Service Manual–AW2725DFB

Version: 01

Date:2022/11/17

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1. General Safety Instructions

Use the following safety guidelines to help ensure your own personal safety and to help protect your equipment and working environment from potential damage.
NOTE: In this section, equipment refers to monitors.

IMPORTANT NOTICE FOR USE IN HEALTHCARE ENVIRONMENTS:
Dell products are not medical devices and are not listed under UL or IEC 60601 (or equivalent). As a result, they must not be used within 6 feet of a patient or in a manner that directly or indirectly contacts a patient

1.1 SAFETY: General Safety

WARNING: To prevent the spread of fire, keep candles or other open flames away from this product at all times.

When setting up the equipment for use:

- Place the equipment on a hard, level surface. Leave 10.2 cm (4 in) minimum of clearance on all vented sides of the computer to permit the airflow required for proper ventilation.
- Restricting airflow can damage the computer or cause a fire.
- Do not stack equipment or place equipment so close together that it is subject to recalculated or preheated air.
- NOTE: Review the weight limits referenced in your computer documentation before placing a monitor or other devices on top of your computer.
- Ensure that nothing rests on your equipment's cables and that the cables are not located where they can be stepped on or tripped over.
- Ensure that all cables are connected to the appropriate connectors. Some connectors have a similar appearance and may be easily confused (for example, do not plug a telephone cable into the network connector).
- Do not place your equipment in a closed-in wall unit or on a bed, sofa, or rug.
- Keep your device away from radiators and heat sources.
- Keep your equipment away from extremely hot or cold temperatures to ensure that it is used within the specified operating range.
- Do not push any objects into the air vents or openings of your equipment. Doing so can cause fire or electric shock by shorting out interior components.
- Avoid placing loose papers underneath your device. Do not place your device in a closed-in wall unit, or on a soft, fabric surface such as a bed, sofa, carpet, or a rug.

When operating your equipment:

- Do not use your equipment in a wet environment, for example, near a bath tub, sink, or swimming pool or in a wet basement.
- Do not use AC powered equipment during an electrical storm. Battery powered devices may be used if all cables have been disconnected.
- Do not spill food or liquids on your equipment.
- Before you clean your equipment, disconnect it from the electrical outlet. Clean your device with a soft cloth dampened with water. Do not use liquids or aerosol cleaners, which may contain flammable substances.
- Clean the monitor display with a soft, clean cloth and water. Apply the water to the cloth, then stroke the cloth across the display in one direction, moving from the top of the display to the bottom. Remove moisture from the display quickly and keep the display dry.
- Long-term exposure to moisture can damage the display. Do not use a commercial window cleaner to clean your display.
- If your equipment 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.

Protecting Against Electrostatic Discharge

Electrostatic discharge (ESD) events can harm electronic components inside your equipment. Under certain conditions, ESD may build up on your body or an object, such as a peripheral, and then discharge into another object, such as your computer. To prevent ESD damage, you should discharge static electricity from your body before you interact with any of your equipment's internal electronic components, such as a memory module. You can protect against ESD by touching a metal grounded object (such as an unpainted metal surface on your computer's I/O panel) before you interact with anything electronic. When connecting a peripheral (including handheld digital assistants) to your equipment, you should always ground both yourself and the peripheral before connecting it. In addition, as you work inside the equipment, periodically discharge any static charge your body may have accumulated.

You can also take the following steps to prevent damage from electrostatic discharge:

- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the antistatic packing material until you are ready to install the component. Just before un wrapping the antistatic package, be sure to discharge static electricity from your body.
- When transporting a sensitive component, first place it in an antistatic container or packaging.
- Handle all electrostatic sensitive components in a static-safe area. If possible, use antistatic floor pads and work bench pads.

