

# Dell™ E1713S/E2013H/E2213H/E2313H Monitor User's Guide

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## Notes, Cautions, 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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**Model E1713Sc/E1713Sb/E2013Hc/E2213Hb/E2313Hf**

**October 2012 Rev. A00**


## About Your Monitor

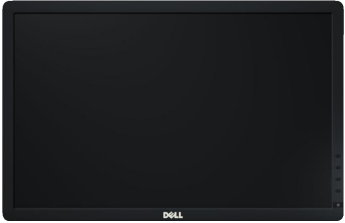




### Dell™ E1713S/E2013H/E2213H/E2313H Monitor User's Guide

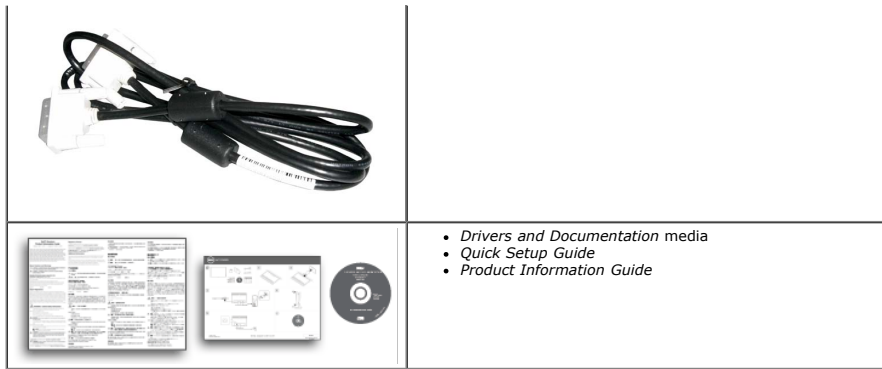
- [Package Contents](#)
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## Package Contents

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

	<ul style="list-style-type: none"><li>• Monitor</li></ul>
	<ul style="list-style-type: none"><li>• Stand Riser</li></ul>
	<ul style="list-style-type: none"><li>• Stand Base</li></ul>
	<ul style="list-style-type: none"><li>• Power Cable (varies by countries)</li></ul>
	<ul style="list-style-type: none"><li>• VGA Cable (attached to the monitor or individual packing)</li></ul>
	<ul style="list-style-type: none"><li>• DVI Cable (Packing for E2013H/E2213H/E2313H only)</li></ul>



## Product Features

The Dell™ **E1713S/E2013H/E2213H/E2313H** flat panel display has an active matrix, Thin-Film Transistor, Liquid Crystal Display. The monitor's features include:

- **E1713S:** 43.3 cm (17.0 inches) viewable area display. 1280 x 1024 resolution, plus full-screen support for lower resolutions.
- **E2013H:** 50.8 cm (20.0 inches) viewable area display. 1600 x 900 resolution, plus full-screen support for lower resolutions.
- **E2213H:** 54.6 cm (21.5 inches) viewable area display. 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- **E2313H:** 58.4 cm (23.0 inches) viewable area display (Measured diagonally). 1920 x 1080 resolution, plus full-screen support for lower resolutions.
- LED backlight (for E2013H/E2213H/E2313H only)
- Tilt adjustment capability.
- Removable stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Software and documentation media which includes an information file (INF), Image Color Matching File (ICM), and product documentation.
- Dell Display Manager included (comes in the CD attached with the monitor).
- Security lock slot.
- Asset Management Capability.
- ENERGY STAR compliant (for E2013H/E2213H/E2313H only)
- EPEAT Gold compliant (for E2013H/E2213H/E2313H only).
- RoHS compliant.
- BFR/PVC- reduced.
- TCO Certified Display.

## Identifying Parts and Controls

### Front View

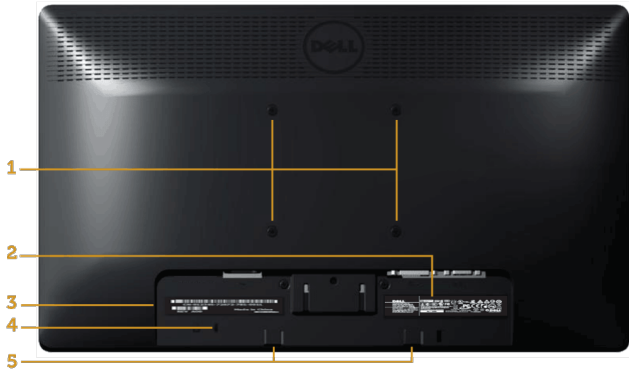
**E1713S/E2013H:**

**E2213H/E2313H:**



1.	Function buttons (For more information, see <a href="#">Operating the Monitor</a> )
2.	Power On/Off button (with LED indicator)

## Back View



Label	Description	Use
1	VESA mounting holes (100 mm)	To mount the monitor.
2	Rating label	Power ratings and energy information.
3	Barcode serial number label	Refer to this label if you need to contact Dell for technical support.
4	Security lock slot	Use a security lock with the slot to help secure your monitor.
5	Dell soundbar mounting brackets	To attach the optional Dell Soundbar.

## Side View



Right Side

## Bottom View

### E1713S:



### E2013H/E2213H/E2313H:



Label	Description	Use
1	Regulatory label	Lists the regulatory approvals.
2	AC power connector	To connect the monitor power cable.
3	DVI connector	To connect your computer to the monitor using a DVI cable.
4	VGA connector	To connect your computer to the monitor using a VGA cable.
4	Regulatory label	Lists the regulatory approvals.

Label	Description	Use
1	Regulatory label	Lists the regulatory approvals.
2	AC power connector	To connect the monitor power cable.
3	DVI connector	To connect your computer to the monitor using a DVI cable.
4	VGA connector	To connect your computer to the monitor using a VGA cable.
5	Regulatory label	Lists the regulatory approvals.

## Monitor Specifications

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

### Power Management Modes

If you have VESA's DPM compliance display card or software installed in your PC, the monitor automatically reduces 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:

#### E1713S:

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	Blue	25 W (Maximum) 18 W (Typical)
Active-Off mode	Inactive	Inactive	Blank	Amber	Less than 0.5 W
Switch Off	-	-	-	Off	Less than 0.5 W

#### E2013H:

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	Blue	20 W (Maximum) 14 W (Typical)
Active-Off mode	Inactive	Inactive	Blank	Amber	Less than 0.5 W
Switch Off	-	-	-	Off	Less than 0.5 W

#### E2213H:

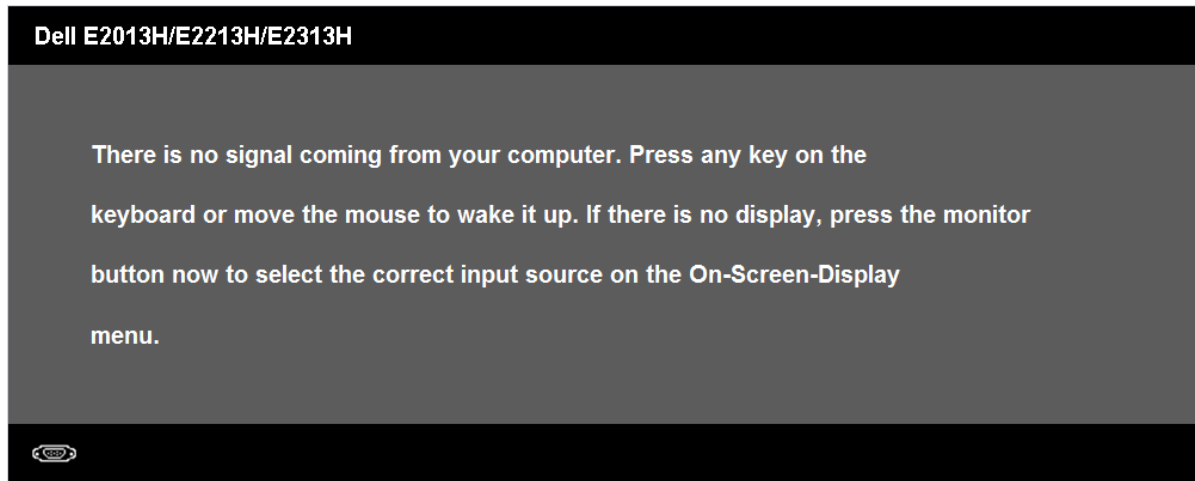
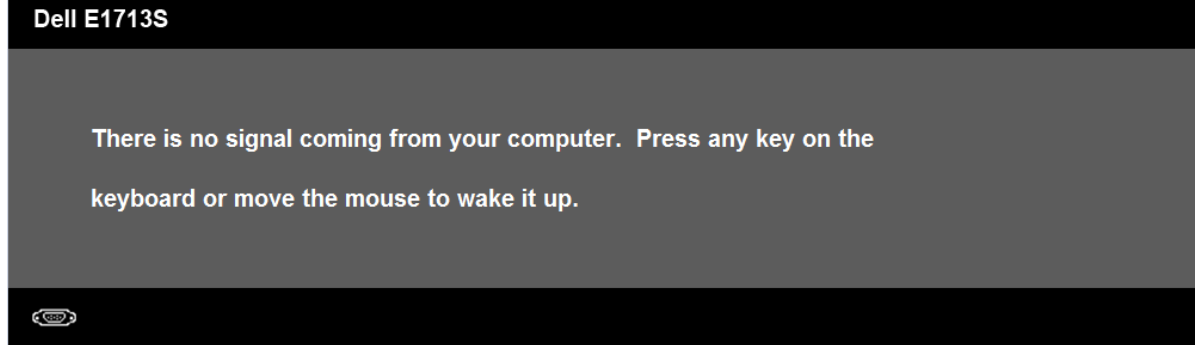
VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
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Normal operation	Active	Active	Active	Blue	28 W (Maximum) 19 W(Typical)
Active-Off mode	Inactive	Inactive	Blank	Amber	Less than 0.5 W
Switch Off	-	-	-	Off	Less than 0.5 W


#### E2313H:

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	Blue	30 W (Maximum) 24 W(Typical)
Active-Off mode	Inactive	Inactive	Blank	Amber	Less than 0.5 W
Switch Off	-	-	-	Off	Less than 0.5 W

The OSD will only function in the *normal operation* mode. When any button except power button is pressed in Active-Off mode, the following messages will be displayed:



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

 **NOTE:** Dell E2013H/E2213H/E2313H monitor is **ENERGY STAR®**-compliance.

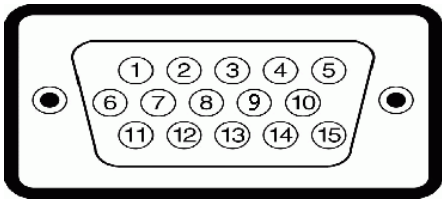


\* Zero power consumption in Off mode can only be achieved by disconnecting the main cable from the monitor.

