

Dell™ 3007WFP-HC Flat Panel Monitor User's Guide

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About Your Monitor

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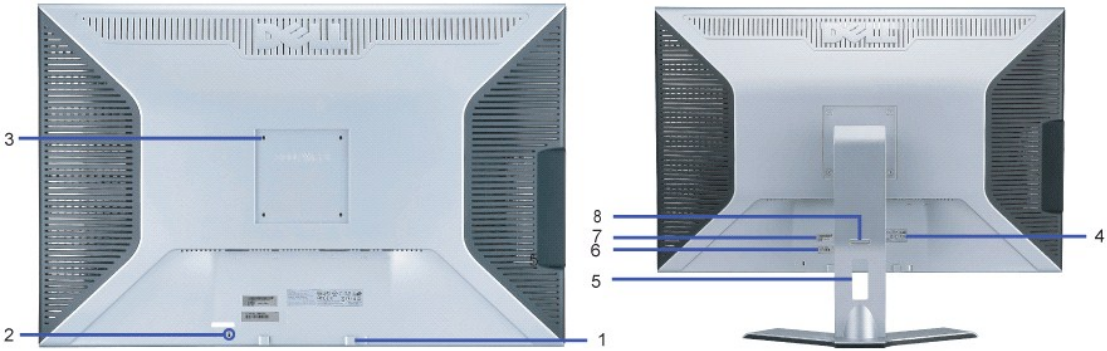
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Front View



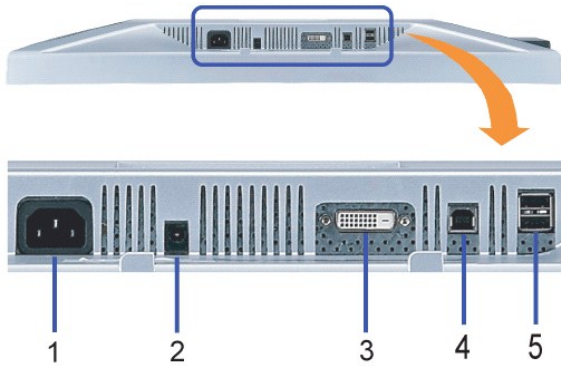
1. Decrease Brightness button
 2. Increase Brightness button
 3. Power button (with power light indicator)
-

Back View



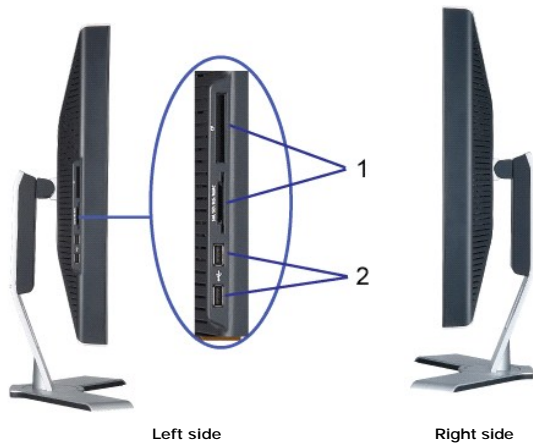
1. Dell Soundbar mounting brackets — Attach the optional Dell Soundbar.
2. Security lock slot — Attach a lock to secure your monitor.
3. VESA mounting holes (100mm [Behind attached base plate]) — Use to mount the monitor.
4. Regulatory rating label — Lists the regulatory approvals.
5. Cable management hole — Organize cables by placing them through the hole.
6. Service tag label— Refer to this label if you need to contact Dell for technical support.
7. Barcode serial number label
8. Lock down/release button — Push the monitor down, press the button to unlock the monitor, and then lift the monitor to the desired height.

Bottom View



1. Power - Connect the power
2. Dell Soundbar power connector - Connect for the Soundbar (optional)
3. DVI connector - Connect your computer DVI cable
4. USB upstream port - Connect the USB cable that came with your monitor to the monitor and the computer. Once this cable is connected you can use the USB connectors on the side and bottom of the monitor.
5. USB downstream port - Connect your USB devices. You can only use this port after you have connected the USB cable to the computer and USB upstream port on the monitor.

Side View



1. Card reader supports the following card types:
 - Compact Flash (CF I/II)
 - Microdrive
 - Security Digital (SD/Mini SD)
 - Memory Stick (MS/MS Pro, MS Pro Duo)
 - Smart Media (SM)
 - Multimedia Card (MMC)
2. USB downstream port

Monitor Specifications

Power Management Modes

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

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power Consumption |
|--|-----------------|---------------|---------|-----------------|-------------------|
| Normal operation(with Dell Soundbar and USB active) | Active | Active | Active | Blue | 147 W (maximum) |
| Normal operation | Active | Active | Active | Blue | 117 W (typical) |
| Active-off mode | Inactive | Inactive | Blanked | Amber | Less than 3 W |
| Switch off | - | - | - | Off | Less than 1 W |

This monitor is **ENERGY STAR®**-compliant as well as TCO '99 power management compatible.

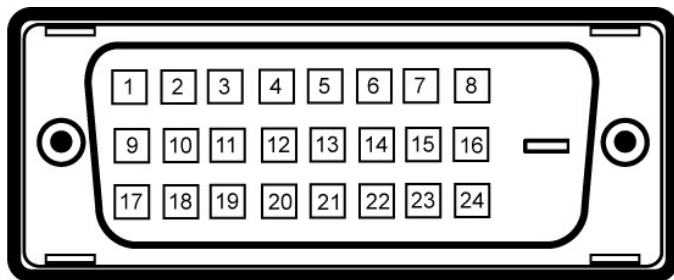


* Zero power consumption in OFF mode can only be achieved by disconnecting the main cable from the monitor.

ENERGY STAR® is a U.S. registered mark. As an **ENERGY STAR®** Partner, DELL has determined that this product meets the **ENERGY STAR®** guidelines for energy efficiency.

Pin Assignments

24 pin digital-only DVI -D connector:




NOTE: Pin 1 is at the top right.

The following table shows pin assignments in the DVI connector:

| Pin | Signal Assignment | Pin | Signal Assignment | Pin | Signal Assignment |
|-----|--------------------------|-----|--------------------------|-----|--------------------------|
| 1 | T.M.D.S. Data 2- | 9 | T.M.D.S. Data 1- | 17 | T.M.D.S. Data 0- |
| 2 | T.M.D.S. Data 2+ | 10 | T.M.D.S. Data 1+ | 18 | T.M.D.S. Data 0+ |
| 3 | T.M.D.S. Data 2/4 Shield | 11 | T.M.D.S. Data 1/3 Shield | 19 | T.M.D.S. Data 0/5 Shield |
| 4 | T.M.D.S. Data 4- | 12 | T.M.D.S. Data 3- | 20 | T.M.D.S. Data 5- |
| 5 | T.M.D.S. Data 4+ | 13 | T.M.D.S. Data 3+ | 21 | T.M.D.S. Data 5+ |
| 6 | DDC Clock | 14 | +5V Power | 22 | T.M.D.S. Clock Shield |
| 7 | DDC Data | 15 | Ground (for +5V) | 23 | T.M.D.S. Clock + |
| 8 | No Connect | 16 | Hot Plug Detect | 24 | T.M.D.S. Clock - |

Universal Serial Bus (USB) Interface

This monitor supports High-Speed Certified USB 2.0 interface.*



| | Data Rate | Power Consumption |
|------------|-----------|------------------------|
| High speed | 480 Mbps | 2.5W (Max., each port) |
| Full speed | 12 Mbps | 2.5W (Max., each port) |
| Low speed | 1.5 Mbps | 2.5W (Max., each port) |

USB ports:

- 1 1 upstream - rear
- 1 4 downstream - 2 on rear; 2 on left side

NOTE: USB 2.0 capability requires 2.0 capable computer.

NOTE: Monitor's USB interface works ONLY when monitor is Powered ON (or in Power Save Mode). Switching your monitor OFF and then ON would re-enumerate its USB interface; attached peripherals may take a few seconds to resume normal functionality.

Plug and Play Capability

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

Card Reader Specifications

Overview

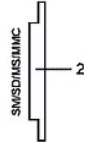
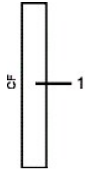
- 1 The Flash Memory Card Reader is a USB storage device that allows users to read and write information from and into the memory card.
- 1 The Flash Memory Card Reader is automatically recognized by Windows® 2000, XP and Vista.
- 1 Once installed and recognized, each separate memory card (slot) appears as a separate drive/drive letter.
- 1 All standard file operations (copy, delete, drag-and-drop, etc.) can be performed with this drive.

