User's Guide

Dell P1917S/P1917SWh/P2017H/P2217/ P2217Wh

Model No.: P1917S/P1917SWh/P2017H/P2217/P2217Wh

Regulatory model: P1917Sc/P1917Sf/P2017Hc/P2217c/P2217t

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.

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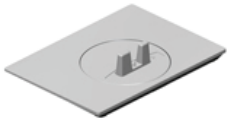
About your monitor

Package contents

Your monitor ships with the components shown below. Ensure that you have received all the components and Contacting Dell if something is missing.

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

	Monitor(P1917S/P1917SWh)
	Monitor(P2017H/P2217/ P2217Wh)
	Stand riser

	Stand base
	Power cable (varies by country)
	VGA cable
	DP Cable
	USB 3.0 Upstream Cable (Enables the USB Ports on the Monitor)
	• Drivers and Documentation media • Quick Setup Guide • Safety and Regulatory Information

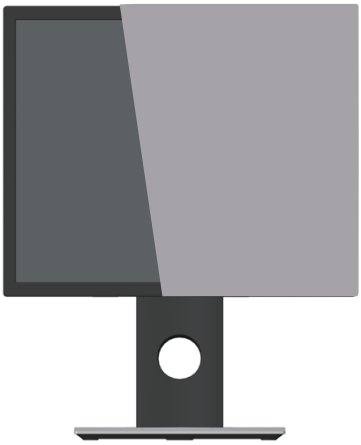
Product features

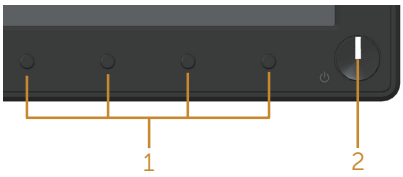
The **Dell P1917S/P1917SWh/P2017H/P2217/P2217Wh** flat panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), and LED backlight. The monitor features include:

- **P1917S/P1917SWh**:48.0 cm (19.0 inch) viewable area display (measured diagonally). 1280 x 1024 resolution, plus full-screen support for lower resolutions.
- **P2017H**:49.5 cm (19.5 inch) viewable area display (measured diagonally). 1600 x 900 resolution, plus full-screen support for lower resolutions.
- **P2217/P2217Wh**:55.9 cm (22.0 inch) viewable area display (measured diagonally). 1680 x 1050 resolution, plus full-screen support for lower resolutions.
- Plug and play capability if supported by your system.
- VGA, HDMI and DisplayPort connectivity.
- Equipped with 1 USB upstream port and 2 USB2.0 / 2 USB3.0 downstream ports.
- 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.
- Dell Display Manager Software (in the CD shipped with the monitor).
- Security-cable slot.
- Tilt,swivel,height and rotate adjustment capabilities.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- 0.3 W power consumption when in the sleep mode.
- Optimize eye comfort with a flicker-free screen and ComfortView feature which minimizes blue light emission.

Identifying parts and controls

Front View



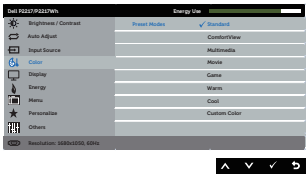


Front panel controls

Label	Description
1	Function buttons (For more information, see Operating your monitor)
2	Power on/off button (with LED indicator)

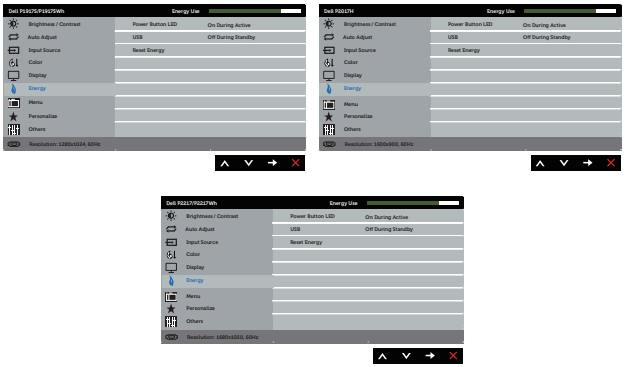
NOTE: For displays with glossy bezels the user should consider the placement of the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.

	Input Source	Use the input source menu to select between the different video signals that may be connected to your monitor.
	VGA	Select VGA input when you are using the analog (VGA) connector. Push → to select the VGA input source.
	DP	Select DP input when you are using the DP connector. Push → to select the DP input source.
	HDMI	Select HDMI input when you are using the HDMI connector. Push → to select the HDMI input source.
	Auto Select	Select auto select to scan for available input signals.
	Reset Input Source	Select this option to restore default Input Source.
	Color	Use color to adjust the color setting mode.