\*\* Maximum power consumption with max luminance and contrast.

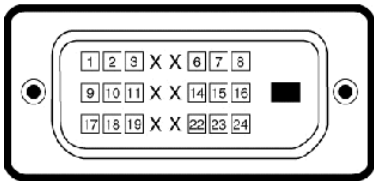
## Pin Assignments

### 15-pin D-Sub connector



Pin Number	Monitor Side of the 15-pin Side Signal Cable
1	Video-Red
2	Video-Green
3	Video-Blue
4	GND
5	Self-test
6	GND-R
7	GND-G
8	GND-B
9	DDC +5V
10	GND-sync
11	GND
12	DDC data
13	H-sync
14	V-sync
15	DDC clock

### DVI Connector



Pin Number	24-pin Side of the Connected Signal Cable
1	TMDS RX2-
2	TMDS RX2+
3	TMDS Ground
4	Floating
5	Floating
6	DDC Clock
7	DDC Data
8	Floating
9	TMDS RX1-
10	TMDS RX1+
11	TMDS Ground
12	Floating
13	Floating
14	+5 V power
15	Self test
16	Hot Plug Detect
17	TMDS RX0-
18	TMDS RX0+
19	TMDS Ground
20	Floating

21	Floating
22	TMDS Ground
23	TMDS Clock+
24	TMDS Clock-

## Plug and Play Capability

You can install the monitor in any Plug and Play compatible system. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so that the system can configure itself and optimize the monitor settings. Most monitor installations are automatic. You can select different settings if required.

## Flat Panel Specifications

Model number	Dell E1713S monitor	Dell E2013H monitor	Dell E2213H monitor	Dell E2313H monitor
Screen type	Active matrix - TFT LCD	Active matrix - TFT LCD	Active matrix - TFT LCD	Active matrix - TFT LCD
Panel Type	TN	TN	TN	TN
Screen dimensions	43.3 cm (17.0 inches) (17.0-inch viewable image size)	50.8 cm (20.0 inches) (20.0-inch wide viewable image size)	54.6 cm (21.5 inches) (21.5-inch wide viewable image size)	58.4 cm (23.0 inches) (23.0-inch wide viewable image size)
Preset display area:				
<ul style="list-style-type: none"> <li>Horizontal</li> <li>Vertical</li> </ul>	337.9 mm (13.30 inches) 270.3 mm (10.64 inches)	442.8 mm (17.43 inches) 249.1 mm (9.81 inches)	476.1 mm (18.74 inches) 267.8 mm (10.54 inches)	509.2 mm (20.05 inches) 286.4 mm (11.28 inches)
Pixel pitch	0.264mm	0.284 mm	0.248 mm	0.265 mm
Viewing angle				
<ul style="list-style-type: none"> <li>Horizontal</li> <li>Vertical</li> </ul>	170 ° typical 160 ° typical	170 ° typical 160 ° typical	170 ° typical 160 ° typical	170 ° typical 160 ° typical
Luminance output	250 cd/m <sup>2</sup> (typical)	250 cd/m <sup>2</sup> (typical)	250 cd/m <sup>2</sup> (typical)	250 cd/m <sup>2</sup> (typical)
Contrast ratio	1000 to 1 (typical)	1000 to 1 (typical)	1000 to 1 (typical)	1000 to 1 (typical)
Faceplate coating	Antiglare with hard-coating 3H	Antiglare with hard-coating 3H	Antiglare with hard-coating 3H	Antiglare with hard-coating 3H
Backlight	CCFL light bar system	LED light bar system	LED light bar system	LED light bar system
Response Time	5 ms typical (black to white)	5 ms typical (black to white)	5 ms typical (black to white)	5 ms typical (black to white)
Color Depth	16.7 mil colors	16.7 mil colors	16.7 mil colors	16.7 mil colors
Color Gamut	83 % (typical) **	83 % (typical) **	83% (typical) **	83 % (typical) **

\* Based on estimation.

\*\* [E1713S/E2013H/E2213H/E2313H] color gamut (typical) is based on CIE1976 (83 %) and CIE1931 (72 %) test standards.

## Resolution Specifications

Model number	Dell E1713S monitor	Dell E2013H monitor	Dell E2213H monitor	Dell E2313H monitor
Scan range				
<ul style="list-style-type: none"> <li>Horizontal</li> <li>Vertical</li> </ul>	30 kHz to 81 kHz (automatic) 56 Hz to 76 Hz (automatic)	30 kHz to 83 kHz (automatic) 56 Hz to 76 Hz (automatic)	30 kHz to 83 kHz (automatic) 56 Hz to 76 Hz (automatic)	30 kHz to 83 kHz (automatic) 56 Hz to 76 Hz (automatic)
Maximum preset resolution	1280 x 1024 at 60 Hz	1600 x 900 at 60 Hz	1920 x 1080 at 60 Hz	1920 x 1080 at 60 Hz

## Electrical Specifications

Model number	Dell E1713S/E2013H/E2213H/E2313H monitor
Video input signals	Analog RGB: 0.7 Volts +/- 5 %, 75 ohm input impedance DVI-D: Single link maximum data rate including 8b/10b overhead is 4.95 Gbit/s @ 165 MHz base on four TMDS pairs, 100 ohm input impedance.(For E2013H/E2213H/E2313H only)
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)



AC input voltage / frequency / current	100 VAC to 240 VAC/50 Hz or 60 Hz $\pm$ 3 Hz/1.5 A (Max.)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)

## Preset Display Modes

The following table lists the preset modes for which Dell guarantees image size and centering:

### E1713S:

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.1	28.3	-/+
VESA, 640 x 480	31.5	59.9	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 800 x 600	37.9	60.3	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	+/+

### E2013H:

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.1	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	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 900	60.0	60.0	108.0	+/+

### E2213H:

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.1	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	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 900	60.0	60.0	108.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+

### E2313H:

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.1	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	60.3	40.0	+/+

VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 900	60.0	60.0	108.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+

## Physical Characteristics

The following table lists the monitor's physical characteristics:

Model Number	Dell E1713S monitor	Dell E2013H monitor	Dell E2213H monitor	Dell E2313H monitor
Connector type	D-subminiature, blue connector	D-subminiature, blue connector DVI-D: White connector	D-subminiature, blue connector; DVI-D: White connector	D-subminiature, blue connector; DVI-D: White connector
Signal cable type	D-sub: Detachable, Analog, 15 pin, shipped attached to the monitor	D-sub: Detachable, Analog, 15 pin, shipped attached to the monitor DVI-D: Detachable, DVI-D, Solid pins, shipped detached from the monitor	D-sub: Detachable, Analog, 15 pin, shipped attached to the monitor DVI-D: Detachable, DVI-D, Solid pins, shipped detached from the monitor	D-sub: Detachable, Analog, 15 pin, shipped attached to the monitor DVI-D: Detachable, DVI-D, Solid pins, shipped detached from the monitor
Dimensions: (with stand) <ul style="list-style-type: none"> <li>Height</li> <li>Width</li> <li>Depth</li> </ul>	378.9 mm (14.92 inches) 375.5 mm (14.78 inches) 163.5 mm (6.44 inches)	366.9 mm (14.45 inches) 478.8 mm (18.85 inches) 163.5 mm (6.44 inches)	386.6 mm (15.22 inches) 513.1 mm (20.20 inches) 180.1 mm (7.09 inches)	404.8 mm (15.94 inches) 546.4 mm (21.51 inches) 180.1 mm (7.09 inches)
Dimensions: (without stand) <ul style="list-style-type: none"> <li>Height</li> <li>Width</li> <li>Depth</li> </ul>	307.9 mm (12.12 inches) 375.5 mm (14.78 inches) 59.0 mm (2.32 inches)	285.0 mm (11.22 inches) 478.8 mm (18.85 inches) 52.0 mm (2.05 inches)	304.6 mm (11.99 inches) 513.1 mm (20.20 inches) 52.0 mm (2.05 inches)	323.3 mm (12.73 inches) 546.4 mm (21.51 inches) 52.0 mm (2.05 inches)
Stand dimensions: <ul style="list-style-type: none"> <li>Height</li> <li>Width</li> <li>Depth</li> </ul>	141.4 mm (5.57 inches) 236.0 mm (9.29 inches) 163.5 mm (6.44 inches)	141.4 mm (5.57 inches) 236.0 mm (9.29 inches) 163.5 mm (6.44 inches)	168.1 mm (6.62 inches) 256.0 mm (10.08 inches) 180.1 mm (7.09 inches)	168.1 mm (6.62 inches) 256.0 mm (10.08 inches) 180.1 mm (7.09 inches)
Weight:				
Weight with packaging	4.31 kg (9.50 lb)	4.73 kg (10.40 lb)	5.31 kg (11.70 lb)	5.79 kg (12.74 lb)
Weight with stand assembly and cables	3.62 kg (7.98 lb)	3.43 kg (7.54 lb)	4.05 kg (8.93 lb)	4.62 kg (10.17 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.02 kg (6.66 lb)	2.71 kg (5.96 lb)	2.89 kg (6.37 lb)	3.46 kg (7.62 lb)
Weight of stand assembly	0.33 kg (0.73 lb)	0.33 kg (0.73 lb)	0.76 kg (1.68 lb)	0.76 kg (1.68 lb)