Features

The Flash Memory Card Reader has the following features:

- 1 Supports Windows 2000, XP and Vista operating systems.

- 1 No Windows 9X support from Dell.
- 1 Mass Storage Class device (No drivers are required under Windows 2000, XP and Vista).
- 1 USB-IF certification.
- 1 Supports various memory card media.




The following table lists the slot to support what kind of memory card:

| Slot Number | Flash memory cards type |
|-------------|---|
| 1 | Compact Flash type I/II Card (CF I/II)/CF form factor ATA hard drives to USB 2.0 bus |
| 2 | Smart Media Card (SMC) Memory Stick Card (MS) / High Speed Memory Stick (HSMS) / Memory Stick Pro Card (MS PRO) / Memory Stick Duo (with Adapter) Secure Digital Card (SD)/ Mini Secure Digital (with Adapter)/ TransFlash Card (with Adapter) MultiMedia Card (MMC) / Reduced Size MultiMedia Card (with Adapter) |

| Cards Type | Support Specification | Memory Card Spec Version | Max. capacity |
|------------|---|--------------------------|---------------|
| CF | CompactFlash Specification | 2.0 | 128 GB |
| SD | SD Memory Card Specifications | 2.0 | 32 GB |
| MS | Memory Stick Standard Format Specification | 1.40-00 | 128 MB |
| MS PRO | Memory Stick Pro Standard Format Specifications | 1.01-01 | 32 GB |
| MD Duo | Memory Stick Duo Standard Format Specifications | 1.10-00 | 128 MB/32 GB |
| SM | SmartMedia™ Electrical Specification | 1.40 | 256 MB |
| SM | SmartMedia™ Physical Format Specifications | 1.40 | 256 MB |
| SM | SmartMedia™ Logical Format Specifications | 1.30 | 256 MB |
| MMC | MultiMediaCard System Specification | 4.2 | 32 GB |

 **NOTE:** MSPRO : MSPRO includes MSPRO Duo and MS Micro.

 **NOTE:** SD : SD includes MiniSD.

General

Model number 3007WFP-HC

Flat Panel

| | |
|----------------------|---|
| Screen type | Active matrix - TFT LCD |
| Screen dimensions | 30 inches (30-inch viewable image size) |
| Preset display area: | |
| Horizontal | 641.28 mm (25.25 inches) |
| Vertical | 400.8 mm (15.78 inches) |
| Pixel pitch | 0.2505 mm x 0.2505 mm |
| Viewing angle | 178° (vertical) typ, 178° (horizontal) typ |
| Luminance output | 300 cd/m ² (typ.) |
| Contrast ratio | 1000 to 1 (typ.) |
| Faceplate coating | Antiglare with hard-coating 3H |
| Backlight | CCFL (16) edgelight system, 92% wide color gamut |
| Response Time | 12 ms typical (black to white) 8 ms average (grey to grey) |

Resolution

| | |
|---------------------------|-------------------------------------|
| Horizontal scan range | 49.31 kHz and 98.71 kHz (automatic) |
| Vertical scan range | 60 Hz |
| Optimal preset resolution | 2560 x 1600 at 60 Hz |
| Highest preset resolution | 2560 x 1600 at 60 Hz |

Preset Display Modes

| Display Mode | Horizontal Frequency (kHz) | Vertical Frequency (Hz) | Pixel Clock (MHz) | Sync Polarity (Horizontal/Vertical) |
|-------------------|----------------------------|-------------------------|-------------------|-------------------------------------|
| VESA, 1280 x 800 | 49.31 | 59.91 | 71 | -/+ |
| VESA, 2560 x 1600 | 98.71 | 59.97 | 134.25 | -/+ |

Electrical

| | |
|--|--|
| Video input signals | Digital DVI-D TMDS (Dual Link), 600mV for each differential line, positive polarity at 100 ohm input impedance with HDCP Support |
| AC input voltage / frequency / current | 100 to 240 VAC / 50Hz/60 Hz \pm 3 Hz / 1.6A (Max.) |
| Inrush current | 120V: 30A (Max.) at 0°C 240V: 60A (Max.) at 0°C |

Physical Characteristics

| | |
|--|--|
| Connector type | DVI-D, white connector |
| Signal cable type | Digital: Detachable, DVI-D (Dual Link), Solid pins |
| Dimensions (with stand): | |
| Height (fully extended in landscape mode) | 559.7 mm (22 inches) |
| Height (compressed/locked in landscape mode) | 469.7 mm (18.49 inches) |
| Width | 690 mm (27.16 inches) |
| Depth | 200 mm (7.87 inches) |
| Panel Dimensions: (without stand) | |
| Height | 449.55 mm (17.7 inches) |
| Width | 690 mm (27.16 inches) |
| Depth | 74.4 mm (2.93 inches) |
| Stand dimensions: | |
| Height (Compressed) | 306.7 mm (12.07 inches) |
| Height (Extended) | 396.7 mm (15.62 inches) |
| Width | 404 mm (15.9 inches) |
| Depth | 200 mm (7.87 inches) |
| Weight (monitor only) | 11.38 Kg (25.07 lb) |
| Weight (with packaging) | 16 Kg (35.24 lb) |

Environmental

| | |
|---------------------|--|
| Temperature: | |
| Operating | 5° to 35°C (41° to 95°F) |
| Nonoperating | Storage: -20° to 60°C (-4° to 140°F) Shipping: -20° to 60°C(-4° to 140°F) |
| Humidity: | |
| Operating | 10% to 80% (noncondensing) |
| Nonoperating | Storage: 5% to 90% (noncondensing) Shipping: 5% to 90%(noncondensing) |
| Altitude: | |
| Operating | 3,657.6m (12,000 ft) max |
| Nonoperating | 12,192 m (40,000 ft) max |
| Thermal dissipation | 501.92 BTU/hour (maximum) 399.5 BTU/hour (typical) |

Dell Soundbar (Optional) Specifications

| | |
|------------------------------------|---|
| System Frequency Response | 95 Hz to 20 kHz @ 10 dB below avg. SPL |
| Total Power Output | 10 W continuous average power (all speakers operating) @ 10% (THD+N), 1 kHz (FTC rated) |
| Headphone Jack Output Power | 40 mW continuous average power (RL = 32Ω) @ 10% (THD+N), 1 kHz |
| Input Sensitivity for Rated Output | 500 ± 50 mVrms @ 1 kHz |
| Input Impedance | >10kΩ |
| Maximum Input Signal Voltage | 2 Vrms |
| Controls | Power On/Off Volume Control |
| Input Cables | 3.0 m ± 0.1 m AWG26 black cable attached to enclosure, with 3.5 mm lime green stereo plug |
| Power Requirements | DC12V, 1.5A +/-10% |
| Operating Temperature Range | 10°C to 40°C |
| Humidity, Non-condensing | 95% RH @ 40 °C |

Caring for Your Monitor



CAUTION: Read and follow the [safety instructions](#) before cleaning the monitor.



CAUTION: Before cleaning the monitor, unplug the monitor from the electrical outlet.

- 1 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.
 - 1 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.
 - 1 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.
 - 1 Handle your monitor with care as darker-colored plastics may scratch and show white scuff marks more than lighter-colored monitor.
 - 1 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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Appendix

Dell™ 3007WFP-HC Flat Panel Monitor User's Guide


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 - [FCC Notice \(U.S. Only\)](#)
 - [Contacting Dell](#)
 - [Your Monitor Setup Guide](#)
-


CAUTION: Safety Instructions

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

Use the following safety guidelines to help ensure your own personal safety and to help protect your computer and working environment from potential damage.

- 1 To help avoid damaging your computer, be sure that the voltage selection switch on the power supply for the computer is set to match the alternating current (AC) power available at your location:
 - o 115 volts (V)/60 hertz (Hz) in most of North and South America and some Far Eastern countries such as Japan, South Korea (also 220 volts (V)/60 hertz (Hz)), and Taiwan.
 - o 230 volts (V)/50 hertz (Hz) in most of Europe, the Middle East, and the Far East.
- 1 Always be sure that your monitor is electrically rated to operate with the AC power available in your location.

 **NOTE:** This monitor does not need or have a voltage selection switch for setting the AC voltage input. It will automatically accept any AC input voltage according to the ranges defined in the "Electrical Specifications" section in the User's Guide.