1.2 SAFETY: General Power Safety

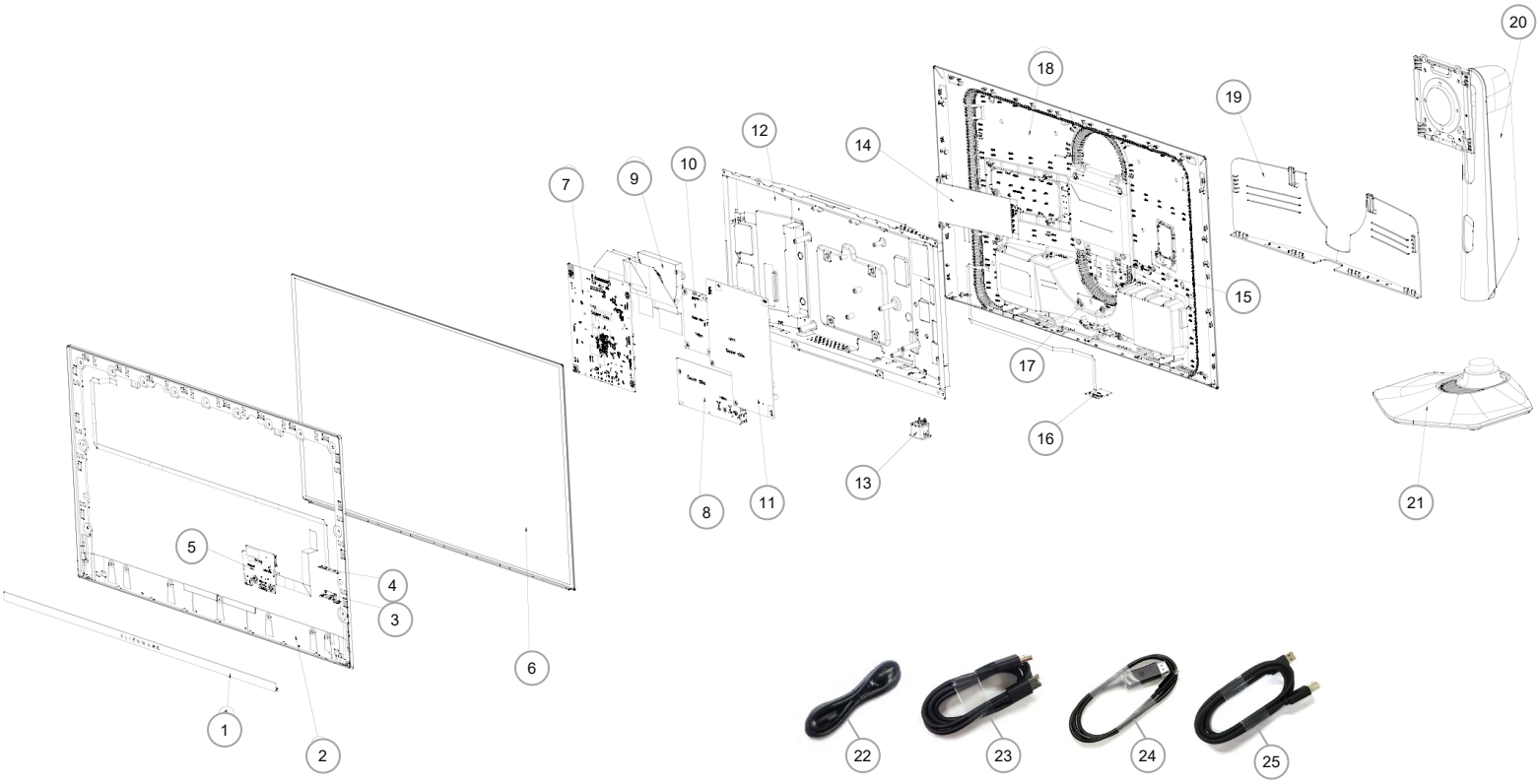
Observe the following guidelines when connecting your equipment to a power source:

- Check the voltage rating before you connect the equipment to an electrical outlet to ensure that the required voltage and frequency match the available power source.
- Do not plug the equipment power cables into an electrical outlet if the power cable is damaged
- Norway and Sweden: If this product is provided with a 3-prong power cable, connect the power cable to a grounded electrical outlet only.
- If you use an extension power cable, ensure that the total ampere rating of the products plugged in to the extension power cable does not exceed the ampere rating of the extension cable.
- If you must use an extension cable or power strip, ensure the extension cable or power strip is connected to a wall power outlet and not to another extension cable or power strip. The extension cable or power strip must be designed for grounded plugs and plugged into a grounded wall outlet.
- If you are using a multiple-outlet power strip, use caution when plugging the power cable into the power strip. Some power strips may allow you to insert a plug incorrectly. Incorrect insertion of the power plug could result in permanent damage to your equipment, as well as risk of electric shock and/or fire. Ensure that the ground prong of the power plug is inserted into the mating ground contact of the power strip.
- Be sure to grasp the plug, not the cable, when disconnecting equipment from an electric socket.

If your equipment uses an AC adapter:

- Use only the Dell provided AC adapter approved for use with this device. Use of another AC adapter may cause a fire or explosion.
- NOTE: Refer to your system rating label for information on the proper adapter model approved for use with your device.
- Place the AC adapter in a ventilated area, such as a desk top or on the floor, when you use it to run the computer or to charge the battery. Do not cover the AC adapter with papers or other items that will reduce cooling; also, do not use the AC adapter inside a carrying case.
- The AC adapter may become hot during normal operation of your computer. Use care when handling the adapter during or immediately after operation.
- It is recommended that you lay the adapter on the floor or desk so that the green light is visible. This will alert you if the adapter should accidentally go off due to external effects. If for any reason the green light goes off, disconnect the AC power cord from the wall for a period of ten seconds, and then reconnect the power cord.
- Japan Only: Use only the Dell-provided AC power cable with the AC adapter. Use of any other power cable may damage the device or AC adapter or may present risk of fire or electric shock.