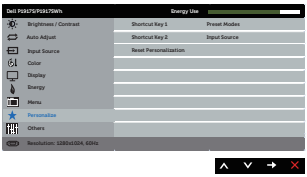
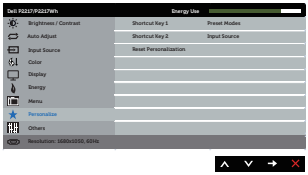
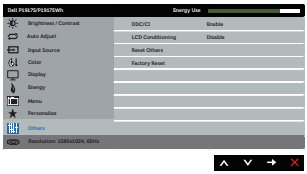
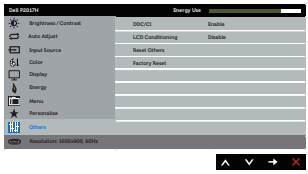
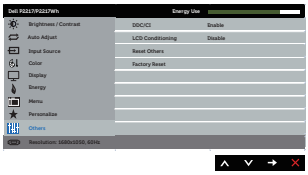
	Preset Modes	When you select preset modes, you can choose standard, comfortview, multimedia, movie, game, warm, cool, or custom color from the list. • Standard: Loads the monitor's default color settings. This is the default preset mode. • ComfortView: Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes. • Multimedia: Loads color settings ideal for multimedia applications. • Movie: Loads color settings ideal for movies. • Game: Loads color settings ideal for most gaming applications. • Warm: Increases the color temperature. The screen appears warmer with a red/yellow tint. • Cool: Decreases the color temperature. The screen appears cooler with a blue tint. • Custom Color: Allows you to manually adjust the color settings. Press the ∧ and ∨ buttons to adjust the three colors (R, G, B) values and create your own preset color mode. 

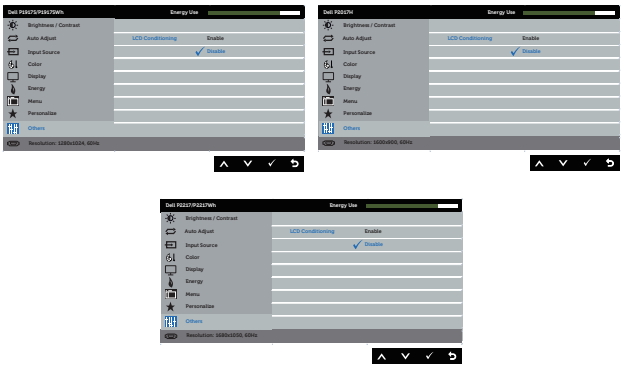
	Input Color Format	Allows you to set the video input mode to: • RGB: Select this option if your monitor is connected to a computer or DVD player using the HDMI cable. • YPbPr: Select this option if your DVD player supports only YPbPr output.
	Hue	This feature can shift the color of the video image to green or purple. This is used to adjust the desired flesh tone color. Use ^ or v to adjust the hue from 0 to 100. Press ^ to increase the green shade of the video image. Press v 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 v to adjust the saturation from 0 to 100. Press ^ to increase the monochrome appearance of the video image. Press v to increase the colorful appearance of the video image. **NOTE:** Saturation adjustment is available only when you select movie or game preset mode.
	Reset Color	Allows your monitor color settings to the factory settings.

	Display	Use the display to adjust image.
	Aspect Ratio	Adjusts the image ratio to wide 16:9, 4:3 or 5:4(for P2017H). Adjusts the image ratio to wide 16:10, 4:3 or 5:4(for P2217/P2217Wh).
	Horizontal Position	Use ▲ or ▼ the buttons to adjust image left and right. Minimum is 0 (-). Maximum is 100 (+).
	Vertical Position	Use the ▲ or ▼ buttons 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. Use ▲ or ▼ buttons to adjust for best image quality. Minimum is 0 (-). Maximum is 100 (+).
	Phase	If satisfactory results are not obtained using the phase adjustment, use the pixel clock (coarse) adjustment and then use phase (fine), again. Minimum is 0 (-). Maximum is 100 (+).
	Dynamic Contrast	Allows you to increase the level of contrast to provide sharper and more detailed image quality. Press the ➔ button to select the dynamic contrast on or off. **NOTE:** Dynamic contrast provides higher contrast if you select game or movie preset mode.
	Response Time	User can select between fast or normal. (for P1917S/ P1917SWh and P2017H only)
	Reset Display	Select this option to restore default display settings.

	Energy	
	Power Button LED	Allows you to set the power LED indicator on during active or off during active to save energy.
	USB	Allows you to enable or disable USB function during monitor standby mode. **NOTE:** USB ON/OFF under standby mode is only available when USB upstream cable unplugged. This option will be grey out when USB upstream cable plug in.
	Reset Energy	Select this option to restore default Energy settings.