## Environmental Characteristics

The following table lists the environmental conditions for your monitor:

Model Number	Dell E1713S monitor	Dell E2013H monitor	Dell E2213H monitor	Dell E2313H monitor
Temperature <ul style="list-style-type: none"> <li>Operating</li> <li>Non-operating</li> </ul>	0 °C to 40 °C (32 °F to 104 °F) Storage: -20 °C to 60 °C (-4 °F to 140 °F) Shipping: -20 °C to 60 °C (-4 °F to 140 °F)	0 °C to 40 °C (32 °F to 104 °F) Storage: -20 °C to 60 °C (-4 °F to 140 °F) Shipping: -20 °C to 60 °C (-4 °F to 140 °F)	0 °C to 40 °C (32 °F to 104 °F) Storage: -20 °C to 60 °C (-4 °F to 140 °F) Shipping: -20 °C to 60 °C (-4 °F to 140 °F)	0 °C to 40 °C (32 °F to 104 °F) Storage: -20 °C to 60 °C (-4 °F to 140 °F) Shipping: -20 °C to 60 °C (-4 °F to 140 °F)
Humidity <ul style="list-style-type: none"> <li>Operating</li> <li>Non-operating</li> </ul>	10 % to 80 % (non-condensing) Storage: 5 % to 90 % (non-condensing) Shipping: 5 % to 90 % (non-condensing)	10 % to 80 % (non-condensing) Storage: 5 % to 90 % (non-condensing) Shipping: 5 % to 90 % (non-condensing)	10 % to 80 % (non-condensing) Storage: 5 % to 90 % (non-condensing) Shipping: 5 % to 90 % (non-condensing)	10 % to 80 % (non-condensing) Storage: 5 % to 90 % (non-condensing) Shipping: 5 % to 90 % (non-condensing)
Altitude				

<ul style="list-style-type: none"> <li>• Operating</li> <li>• Non-operating</li> </ul>	5,000 m (16,400 ft) max 10,668 m (35,000 ft) max	5,000 m (16,400 ft) max 10,668 m (35,000 ft) max	5,000 m (16,400 ft) max 10,668 m (35,000 ft) max	5,000 m (16,400 ft) max 10,668 m (35,000 ft) max
Thermal dissipation	85.25 BTU/hour (maximum) 61.43 BTU/hour (typical)	68.26 BTU/hour (maximum) 47.78 BTU/hour (typical)	95.55 BTU/hour (maximum) 64.84 BTU/hour (typical)	102.39 BTU/hour (maximum) 81.92 BTU/hour (typical)

## LCD Monitor Quality & Pixel Policy

During the LCD Monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state. The visible result is a fixed pixel that appears as an extremely tiny dark or bright discolored spot. When the pixel remains permanently lit, it is known as a "bright dot". When the pixel remains black, it is known as a "dark dot". In almost every case, these fixed pixels are hard to see and do not detract from display quality or usability. A display with 1 to 5 fixed pixels is considered normal and within competitive standards. For more information, see Dell Support site at: [www.dell.com/support/monitors](http://www.dell.com/support/monitors).

## Maintenance Guidelines

### Caring for Your Monitor

- ⚠ **CAUTION:** Read and follow the [safety instructions](#) before cleaning the monitor.
- ⚠ **CAUTION:** Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.

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

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


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## Setting Up the Monitor

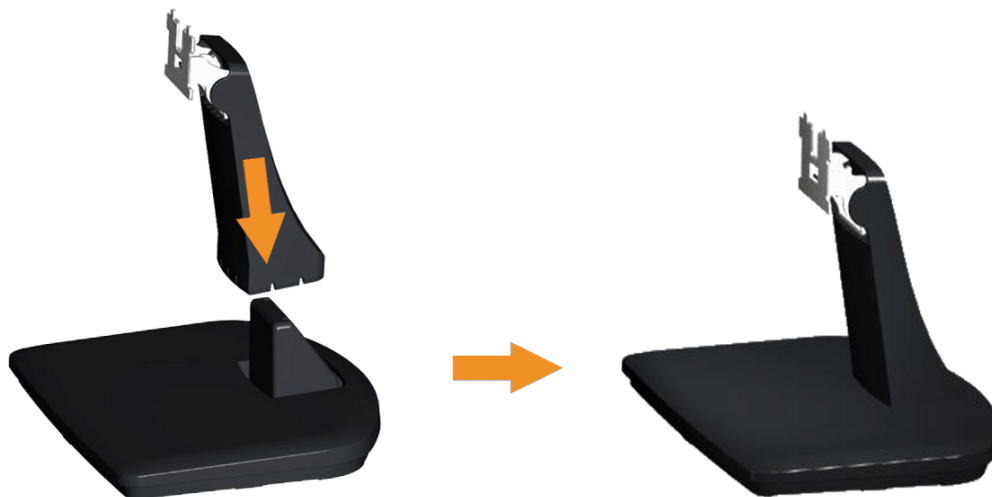
### Dell™ E1713S/E2013H/E2213H/E2313H Monitor User's Guide

- [Attaching the Stand](#)
  - [Removing the Monitor Stand for VESA Wall Mount](#)
  - [Connecting Your Monitor](#)
  - [Attaching the Dell Soundbar \(Optional\)](#)
- 

### Attaching the Stand

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

1. Assemble the stand riser to stand base.



- a. Place the monitor stand base on a stable table top.
  - b. Slide the monitor stand body in the correct direction down onto the stand base until it clicks into place.
2. Attach the stand assembly to the monitor:



- a. Place the monitor on a soft cloth or cushion near the edge of desk.
- b. Align the stand assembly bracket to the monitor groove.
- c. Insert the bracket towards monitor until it locks in place.

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## Removing the Monitor Stand for VESA Wall Mount



After placing the monitor panel on a soft cloth or cushion, complete the following steps to remove the monitor stand:

1. Use a long screwdriver to push the release latch located in a hole just above the monitor stand.
2. Once the latch is released, remove the monitor stand away from the monitor.

---

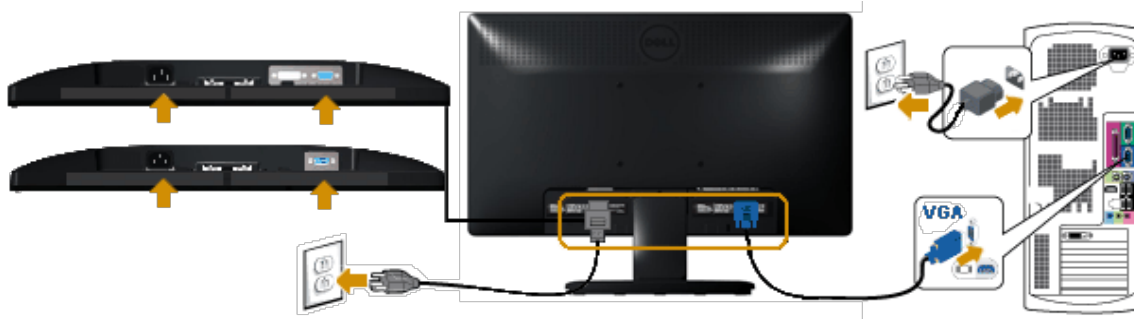
## Connecting Your Monitor

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

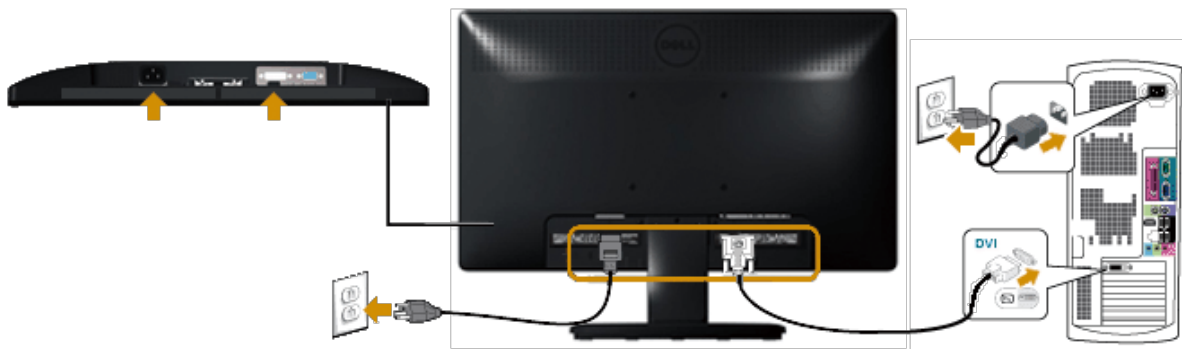
To connect your monitor to the computer:

1. Turn Off your computer and disconnect the power cable.
2. Connect either the white (digital DVI-D) or the blue (analog VGA) display connector cable to the corresponding video port on the back of your computer. Do not use both cables on the same computer. Use both the cables only when they are connected to two different computers with appropriate video systems.

### Connecting the Blue VGA Cable



### Connecting the white DVI cable (for E2013H/E2213H/E2313H only)



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

### Attaching Dell Soundbar AX510PA (optional)



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

To attach the soundbar:

1. Working from the back of the monitor, attach 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 from the Soundbar Power Adapter.
4. Insert the mini stereo plug from the back of the Soundbar into the computer's audio output jack.

---

[Back to Contents Page](#)




# Operating the Monitor

## Dell™ E1713S/E2013H/E2213H/E2313H Monitor User's Guide

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

### Power On the Monitor





Press the  button to turn On the monitor.