- 1 Do not store or use the monitor in locations that are exposed to heat, direct sunlight, or extreme cold.
 - 1 Avoid moving the monitor between locations with large temperature differences.
 - 1 Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
 - 1 Do not store or use the monitor in locations exposed to high humidity or dusty environment.
 - 1 Do not allow water or other liquids to spill on or into the monitor.
 - 1 Keep flat panel monitor in room temperature conditions. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
 - 1 Never insert anything metallic into the monitor openings. Doing so may create the danger of electric shock.
 - 1 To avoid electric shock, never touch the inside of the monitor. Only a qualified technician should open the monitor case.
 - 1 Never use your monitor if the power cable has been damaged. Ensure that nothing rests on your computer's cables and that the cables are not located where they can be stepped on or tripped over.
 - 1 Be sure to grasp the plug, not the cable, when disconnecting the monitor from an electric socket.
 - 1 Openings in the monitor cabinet are provided for ventilation. To prevent overheating, these openings should not be blocked or covered. Avoid using the monitor on a bed, sofa, rug, or other soft surface, as doing so may block the ventilation openings in the bottom of the cabinet. If you place the monitor in a bookcase or an enclosed space, be sure to provide adequate ventilation and air flow.
 - 1 Place your monitor in a location with low humidity and minimum dust. Avoid places similar to a damp basement or dusty hallway.
 - 1 Do not expose the monitor to rain or use it near water (in kitchens, next to swimming pools, etc.). If the monitor accidentally gets wet, unplug it and contact an authorized dealer immediately. You can clean the monitor with a damp cloth when necessary, being sure to unplug the monitor first.
 - 1 Place the monitor on a solid surface and treat it carefully. The screen is made of glass and can be damaged if dropped or hit sharply.
 - 1 Locate your monitor near an easily accessible electric outlet.
 - 1 If your monitor does not operate normally - in particular, if there are any unusual sounds or smells coming from it - unplug it immediately and contact an authorized dealer or service center.
 - 1 Do not attempt to remove the back cover, as you will be exposed to an electrical shock hazard. The back cover should only be removed by qualified service personnel.
 - 1 High temperatures can cause problems. Don't use your monitor in direct sunlight, and keep it away from heaters, stoves, fireplaces, and other sources of heat.
 - 1 Unplug the monitor when it is going to be left unused for an extended period of time.
 - 1 Unplug your monitor from the electric outlet before any service is performed.
 - 1  LAMP(S) INSIDE THIS PRODUCT CONTAIN MERCURY AND MUST BE RECYCLED OR DISPOSED OF ACCORDING TO LOCAL, STATE OR FEDERAL LAWS. FOR MORE INFORMATION, GO TO WWW.DELL.COM/HG OR CONTACT THE ELECTRONIC INDUSTRIES ALLIANCE AT WWW.EIAE.ORG.
-

FCC Notice (U.S. Only)

FCC Class B

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with radio and television reception. This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules.

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.

 **NOTICE:** The FCC regulations provide that changes or modifications not expressly approved by Dell™ Inc. could void your authority to operate this equipment.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:


- 1 Reorient the receiving antenna.
- 1 Relocate the system with respect to the receiver.
- 1 Move the system away from the receiver.
- 1 Plug the system into a different outlet so that the system and the receiver are on different branch circuits.

If necessary, consult a representative of Dell Inc. or an experienced radio/television technician for additional suggestions.

The following information is provided on the device or devices covered in this document in compliance with FCC regulations:

- 1 Product name: 3007WFPT
- 1 Model number: 3007WFPT
- 1 Company name:

Dell™ Inc.
Worldwide Regulatory Compliance & Environmental Affairs.
One Dell™ Way
Round Rock, Texas 78682 USA
512-338-4400


 **NOTE:** For further regulatory information, see your *Product Information Guide*.


Contacting Dell

To contact Dell electronically, you can access the following websites:


- 1 www.dell.com
- 1 support.dell.com (support)

For specific web addresses for your country, find the appropriate country section in the table below.

 **NOTE:** Toll-free numbers are for use within the country for which they are listed.

 **NOTE:** In certain countries, support specific to Dell XPS™ portable computers is available at a separate telephone number listed for participating countries. If you do not see a telephone number listed that is specific for XPS portable computers, you may contact Dell through the support number listed and your call will be routed appropriately.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

 **NOTE:** The contact information provided was deemed correct at the time that this document went to print and is subject to change.

| Country (City) International Access Code Country Code City Code | Department Name or Service Area, Website and E-Mail Address | Area Codes, Local Numbers, and Toll-Free Numbers |
|--|---|--|
| Anguilla | Website: www.dell.com.ai E-mail: la-techsupport@dell.com | |

| | | |
|--|---|---------------------------|
| | General Support | toll-free: 800-335-0031 |
| Antigua and Barbuda | Website: www.dell.com.ag | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | 1-800-805-5924 |
| Aomen | Technical Support (Dell™ Dimension™, Dell Inspiron™, Dell OptiPlex™, Dell Latitude™, and Dell Precision™) | 0800-105 |
| | Technical Support (servers and storage) | 0800-105 |
| Argentina (Buenos Aires) International Access Code: 00 Country Code: 54 City Code: 11 | Website: www.dell.com.ar | |
| | E-mail: us_latin_services@dell.com | |
| | E-mail for desktop and portable computers: la-techsupport@dell.com | |
| | E-mail for servers and EMC® storage products: la_enterprise@dell.com | |
| | Customer Care | toll-free: 0-800-444-0730 |
| | Technical Support | toll-free: 0-800-444-0733 |
| | Technical Support Services | toll-free: 0-800-444-0724 |
| Sales | 0-810-444-3355 | |
| Aruba | Website: www.dell.com.aw | |
| | E-mail: la-techsupport@dell.com | |
| | Technical Support (XPS) | toll-free: 1300 790 877 |
| | General Support | toll-free: 800-1578 |
| Australia (Sydney) International Access Code: 0011 Country Code: 61 City Code: 2 | Website: support.ap.dell.com | |
| | E-mail: support.ap.dell.com.contactus | |
| | General Support | 13Dell-133355 |
| Austria (Vienna) International Access Code: 900 Country Code: 43 City Code: 1 | Website: support.euro.dell.com | |
| | E-mail: tech_support_central_europe@dell.com | |
| | Home/Small Business Sales | 0820 240 530 00 |
| | Home/Small Business Fax | 0820 240 530 49 |
| | Home/Small Business Customer Care | 0820 240 530 14 |
| | Preferred Accounts/Corporate Customer Care | 0820 240 530 16 |
| | Support for XPS | 0820 240 530 81 |
| | Home/Small Business Support for all other Dell computers | 0820 240 530 17 |
| | Preferred Accounts/Corporate Technical Support | 0820 240 530 17 |
| Switchboard | 0820 240 530 00 | |
| Bahamas | Website: www.dell.com.bs | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 1-866-874-3038 |
| Barbados | Website: www.dell.com/bb | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | 1-800-534-3142 |
| Belgium (Brussels) International Access Code: 00 Country Code: 32 City Code: 2 | Website: support.euro.dell.com | |
| | Technical Support for XPS | 02 481 92 96 |
| | Technical Support for all other Dell computers | 02 481 92 88 |
| | Technical Support Fax | 02 481 92 95 |
| | Customer Care | 02 713 15 .65 |
| | Corporate Sales | 02 481 91 00 |
| | Fax | 02 481 92 99 |
| | Switchboard | 02 481 91 00 |
| Bermuda | Website: www.dell.com/bm | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | 1-877-890-0751 |
| Bolivia | Website: www.dell.com/bo | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 800-10-0238 |
| Brazil International Access Code: 00 | Website: www.dell.com/br | |
| | E-mail: BR-TechSupport@dell.com | |
| | Customer Support, Technical Support | 0800 90 3355 |