	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).
	Rotation	Rotates the OSD by 90 degrees counter-clockwise.
	Transparency	Select this option to change the menu transparency by pressing the ∧ and ∨ buttons from 0 to 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	Controls user access to adjustments. When lock is selected, no user adjustments are allowed. All buttons are locked. **NOTE:** When the OSD is locked, pressing the menu key takes you directly to the OSD settings menu, with 'OSD Lock' pre-selected on entry. Press and hold ↩ key for 6 seconds to unlock and allow user access to all applicable settings.
	Reset Menu	Reset all OSD settings to the factory preset values.

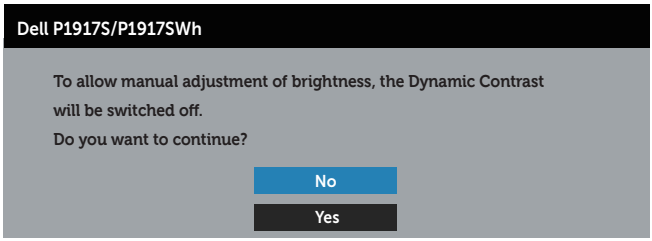
★	**Personalize**	Users can choose a feature from shortcut key 1, shortcut key 2, reset personalization, preset modes or input source and set it as a shortcut key.  
	Shortcut Key 1	User can select one of the following: preset modes, brightness/contrast, auto adjust, input source, aspect ratio(option),rotation to set the shortcut key 1.
	Shortcut Key 2	User can select one of the following: preset modes, brightness/contrast, auto adjust, input source, aspect ratio(option),rotation to set the shortcut key 2.
	Reset Personalization	Allows you to restore shortcut key to the default setting.
	Others	  

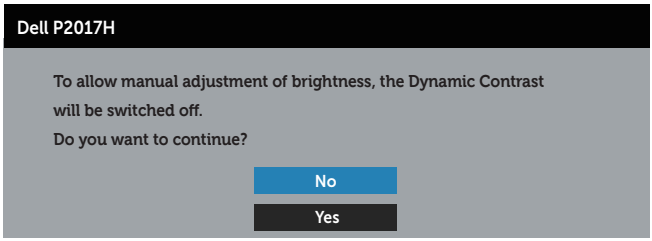
	DDC/CI	DDC/CI (display data channel/command interface) allows your monitor parameters (brightness, color balance and etc.) to be adjustable via the software on your computer. You can disable this feature by selecting disable. Enable this feature for best user experience and optimum performance of your 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. To start LCD conditioning, select **Enable**. 
	Reset Other	Reset all settings under the **Others** setting menu to the factory preset values.
	Factory Reset	Reset all settings to the factory preset values.

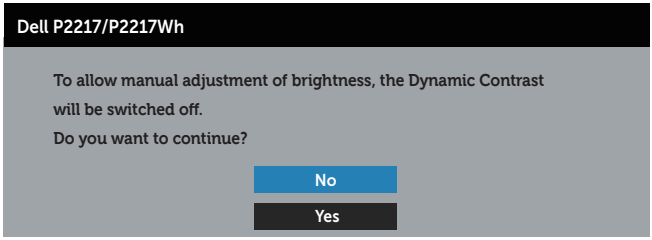
NOTE: Your monitor has a built-in feature to automatically calibrate the brightness to compensate for LED aging.

OSD warning messages

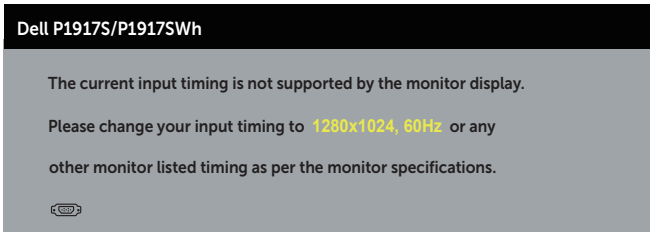
When the **Dynamic Contrast** feature is enabled (in these preset modes: **Game** or **Movie**), the manual brightness adjustment is disabled.