2. Exploded view diagram with list of items

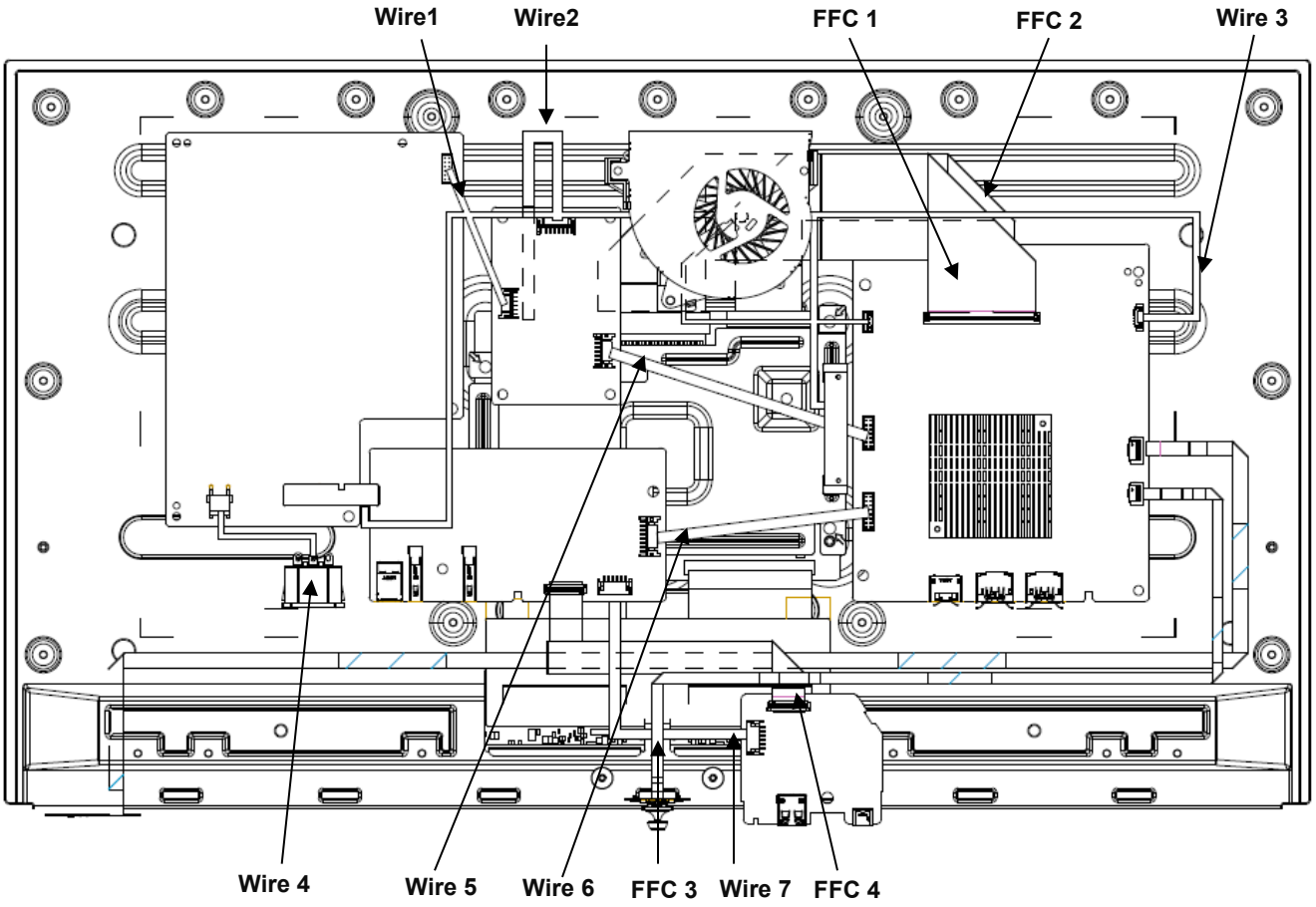


Item	DESCRIPTION	Q'ty	Remark
1	Chin	1	
2	Middle Frame	1	
3	Power Button	1	
4	LENS Board	1	
5	USB Board	1	
6	Panel	1	
7	Interface Board	1	
8	USB B Board	1	
9	Fan	1	
10	DC-DC Board	1	For EMEA Only, not for other regions
11	Power Board	1	
12	Main Shielding	1	
13	AC Socket	1	
14	LED Module	1	
15	LED Board	1	
16	Control Board	1	
17	Joystick Frame	1	
18	Rear Cover	1	
19	I/O Cover	1	
20	Column	1	
21	Base	1	
22	Power cable (varies by country)	1	See "NOTE"
23	DisplayPort to DisplayPort 1.4 cable	1	See "NOTE"
24	USB-C to DisplayPort 1.4 cable	1	See "NOTE"
25	USB 3.2 Gen 1 (5 Gbps) upstream cable	1	See "NOTE"

NOTE:
For replacement of power cord, connectivity cable and external power supply (if applicable), contact Dell:

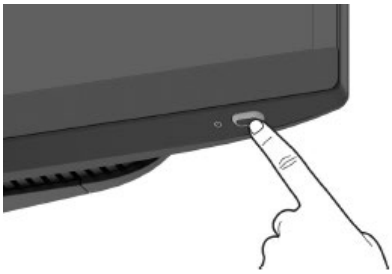
1. Go to https://www.dell.com/support.
2. Verify your country or region in the Choose A Country/Region drop-down menu at the bottom-right corner of the page.
3. Click Contact Us next to the country dropdown.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you

