442.8 mm (W) X 249.1 mm (H)
Horizontal	442.8 mm (17.43 inches)
Vertical	249.1 mm (9.81 inches)
Pixel pitch	0.2768(H) X 0.2768(W)
Viewing angle	160° (vertical) typical, 160° (horizontal) typical
Luminance output	250 cd/m ² (typical)
Contrast ratio	1000 to 1 (typical)
Faceplate coating	Anti-Glare
Backlight	2-CCFL edgelight system
Response Time	5ms panel typical
Color depth	16.7 million colors
Color Gamut	83%*

*[ST2010] color gamut (typical) is based on CIE1976 (83%) and CIE1931 (72%) test standards.

Resolution Specifications

Horizontal scan range	30 kHz to 83 kHz (automatic)
Vertical scan range	56 Hz to 76 Hz (automatic)
Maximum preset resolution	1600x900 at 60 Hz

Supported Video Modes

Video display capabilities (HDMI playback)	480p, 576p, 720p, 1080p, 480i, 576i, 1080i.
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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	60.7	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 900	55.5	60.0	97.75	+/-

Electrical Specifications

Video input signals	Analog RGB, 0.707 Volts +/- 5%, positive polarity at 75 ohm input impedance HDMI, 600mV for each differential line, 100 ohm input impedance per differential pair
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)
AC input voltage/frequency/current	100 to 240 VAC/50 or 60 Hz \pm 3 Hz/2.0A (Max.)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)

Physical Characteristics

Connector type	15-pin D-subminiature, blue connector 19-pin HDMI ,black connector
Signal cable type	Analog: Detachable, D-Sub, 15pins, shipped attached to the monitor
Dimensions (with stand)	
Height	362.3 mm (14.27 inches)
Width	491.0 mm (19.33 inches)
Depth	193.5 mm (7.62 inches)
Dimensions (without stand)	
Height	297.4 mm (11.70 inches)
Width	491.02 mm (19.29 inches)
Depth	80.4 mm (3.17 inches)
Stand dimensions	
Height	127.9 mm (5.01 inches)
Width	193.5 mm (7.62 inches)
Depth	193.5 mm (7.62 inches)
Weight	
Weight with packaging	5.475kg (12.07 lb)
Weight with stand assembly and cables	4.598 kg (10.14 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	4.07 kg (8.97 lb)
Weight of stand assembly	0.308 kg (0.68 lb)

Environmental Characteristics


Temperature	
Operating	0° to 40 °C
Non-operating	Storage: -20° to 60°C Shipping: -20° to 60°C
Humidity	
Operating	10% to 80% (non-condensing@5° to35°C)
Non-operating	Storage: 5% to 90% (non-condensing@-20° to 60°C) Shipping: 5% to 90% (non-condensing@-20° to 60°C)
Altitude	
Operating	3,657.60 m (12,000 ft) max
Non-operating	12,192 m (40,000 ft) max
Thermal dissipation	
	256.08 BTU/hour (maximum) 119.50 BTU/hour (typical)

Power Management Modes

If you have VESA's DPM™ compliance display card or software installed in your monitor, the monitor can automatically reduce its power consumption when not in use. This is referred to as *Power Save Mode*®. If the computer detects input from keyboard, mouse, or other input devices, the monitor automatically resumes functioning. The following table shows the power consumption and signaling of this automatic power saving feature:

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	White	20 W (typical)
Active-off mode	Inactive	Inactive	Blanked	Amber	Less than 0.5 W
Switch off	-	-	-	Off	Less than 0.5 W

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

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



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


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 - [FCC Notice \(U.S. Only\) and Other Regulatory Information](#)
 - [Contacting Dell](#)
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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 *Product Information Guide*.

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

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

Contacting Dell

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

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

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To 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 **1600x900** again.

 **NOTE:** If you are unable to set the resolution to 1600x900, please contact Dell™ to inquire about a Graphics Adapter that supports these resolutions.

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Setting Up Your Monitor

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If you have a non Dell™ desktop, portable computer, or graphics 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 **1600x900** again.

 **NOTE:** If you are unable to set the resolution to 1600x900, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 1600x900.

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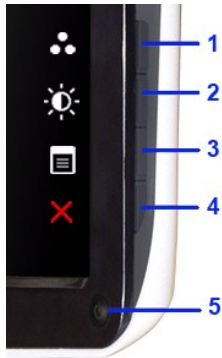
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







- [Using the Front Panel Controls](#)
- [Using the On-Screen Display \(OSD\) Menu](#)
- [Setting the Maximum Resolution](#)
- [Using the Dell Soundbar \(Optional\)](#)
- [Using the Tilt](#)

Using the Front Panel

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





The following table describes the side panel buttons:

1-2	Shortcut keys	Use this key for direct access to the control menu that you define in the personalize menu. *The default settings are Preset Modes Select, Brightness/Contrast Select
1	 Preset Modes	Use this button for different displays on your monitor. Use Preset Modes button to select between different display modes that may be connected to your monitor. Displays the modes selection bar. Press  or  button to move between the setting options and press  to select the display you want.
2	 Brightness/Contrast	Use this button for direct access to the "Brightness/Contrast" control menu.
3	 OSD Menu	Use this key to open the on-screen display (OSD). See Using the OSD Menu .
4	 Exit	Use this key to exit the OSD menu.
5	 Power button (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. An amber light indicates power save mode.