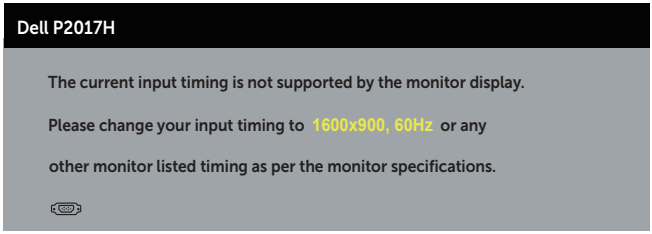


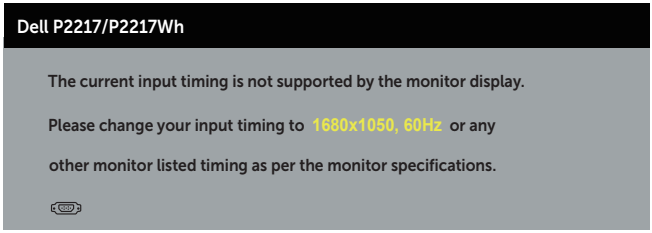




When the monitor does not support a particular resolution mode, the following message is displayed:

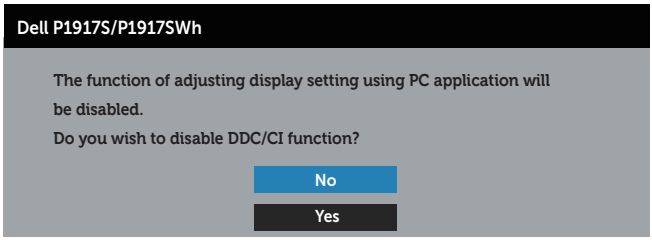


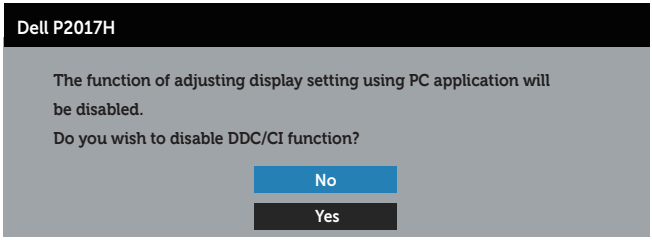


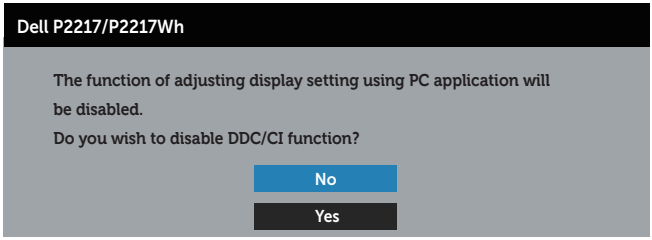


This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 1280 x 1024 (for P1917S/P1917SWh) or 1600 x 900 (for P2017H) or 1680 x 1050 (for P2217/P2217Wh).

Before the **DDC/CI** function is disabled, the following message is displayed:

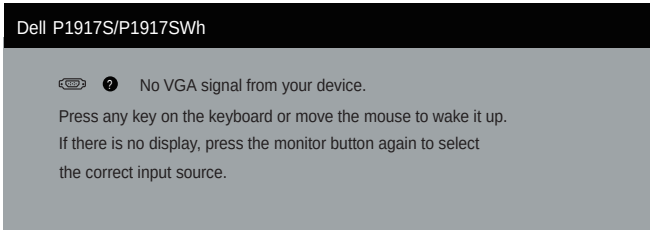


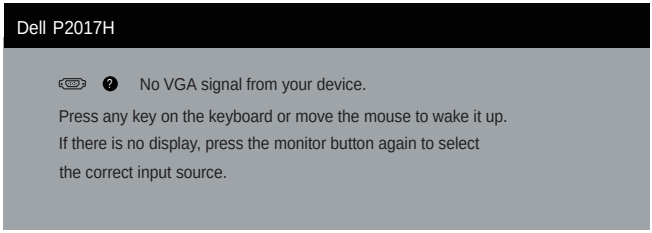


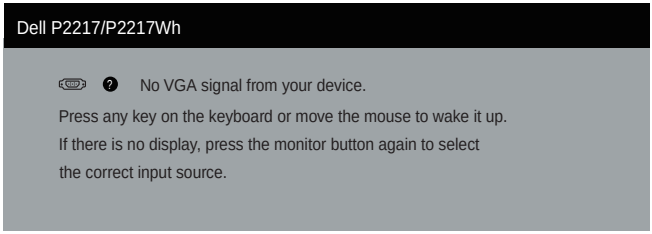


When the monitor enters the **Power Save Mode**, the following message appears:

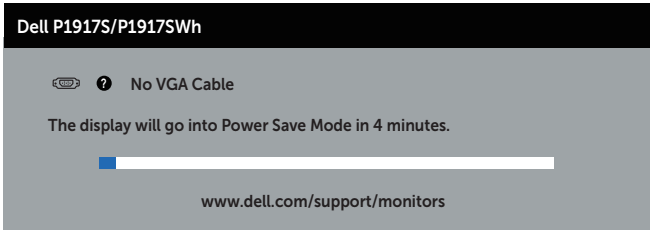
If you press any button other than the power button, the following messages will appear depending on the selected input:

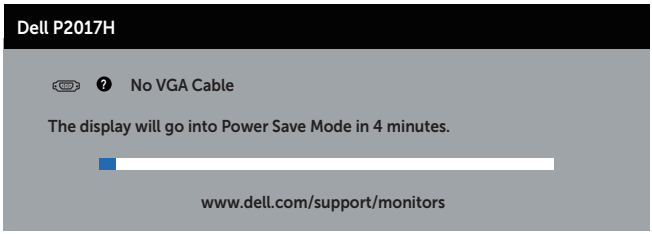


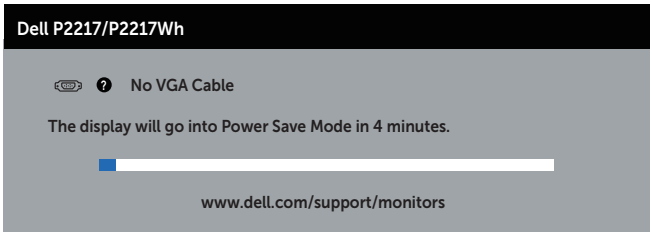




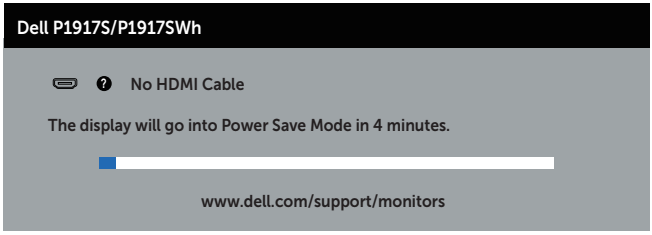
If VGA, HDMI, or DP cable is not connected, a floating dialog box as shown below appears. The monitor will enter Power Save Mode after 4 minutes if left at this state.

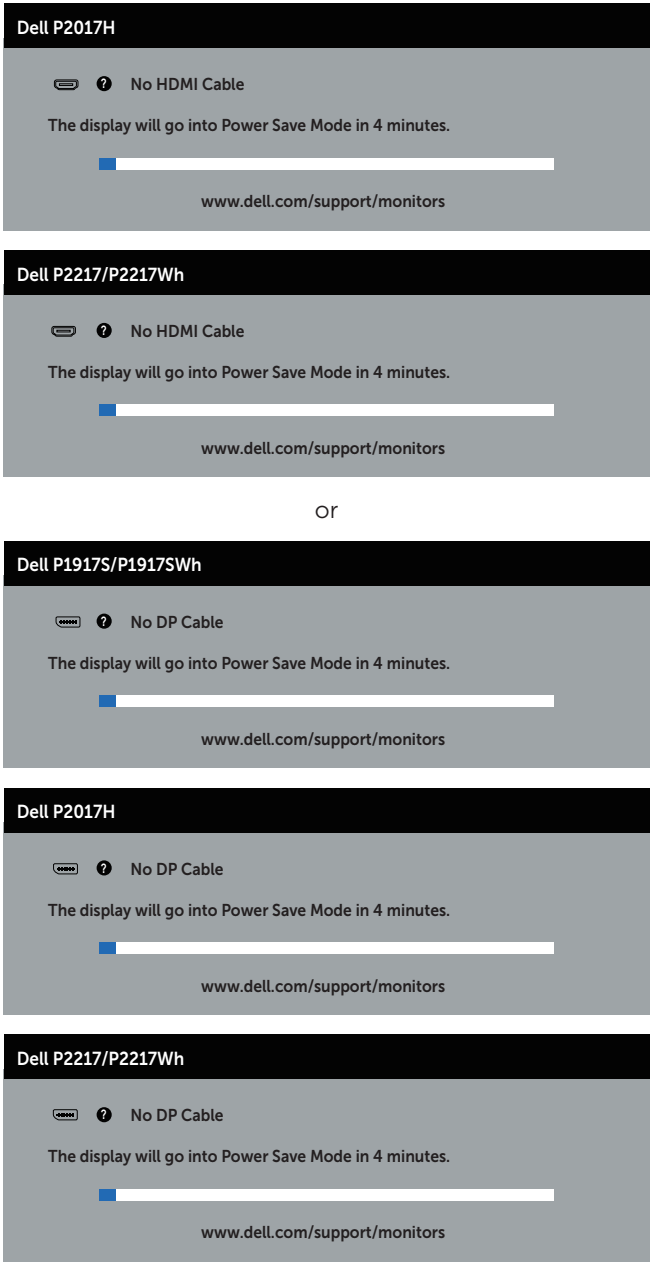






or





See Troubleshooting for more information.