| | | |
|---------------------------------------|---|--|
| Country Code: 55 | Technical Support Fax | 51 481 5470 |
| City Code: 51 | Customer Care Fax | 51 481 5480 |
| | Sales | 0800 722 3498 |
| British Virgin Islands | General Support | toll-free: 1-866-278-6820 |
| Brunei | Technical Support (Penang, Malaysia) | 604 633 4966 |
| Country Code: 673 | Customer Care (Penang, Malaysia) | 604 633 4888 |
| | Transaction Sales (Penang, Malaysia) | 604 633 4955 |
| Canada (North York, Ontario) | Online Order Status: www.dell.ca/ostatus | |
| International Access Code: 011 | AutoTech (automated Hardware and Warranty Support) | toll-free: 1-800-247-9362 |
| | Customer Service (Home/Home Office) | toll-free: 1-800-847-4096 |
| | Customer Service (small/med./large business, government) | toll-free: 1-800-387-5757 |
| | Customer Service (printers, projectors, televisions, handhelds, digital jukebox, and wireless) | toll-free: 1-800-847-4096 |
| | Hardware Warranty Phone Support (XPS) | toll-free: 1-866-398-8977 |
| | Hardware Warranty Phone Support (Home/Home Office) | toll-free: 1-800-847-4096 |
| | Hardware Warranty Phone Support (small/med./large business, government) | toll-free: 1-800-387-5757 |
| | Hardware Warranty Phone Support (printers, projectors, televisions, handhelds, digital jukebox, and wireless) | 1-877-335-5767 |
| | Sales (Home Sales/Small Business) | toll-free: 1-800-387-5752 |
| | Sales (med./large bus., government) | toll-free: 1-800-387-5755 |
| | Spare Parts Sales & Extended Service Sales | 1 866 440 3355 |
| | Cayman Islands | E-mail: la-techsupport@dell.com |
| | General Support | 1-877-262-5415 |
| Chile (Santiago) | Website: www.dell.com/cl | |
| Country Code: 56 | E-mail: la-techsupport@dell.com | |
| City Code: 2 | Sales and Customer Support | toll-free: 1230-020-4823 |
| China (Xiamen) | Technical Support website: support.dell.com.cn | |
| Country Code: 86 | Technical Support E-mail: cn_support@dell.com | |
| | Customer Care E-mail: customer_cn@dell.com | |
| City Code: 592 | Technical Support Fax | 592 818 1350 |
| | Technical Support (XPS) | toll-free: 800 858 0540 |
| | Technical Support (Dimension and Inspiron) | toll-free: 800 858 2969 |
| | Technical Support (OptiPlex, Latitude, and Dell Precision) | toll-free: 800 858 0950 |
| | Technical Support (servers and storage) | toll-free: 800 858 0960 |
| | Technical Support (projectors, PDAs, switches, routers, and so on) | toll-free: 800 858 2920 |
| | Technical Support (printers) | toll-free: 800 858 2311 |
| | Customer Care | toll-free: 800 858 2060 |
| | Customer Care Fax | 592 818 1308 |
| | Home and Small Business | toll-free: 800 858 2222 |
| | Preferred Accounts Division | toll-free: 800 858 2557 |
| | Large Corporate Accounts GCP | toll-free: 800 858 2055 |
| | Large Corporate Accounts Key Accounts | toll-free: 800 858 2628 |
| | Large Corporate Accounts North | toll-free: 800 858 2999 |
| | Large Corporate Accounts North Government and Education | toll-free: 800 858 2955 |
| | Large Corporate Accounts East | toll-free: 800 858 2020 |
| | Large Corporate Accounts East Government and Education | toll-free: 800 858 2669 |
| | Large Corporate Accounts Queue Team | toll-free: 800 858 2572 |
| Large Corporate Accounts South | toll-free: 800 858 2355 | |
| Large Corporate Accounts West | toll-free: 800 858 2811 | |
| Large Corporate Accounts Spare Parts | toll-free: 800 858 2621 | |
| Colombia | Website: www.dell.com/cl | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | 01-800-915-4755 |
| Costa Rica | Website: www.dell.com/cr | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | 0800-012-0231 |
| Czech Republic (Prague) | Website: support.euro.dell.com | |
| International Access Code: 00 | E-mail: czech_dell@dell.com | |

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| Country Code: 420 | Technical Support | 22537 2727 | |
| | Customer Care | 22537 2707 | |
| | Fax | 22537 2714 | |
| | Technical Fax | 22537 2728 | |
| | Switchboard | 22537 2711 | |
| Denmark (Copenhagen) | Website: support.euro.dell.com | | |
| International Access Code: 00 Country Code: 45 | Technical Support for XPS | 7010 0074 | |
| | Technical Support for all other Dell computers | 7023 0182 | |
| | Customer Care (Relational) | 7023 0184 | |
| | Home/Small Business Customer Care | 3287 5505 | |
| | Switchboard (Relational) | 3287 1200 | |
| | Switchboard Fax (Relational) | 3287 1201 | |
| | Switchboard (Home/Small Business) | 3287 5000 | |
| | Switchboard Fax (Home/Small Business) | 3287 5001 | |
| | Dominica | Website: www.dell.com/dm | |
| E-mail: la-techsupport@dell.com | | | |
| General Support | | toll-free: 1-866-278-6821 | |
| Dominican Republic | Website: www.dell.com/do | | |
| E-mail: la-techsupport@dell.com | | | |
| General Support | | 1-800-156-1588 | |
| Ecuador | Website: www.dell.com/ec | | |
| E-mail: la-techsupport@dell.com | | | |
| General Support (calling from Quito) | | toll-free: 999-119-877-655-3355 | |
| General Support (calling from Guayaquil) | | toll-free: 1800-999-119-877-655-3355 | |
| El Salvador | Website: www.dell.com/ec | | |
| E-mail: la-techsupport@dell.com | | | |
| General Support | | 800-6132 | |
| Finland (Helsinki) | Website: support.euro.dell.com | | |
| International Access Code: 990 Country Code: 358 City Code: 9 | E-mail: fi_support@dell.com | | |
| | Technical Support | 0207 533 555 | |
| | Customer Care | 0207 533 538 | |
| | Switchboard | 0207 533 533 | |
| | Sales under 500 employees | 0207 533 540 | |
| | Fax | 0207 533 530 | |
| | Sales over 500 employees | 0207 533 533 | |
| | Fax | 0207 533 530 | |
| | France (Paris) (Montpellier) | Website: support.euro.dell.com | |
| | International Access Code: 00 Country Code: 33 City Codes: (1) (4) | Home and Small Business | |
| Technical Support for XPS | | 0825 387 129 | |
| Technical Support for all other Dell computers | | 0825 387 270 | |
| Customer Care | | 0825 823 833 | |
| Switchboard | | 0825 004 700 | |
| Switchboard (calls from outside of France) | | 04 99 75 40 00 | |
| Sales | | 0825 004 700 | |
| Fax | | 0825 004 701 | |
| Fax (calls from outside of France) | | 04 99 75 40 01 | |
| Corporate | | | |
| Technical Support | | 0825 004 719 | |
| Customer Care | | 0825 338 339 | |
| Switchboard | | 01 55 94 71 00 | |
| Sales | | 01 55 94 71 00 | |
| Fax | | 01 55 94 71 01 | |
| Germany (Frankfurt) | | Website: support.euro.dell.com | |
| International Access Code: 00 Country Code: 49 City Code: 69 | | E-mail: tech_support_central_europe@dell.com | |
| | | Technical Support for XPS | 06103 766-7222 |
| | | Technical Support for all other Dell computers | 06103 766-7200 |
| | | Home/Small Business Customer Care | 0180-5-224400 |
| | Global Segment Customer Care | 069 9792-7320 | |