3. Wiring connectivity diagram

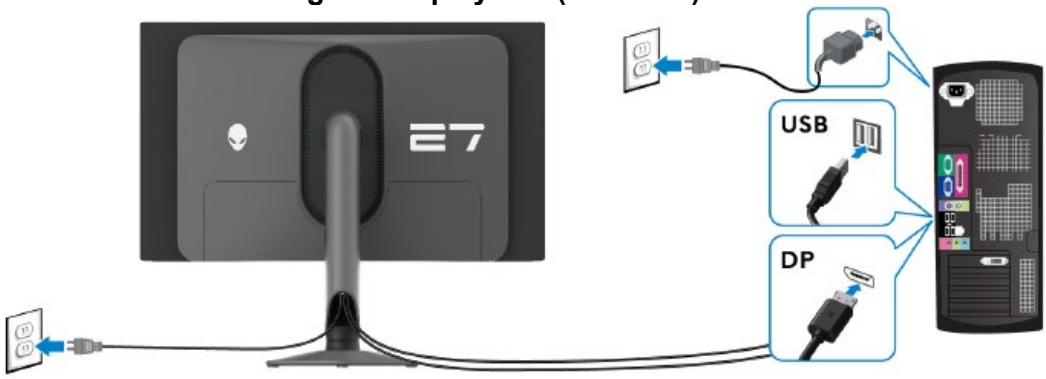


4. How to connect and disconnect power cable/ connectivity cable

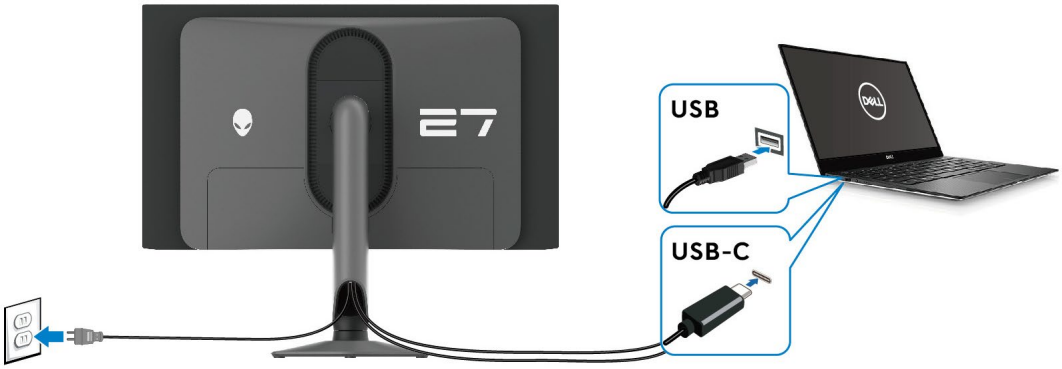
WARNING: To change power cable/ connectivity cable, switch off power before unplugging the cable and replugging in required cable.



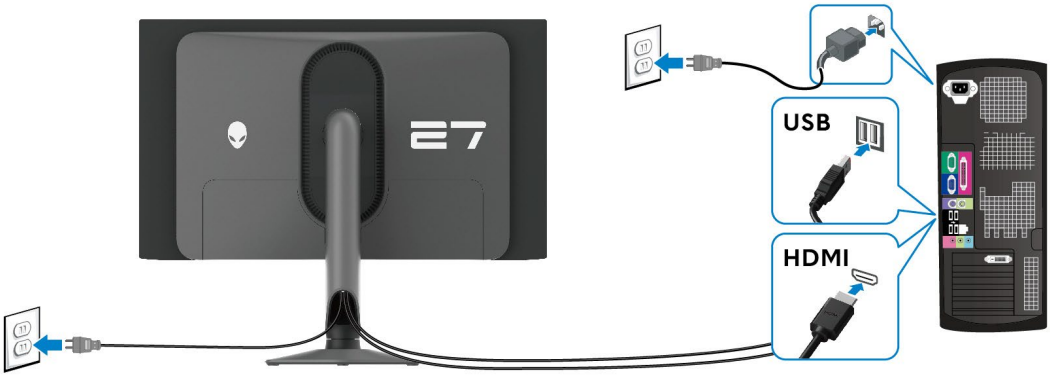
Connect/ disconnecting the DisplayPort (DP to DP) cable and Power cable



Connect/ disconnecting the USB-C to DP cable and Power cable



Connect/ disconnecting the HDMI cable (optional) and Power cable



5. Disassembly and Assembly Procedures

NOTE:
This “Disassembly and Assembly Procedures” is for EMEA only, not for other regions. Please note that Dell will deem warranty void if any disassembly is done on the monitors.