Setting up your monitor

Setting the maximum resolution

To set the maximum resolution for the monitor:

In Windows® 8, and Windows® 8.1:

1. For Windows 8 and Windows 8.1, 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 **1280 x 1024** (for P1917S/P1917SWh) or **1600 x 900** (for P2017H) or **1680 x 1050** (for P2217/P2217Wh).
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 **1280 x 1024** (for P1917S/P1917SWh) or **1600 x 900** (for P2017H) or **1680 x 1050** (for P2217/P2217Wh).
4. Click **Apply**.

If you do not see 1280 x 1024 (for P1917S/P1917SWh) or 1600 x 900 (for P2017H) or 1680 x 1050 (for P2217/P2217Wh) 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 **www.dell.com/support**, enter your computer's Service Tag, and download the latest driver for your graphics card.

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

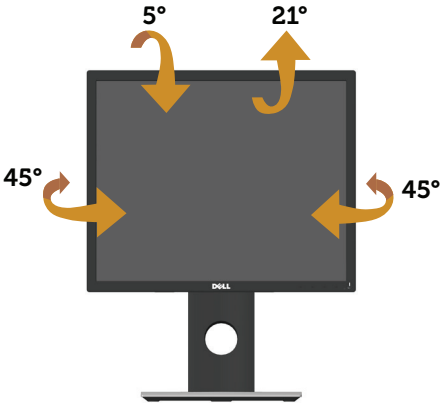
- Go to the support site for your computer and download the latest graphic drivers.
- Go to your graphics card website and download the latest graphic drivers.

Using the Tilt, 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

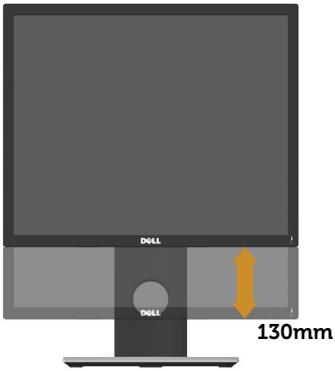
With the stand attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.



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

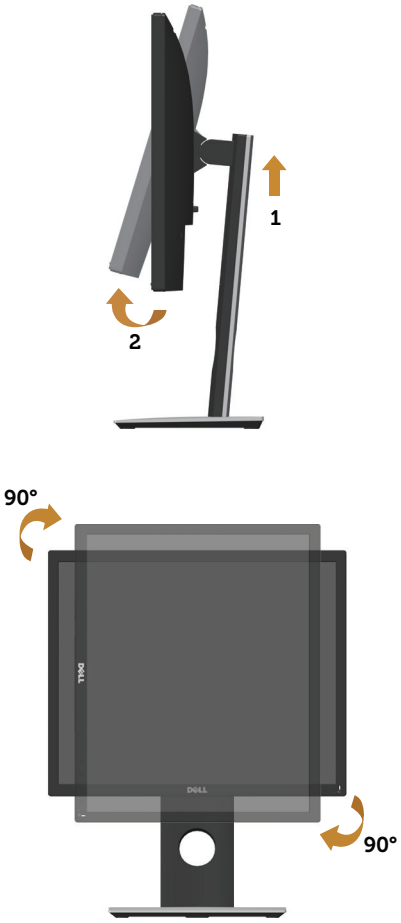
Vertical Extension

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



Rotating the Monitor

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



NOTE: To use the Display Rotation function (Landscape versus Portrait view) with your Dell computer, you require an updated graphics driver that is not included with this monitor. To download the graphics driver, go to **www.dell.com/support** and see the **Download** section for **Video Drivers** for latest driver updates.

NOTE: When in the Portrait View Mode, you may experience performance degradation in graphic-intensive applications (3D Gaming and etc.).

Troubleshooting

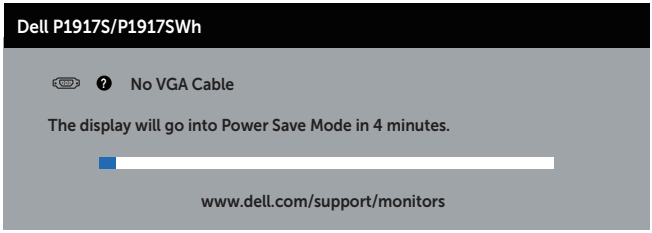
WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.