### Using the Front Panel Controls

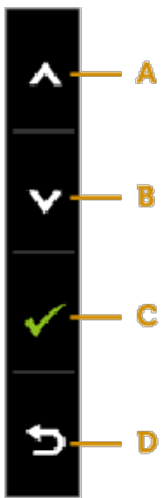
Use the buttons on the front of the monitor to adjust the image settings.







	Front panel button	Description
A	 <p>Preset modes</p>	Use the <b>Preset modes</b> button to choose from a list of preset color modes. See <a href="#">Using the OSD Menu</a> .
B	 <p>Brightness / Contrast</p>	Use the <b>Brightness / Contrast</b> button to direct access to the "Brightness" and "Contrast" control menu.
C	 <p>Menu</p>	Use <b>Menu</b> button to open the on-screen display (OSD).
D	 <p>Exit</p>	Use the <b>Exit</b> button to exit on-screen display (OSD) from menu and sub-menus.

## Front panel button


[Use the button](#) on the front of the monitor to adjust the image settings.





	Front panel button	Description
A	 <b>Up</b>	Use the <b>Up</b> button to adjust (increase ranges) items in the OSD menu.
B	 <b>Down</b>	Use the <b>Down</b> button to adjust (decrease ranges) items in the OSD menu.
C	 <b>OK</b>	Use the <b>OK</b> button to confirm your selection.
D	 <b>Back</b>	Use the <b>Back</b> button to go back to the previous menu.

## Using the On-Screen Display (OSD) Menu

### Accessing the Menu System

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

1. Press the  button to open the OSD menu and display the main menu.  
**Main Menu**

**Dell E1713S** Energy Use 


**Brightness/Contrast**


- Auto Adjust
- Color Settings
- Display Settings
- Other Settings
- Personalize

**Brightness** 75

**Contrast** 75

Resolution: 1280 x 1024 @ 60Hz



**Dell E2013H / E2213H / E2313H** Energy Use 


**Brightness/Contrast**











- Auto Adjust
- Input Source
- Color Settings
- Display Settings
- Other Settings
- Personalize

**Brightness** 75

















**Contrast** 75

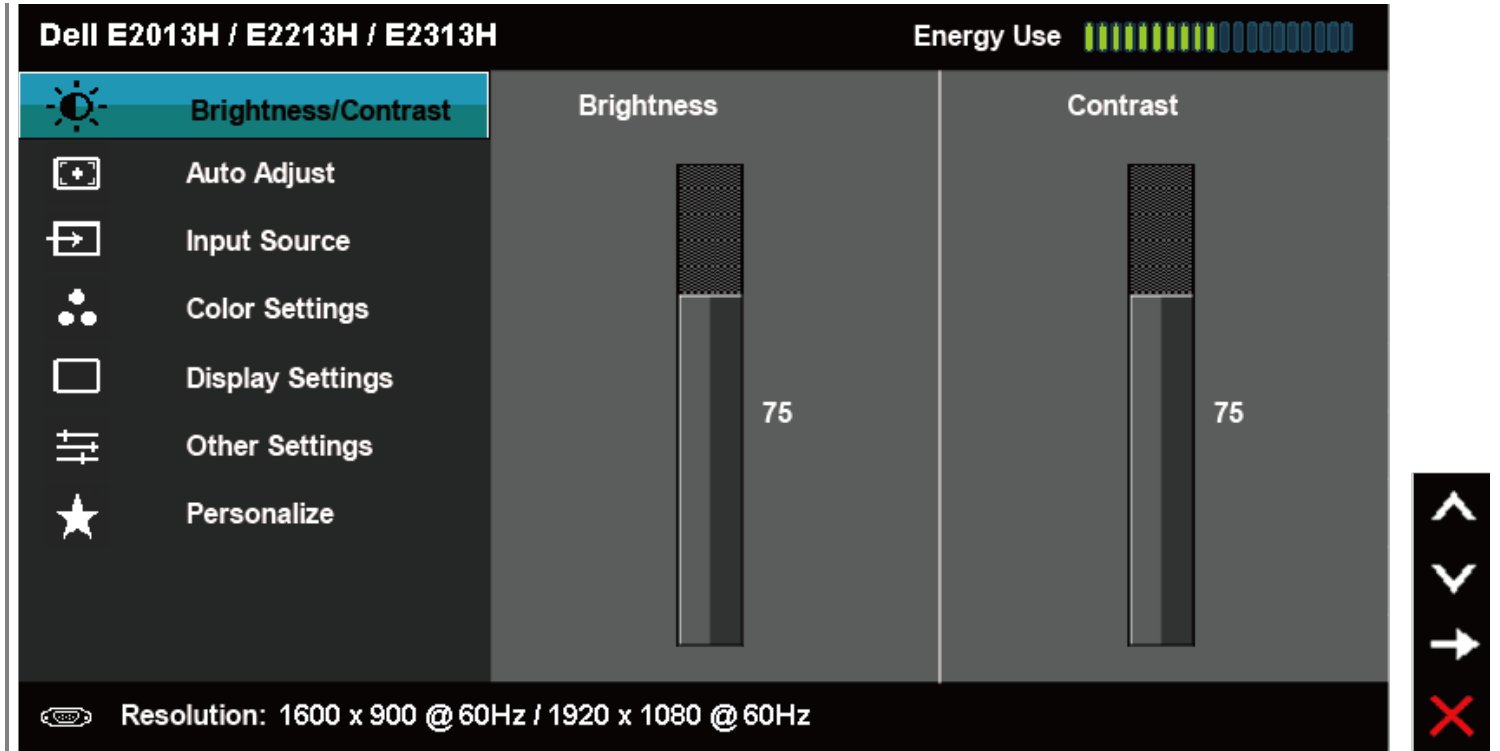
Resolution: 1600 x 900 @ 60Hz / 1920 x 1080 @ 60Hz



2. Press the  and  buttons to toggle between options in the Menu. As you move from one icon to another, the option name is highlighted.
3. To select the highlighted item on the menu press the  button again.
4. Press the  and  buttons to select the desired parameter.
5. Press the  button to enter the slide bar and then use the  or  buttons, according to the indicators on the menu, to make your changes.
6. Select the  to return to previous menu without accepting current settings or  to accept and return to previous menu.



The table below provides a list of all the OSD menu options and their functions.

Icon	Menu and Submenus	Description
	<b>Energy Use</b>	This meter shows the energy level being consumed by the monitor in real time.
	<b>Brightness/Contrast</b>	Use the <b>Brightness</b> and <b>Contrast</b> menu to adjust the Brightness/Contrast.
<div style="border: 1px solid black; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>Dell E1713S</span> <span>Energy Use </span> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <div style="width: 30%; background-color: #2c3e50; color: white; padding: 5px;">  <b>Brightness/Contrast</b> </div> <div style="width: 30%; text-align: center;"> <b>Brightness</b>              75         </div> <div style="width: 30%; text-align: center;"> <b>Contrast</b>              75         </div> </div> <div style="margin-top: 10px; background-color: #2c3e50; color: white; padding: 5px;">  Auto Adjust   Color Settings   Display Settings   Other Settings   Personalize         </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;">  Resolution: 1280 x 1024 @ 60Hz         </div> </div> <div style="text-align: right; margin-top: 10px;">        </div>		





**Brightness**

Allows you to adjust the brightness or luminance of the backlight.

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

**Contrast**

Allows you to adjust the contrast or the degree of difference between darkness and lightness on the monitor screen. Adjust brightness first, and adjust contrast only if you need further adjustment.

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



**Auto Adjust**

Use this button to activate automatic setup and adjust menu. The following dialog appears on a black screen as the monitor self-adjusts to the current input:

Dell E1713S

Energy Use 


 Brightness / Contrast

 Auto Adjust


Press ✓ to adjust the screen automatically

 Color Settings

 Display Settings

 Other Settings

 Personalize

 Resolution: 1280 x 1024 @ 60Hz



Dell E2013H / E2213H / E2313H

Energy Use 

 Brightness / Contrast


 Auto Adjust

Press ✓ to adjust the screen automatically


 Input Source

 Color Settings

 Display Settings

 Other Settings


 Personalize

 Resolution: 1600 x 900 @ 60Hz / 1920 x 1080 @ 60Hz



## Auto Adjustment in Progress...

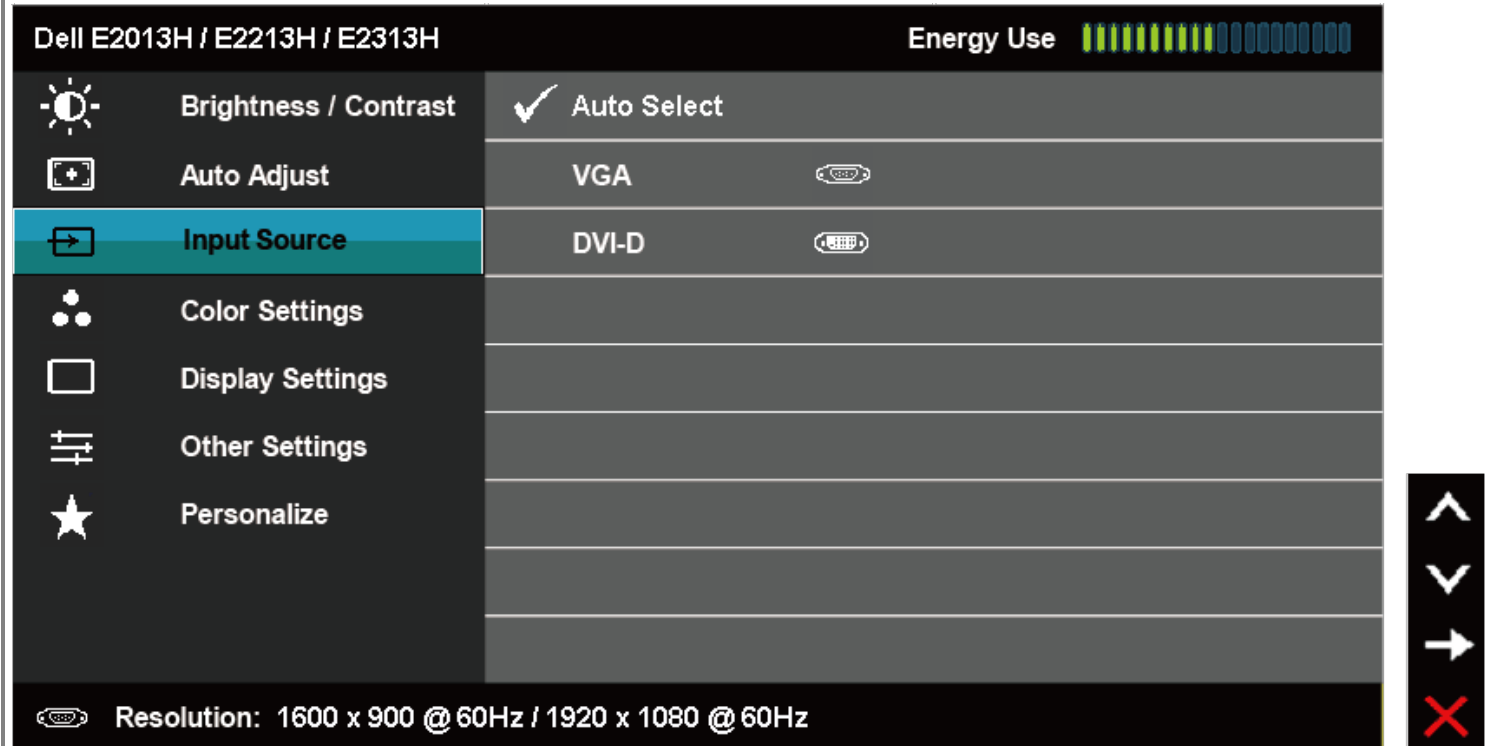
Auto Adjustment allows the monitor to self-adjust to the incoming video signal. After using Auto Adjustment, you can further tune your monitor by using the Pixel Clock (Coarse) and Phase (Fine) controls under **Display Settings**.

 **NOTE:** Auto Adjust option is only available when you are using an analog (VGA) connector.



**Input Source** (for E2013H/E2213H/E2313H only)

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



**Auto Select**

Select **Auto Select** to scan for available input signals.

**VGA**

Select **VGA** input when you are using the analog (VGA) connector. Push  to select the VGA input source.

**DVI-D**

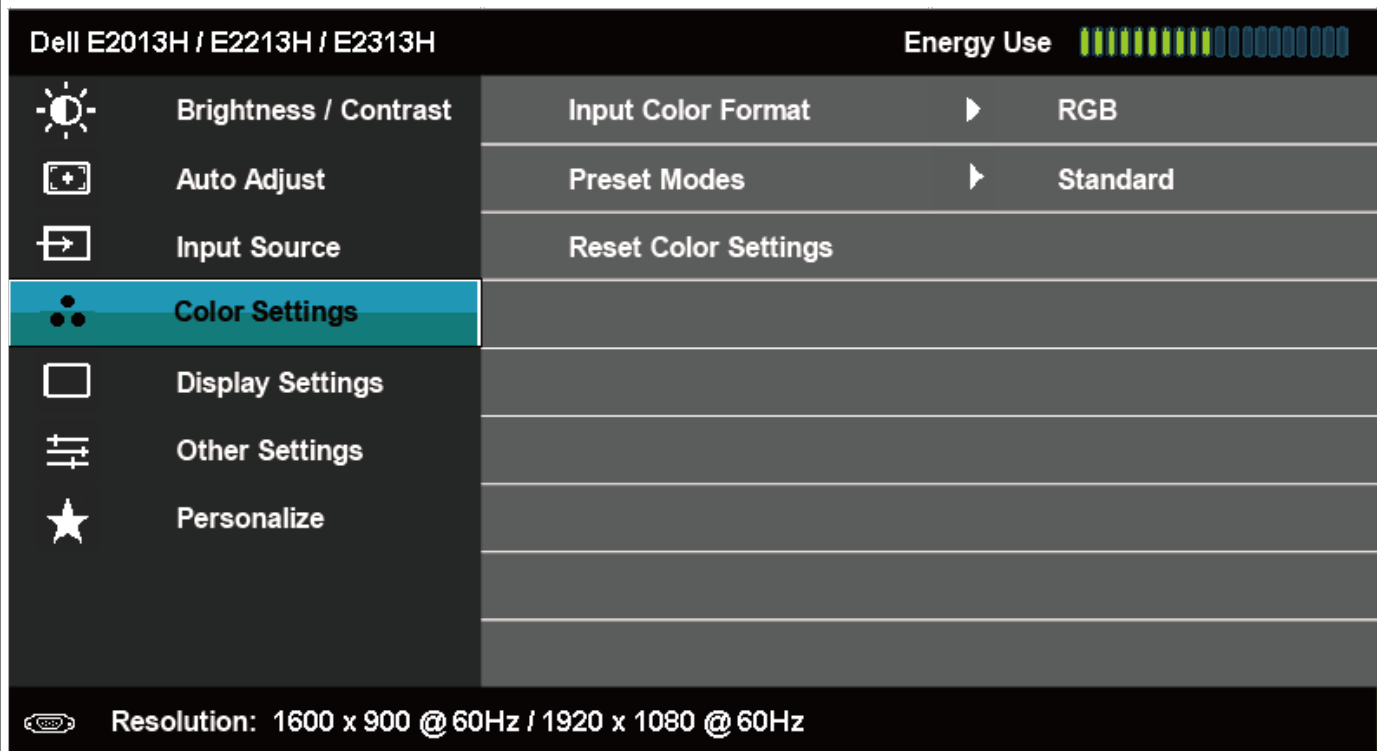
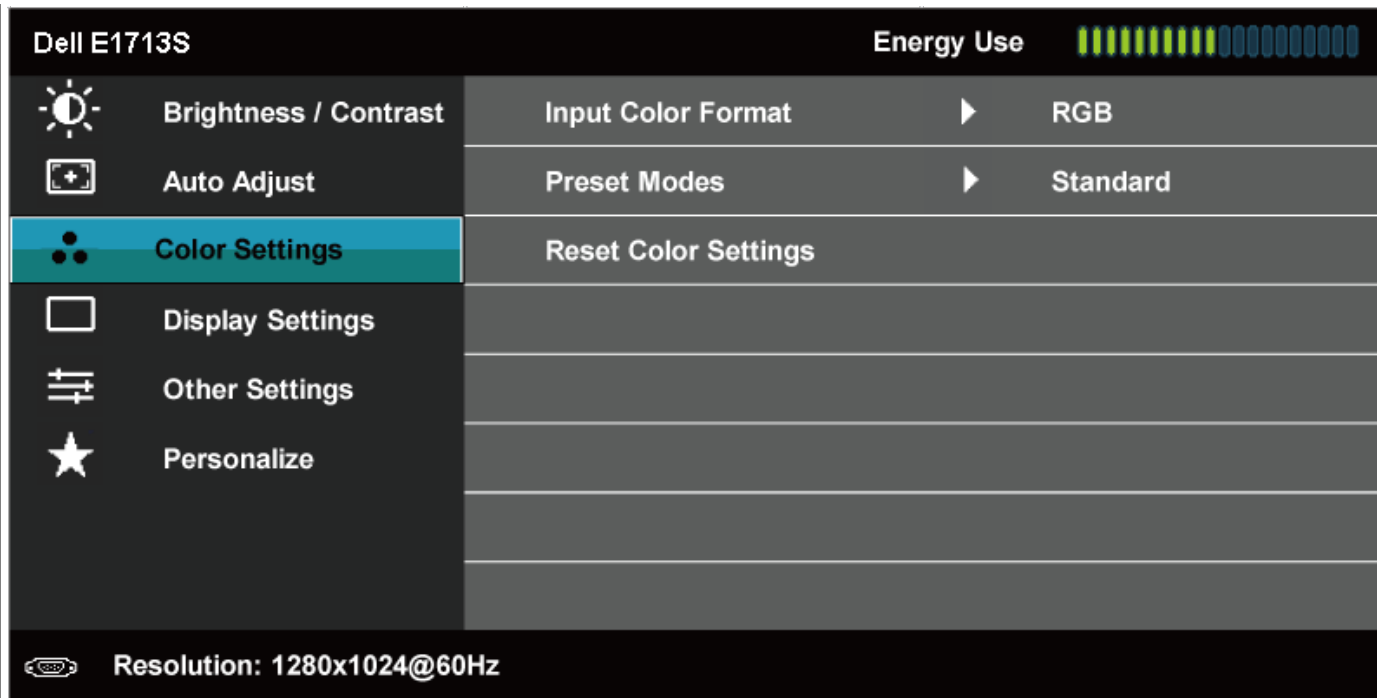
Select **DVI-D** input when you are using the Digital (DVI) connector. Push  to select the DVI input source.



**Color Settings**

Use the **Color Settings** menu to adjust the monitor's color settings.