Using the On-Screen Display (OSD) Menu

Accessing the Menu System

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

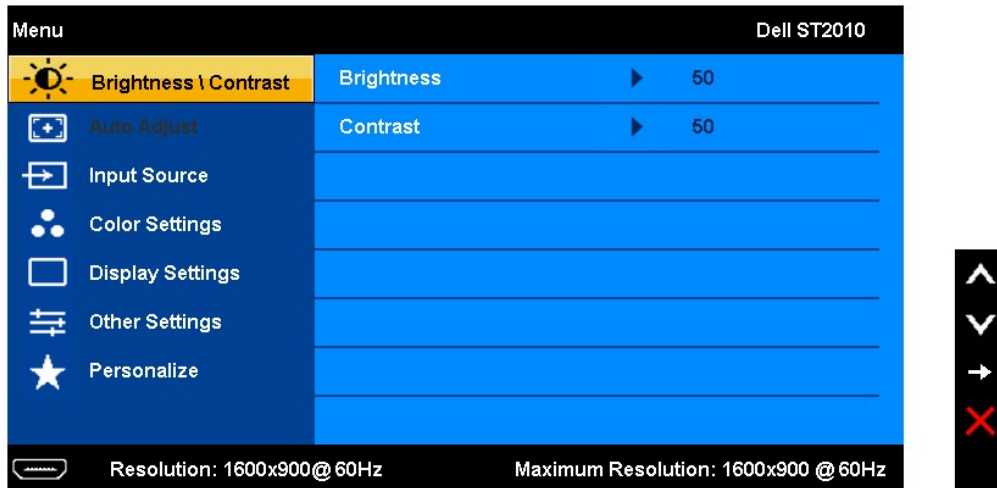
1. Press  to launch the OSD menu and display the main menu.


Main Menu for Analog (VGA) Input














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






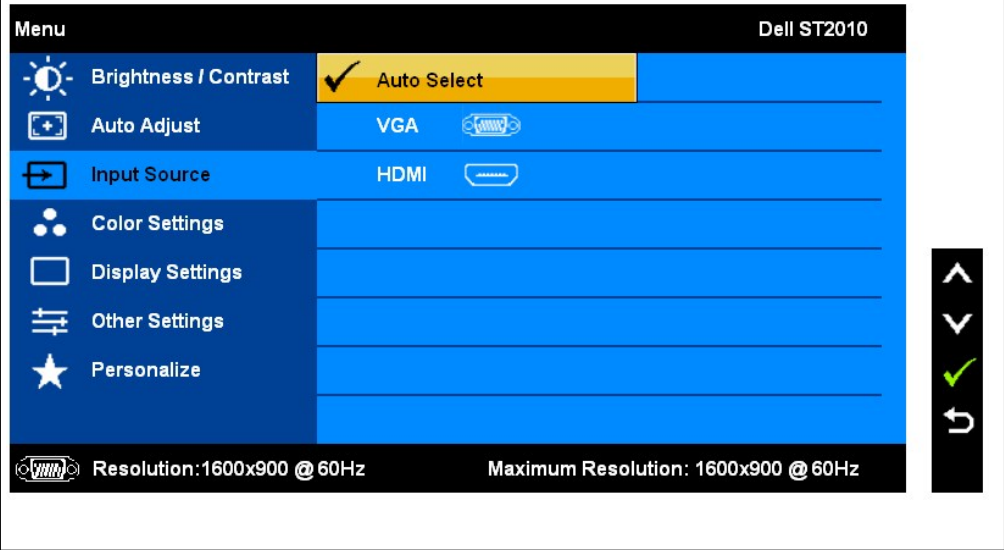



Main Menu for HDMI Input




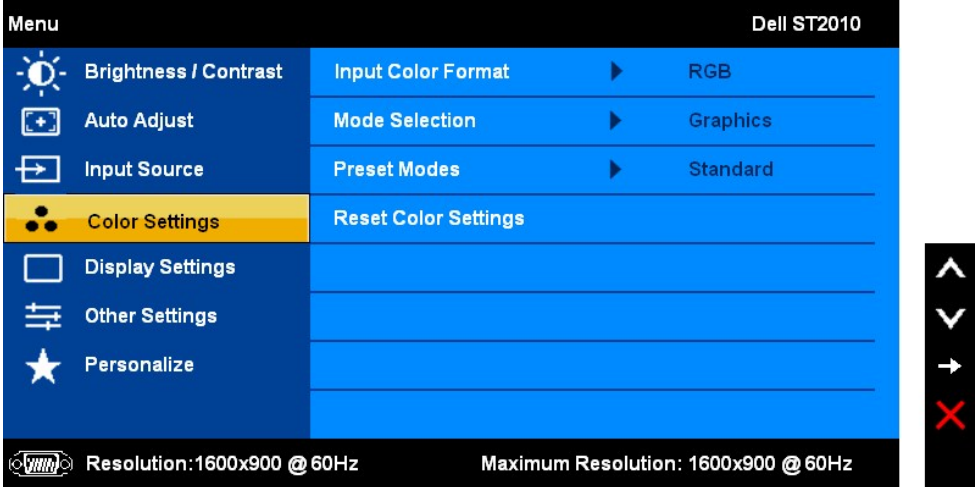
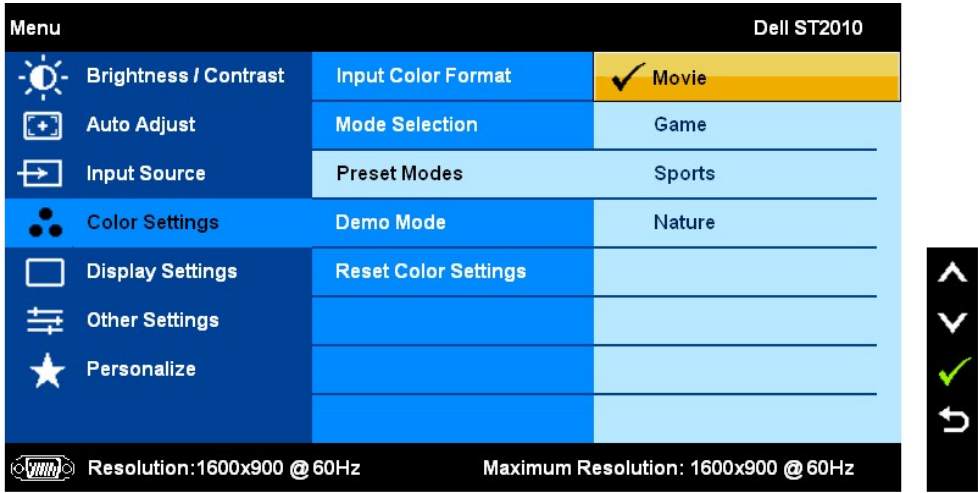