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| | Preferred Accounts Customer Care | 069 9792-7320 |
| | Large Accounts Customer Care | 069 9792-7320 |
| | Public Accounts Customer Care | 069 9792-7320 |
| | Switchboard | 069 9792-7000 |
| Greece | Website: support.euro.dell.com | |
| International Access Code: 00 | Technical Support | 00800-44 14 95 18 |
| Country Code: 30 | Gold Service Technical Support | 00800-44 14 00 83 |
| | Switchboard | 2108129810 |
| | Gold Service Switchboard | 2108129811 |
| | Sales | 2108129800 |
| | Fax | 2108129812 |
| Grenada | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 1-866-540-3355 |
| Guatemala | E-mail: la-techsupport@dell.com | |
| | General Support | 1-800-999-0136 |
| Guyana | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 1-877-270-4609 |
| Hong Kong | Website: support.ap.dell.com | |
| International Access Code: 001 | Technical Support E-mail: apsupport@dell.com | |
| Country Code: 852 | Technical Support (XPS) | 00852-3416 6923 |
| | Technical Support (Dimension and Inspiron) | 00852-2969 3188 |
| | Technical Support (OptiPlex, Latitude, and Dell Precision) | 00852-2969 3191 |
| | Technical Support (server and storage) | 00852-2969 3196 |
| | Technical Support (projectors, PDAs, switches, routers, and so on) | |
| | Customer Care | 00852-3416 0910 |
| | Large Corporate Accounts | 00852-3416 0907 |
| | Global Customer Programs | 00852-3416 0908 |
| | Medium Business Division | 00852-3416 0912 |
| | Home and Small Business Division | 00852-2969 3105 |
| India | Website: support.ap.dell.com | |
| | E-mail: india_support_desktop@dell.com | |
| | india_support_notebook@dell.com | |
| | india_support_Server@dell.com | |
| | Technical Support (XPS computers) | 0802 506 8033 or toll-free: 1800 425 2066 |
| | Technical Support (portables, desktops, servers, and storage) | 1600 33 8045 and 1600 44 8046 |
| | Sales (Large Corporate Accounts) | 1600 33 8044 |
| | Sales (Home and Small Business) | 1600 33 8046 |
| Ireland (Cherrywood) | Website: support.euro.dell.com | |
| International Access Code: 00 | E-mail: dell_direct_support@dell.com | |
| Country Code: 353 | Sales | |
| City Code: 1 | Ireland Sales | 01 204 4444 |
| | Dell Outlet | 1850 200 778 |
| | Online Ordering HelpDesk | 1850 200 778 |
| | Customer Care | |
| | Home User Customer Care | 01 204 4014 |
| | Small Business Customer Care | 01 204 4014 |
| | Corporate Customer Care | 1850 200 982 |
| | Technical Support | |
| | Technical Support for XPS computers only | 1850 200 722 |
| | Technical Support for all other Dell computers | 1850 543 543 |
| | General | |
| | Fax/Sales Fax | 01 204 0103 |
| | Switchboard | 01 204 4444 |
| | U.K. Customer Care (dial within U.K. only) | 0870 906 0010 |
| | Corporate Customer Care (dial within U.K. only) | 0870 907 4499 |
| | U.K. Sales (dial within U.K. only) | 0870 907 4000 |
| Italy (Milan) | Website: support.euro.dell.com | |

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| International Access Code: 00 Country Code: 39 City Code: 02 | Home and Small Business | |
| | Technical Support | 02 577 826 90 |
| | Customer Care | 02 696 821 14 |
| | Fax | 02 696 821 13 |
| | Switchboard | 02 696 821 12 |
| | Corporate | |
| | Technical Support | 02 577 826 90 |
| | Customer Care | 02 577 825 55 |
| | Fax | 02 575 035 30 |
| | Switchboard | 02 577 821 |
| Jamaica | E-mail: la-techsupport@dell.com | |
| | General Support (dial from within Jamaica only) | 1-800-440-9205 |
| Japan (Kawasaki) International Access Code: 001 Country Code: 81 City Code: 44 | Website: support.jp.dell.com | |
| | Technical Support (XPS) | toll-free: 0120-937-786 |
| | Technical Support outside of Japan (XPS) | 044-520-1235 |
| | XPS Customer Care (if ordered items are missing or have been damaged during shipment) | 044-556-4240 |
| | Technical Support (Dimension and Inspiron) | toll-free: 0120-198-226 |
| | Technical Support outside of Japan (Dimension and Inspiron) | 81-44-520-1435 |
| | Technical Support (Dell Precision, OptiPlex, and Latitude) | toll-free: 0120-198-433 |
| | Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude) | 81-44-556-3894 |
| | Technical Support (Dell Power APP™, Dell PowerEdge™, Dell PowerConnect™, and Dell PowerVault™) | toll-free: 0120-198-498 |
| | Technical Support outside of Japan (Dell Power APP™, Dell PowerEdge™, Dell PowerConnect™, and Dell PowerVault™) | 81-44-556-4162 |
| | Technical Support (projectors, PDAs, printers, routers) | toll-free: 0120-981-690 |
| | Technical Support outside of Japan (projectors, PDAs, printers, routers) | 81-44-556-3468 |
| | Faxbox Service | 044-556-3490 |
| | 24-Hour Automated Order Service | 044-556-3801 |
| | Customer Care | 044-556-4240 |
| | Business Sales Division (up to 400 employees) | 044-556-1465 |
| | Preferred Accounts Division Sales (over 400 employees) | 044-556-3433 |
| | Public Sales (government agencies, educational institutions, and medical institutions) | 044-556-5963 |
| | Global Segment Japan | 044-556-3469 |
| | Individual User | 044-556-1760 |
| Switchboard | 044-556-4300 | |
| Korea (Seoul) International Access Code: 001 Country Code: 82 City Code: 2 | E-mail: krsupport@dell.com | |
| | Support | toll-free: 080-200-3800 |
| | Technical Support (XPS) | toll-free: 080-999-0283 |
| | Support (Dimension, PDA, Electronics and Accessories) | toll-free: 080-200-3801 |
| | Sales | toll-free: 080-200-3600 |
| | Fax | 2194-6202 |
| | Switchboard | 2194-6000 |
| Latin America | Customer Technical Support (Austin, Texas, U.S.A.) | 512 728-4093 |
| | Customer Service (Austin, Texas, U.S.A.) | 512 728-3619 |
| | Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.) | 512 728-3883 |
| | Sales (Austin, Texas, U.S.A.) | 512 728-4397 |
| | SalesFax (Austin, Texas, U.S.A.) | 512 728-4600 or 512 728-3772 |
| Luxembourg International Access Code: 00 Country Code: 352 | Website: support.euro.dell.com | |
| | Support | 342 08 08 075 |
| | Home/Small Business Sales | +32 (0)2 713 15 96 |
| | Corporate Sales | 26 25 77 81 |
| | Customer Care | +32 (0)2 481 91 19 |
| | Fax | 26 25 77 82 |
| Macao Country Code: 853 | Technical Support | toll-free: 0800 105 |
| | Customer Service (Xiamen, China) | 34 160 910 |
| | Transaction Sales (Xiamen, China) | 29 693 115 |
| Malaysia (Penang) | Website: support.ap.dell.com | |

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| International Access Code: 00 Country Code: 60 City Code: 4 | Technical Support (XPS) | toll-free: 1 800 88 5784 |
| | Technical Support (Dell Precision, OptiPlex, and Latitude) | toll-free: 1 800 88 0193 |
| | Technical Support (Dimension, Inspiron, and Electronics and Accessories) | toll-free: 1 800 88 1306 |
| | Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault) | toll-free: 1800 88 1386 |
| | Customer Care | toll-free: 1800 88 1306(option6) |
| | Transaction Sales | toll-free: 1 800 888 202 |
| | Corporate Sales | toll-free: 1 800 888 213 |
| Mexico | E-mail: la-techsupport@dell.com | |
| International Access Code: 00 Country Code: 52 | Customer Technical Support | 001-877-384-8979 or 001-877-269-3383 |
| | Sales | 50-81-8800 or 01-800-888-3355 |
| | Customer Service | 001-877-384-8979 or 001-877-269-3383 |
| | Main | 50-81-8800 or 01-800-888-3355 |
| Montserrat | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 1-866-278-6822 |
| Netherlands Antilles | E-mail: la-techsupport@dell.com | |
| | General Support | 001-800-882-1519 |
| Netherlands (Amsterdam) | Website: support.euro.dell.com | |
| International Access Code: 00 Country Code: 31 City Code: 20 | Technical Support for XPS | 020 674 45 94 |
| | Technical Support for all other Dell computers | 020 674 45 00 |
| | Technical Support Fax | 020 674 47 66 |
| | Home/Small Business Customer Care | 020 674 42 00 |
| | Relational Customer Care | 020 674 4325 |
| | Home/Small Business Sales | 020 674 55 00 |
| | Relational Sales | 020 674 50 00 |
| | Home/Small Business Sales Fax | 020 674 47 75 |
| | Relational Sales Fax | 020 674 47 50 |
| | Switchboard | 020 674 50 00 |
| | Switchboard Fax | 020 674 47 50 |
| New Zealand | Website: support.ap.dell.com | |
| International Access Code: 00 Country Code: 64 | E-mail: support.ap.dell.com/contactus | |
| | Technical Support for XPS | toll-free: 0800 335 540 |
| | General Support | 0800 441 567 |
| Nicaragua | E-mail: la-techsupport@dell.com | |
| | General Support | 001-800-220-1377 |
| Norway (Lysaker) | Website: support.euro.dell.com | |
| International Access Code: 00 Country Code: 47 | Technical Support for XPS | 815 35 043 |
| | Technical Support for all other Dell products | 671 16882 |
| | Relational Customer Care | 671 17575 |
| | Home/Small Business Customer Care | 23162298 |
| | Switchboard | 671 16800 |
| | Fax Switchboard | 671 16865 |
| Panama | E-mail: la-techsupport@dell.com | |
| | General Support | 001-800-507-1264 |
| Peru | E-mail: la-techsupport@dell.com | |
| | General Support | 0800-50-669 |
| Poland (Warsaw) | Website: support.euro.dell.com | |
| International Access Code: 011 Country Code: 48 City Code: 22 | E-mail: pL_support_tech@dell.com | |
| | Customer Service Phone | 57 95 700 |
| | Customer Care | 57 95 999 |
| | Sales | 57 95 999 |
| | Customer Service Fax | 57 95 806 |
| | Reception Desk Fax | 57 95 998 |
| | Switchboard | 57 95 999 |
| Portugal | Website: support.euro.dell.com | |
| International Access Code: 00 Country Code: 351 | Technical Support | 707200149 |
| | Customer Care | 800 300 413 |

