



Search Support

Search

[Advanced Search](#)

Customize Support

Display helpful support resources in this space by selecting a system a the link below...

[Select a System](#)

My Account

- [Log In](#)
- [Create an Account](#)
- [Benefits of My Account?](#)

Quick Links

- [Support History & Status](#)
- [Frequently Asked Questions](#)
- [Microsoft Solutions](#)
- [Order Status](#)

Global Support Sites

- [Home](#)
- [Solutions](#)
- [Community](#)
- [Upgrades](#)
- [Customer Care](#)
- [Downloads](#)
- [Reference](#)

[Frequently Asked Questions](#) | [Knowledge Base](#) | [Hints & Tips](#) | [Reinstall Guide](#) | [Software & Peripherals Support](#) | [Contact Us](#)

 [Print this page](#)  [E-mail this page](#)

KNOWLEDGE BASE

Why is there a discolored pixel on my portable computer or flat-panel LCD screen and what are the quality standards for these displays?

Overview

During the manufacturing process, it is not uncommon for one or more pixels to be fixed in an unchanging state. The visible result is a fixed pixel that appears as an extremely tiny dark or bright discolored spot.

- [LCD Technology](#)
- [Quality Standards](#)

Please click on one of the links above for additional information.

Additional Information

LCD Technology

The liquid crystal display (LCD) screens built into portable computers and flat-panel monitors are manufactured using rigid quality control standards. These manufacturing standards ensure that the LCD screen is clear and viewable.

Details



Frequently Asked Question (FAQ)

Document Number:
FA1018431

Release Date:
4/8/2002

- [Optimize for Printing](#)
- [E-Mail This Link](#)

Feedback

This document...

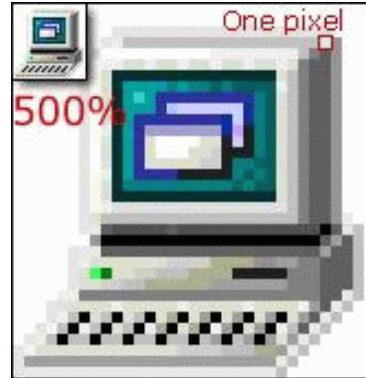
helps resolve my question or problem.

does not apply to my question or problem.

is **inaccurate** for my question or problem.

An LCD screen consists of millions of individual dots, or pixels. The total number of pixels that comprise modern LCD screens can exceed one million. All of these pixels combine to create the picture on your screen. Larger screens with higher resolutions require more pixels.

Standard Icon Magnified to 500%



[Return to Overview](#)

Quality Standards

During the manufacturing process, it is not uncommon for one or more pixels to be fixed in an unchanging state. The visible result is a fixed pixel that appears as an extremely tiny dark or bright discolored spot.

In almost every case, these fixed pixels are hard to notice and do not detract from the display quality or usability. **A display with 1 to 5 fixed pixels is within the industry standards, and is therefore considered an acceptable display.** LCD screens that do not meet this industry standard are rarely passed on from the point of manufacturing.

If you notice more than six (6) fixed pixels on your display, or if there are several fixed pixels in a small area of the screen, refer to the **E-mail Dell** section under **Additional Information** to contact Dell Technical Support.

For help with specifics on your Dell system, or additional troubleshooting support, refer to <http://www.support.dell.com>.

[Return to Overview](#)

Additional Information

For information on troubleshooting small dots or specks on your monitor, refer to:

HO1019507 — ["Monitor Troubleshooter: Small Black Dots or Specks"](#)

E-mail Dell

For more troubleshooting assistance, you can communicate by e-mail with a Dell Technical Support Representative. Navigate to the following link and select the option that best describes your problem:

[E-mail Dell](#)

[Return to Overview](#)

Keywords for this Document:

bad | display | fixed | flat-panel | LCD | LCD Display | LCD Panel | Pixel | quality specifications | screen | TFT |

©2000 Dell Inc. All rights reserved.

DISCLAIMER

The information in this document has been reviewed and is believed to be accurate. However, neither Dell Inc. nor its affiliates assume any responsibility for inaccuracies, errors, or omissions that may be contained herein. In no event will Dell Inc. or its affiliates be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect or omission in this document, even if advised of the possibility of such damages.

Dell Inc. reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation. This information applies to the continental United States and Canada only, unless specifically stated otherwise.

TRADEMARKS: Dell is a registered trademark of Dell Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in the marks and names of others.

[Dell.com](#) | [About Dell](#) | [Contact](#) | [Search](#) | [Support](#) | [Order Status](#)
[Technical Support Policy](#) | [Tell Us What You Think](#) | [Support Webmaster](#)

[Copyright](#) 1999-2003 Dell Inc. For customers of the 50 United States only.
[Site Terms](#) | [Terms and Conditions of Sale](#) | [Privacy Policy](#) | [About Dell](#) | [Contact Us](#)

[▲ Top](#)