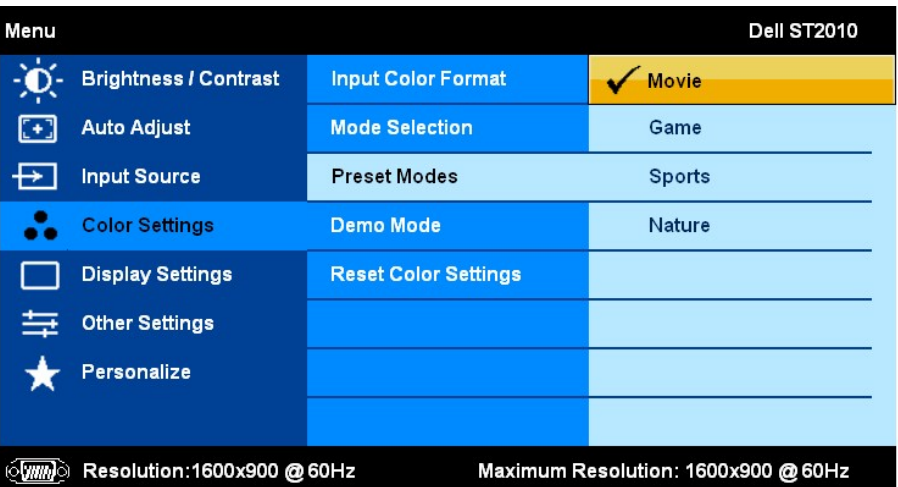








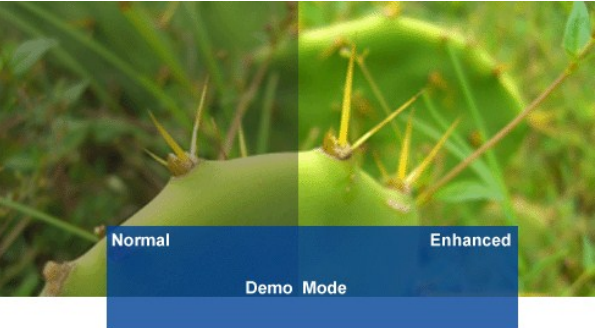

 **NOTE:** AUTO ADJUST is only available when you use the analog (VGA) connector.

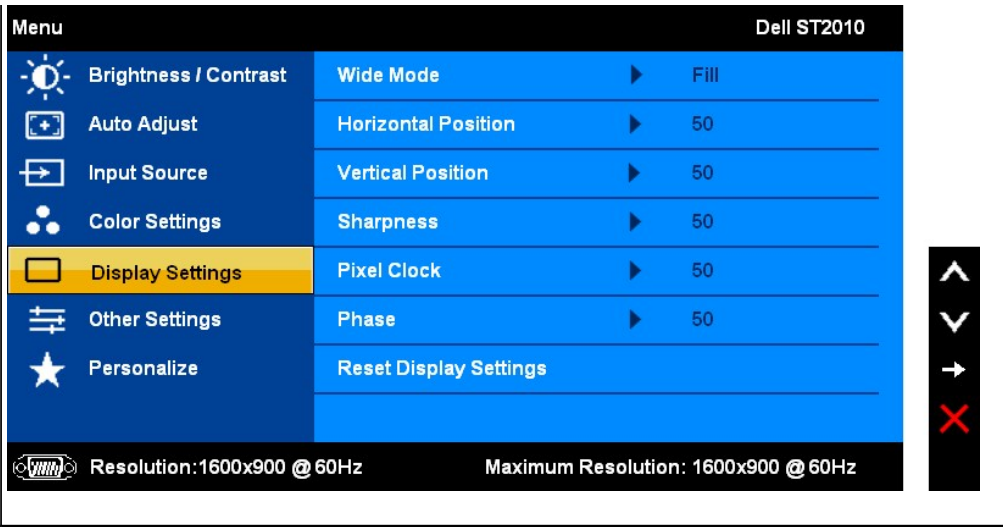










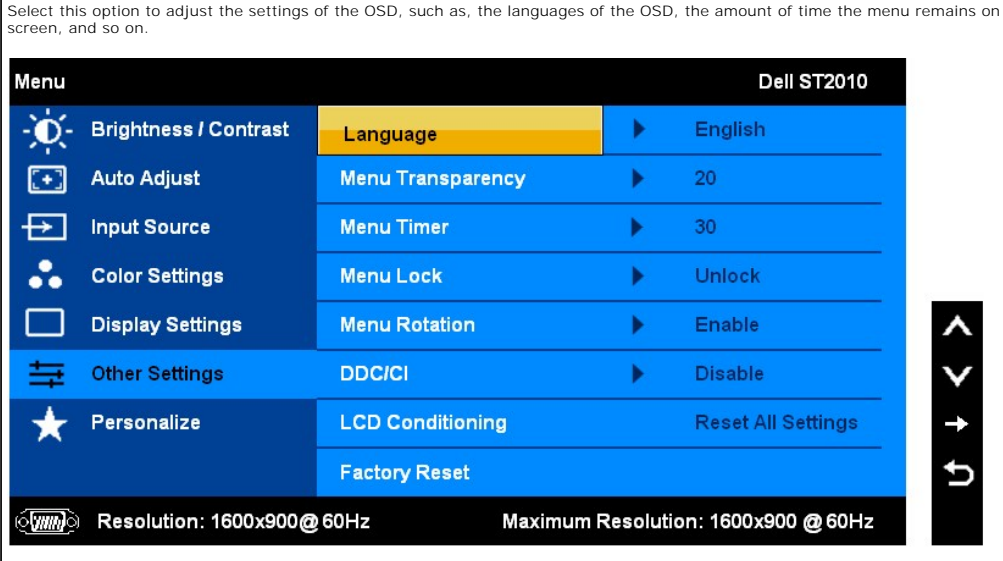


1. Press the  or  button to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
2. Press the  button once to activate the highlighted option.
3. Press  and  button to select the desired parameter.
4. Press the  button to enter the slide bar and then use the  or  button, according to the indicators on the menu, to make your changes.
5. Select the  option to return to the main menu or  the OSD menu.





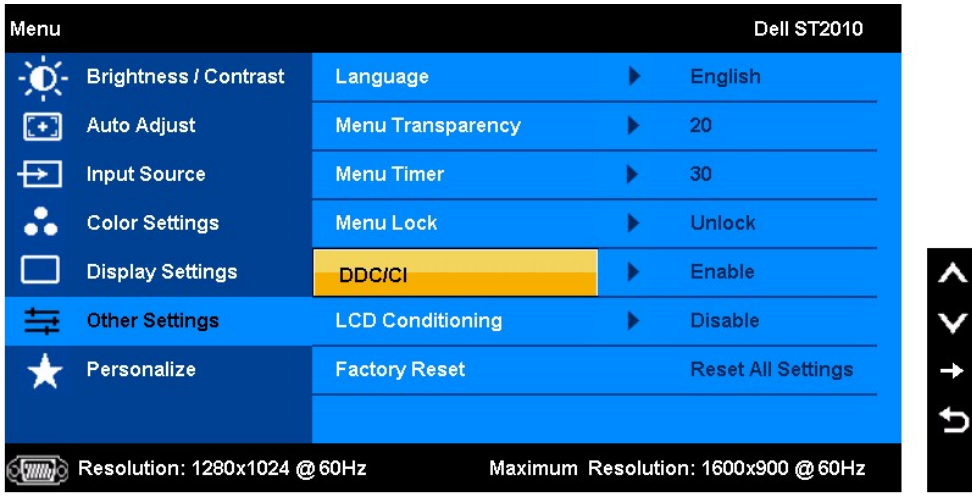

Icon	Menu and Submenus	Description
	Brightness/Contrast	Use this menu to activate Brightness/Contrast adjustment.