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| | Sales | 800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10 |
| | Fax | 21 424 01 12 |
| Puerto Rico | E-mail: la-techsupport@dell.com | |
| | General Support | 1-877-537-3355 |
| St. Kitts and Nevis | Website: www.dell.com/kn | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 1-866-540-3355 |
| St. Lucia | Website: www.dell.com/lc | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 1-866-464-4352 |
| St. Vincent and the Grenadines | Website: www.dell.com/vc | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 1-866-464-4353 |
| Singapore (Singapore) International Access Code: 005 Country Code: 65 | NOTE: The phone numbers in this section should be called from within Singapore or Malaysia only. | |
| | Website: support.ap.dell.com | |
| | Technical Support (XPS) | toll-free: 1800 394 7464 |
| | Technical Support (Dimension, Inspiron, and Electronics and Accessories) | toll-free: 1800 394 7430 |
| | Technical Support (OptiPlex, Latitude, and Dell Precision) | toll-free: 1800 394 7488 |
| | Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault) | toll-free: 1800 394 7478 |
| | Customer Care | toll-free: 1800 394 7430(option6) |
| | Transaction Sales | toll-free: 1 800 394 7412 |
| | Corporate Sales | toll-free: 1 800 394 7419 |
| Slovakia (Prague) International Access Code: 00 Country Code: 421 | Website: support.euro.dell.com | |
| | E-mail: czech_dell@dell.com | |
| | Technical Support | 02 5441 5727 |
| | Customer Care | 420 22537 2707 |
| | Fax | 02 5441 8328 |
| | Tech Fax | 02 5441 8328 |
| | Switchboard (Sales) | 02 5441 7585 |
| South Africa (Johannesburg) International Access Code: 09/091 Country Code: 27 City Code: 11 | Website: support.euro.dell.com | |
| | E-mail: dell_za_support@dell.com | |
| | Gold Queue | 011 709 7713 |
| | Technical Support | 011 709 7710 |
| | Customer Care | 011 709 7707 |
| | Sales | 011 709 7700 |
| | Fax | 011 706 0495 |
| | Switchboard | 011 709 7700 |
| Southeast Asian and Pacific Countries | Technical Support, Customer Service, and Sales (Penang, Malaysia) | 604 633 4810 |
| Spain (Madrid) International Access Code: 00 Country Code: 34 City Code: 91 | Website: support.euro.dell.com | |
| | Home and Small Business | |
| | Technical Support | 902 100 130 |
| | Customer Care | 902 118 540 |
| | Sales | 902 118 541 |
| | Switchboard | 902 118 541 |
| | Fax | 902 118 539 |
| | Corporate | |
| | Technical Support | 902 100 130 |
| | Customer Care | 902 115 236 |
| | Switchboard | 91 722 92 00 |
| | Fax | 91 722 95 83 |
| | Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46 City Code: 8 | Website: support.euro.dell.com |
| Technical Support for XPS | | 0771 340 340 |
| Technical Support for all other Dell products | | 08 590 05 199 |
| Relational Customer Care | | 08 590 05 642 |
| Home/Small Business Customer Care | | 08 587 70 527 |
| Employee Purchase Program (EPP) Support | | 20 140 14 44 |
| Technical Support Fax | | 08 590 05 594 |

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| | Sales | 08 590 05 185 |
| Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22 | Website: support.euro.dell.com | |
| | E-mail: Tech_support_central_Europe@dell.com | |
| | Technical Support for XPS | 0848 33 88 57 |
| | Technical Support (Home and Small Business) for all other Dell products | 0844 811 411 |
| | Technical Support (Corporate) | 0844 822 844 |
| | Customer Care (Home and Small Business) | 0848 802 202 |
| | Customer Care (Corporate) | 0848 821 721 |
| | Fax | 022 799 01 90 |
| | Switchboard | 022 799 01 01 |
| Taiwan International Access Code: 002 Country Code: 886 | Website: support.ap.dell.com | |
| | E-mail: support.del.com.cn/email | |
| | Technical Support for XPS | toll-free: 00801 86 3085 |
| | Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories) | toll-free: 00801 86 1011 |
| | Technical Support (servers and storage) | toll-free: 00801 60 1256 |
| | Customer Care | toll-free: 00801 60 1250 (option 5) |
| | Transaction Care | toll-free: 00801 60 1228 |
| | Corporate Sales | toll-free: 00801 65 1227 |
| Thailand International Access Code: 001 Country Code: 66 | Website: support.ap.dell.com | |
| | Technical Support (OptiPlex, Latitude, and Dell Precision) | toll-free: 1800 0060 07 |
| | Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault) | toll-free: 1800 0600 09 |
| | Customer Care | toll-free: 1800 006 007 (option7) |
| | Corporate Sales | toll-free: 1800 006 009 |
| Trinidad/Tobago | Website: www.dell.com/tt | |
| | E-mail: la-techsupport@dell.com | |
| Turks and Caicos Islands | General Support | 1-888-799-5908 |
| | Website: www.dell.com/tc | |
| | E-mail: la-techsupport@dell.com | |
| U.K. (Bracknell) International Access Code: 00 Country Code: 44 City Code: 1344 | General Support | toll-free: 1-877-441-4735 |
| | Website: support.euro.dell.com | |
| | E-mail: dell_direct_support@dell.com | |
| | Customer Care website: support.euro.dell.com/uk/en/ECare/Form/Home.asp | |
| | Sales | |
| | Home and Small Business Sales | 0870 907 4000 |
| | Corporate/Public Sector Sales | 01344 860 456 |
| | Customer Care | |
| | Home and Small Business Customer Care | 0870 906 0010 |
| | Corporate Customer Care | 01344 373 185 |
| | Preferred Accounts (500-5000 employees) | 0870 906 0010 |
| | Global Accounts Customer Care | 01344 373 186 |
| | Central Government Customer Care | 01344 373 193 |
| | Local Government & Education Customer Care | 01344 373 199 |
| | Health Customer Care | 01344 373 194 |
| | Technical Support | |
| | Technical Support for XPS computers only | 0870 366 4180 |
| | Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees]) | 0870 908 0500 |
| | General | |
| | Home and Small Business Fax | 0870 907 4006 |
| Uruguay | Website: www.dell.com/uy | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | toll-free: 000-413-598-2521 |
| U.S.A. (Austin, Texas) International Access Code: 011 Country Code: 1 | Automated Order-Status Service | toll-free: 1-800-433-9014 |
| | AutoTech (portable and desktop computers) | 1-800-247-9362 |
| | Hardware and Warranty Support (Dell TV, Printers, and Projectors) for Relationship customers | toll-free: 1-877-459-7298 |

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| | Americas Consumer XPS Support | toll-free: 1-800-232-8544 |
| | Consumer (Home and Home Office) Support for all other Dell products | toll-free: 1-800-624-9896 |
| | Customer Service | toll-free: 1-800-624-9897 |
| | Employee Purchase Program (EPP) Customers | toll-free: 1-800-695-8133 |
| | Financial Services website: www.dellfinancialservices.com | |
| | Financial Services (lease/loans) | toll-free: 1-877-577-3355 |
| | Financial Services (Dell Preferred Accounts [DPA]) | toll-free: 1-800-283-2210 |
| | Business | |
| | Customer Service and Support | toll-free: 1-800-456-3355 |
| | Employee Purchase Program (EPP) Customers | toll-free: 1-800-695-8133 |
| | Support for printers, projectors, PDAs, and MP3 players | toll-free: 1-877-459-7298 |
| | Public (government, education, and healthcare) | |
| | Customer Service and Support | toll-free: 1-800-456-3355 |
| | Employee Purchase Program (EPP) Customers | toll-free: 1-800-695-8133 |
| | Dell Sales | toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355 |
| | Dell Outlet Store (Dell refurbished computers) | toll-free: 1-888-798-7561 |
| | Software and Peripherals Sales | toll-free: 1-800-671-3355 |
| | Spare Parts Sales | toll-free: 1-800-357-3355 |
| | Extended Service and Warranty Sales | toll-free: 1-800-247-4618 |
| | Fax | toll-free: 1-800-727-8320 |
| | Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired | toll-free: 1-877-DELLTTY (1-877-335-5889) |
| U.S. Virgin Islands | E-mail: la-techsupport@dell.com | |
| | General Support | 1-877-702-4360 |
| Venezuela | Website: www.dell.com/vc | |
| | E-mail: la-techsupport@dell.com | |
| | General Support | 0800-100-4752 |