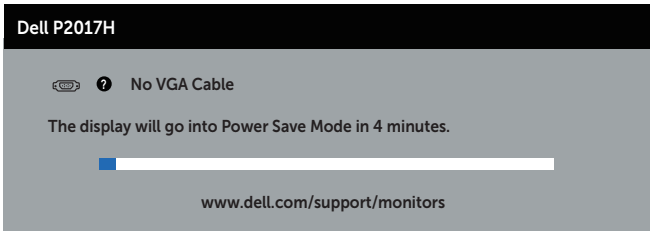
Self-test

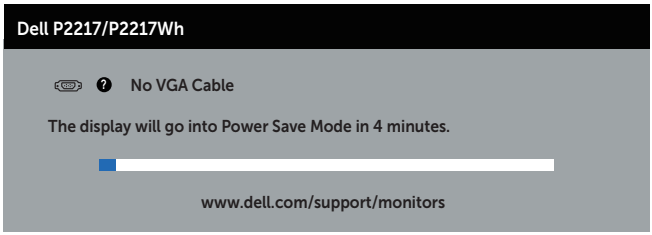
Your monitor provides a self-test feature that allows you to check if your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Disconnect all video cables from the monitor. This way, the computer doesn't have to be involved.
3. Turn on the monitor.

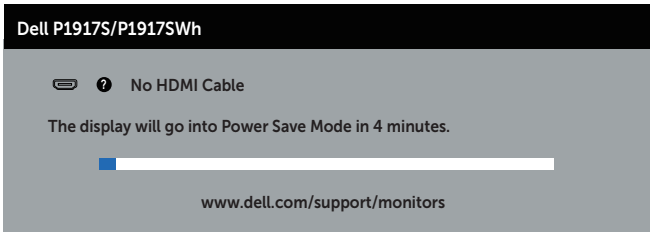
If the monitor is working correctly, it detects that there is no signal and one of the following message appears. While in self-test mode, the power LED remains white.

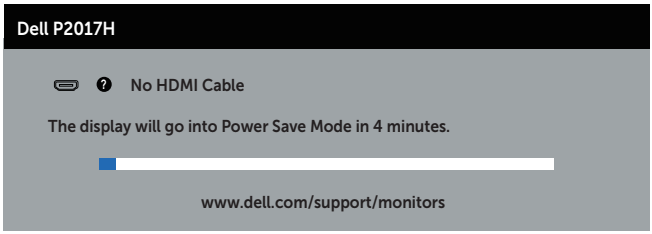


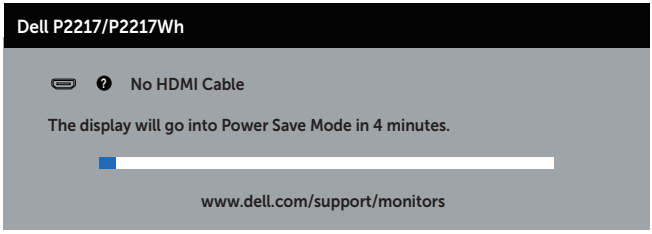




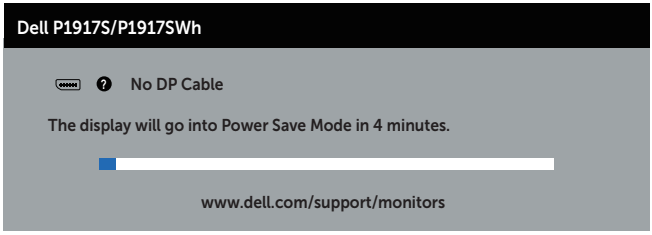
or

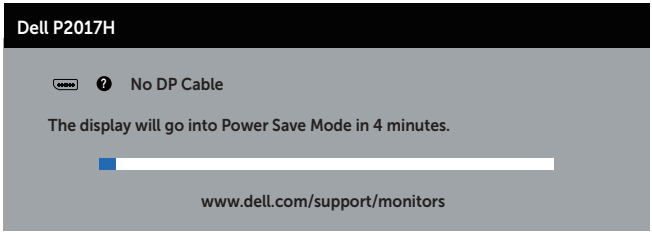

Dell P1917S/P1917SWh
No HDMI Cable
The display will go into Power Save Mode in 4 minutes.
www.dell.com/support/monitors

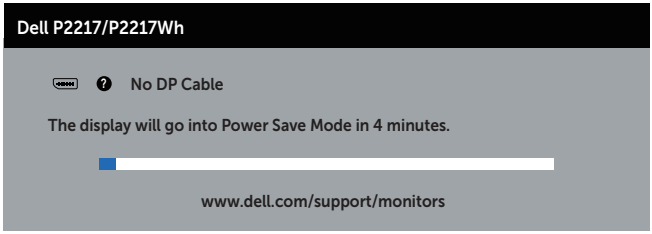

Dell P2017H
No HDMI Cable
The display will go into Power Save Mode in 4 minutes.
www.dell.com/support/monitors


Dell P2217/P2217Wh
No HDMI Cable
The display will go into Power Save Mode in 4 minutes.
www.dell.com/support/monitors

or


Dell P1917S/P1917SWh
No DP Cable
The display will go into Power Save Mode in 4 minutes.
www.dell.com/support/monitors


Dell P2017H
No DP Cable
The display will go into Power Save Mode in 4 minutes.
www.dell.com/support/monitors



NOTE: This box also appears during normal system operation, if the video cable is disconnected or damaged.