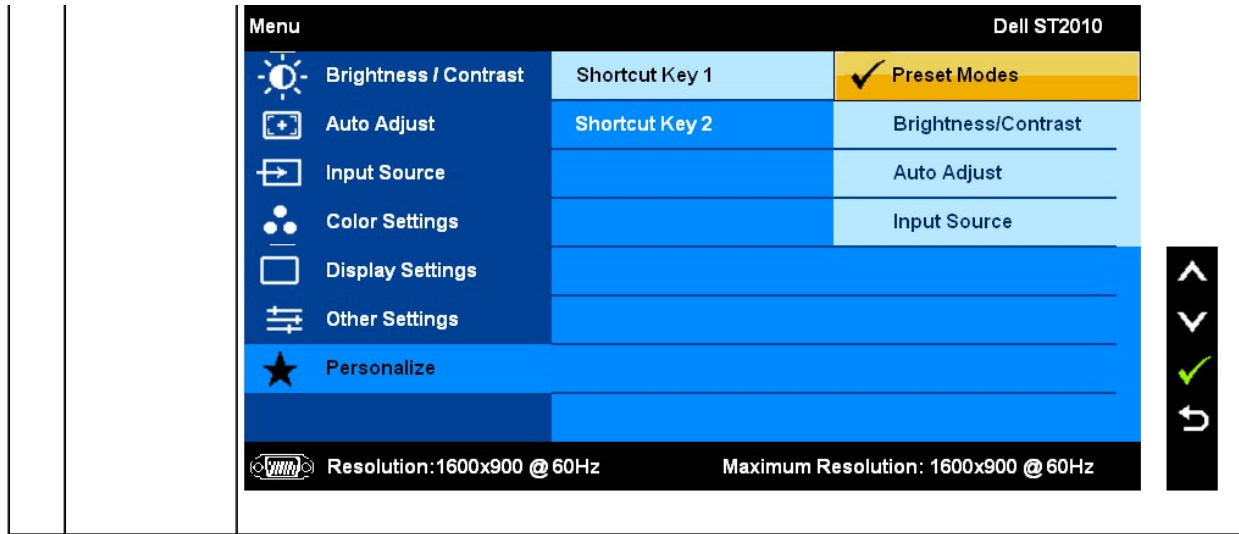
	
<p>Brightness</p>	<p>Brightness adjusts the luminance of the backlight. Press the  button to increase brightness and press the  button to decrease brightness (min 0 ~ max 100).</p>
<p>Contrast</p>	<p>Adjust Brightness first, and then adjust Contrast only if further adjustment is necessary. Press the  button to increase contrast and press the  button to decrease contrast (min 0 ~ max 100). The Contrast function adjusts the degree of difference between darkness and lightness on the monitor screen.</p>
<p>Back</p>	<p>Press  to go back to the main menu.</p>
<p> Auto Adjust</p>	<p>Even though your computer recognizes your monitor on startup, the Auto Adjustment function optimizes the display settings for use with your particular setup.</p> <div data-bbox="430 976 966 1081" style="background-color: #0056b3; color: white; text-align: center; padding: 10px; margin: 10px 0;"> <p>Auto Adjustment In Progress.....</p> </div> <p>NOTE: In most cases, Auto Adjust produces the best image for your configuration. This option is only available when you are using the analog (VGA).</p>
<p> Input Source</p>	<p>The Input Source menu is to select between different video signals that may be connected to your monitor.</p> 
<p>Auto Select</p>	<p>Scan for Sources. Press  to scan for available input signals.</p>
<p>VGA</p>	<p>Select VGA input when you are using the analog (VGA) connector. Press  to select the VGA input source.</p>
<p>HDMI</p>	<p>Select HDMI input when you are using the Digital (HDMI) connector. Press  to select the DVI input source.</p>

	<p>Back  Press  to go back to the main menu.</p>
<p> Color Setting</p>	<p>Use the Color Settings to adjust the color setting mode and color temperature. There are different color setting sub-menus for VGA and HDMI input.</p> 
<p>Input Color Format</p>	<p>Allows you to set the color format to:</p> <p>RGB-Suitable for normal PC graphics display over HDMI</p> <p>YPbPr-Suitable for HD video playback over HDMI</p>
<p>Mode Selection</p>	<p>Allows you to set the display mode to Graphics or Video. If your computer is connected to your monitor, choose Graphics. If a DVD, STB, or VCR is connected to your monitor, choose Video.</p>
<p>Preset modes</p>	<p>When you select Graphics, you can choose Standard, Multimedia, Game, Warm, Cool, or Custom (R,G,B):</p> <ul style="list-style-type: none"> 1 If you view media application like photo, clip etc via PC, choose "Multimedia" preset; 1 If you play a game in PC, choose "Gaming" preset; 1 If you prefer a lower color temperature (5700K), choose "Warm" preset; 1 If you prefer a higher color temperature, choose "Cool" preset; 1 Custom (R, G, B) Preset offers a range of 6500K colors; 1 Choose "Standard" to utilize the panel native color format; 1 Select Warm preset for a reddish tint. This color setting is used for color-intensive applications (photograph image editing, multimedia, movies, etc.) 1 Select Cool preset for a bluish tint. This color setting is used for text based applications (spreadsheets, programming, text editors, etc.) 1 Select Custom preset to increase or decrease each of the three colors (R, G, B) independently, in single digit increments, from 0 to 100. 