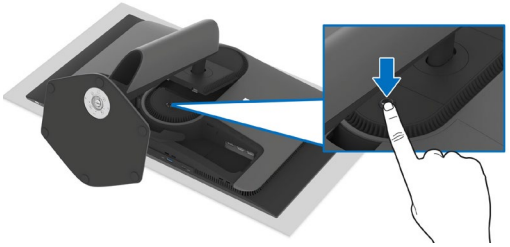
5.1 Disassembly SOP

Preparation before disassembly
1. Clean the room for work
2. Identify the area for material
3. Prepare the implement, equipment, materials as bellow：
   1) Working table
   2) Philips-head screwdriver
   3) Gloves
   4) Cleaning cloth
   5) ESD protection

S1 Turn off the monitor.

S2 Place the monitor on a soft cloth or cushion

Press and hold the stand release button at the back of the display



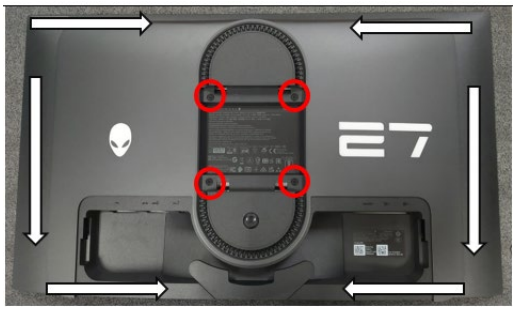
S3 Lift the stand assembly up and away from the monitor

S4 Unlock 4 screws on “Rear Cover”

Use hands and scraper bar to gently disassemble “Rear Cover” from the monitor.

Notice the disassembly order:
Top Side/ Right Side=> Left side =>Bottom Side

Gently pull up “Rear Cover” from bottom side to top side



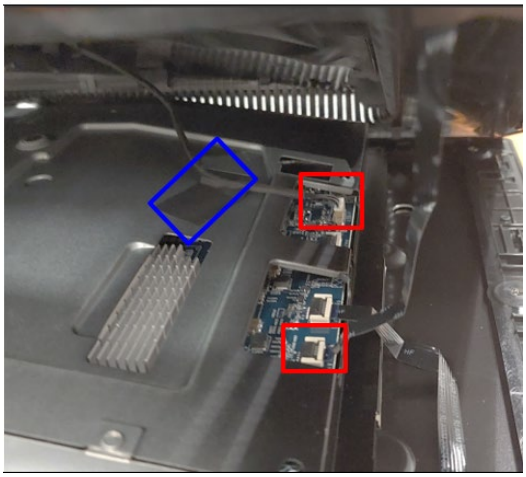
(Screw Torque: 8~9 kgf)

S5 Tear off tape from “WIRE 6P/4P/4P” on “Main Shielding”

Unplug below cables from “Interface board”

a. WIRE 6P/4P/4P
b. Control board to Interface board FFC

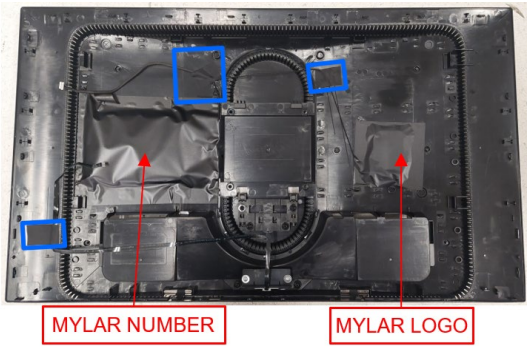
Take off “Rear Cover” from monitor head



S6 Tear off 3 acetate tapes from “WIRE 6P/4P/4P” on “Rear Cover”

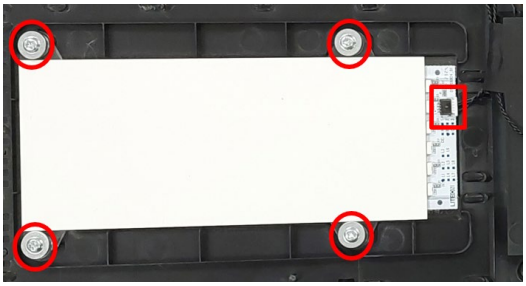
Tear off “MYLAR NUMBER” from “Rear Cover”

Tear off “MYLAR LOGO” from “Rear Cover”