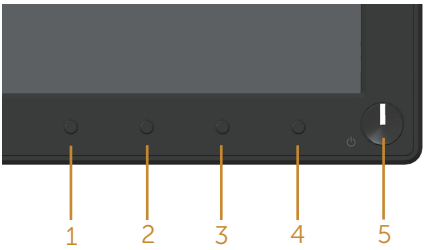
4. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

If your monitor remains dark after you reconnect the cables, check your video controller and computer.

Built-in diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if any screen abnormality you experience 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 button 1 for 5 seconds. A gray screen appears.
4. Carefully inspect the screen for abnormalities.
5. Press button 1 on the front panel again. The color of the screen changes to red.
6. Inspect the display for any abnormalities.
7. Repeat steps 5 and 6 to inspect the display in green, blue, black, white and text screens.

The test is complete when the text screen appears. To exit, press button 1 again.

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

Common problems

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

Common Symptoms	Possible Solutions
No video/power LED off	• 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 correct input source is selected via the Input source menu.
No video/power LED on	• Increase brightness and contrast controls using the OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. • Ensure that the correct input source is selected via the Input source menu.
Poor focus	• Eliminate video extension cables. • Reset the monitor to Factory Settings (**Factory Reset**). • Change the video resolution to the correct aspect ratio.
Shaky/jittery video	• Reset the monitor to Factory Settings (**Factory Reset**). • Check environmental factors. • Relocate the monitor and test in another room.
Missing pixels	• Cycle power on-off. • Pixel that is permanently Off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at **www.dell.com/support/monitors**.
Stuck-on pixels	• Cycle power on-off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at **www.dell.com/support/monitors**.
Brightness problems	• Reset the monitor to Factory Settings (**Factory Reset**). • Adjust brightness & contrast controls via OSD.
Geometric distortion	• Reset the monitor to Factory Settings (**Factory Reset**). • Adjust horizontal & vertical controls via OSD.
Horizontal/vertical lines	• Reset the monitor to Factory Settings (**Factory Reset**). • 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	• Reset the monitor to Factory Settings (**Factory Reset**). • 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 *safe mode*.
Safety related issues	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent problems	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to Factory Settings (**Factory Reset**). • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing color	• 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	• Change the **Color Setting Mode** in the **Color Settings** OSD to **Graphics** or **Video** depending on the application. • Try different **Preset Modes** in **Color** settings OSD. Adjust **R**/**G**/**B** value in **Custom Color** in **Color** settings OSD. • Change the **Input Color Format** to **RGB** or **YPbPr** in the **Color** settings OSD. • Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	• 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.
Video ghosting or overshooting	• Change the **Response Time** in the **Display** OSD to **Fast** or **Normal** depending on your application and usage.

Product-specific problems

Specific Symptoms	Possible Solutions
Screen image is too small	• Check the **Aspect Ratio** setting in the **Display** settings OSD. • Reset the monitor to Factory Settings (**Factory Reset**) .
Cannot adjust the monitor with the buttons on the side panel	• Turn off the monitor, unplug the power cord, plug it back, and then turn on the monitor. • Check if the OSD menu is locked. If yes, press and hold the button above the power button for 6 seconds to unlock. (For more information, see Lock).
No input signal when user controls are pressed	• Check the signal source. Ensure the computer is not in standby or sleep mode by moving the mouse or pressing any key on the keyboard. • Check if the video cable is plugged in properly. Disconnect and reconnect the video cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

Universal serial bus (USB) specific problems

Specific Symptoms	Possible Solutions
USB interface is not working	• Check that your monitor is turned On. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Switch Off and then turn On the monitor again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
Supre Speed USB 3.0 interface is slow	• 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. • Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.
Wireless USB peripherals stop working when a USB 3.0 device is plugged in	• Increase the distance between the USB 3.0 peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.0 port.

Appendix

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.

Contacting Dell

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

1. Go to **www.dell.com/contactdell**.
2. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
3. Select the appropriate service or support link based on your requirement or choose the method of contacting Dell that is convenient for you. 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.

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.