<p>Video Mode</p>	<p>When you select Video, you can choose Movie, Game, Sports, or Nature preset:</p> <ul style="list-style-type: none"> 1 For playing a movie, choose "Movie" preset; 1 For playing a sport program, choose "Sports" preset; 1 For playing a game, choose "Game" preset; 1 For general picture or web or watch TV, choose "Nature" preset. You can adjust the Hue(Tint)/Saturation based on your preference. If you want to restore default color settings, choose Color Reset; 1 Select Color Reset preset to restore default (factory) Color settings. This setting is also the "sRGB" standard default color space. 
<p>Hue</p>	<p>This feature can make the video image color shift from green to purple. Use this feature to adjust the skin tone. Use  or  button to adjust the hue from '0' to '100'.</p> <ul style="list-style-type: none">  increases the green hue in the image  increases the purple hue in the image <p>NOTE: Hue adjustment is only available for video input.</p>
<p>Situation</p>	<p>Allows you to adjust the color saturation of the video image. Use  or  button to adjust the saturation from '0' to '100'.</p> <ul style="list-style-type: none">  makes video image looks monochrome  makes video image looks colorful <p>NOTE: Saturation adjustment is only available for video input.</p>
<p>Demo Mode</p>	<p>Vertically splits the screen into two segments. The left half of the screen in the normal mode and the right half of the screen is displayed in the color enhanced mode.</p>  <p>NOTE: Demo Mode is only available for video input.</p>
<p>Reset Color Settings</p>	<p>Returns your monitor color settings to those that were set at the time of manufacture.</p>
<p>Back</p>	<p>Press  to go back to the main menu.</p>
<p><input type="checkbox"/> Display Settings</p>	<p>Use the Display Settings to adjust image.</p>

	
Wide Mode	Adjusts the image ratio as 1:1, Aspect or full screen. NOTE: Wide Mode adjustment is not required at maximum preset resolution 1600 x 900.
Horizontal Position	Use the  or  button to adjust image left and right. Minimum is '0' (-). Maximum is '100' (+).
Vertical Position	Use the  or  button to adjust image up and down. Minimum is '0' (-). Maximum is '100' (+).
Sharpness	This feature can make the image look sharper or softer. Use  or  to adjust the sharpness from '0' to '100' .
Pixel Clock	The Phase and Pixel Clock adjustments allow you to adjust your monitor to your preference. These settings are accessed through the main OSD menu, by selecting 'Image Settings'. Use  or  button to adjust for best image quality.
Phase	If satisfactory results are not obtained using the Phase adjustment, use the Pixel Clock (coarse) adjustment and then use Phase (fine), again. NOTE: Pixel Clock and Phase Adjustments are only available for "VGA" input.
Reset Display Settings	Resets the display settings to the original factory settings.
Back	Press  to go back to the main menu.
 Other Settings	
Language	Language option to set the OSD display to one of six languages (English, Espanol, Francais, Deutsch, Simplified chinese or Japanese).
Menu Transparency	Select this option to change the menu transparency by pressing  or  (Minimum: 0 ~ Maximum: 100).