**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 to DVI adapter.

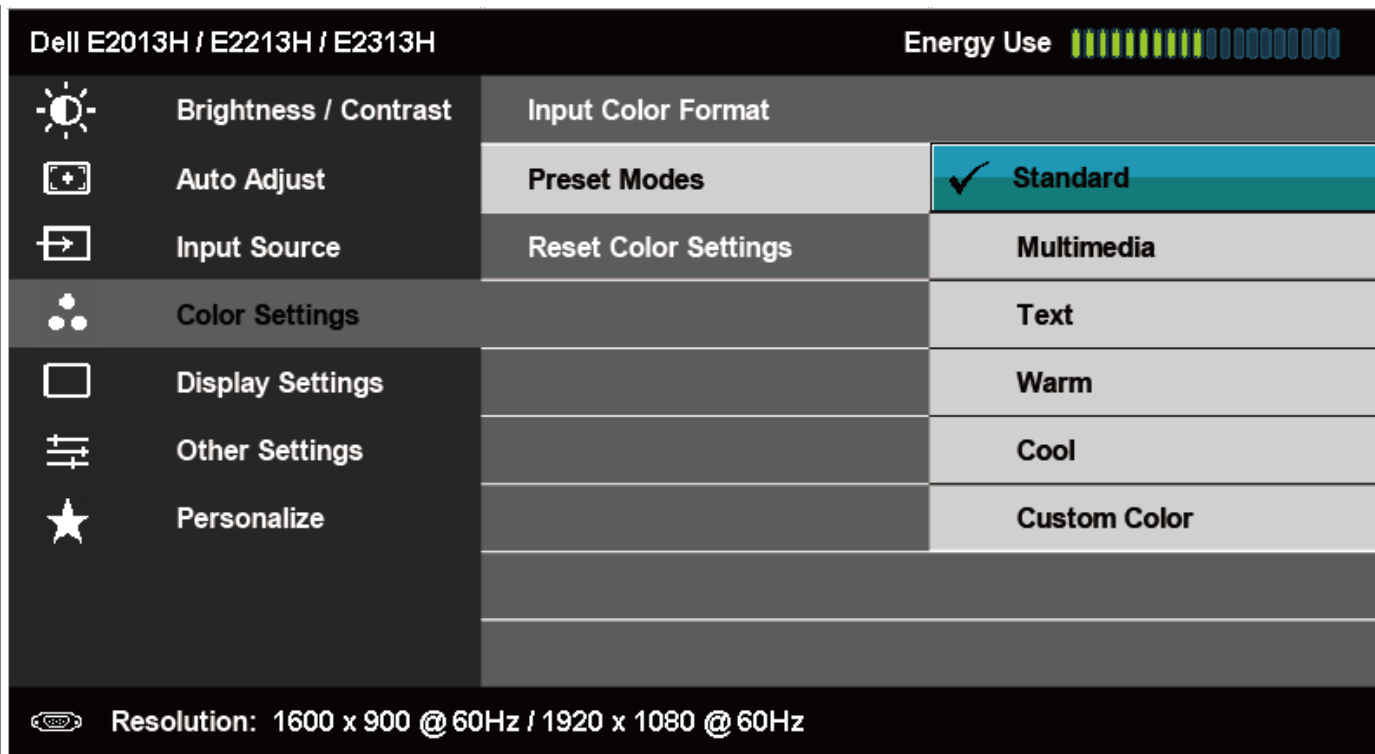
- **YPbPr**: Select this option if your DVD player supports only YPbPr output.



### Preset Modes

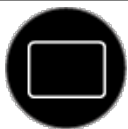
Allows you to choose from a list of preset color modes.

The screenshot shows the Dell E1713S OSD menu. At the top left, it says "Dell E1713S". At the top right, it says "Energy Use" followed by a bar graph with 15 bars, the first 10 of which are green and the last 5 are blue. The main menu is a grid with a dark background and light text. The first column contains icons and menu items: a sun icon for "Brightness / Contrast", a plus icon for "Auto Adjust", three dots for "Color Settings", a monitor icon for "Display Settings", a list icon for "Other Settings", and a star icon for "Personalize". The second column contains "Input Color Format", "Preset Modes", "Reset Color Settings", and is empty for the remaining rows. The third column contains "Standard" (highlighted in blue with a white checkmark), "Multimedia", "Text", "Warm", "Cool", and "Custom Color". At the bottom left, there is a resolution icon and the text "Resolution: 1280 x 1024 @ 60Hz". On the right side, there is a vertical navigation bar with four buttons: an up arrow, a down arrow, a green checkmark, and a refresh arrow.

Dell E1713S		Energy Use	
Brightness / Contrast	Input Color Format		
Auto Adjust	Preset Modes	<input checked="" type="checkbox"/> Standard	
Color Settings	Reset Color Settings	Multimedia	
Display Settings		Text	
Other Settings		Warm	
Personalize		Cool	
		Custom Color	
Resolution: 1280 x 1024 @ 60Hz			










- **Standard:** Loads the monitor's default color settings. This is the default preset mode.
- **Multimedia:** Loads color settings ideal for multimedia applications.
- **Text:** Loads color settings ideal for office environment.
- **Warm:** Decreases the color temperature. The screen appears warmer with a red/yellow tint.
- **Cool:** Increases the color temperature. The screen appears cooler with a blue tint.
- **Custom Color:** Allows you to manually adjust the color settings. Press the  and  button to adjust the Red, Green, and Blue values and create your own preset color mode.




### Display Settings


Use the **Displays Settings** menu to adjust the monitor's display settings.








Dell E1713S Energy Use 


<ul style="list-style-type: none"> <li> Brightness / Contrast</li> <li> Auto Adjust</li> <li> Color Settings</li> <li style="background-color: #008080; color: white;"> Display Settings</li> <li> Other Settings</li> <li> Personalize</li> </ul>	Horizontal Position	▶	50
	Vertical Position	▶	50
	Sharpness	▶	50
	Pixel Clock	▶	50
	Phase	▶	50
	Reset Display Settings		

 Resolution: 1280 x 1024 @ 60Hz



Dell E2013H / E2213H / E2313H Energy Use 


<ul style="list-style-type: none"> <li> Brightness / Contrast</li> <li> Auto Adjust</li> <li> Input Source</li> <li> Color Settings</li> <li style="background-color: #008080; color: white;"> Display Settings</li> <li> Other Settings</li> <li> Personalize</li> </ul>	Aspect Ratio	▶	Wide 16:9
	Horizontal Position	▶	50
	Vertical Position	▶	50
	Sharpness	▶	50
	Pixel Clock	▶	50
	Phase	▶	50
Reset Display Settings			

 Resolution: 1600 x 900 @ 60Hz / 1920 x 1080 @ 60Hz





**Aspect Ratio**  
(for  
E2013H/E2213H/E2313H)

Adjusts the image ratio as Wide 16:9, 4:3, or 5:4.



 **NOTE:** Wide 16:9 adjustment is not required at maximum preset resolution 1600 x 900 (for E2013H) or 1920 x 1080 (for

only)



**Horizontal Position**

E2213H/E2313H) .  
Use the  or  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.

**Phase**

If satisfactory results are not obtained using the Phase adjustment, use the Pixel Clock (coarse) adjustment and then use Phase (fine), again.

 **NOTE:** Horizontal Position, Vertical Position, Pixel Clock and Phase adjustment are only available for **VGA** input.








**Reset Display Settings**

Select this option to restore default display settings.

**Other Settings**

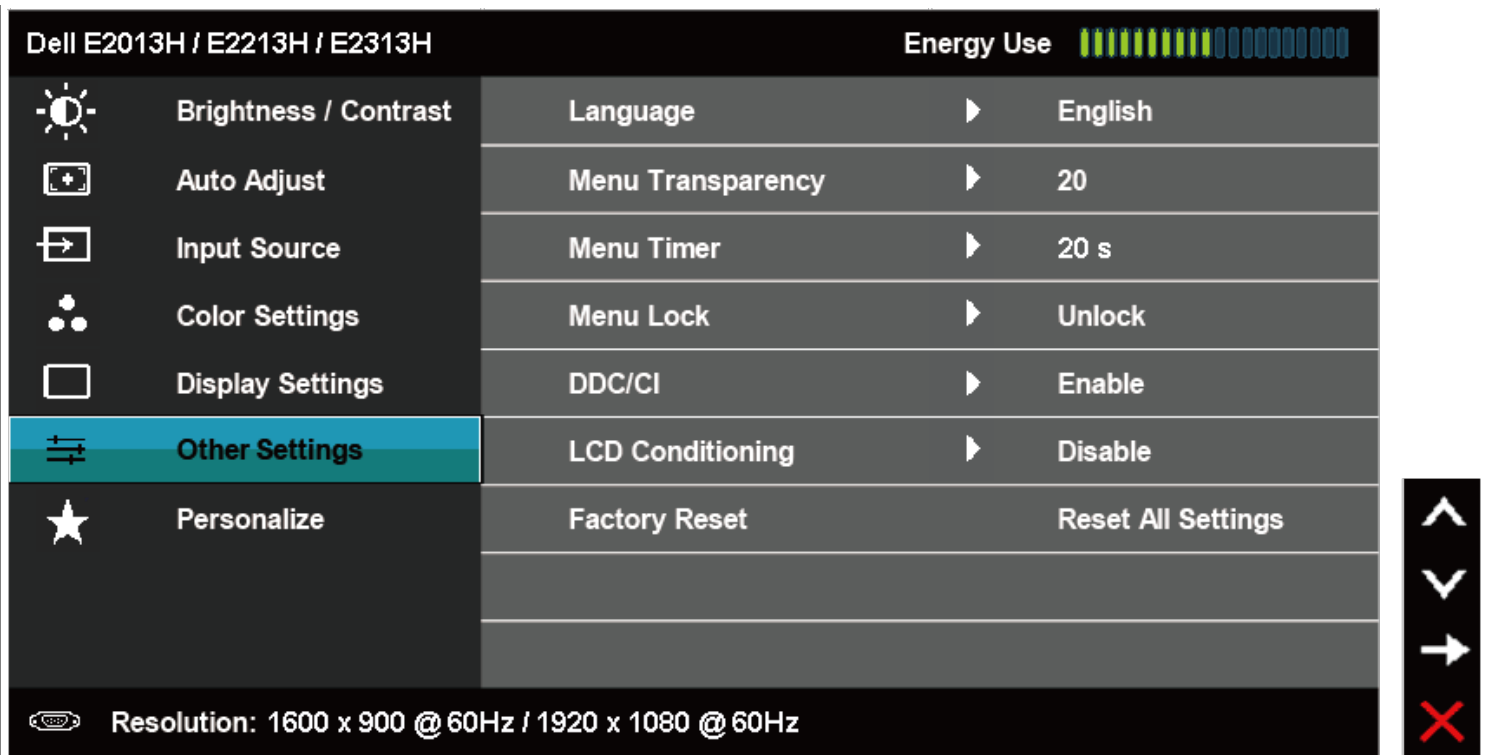
Select this option to adjust the settings of the OSD, such as, the languages of the OSD, the amount of time the menu remains on screen, and so on.