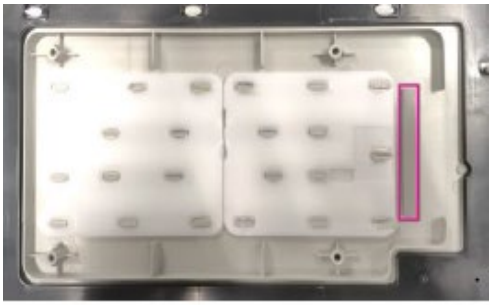
S7 Unlock 4 screws to disassemble “ASSY LED MOUDLE” from “Rear Cover”

Unplug “WIRE 6P/4P/4P” from “ASSY LED MOUDLE”



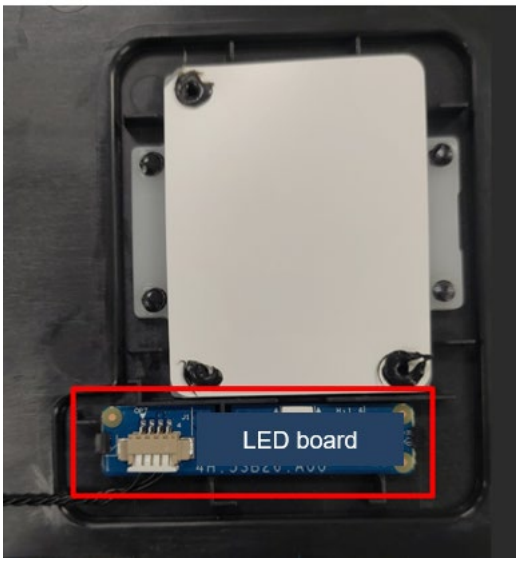
(Screw Torque: 14.5±0.5 kgf)

S8 Remove “THERMAL PAD” from “Rear Cover”

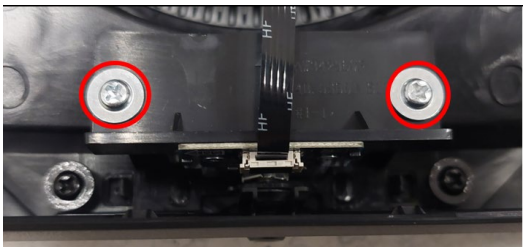


S9 Unplug “WIRE 6P/4P/4P” from “LED board”

Disassemble “LED board” from “Rear Cover”



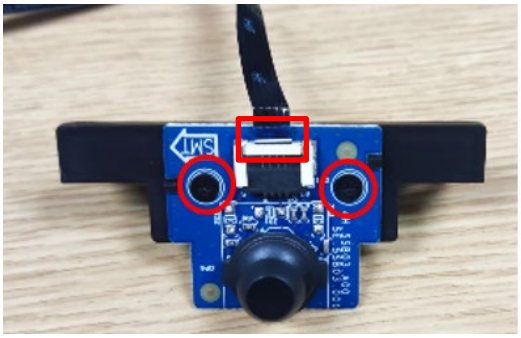
S10 Unlock 2 screws to disassemble “Joystick Frame” from “Rear Cover”



(Screw Torque: 4.0-5.0 kgf)

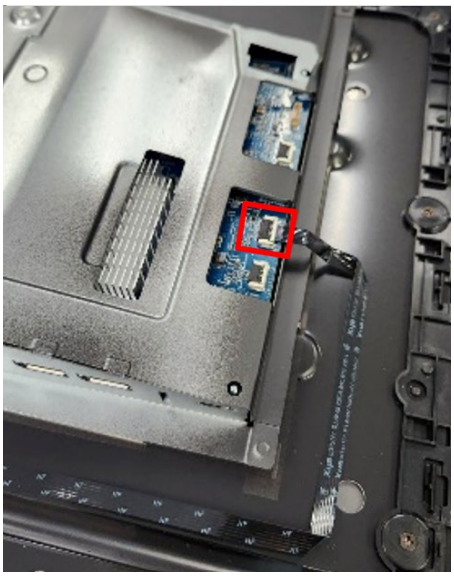
S11 Unlock 2 screws to disassemble “Control board” from “Joystick Frame”