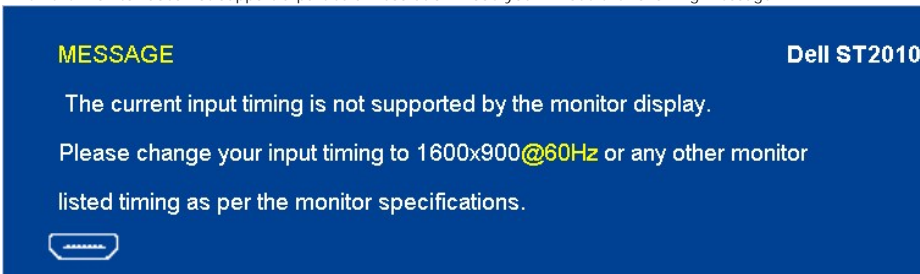
Menu Timer	<p>OSD Hold Time: Sets the length of time the OSD will remain active after the last time you pressed a button.</p> <p>Use the  and  button to adjust the slider in 5 second increments, from 5 to 60 seconds.</p>
Menu Lock	<p>Controls user access to adjustments. When 'Lock' is selected, no user adjustments are allowed. All buttons are locked except the menu  button.</p> <p>NOTE: When the OSD is locked, pressing the menu button takes the user directly to the OSD settings menu, with OSD Lock selected. Select "Unlock" to unlock and allow user access to all applicable settings.</p>
DDC/CI	<p>DDC/CI (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance etc) to be adjustable via software on your monitor. You can disable this feature by selecting "Disable". Enable this feature for best user experience and optimum performance of your monitor.</p> 
LCD Conditioning	<p>Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting "Enable".</p> 
Factory Reset	<p>Reset all OSD settings to the factory preset values.</p>
Back	<p>Press  to go back to the main menu.</p>
★ Personalize	<p>There are two shortcut keys on the front panel. Select one control menu for each shortcut key to allow direct access.</p>



Note: This monitor has a built-in diagnostics to automatically calibrate the brightness to compensate for CCFL aging.

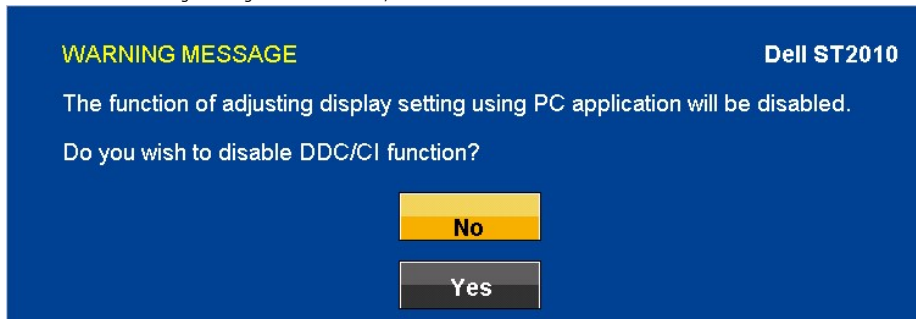
OSD Warning Messages

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



This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor Specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 1600 x 900.

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

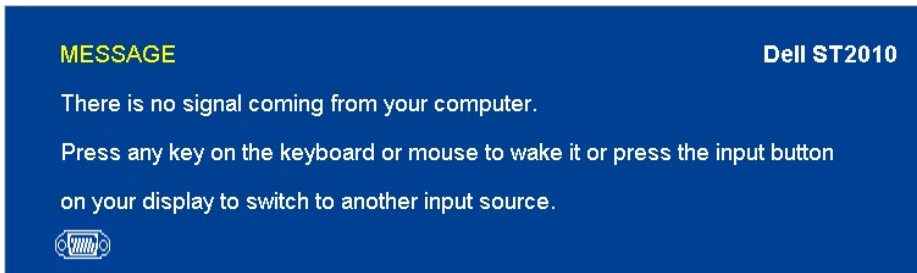


When monitor enters Power Save mode, the following message appears:

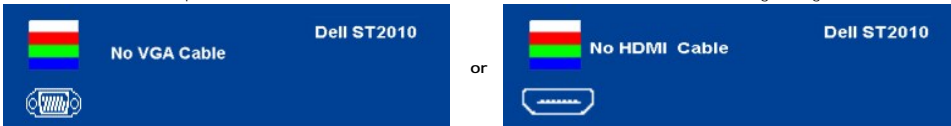


Activate the computer and wake up the monitor to gain access to the [OSD](#)

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



If either VGA or HDMI input is selected and both VGA and HDMI cables are not connected, a floating dialog box as shown below appears.



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

Setting the Maximum Resolution

To set the maximum resolution for the monitor:

1. Right-click on the desktop and select **Properties**.
2. Select the **Settings** tab.
3. Set the screen resolution to 1600 x 900.
4. Click **OK**.