Dell E1713S		Energy Use 	
	Brightness / Contrast	Language	English
	Auto Adjust	Menu Transparency	20
	Color Settings	Menu Timer	20 s
	Display Settings	Menu Lock	Unlock
	<b>Other Settings</b>	DDC/CI	Enable
	Personalize	LCD Conditioning	Disable
		Factory Reset	Reset All Settings

Resolution: 1280 x 1024 @ 60Hz





**Language**



Allows you to set the OSD display to one of eight languages: English, Spanish, French, German, Brazilian Portuguese, Russian, Simply Chinese, Japanese.

**Menu Transparency**


Allows you to adjust the OSD background from opaque to transparent.



**Menu Timer**

Allows you to set the time for which the OSD remains active after you press a button on the monitor.

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

**Menu Lock**

Controls user access to adjustments. When **Lock** is selected, no user adjustments are allowed. All button are locked except  button.

 **NOTE:** When the OSD is locked, pressing the menu button takes you directly to the OSD settings menu, with 'OSD Lock' pre-selected on entry. press and hold  button for 10 seconds to unlock and allow user access to all applicable settings.

**DDC/CI**

DDC/CI (Display Data Channel/Command Interface) allows a software on your computer to adjust the monitor display settings like the brightness, color balance etc.

**Enable** (Default): Optimizes the performance of your monitor and provides a better customer experience.

**Disable:** Disables the DDC/CI option and the following message appears on the screen.

Dell E1713S / E2013H / E2213H / E2313H

The function of adjusting display setting using PC application will be disabled.

Do you wish to disable DDC/CI function?


No

Yes

### LCD Conditioning

This feature helps reduce minor cases of image retention.

If an image appears to be stuck on the monitor, select **LCD Conditioning** to help eliminate any image retention. Using the LCD Conditioning feature may take some time. LCD Conditioning feature cannot remove severe cases of image retention or burn-in.

 **NOTE:** Use LCD Conditioning only when you experience a problem with image retention.

The below warning message appears once user selects " Enable" LCD Conditioning.

Dell E1713S / E2013H / E2213H / E2313H

This feature will help reduce minor cases of image retention. Depending on

the degree of image retention, the program may take some time to run.

Do you wish to continue?

No

Yes

### Factory Reset

Resets all OSD settings to the factory preset values.

### Personalize

Select this option allows you to set two shortcut button.



Dell E1713S Energy Use

	Brightness / Contrast	Shortcut Key 1	▶	Preset Modes
	Auto Adjust	Shortcut Key 2	▶	Brightness/Contrast
	Color Settings	Reset Personalize		
	Display Settings			
	Other Settings			
	<b>Personalize</b>			

Resolution: 1280 x 1024 @ 60Hz



Dell E2013H / E2213H / E2313H Energy Use

	Brightness / Contrast	Shortcut Key 1	▶	Preset Modes
	Auto Adjust	Shortcut Key 2	▶	Brightness/Contrast
	Input Source	Reset Personalize		
	Color Settings			
	Display Settings			
	Other Settings			
	<b>Personalize</b>			


Resolution: 1600 x 900 @ 60Hz / 1920 x 1080 @ 60Hz











**Shortcut Key 1**

User can select from "Preset Modes", "Brightness/Contrast", "Auto Adjust", "Input Source" (for E2013H/E2213H/E2313H only), "Aspect Ratio" (for E2013H/E2213H/E2313H only) and set as shortcut Key.













Dell E173S Energy Use 


	Brightness / Contrast	Shortcut Key 1	<input checked="" type="checkbox"/> Preset Modes 
	Auto Adjust	Shortcut Key 2	Brightness/Contrast
	Color Settings	Reset Personalize	Auto Adjust
	Display Settings		
	Other Settings		
	Personalize		

 Resolution: 1280 x 1024 @ 60Hz



Dell E2013H / E2213H / E2313H Energy Use 

	Brightness / Contrast	Shortcut Key 1	<input checked="" type="checkbox"/> Preset Modes 
	Auto Adjust	Shortcut Key 2	Brightness/Contrast
	Input Source	Reset Personalize	Auto Adjust
	Color Settings		Input Source 
	Display Settings		Aspect Ratio
	Other Settings		
	Personalize		

 Resolution: 1600 x 900 @ 60Hz / 1920 x 1080 @ 60Hz



**Shortcut Key 2**

User can select from "Preset Modes", "Brightness/Contrast", "Auto Adjust", "Input Source" (for E2013H/E2213H/E2313H only), "Aspect Ratio" (for E2013H/E2213H/E2313H only) and set as shortcut key.

**Reset Personalize**

Allows you to restore shortcut key to the default setting.

## OSD Messages

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

### E1713S:

#### Dell E1713S

The current input timing is not supported by the monitor display. Please change your input timing to **1280 x 1024 @ 60Hz** or any other monitor listed timing as per the monitor specifications.



### E2013H:

#### Dell E2013H

The current input timing is not supported by the monitor display. Please change your input timing to **1600 x 900 @ 60Hz** or any other monitor listed timing as per the monitor specifications.



### E2213H/E2313H:

## Dell E2213H / E2313H

The current input timing is not supported by the monitor display. Please change your input timing to **1920 x 1080 @ 60Hz** or any other monitor listed timing as per the monitor specifications.



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 E1713S) or **1600 x 900** (for E2013H) or **1920 x 1080** (for E2213H/E2313H).

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

## Dell E1713S / E2013H / E2213H / E2313H

The function of adjusting display setting using PC application will be disabled.

Do you wish to disable DDC/CI function?

No

Yes

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

## Dell E1713S / E2013H / E2213H / E2313H

Entering Power Save Mode.



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

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

### Dell E1713S

There is no signal coming from your computer. Press any key on the keyboard or move the mouse to wake it up.



### Dell E2013H/E2213H/E2313H

There is no signal coming from your computer. Press any key on the keyboard or move the mouse to wake it up. If there is no display, press the monitor button now to select the correct input source on the On-Screen-Display menu.



If VGA or DVI cable is not connected, a floating dialog box as shown below appears. The monitor will enter **Power Save Mode after 5 minutes** if left at this state.

## Dell E1713S / E2013H / E2213H / E2313H



No VGA Cable

The display will go into Power Save Mode in 5 minutes.



## Dell E2013H / E2213H / E2313H



No DVI-D Cable

The display will go into Power Save Mode in 5 minutes.



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

## Setting the Maximum Resolution

To set the Maximum resolution for the monitor:

Windows Vista® ,Windows® 7 ,Windows® 8:

1. For Windows® 8 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the Dropdown list of the Screen resolution and select **1280 x 1024** (for E1713S) or **1600 x 900** (for E2013H) or **1920 x 1080** (for E2213H/E2313H).
4. Click **OK**.

If you do not see **1280 x 1024** (for E1713S) or **1600 x 900** (for E2013H) or **1920 x 1080** (for E2213H/E2313H) 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:

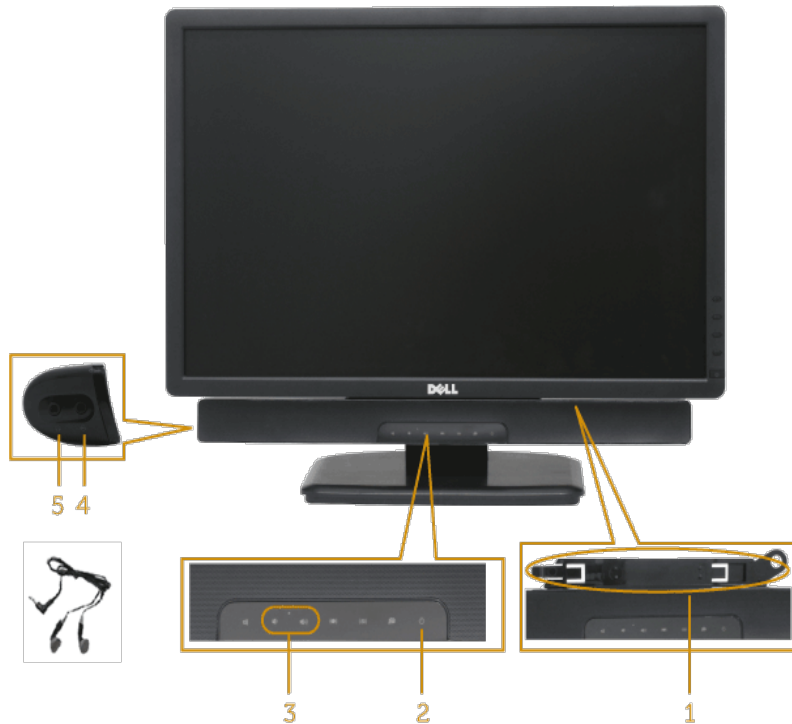
- Go to <http://www.dell.com/support/monitors>, enter your service tag, and download the latest driver for your graphics card.

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 Dell Soundbar

The Dell Soundbar is a stereo two channel system, mountable on Dell Flat Panel Displays. The soundbar has an On/Off power and rotary volume control to adjust the overall sound system, an LED for power indication and two audio headset jacks



1.	Attach mechanism
2.	Power control/ indicator
3.	Volume control
4.	Audio-in jack
5.	Headphone jack


---

## Using the Tilt

### Tilt

With the stand assembly, you can tilt the monitor for the most comfortable viewing angle.