Your Monitor Setup Guide

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[Your Monitor Setup Guide \(.pdf\) \(11 MB\)](#)



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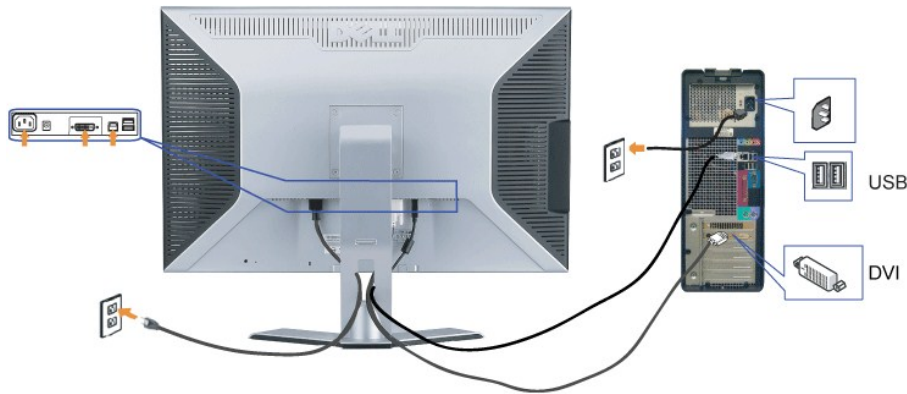
Setting Up Your Monitor

Dell™ 3007WFP-HC Flat Panel Monitor User's Guide

- [Connecting Your Monitor](#)
 - [Installing the Utility Tool \(Microsoft® Windows® Operation Systems\)](#)
 - [Using the Front Panel Buttons](#)
 - [Using the OSD](#)
 - [Using the Dell Soundbar \(Optional\)](#)
-

Connecting Your Monitor

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



1. Turn off your computer and unplug the power cord.
2. Connect the white connector end of the DVI cable attached on the monitor to the connectors on the computer.
3. Connect the USB cable that was included with your monitor to the computer and the upstream USB connector on the monitor. Once this cable is connected the computer and the monitor, you can use the USB downstream on the monitor.
4. Connect any USB devices.
5. Connect the power cord.
6. Turn on your monitor and computer. If you do not see an image, see [Troubleshooting Your Monitor](#). [Troubleshooting](#).

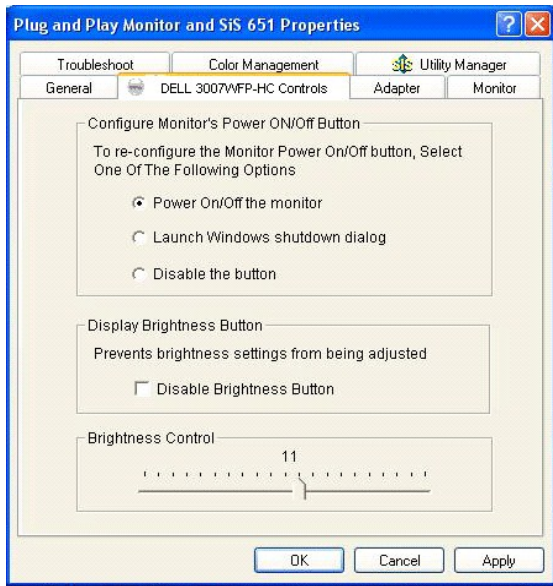
NOTE: The Monitor will display full screen in White, Black, Red, Green and Blue color rolling pattern on screen if the DVI cable is not connected. This self test pattern will be displayed continually when Monitor detects that DVI cable from Monitor to PC is not connected.

Installing the Utility Tool (Microsoft® Windows® Operation Systems)

The **setup.exe** application tool launcher provided in the CD allows you to the install utility tool on the computer. This feature queries the monitor for the brightness parameter and displays the adjustment range bar on the screen.

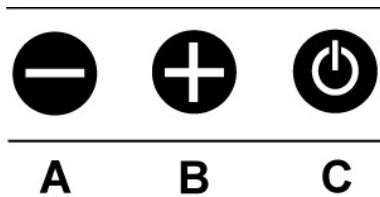
1. Insert the CD into the CD drive.
 2. Open the **Drivers** folder and double-click **setup.exe**.
- NOTE:** Ensure that the USB cable is connected between the monitor and the computer.
3. The install Shield wizard will launch the application tool. Click **Next** to continue.
 4. Select **Accept the license agreement** and click **Next**.
 5. Click **Install** to complete the installation. After the installation is complete, click **Finish**.



You are now ready to view adjustment range bar while adjusting the brightness on the monitor.



Using the Front Panel Buttons

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




| | |
|---|--|
|  Down (-) and Up (+) | Touch - or + to activate the on-screen display (OSD). Use these buttons to decrease/increase the brightness ranges. |
|  Power Button and Indicator | Use the power button to turn the monitor on and off. The blue light indicates the monitor is on and fully functional. An amber light indicates power save mode. |

Using the OSD

NOTE: If you make an adjustment, the monitor automatically saves any adjustments you have made.

1. Touch - or + to activate the on-screen display (OSD).
2. Touch - and + button to select the desired parameter.

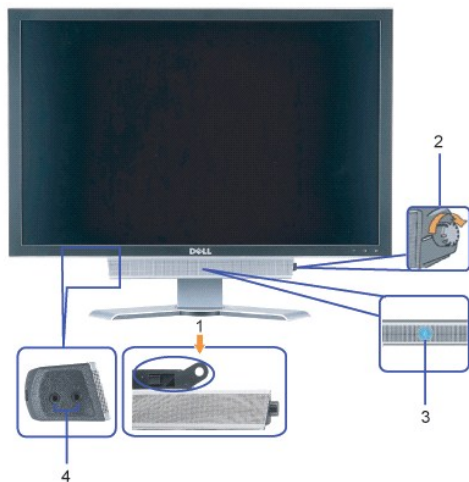
| Icon | Brightness bar | Description |
|---|----------------|---|
|  | Brightness | Brightness adjusts the luminance of the monitor. Press the + button to increase luminance and press the - button to decrease luminance (min 0 ~ max 20). |

NOTE: OSD generate from PC application F/W through the upstream port of USB to make sure the USB cable connect well.



Using the Dell Soundbar (Optional)

The Dell Soundbar is a four-speaker, two-channel speaker that can be attached to your monitor. Located on the Soundbar are a: Rotary volume and on/off control to adjust the overall system level, a green LED for power indication, and two audio headset jacks.



1. Attach mechanism
2. Power/volume control
3. Power indicator
4. Headphone connectors

Soundbar Attachment to the Monitor



🔔 **NOTICE:** Do not use the soundbar power connector with any other device.


1. Attach the Soundbar by aligning the two slots on the Soundbar with the two tabs on the bottom of the monitor.
2. Slide the Soundbar to the left until it snaps in to place.
3. Plug in the power cord from the Soundbar in to the connector on the back of the monitor.
4. Insert the green stereo plug from the Soundbar in to your computer's audio output connector.