If you do not see 1600 x 900 as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

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

Using the Dell Soundbar (Optional)

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

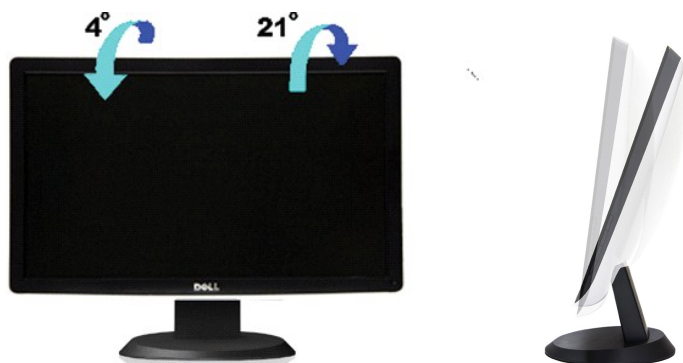



1. Attach mechanism
2. Headphone jacks
3. Power indicator
4. Power/Volume control

Using the Tilt

Tilt

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



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

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Setting Up Your Monitor

Dell™ ST2010-BLK Flat Panel Monitor

Setting the display resolution to 1600x900 (maximum)

For optimal display performance while using the Microsoft Windows operating systems, set the display resolution to 1600x 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 **1600 X900**.
4. Click **OK**.

If you do not see **1600 X900** as an option, you may need to update your graphics driver. Please choose the scenario below that best describes the computer system you are using, and follow the provided directions:

1: [If you have a Dell™ desktop or a Dell™ portable computer with internet access.](#)

2: [If you have a non Dell™ desktop, portable computer, or graphics card.](#)

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Dell™ ST2010-BLK Flat Panel Monitor

[User Guide](#)

[Setting the display resolution to 1600x900\(maximum\)](#)

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Model ST2010b


June 2009 Rev. A00

Setting Up the Monitor

Dell™ ST2010-BLK Flat Panel Monitor User's Guide

- [Attaching the Base](#)
 - [Connecting the Monitor](#)
 - [Attaching the Soundbar \(optional\)](#)
 - [Removing the Stand](#)
-

Attaching the Base


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



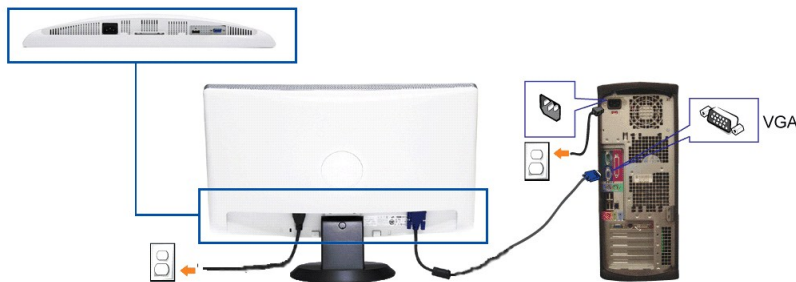
After placing the monitor panel on soft cloth or cushion, complete the following steps to attach the base.


1. Place the monitor on a stable flat table.
 2. Fit the groove on the base onto the riser of the monitor.
 3. Push the hook to lock the stand base.
-

Connecting Your Monitor

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

Connecting the blue VGA cable



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

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
 2. Connect the blue (analog VGA) display connector cable to the corresponding video port on the back of your computer.
 3. Turn on your monitor and computer. If your monitor displays an image, installation is complete. If it does not display an image, see [Troubleshooting your monitor](#).
-

Attaching the Soundbar

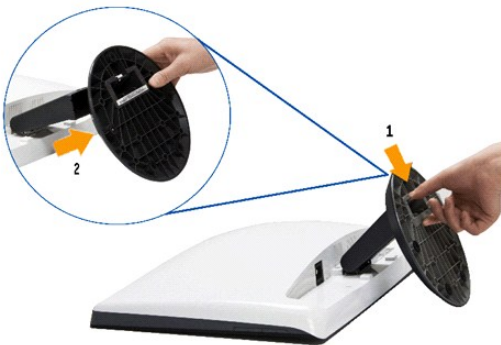


⚠ **NOTICE:** Do not use with any device other than the Dell Soundbar.

1. Working from the back of the monitor, attach the Soundbar by aligning the two slots with the two tabs along the bottom of the monitor.
 2. Slide the Soundbar to the left until it snaps into place.
 3. Connect the Soundbar with the DC power connector.
 4. Insert the mini stereo plug from the back of the Soundbar into the computer's audio output jack.
-

Removing the Base

⚠ **NOTE:** To prevent scratches on the LCD screen while removing the stand, ensure that the monitor is placed on a soft, clean surface.



After placing the monitor panel on soft cloth or cushion, complete the following steps to remove the base.

1. Press the hook to loosen the base from the riser.
 2. Detach the base away from the monitor hinge.
-

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Troubleshooting

Dell™ ST2010-BLK Flat Panel Monitor

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

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

Self-Test

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

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove both Digital and the Analog (blue connector) cables from the back of computer.
3. Turn on the monitor.

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



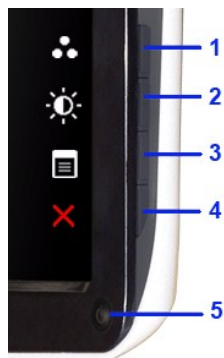
4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