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

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[Back to Contents Page](#)

# Troubleshooting

## Dell™ E1713S/E2013H/E2213H/E2313H monitor

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

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

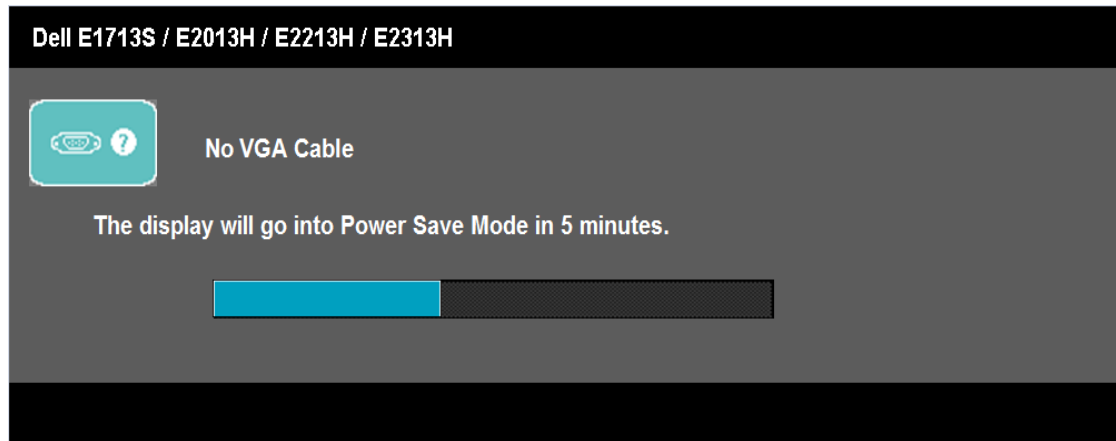
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### Self-Test

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 a successful Self-Test operation, remove the Analog connector for E1713s. For E2013H/E2213H/E2313H, remove both the Digital (white connector) and the Analog (blue connector) connectors from the back of the computer.
3. Turn On the monitor.

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



or






No DVI-D Cable

The display will go into Power Save Mode in 5 minutes.



4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged. The monitor will enter **Power Save Mode after 5 minutes** if left at this state.
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.

 **NOTE:** Self-test feature check is not available for S-Video, Composite, and Component video modes.

---

## 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 **Button 1** and **Button 4** on the front panel simultaneously for 2 seconds. A gray screen appears.
4. Carefully inspect the screen for abnormalities.
5. Press the **Button 4** 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 white screen appears. To exit, press the **Button 4** 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"> <li>• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>• Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>• Ensure that the power button is depressed fully.</li> </ul>
No Video/Power LED On	No picture or no brightness	<ul style="list-style-type: none"> <li>• Increase brightness &amp; contrast controls via OSD.</li> <li>• Perform monitor self-test feature check.</li> <li>• Check for bent or broken pins in the video cable connector.</li> <li>• Ensure that the correct input source is selected via the <a href="#">Input Source Select</a> menu.</li> <li>• Run the built-in diagnostics.</li> </ul>

Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> <li>Perform Auto Adjust via OSD.</li> <li>Adjust the Phase and Pixel Clock controls via OSD.</li> <li>Eliminate video extension cables.</li> <li>Reset the monitor to Factory Settings.</li> <li>Change the video resolution to the correct aspect ratio (16:9).</li> </ul>
Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none"> <li>Perform Auto Adjust via OSD.</li> <li>Adjust the Phase and Pixel Clock controls via OSD.</li> <li>Reset the monitor to Factory Settings.</li> <li>Check environmental factors.</li> <li>Relocate the monitor and test in another room.</li> </ul>
Missing Pixels	LCD screen has spots	<ul style="list-style-type: none"> <li>Cycle power On-Off.</li> <li>Pixel that is permanently Off is a natural defect that can occur in LCD technology.</li> </ul> <p>For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">www.dell.com/support/monitors</a>.</p>
Stuck-on Pixels	LCD screen has bright spots	<ul style="list-style-type: none"> <li>Cycle power On-Off.</li> <li>Pixel that is permanently Off is a natural defect that can occur in LCD technology.</li> </ul> <p>For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">www.dell.com/support/monitors</a>.</p>
Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none"> <li>Reset the monitor to <b>Factory Settings</b>.</li> <li>Auto Adjust via OSD.</li> <li>Adjust brightness &amp; contrast controls via OSD.</li> </ul>
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none"> <li>Reset the monitor to <b>Factory Settings</b>.</li> <li>Auto Adjust via OSD.</li> <li>Adjust brightness &amp; contrast controls via OSD.</li> </ul> <p>NOTE: When using 'DVI-D', the positioning adjustments are not available.</p>
Horizontal/Vertical Lines	Screen has one or more lines	<ul style="list-style-type: none"> <li>Reset the monitor to <b>Factory Settings</b>.</li> <li>Perform Auto Adjust via OSD.</li> <li>Adjust Phase and Pixel Clock controls via OSD.</li> <li>Perform monitor self-test feature check and determine if these lines are also in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> </ul> <p>NOTE: When using 'DVI-D', the Pixel Clock and Phase adjustments are not available.</p>
Synchronization Problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> <li>Reset the monitor to <b>Factory Settings</b>.</li> <li>Perform Auto Adjust via OSD.</li> <li>Adjust Phase and Pixel Clock controls via OSD.</li> <li>Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Restart the computer in the <i>safe mode</i>.</li> </ul>
Safety-Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>Do not perform any troubleshooting steps.</li> <li>Contact Dell immediately.</li> </ul>
Intermittent Problems	Monitor malfunctions On & Off	<ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Reset the monitor to Factory Settings.</li> <li>Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>
Missing Color	Picture missing color	<ul style="list-style-type: none"> <li>Perform monitor self-test feature check.</li> </ul>

		<ul style="list-style-type: none"> <li>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>• Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong Color	Picture color not good	<ul style="list-style-type: none"> <li>• Change the Color Setting Mode in the Color Settings OSD to Graphics or Video depending on the application.</li> <li>• 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.</li> <li>• Change the Input Color Format to PC RGB or YPbPr in the Advance Setting OSD.</li> </ul>
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"> <li>• Use the Power Management feature to turn Off the monitor at all times when not in use(for more information, see <a href="#">Power Management Modes</a>).</li> <li>• Alternatively, use a dynamically changing screensaver.</li> </ul>

## 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"> <li>• Reset the monitor to <b>Factory Settings</b>.</li> </ul>
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	<ul style="list-style-type: none"> <li>• Turn Off the monitor, unplug the power cord, plug back, and then turn On the monitor.</li> </ul>
No Input Signal when user controls are pressed	No picture, the LED light is blue. When you press "up", "down" or "Menu" key, the message " No input signal" will appear.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.</li> <li>• Reset the computer or video player.</li> </ul>
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"> <li>• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>• Run the built-in diagnostics.</li> </ul>

 **NOTE:** When choosing DVI-D mode, the **Auto Adjust** function is not available.

## Dell™ Soundbar Problems

Common Symptoms	What You Experience	Possible Solutions
No sound for system where the Soundbar draws power from an AC adapter	No power to Soundbar - the power indicator is Off	<ul style="list-style-type: none"> <li>• Turn the Power/Volume knob on the Soundbar clockwise to the middle position; check if the power indicator (blue LED) on the front of the Soundbar is illuminated.</li> <li>• Confirm that the power cable from the Soundbar is plugged into the adapter.</li> </ul>
No Sound	Soundbar has power - power indicator is On	<ul style="list-style-type: none"> <li>• Plug the audio line-in cable into the computer's audio out jack.</li> <li>• Set all volume controls to their maximum and ensure that the mute option is not enabled.</li> <li>• Play some audio content on the computer (example, audio CD, or MP3).</li> <li>• Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting.</li> <li>• Clean and reseat the audio line-in plug.</li> <li>• Test the Soundbar using another audio source (For example: portable CD player, MP3 player).</li> </ul>


Distorted Sound	Computer's sound card is used as the audio source	<ul style="list-style-type: none"> <li>• Clear any obstructions between the Soundbar and the user.</li> <li>• Confirm that the audio line-in plug is completely inserted into the jack of the sound card.</li> <li>• Set all Windows volume controls to their midpoints.</li> <li>• Decrease the volume of the audio application.</li> <li>• Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting.</li> <li>• Clean and reseal the audio line-in plug.</li> <li>• Troubleshoot the computer's sound card.</li> <li>• Test the Soundbar using another audio source (For example: portable CD player, MP3 player).</li> <li>• Avoid using an audio cable extension or audio jack converter.</li> </ul>
Distorted Sound	Other audio source is used	<ul style="list-style-type: none"> <li>• Clear any obstructions between the Soundbar and the user.</li> <li>• Confirm that the audio line-in plug is completely inserted into the jack of the audio source.</li> <li>• Decrease the volume of the audio source.</li> <li>• Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting.</li> <li>• Clean and reseal the audio line-in plug.</li> </ul>
Unbalanced Sound Output	Sound from only one side of Soundbar	<ul style="list-style-type: none"> <li>• Clear any obstructions between the Soundbar and the user.</li> <li>• Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source.</li> <li>• Set all Windows audio balance controls (L-R) to their midpoints.</li> <li>• Clean and reseal the audio line-in plug.</li> <li>• Troubleshoot the computer's sound card.</li> <li>• Test the Soundbar using another audio source (For example: portable CD player, MP3 player).</li> </ul>
Low Volume	Volume is too low	<ul style="list-style-type: none"> <li>• Clear any obstructions between the Soundbar and the user.</li> <li>• Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting.</li> <li>• Set all Windows volume controls to their maximum.</li> <li>• Increase the volume of the audio application.</li> <li>• Test the Soundbar using another audio source (For example: portable CD player, MP3 player)</li> </ul>

## Appendix

### Dell™ E1713S/E2013H/E2213H/E2313H Monitor User's Guide

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

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#### 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](http://www.dell.com/regulatory_compliance).

**This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:**

- (1) this device may not cause harmful interference
  - (2) this device must accept any interference received including interference that may cause undesired operation
- 

#### 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 get online monitor support content:**

1. Visit [www.dell.com/support/monitors](http://www.dell.com/support/monitors)

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

1. Visit [support.dell.com](https://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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