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Solving Problems

Dell™ 3007WFP-HC Flat Panel Monitor User's Guide

- [General Problems](#)
- [Product Specific Problems](#)
- [USB Problems](#)
- [Troubleshooting Your Soundbar](#)

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

General Problems

The following table contains general information about common monitor problems you might encounter.

| COMMON SYMPTOMS | WHAT YOU EXPERIENCE | POSSIBLE SOLUTIONS |
|---------------------------------------|--|--|
| No Video/ Power LED off | No picture or monitor is dead | <ul style="list-style-type: none"> 1 Check connection integrity at both ends of the video cable. 1 Ensure the monitor and computer are plugged in to a working electrical outlet. Connecting Your Monitor 1 Ensure power button is depressed fully. |
| No Video/ Power LED on | No picture or no brightness | <ul style="list-style-type: none"> 1 Increase brightness controls. 1 Perform monitor self-test feature check. 1 Check for bent or broken pins. 1 Re-boot your computer and monitor. |
| Poor Focus | Picture is fuzzy, blurry, or ghosting | <ul style="list-style-type: none"> 1 Eliminate video extension cables. 1 Perform monitor reset. 1 Lower video resolution or increase font size. |
| Shaky/Jittery Video | Wavy picture or fine movement | <ul style="list-style-type: none"> 1 Perform monitor reset. 1 Check environmental factors. 1 Relocate and test in other room. |
| Missing Pixels | LCD screen has spots | <ul style="list-style-type: none"> 1 Cycle power on-off. 1 These are pixels that are permanently off and is a natural defect that occurs in LCD technology. |
| Brightness Problems | Picture too dim or too bright | <ul style="list-style-type: none"> 1 Perform monitor reset. 1 Adjust brightness controls. |
| Horizontal/Vertical Lines | Screen has one or more lines | <ul style="list-style-type: none"> 1 Perform monitor reset. |
| Sync Problems | Screen is scrambled or appears torn | <ul style="list-style-type: none"> 1 Perform monitor reset. 1 Start in the "safe mode". |
| LCD Scratched | Screen has scratches or smudges | <ul style="list-style-type: none"> 1 Turn monitor off and clean the screen. 1 For cleaning instruction, see Caring for Your Monitor. |
| Safety Related Issues | Visible signs of smoke or sparks | <ul style="list-style-type: none"> 1 Do not perform any troubleshooting steps. 1 Monitor needs to be replaced. |
| Intermittent Problems | Monitor malfunctions on & off | <ul style="list-style-type: none"> 1 Ensure monitor is in proper video mode. 1 Ensure video cable connection to computer and to the panel is secure. 1 Perform monitor reset. |
| Image Retention (from a static image) | Faint Shadow from the static image displayed appears on the screen | <ul style="list-style-type: none"> 1 Use the Power Management feature to turn off the monitor at all times when not in use. Alternatively, use a dynamically changing screensaver left on the monitor for a long period of time. |

Product Specific Problems

| SPECIFIC SYMPTOMS | WHAT YOU EXPERIENCE | POSSIBLE SOLUTIONS |
|---|---------------------------------------|--|
| Unable to view any image / Only 2560 x 1600 resolution is | Blank image or low resolution display | <ul style="list-style-type: none"> 1 Ensure that the recommended graphics card that supports Dual DVI out is installed. |

| | | |
|---|---|--|
| available. | | |
| Unable to view Brightness OSD while adjusting brightness of the monitor | Monitor brightness changes however no OSD appears | <ul style="list-style-type: none"> 1 If you are using a Microsoft® Windows® operation system, install application tool provided in the CD. See installing the Utility Tool (Microsoft® Windows® Operation System) for more information. |
| Cannot adjust the monitor with the buttons on the front panel | No change in monitor brightness settings | <ul style="list-style-type: none"> 1 Turn the monitor off and unplug the power cord. Then plug the power cord back and turn the power on. |

USB Problems

| SPECIFIC SYMPTOMS | WHAT YOU EXPERIENCE | POSSIBLE SOLUTIONS |
|---------------------------------------|--|--|
| USB port is not working | USB peripherals are not working | <ul style="list-style-type: none"> 1 Check that your monitor is powered ON. 1 Reconnect the upstream cable to your computer. 1 Reconnect the USB peripherals to downstream connector. 1 Turn off and then turn on the monitor again. |
| High Speed USB 2.0 interface is slow. | High Speed USB 2.0 peripherals working slowly or not at all. | <ul style="list-style-type: none"> 1 Check that your computer is USB 2.0 compatible. 1 Verify USB 2.0 source on your computer. 1 Reconnect the upstream cable to your computer. 1 Reconnect the USB peripherals to downstream connector. |

Troubleshooting Your Soundbar

| COMMON SYMPTOMS | WHAT YOU EXPERIENCE | POSSIBLE SOLUTIONS |
|-------------------------|---|---|
| No Sound | No power to Soundbar - the power indicator is off. (built-in DC power supply. i.e. 3007WFP-HC) | <ul style="list-style-type: none"> 1 Turn the Power/Volume knob on the Soundbar clockwise to the middle position; check if the power indicator (green LED) on the front of the Soundbar is illuminated. 1 Confirm that the power cable from the Soundbar is plugged into the monitor. 1 Confirm that the monitor has power. |
| No Sound | Soundbar has power - power indicator is on. | <ul style="list-style-type: none"> 1 Plug the audio line-in cable into the computer's audio out jack. 1 Set all Windows volume controls to their maximum. 1 Play some audio content on the computer (i.e. audio CD, or MP3). 1 Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting. 1 Clean and reseat the audio line-in plug. 1 Test the Soundbar using another audio source (i.e. portable CD player). |
| Distorted Sound | Computer's sound card is used as the audio source. | <ul style="list-style-type: none"> 1 Clear any obstructions between the Soundbar and the user. 1 Confirm that the audio line-in plug is completely inserted into the jack of the sound card. 1 Set all Windows volume controls to their midpoints. 1 Decrease the volume of the audio application. 1 Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. 1 Clean and reseat the audio line-in plug. 1 Troubleshoot the computer's sound card. 1 Test the Soundbar using another audio source (i.e. portable CD player). |
| Distorted Sound | Other audio source is used. | <ul style="list-style-type: none"> 1 Clear any obstructions between the Soundbar and the user. 1 Confirm that the audio line-in plug is completely inserted into the jack of the audio source. 1 Decrease the volume of the audio source. 1 Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. 1 Clean and reseat the audio line-in plug. |
| Unbalanced Sound Output | Sound from only one side of Soundbar | <ul style="list-style-type: none"> 1 Clear any obstructions between the Soundbar and the user. 1 Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source. 1 Set all Windows audio balance controls (L-R) to their midpoints. 1 Clean and reseat the audio line-in plug. 1 Troubleshoot the computer's sound card. 1 Test the Soundbar using another audio source (i.e. portable CD player). |
| Low Volume | Volume is too low. | <ul style="list-style-type: none"> 1 Clear any obstructions between the Soundbar and the user. 1 Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting. 1 Set all Windows volume controls to their maximum. 1 Increase the volume of the audio application. 1 Test the Soundbar using another audio source (i.e. portable CD player). |

Using Your Adjustable Monitor Stand

Dell™ 3007WFP-HC Flat Panel Monitor User's Guide

- [Organizing Your Cables](#)
- [Using the Tilt, Swivel, and Height Adjustment](#)

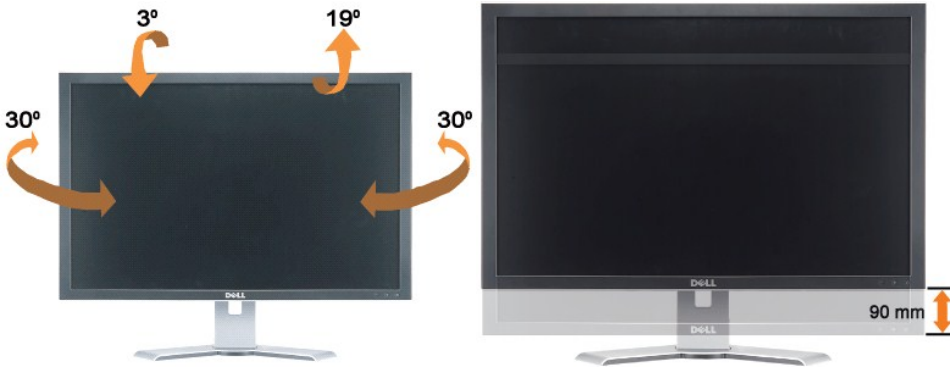
Organizing Your Cables




After attaching all necessary cables to your monitor and computer, (See [Connecting Your Monitor](#) for cable attachment,) use the cable holder to neatly organize all cables as shown above.

Using the Tilt, Swivel, and Height Adjustment

You can adjust your monitor to best fit your viewing needs using the Tilt, Swivel, and Height Adjustment options.



You can adjust the stand vertically, up to 3.54 inches (90mm) using the stand lock/release button. Press the stand lock/release button on the back of the monitor and then lift or lower the stand to the desired position.

 **NOTE:** Before you move the monitor to a new location, lock the stand by lowering monitor until it clicks in to place.