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

Built-in Diagnostics

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

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



To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3. Press and hold the **first** and **fourth** buttons on the side of monitor, simultaneously for 2 seconds. A gray screen appears.
4. Carefully inspect the screen for abnormalities.
5. Press the **fourth** button on the side of monitor 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 **fourth 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	<ul style="list-style-type: none"> 1 Ensure that the video cable connecting the monitor and the computer is properly connected and secure. 1 Verify that the power outlet is functioning properly using any other electrical equipment. 1 Ensure that the power button is depressed fully.
No Video/Power LED on	No picture or no brightness	<ul style="list-style-type: none"> 1 Increase brightness & contrast controls via OSD. 1 Perform monitor self-test feature check. 1 Check for bent or broken pins in the video cable connector. 1 Run the built-in diagnostics.
Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> 1 Perform Auto Adjust via OSD. 1 Adjust the Phase and Pixel Clock controls via OSD. 1 Eliminate video extension cables. 1 Reset the monitor to Factory Settings. 1 Change the video resolution to the correct aspect ration (16:9).
Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none"> 1 Perform Auto Adjust via OSD. 1 Adjust the Phase and Pixel Clock controls via OSD. 1 Reset the monitor to Factory Settings. 1 Check environmental factors. 1 Relocate the monitor and test in another room.
Missing Pixels	LCD screen has spots	<ul style="list-style-type: none"> 1 Cycle power on-off. 1 Pixel that is permanently off is a natural defect that can occur in LCD technology. 1 Run the built-in diagnostics.
Stuck-on Pixels	LCD screen has bright spots	<ul style="list-style-type: none"> 1 Cycle power on-off. 1 Pixel that is permanently off is a natural defect that can occur in LCD technology. 1 Run the built-in diagnostics.
Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none"> 1 Reset the monitor to Factory Settings. 1 Auto Adjust via OSD. 1 Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none"> 1 Reset the monitor to Factory Settings. 1 Auto Adjust via OSD. 1 Adjust brightness & contrast controls via OSD. <p>NOTE: When using 'HDMI', the positioning adjustments are not available.</p>
Horizontal/Vertical Lines	Screen has one or more lines	<ul style="list-style-type: none"> 1 Reset the monitor to Factory Settings. 1 Perform Auto Adjust via OSD. 1 Adjust Phase and Pixel Clock controls via OSD. 1 Perform monitor self-test feature check and determine if these lines are also in self-test mode. 1 Check for bent or broken pins in the video cable connector. 1 Run the built-in diagnostics. <p>NOTE: When using 'HDMI', the Pixel Clock and Phase adjustments are not available.</p>
Synchronization Problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> 1 Reset the monitor to Factory Settings. 1 Perform Auto Adjust via OSD. 1 Adjust Phase and Pixel Clock controls via OSD. 1 Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. 1 Check for bent or broken pins in the video cable connector. 1 Restart the computer in the <i>safe mode</i>.
Safety Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> 1 Do not perform any troubleshooting steps. 1 Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	<ul style="list-style-type: none"> 1 Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. 1 Reset the monitor to Factory Settings. 1 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"> 1 Perform monitor self-test feature check. 1 Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. 1 Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	<ul style="list-style-type: none"> 1 Change the Color Setting Mode in the Color Settings OSD to Graphics or Video depending on the application. 1 Try different Color Preset Settings in Color Settings OSD. Adjust R/G/B value in Color Settings OSD if the Color Management is turned off. 1 Change the Input Color Format to PC RGB or YPbPr in the Advance Setting OSD. 1 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"> 1 Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power Management Modes). 1 Alternatively, use a dynamically changing screensaver.
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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"> 1 Check the Scaling Ratio setting in Image Setting OSD 1 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"> 1 Turn off the monitor, unplug the power cord, and then plug back and turn on the monitor.
No Input Signal when user controls are pressed	No picture, the LED light is white. When you press any one of the four buttons on the side, the message "No VGA cable ", or "No HDMI Cable " appears	<ul style="list-style-type: none"> 1 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. 1 Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. 1 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"> 1 Due to different video formats (aspect ratio) of DVDs, the monitor may not show the full screen. 1 Run the built-in diagnostics.

 **NOTE:** When choosing HDMI, [Auto Adjust](#) function is not available.

Dell™ Soundbar Problems

Common Symptoms	What You Experience	Possible Solutions
No Sound	No power to Soundbar - the power indicator is off	<ul style="list-style-type: none"> 1 Turn the Power/Volume knob on the Soundbar clockwise to the middle position; check if the power indicator (green LED) on the front of the Soundbar is illuminated. 1 Confirm that the power cable from the Soundbar is plugged into the adaptor.
No Sound	Soundbar has power - power indicator is on	<ul style="list-style-type: none"> 1 Plug the audio line-in cable into the computer's audio out jack. 1 Set all Windows volume controls to their maximum 1 Play some audio content on the computer (i.e. audio CD, or MP3). 1 Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting. 1 Clean and reseal the audio line-in plug. 1 Test the Soundbar using another audio source (i.e. portable CD player).
Distorted Sound	Computer's sound card is used as the audio source	<ul style="list-style-type: none"> 1 Clear any obstructions between the Soundbar and the user. 1 Confirm that the audio line-in plug is completely inserted into the jack of the sound card. 1 Set all Windows volume controls to their midpoints. 1 Decrease the volume of the audio application. 1 Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. 1 Clean and reseal the audio line-in plug. 1 Troubleshoot the computer's sound card. 1 Test the Soundbar using another audio source (i.e. portable CD player, MP3 player).
Distorted Sound	Other audio source is used	<ul style="list-style-type: none"> 1 Clear any obstructions between the Soundbar and the user. 1 Confirm that the audio line-in plug is completely inserted into the jack of the audio source. 1 Decrease the volume of the audio source. 1 Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. 1 Clean and reseal the audio line-in plug.
Unbalanced Sound Output	Sound from only one side of Soundbar	<ul style="list-style-type: none"> 1 Clear any obstructions between the Soundbar and the user. 1 Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source. 1 Set all Windows audio balance controls (L-R) to their midpoints. 1 Clean and reseal the audio line-in plug. 1 Troubleshoot the computer's sound card. 1 Test the Soundbar using another audio source (i.e. portable CD player).
Low Volume	Volume is too low	<ul style="list-style-type: none"> 1 Clear any obstructions between the Soundbar and the user. 1 Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting. 1 Set all Windows volume controls to their maximum. 1 Increase the volume of the audio application. 1 Test the Soundbar using another audio source (i.e. portable CD player, MP3 player).

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