Unplug “Control board to Interface board FFC” from “Control board”



(Screw Torque: 1.5-2.5 kgf)

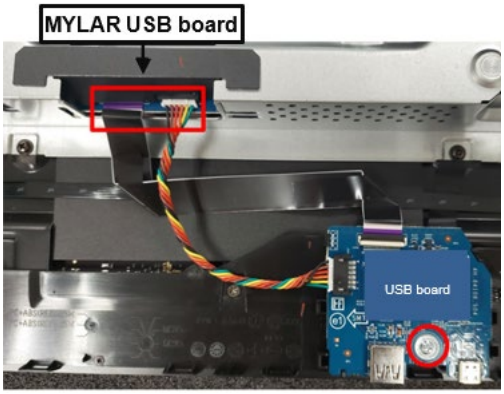
S12 Unplug “LENS board FFC” from “Interface board”



S13 Tear off “MYLAR USB board” from “Main Shielding”

Unplug below cables from “USB B board”
a. USB board to USB B board wire
b. USB board to USB B board FFC

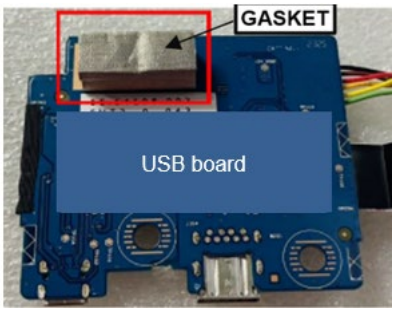
Unlock a screw to disassemble “USB board” from “Middle Frame”



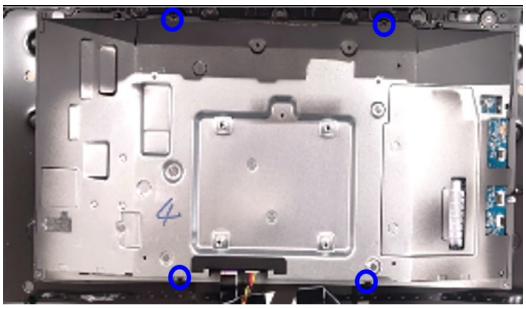
(Screw Torque: 3.5-4.0 kgf)

S14 Unplug all cables from “USB board”

S15 Remove a “GASKET” from the “USB board”



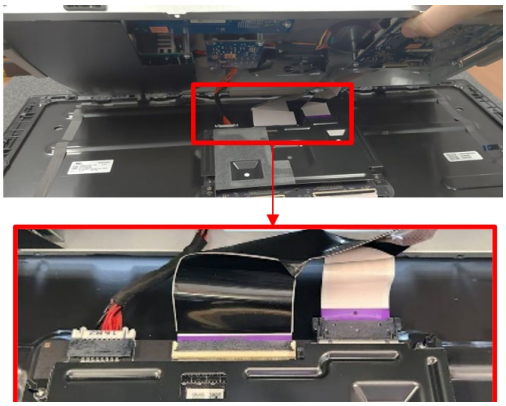
S16 Unlock 4 screws to disassemble “Main Shielding” from “Panel”



(Screw Torque: 3.5-4.5 kgf)

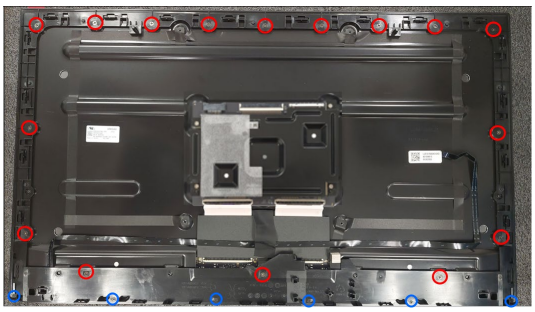
S17 Unplug below cables from “Panel”
a. DC-DC board to Panel wire
b. Interface board to Panel FFC (96P)
c. Interface board to Panel FFC (51P)

Take off Main Shielding from “Panel”



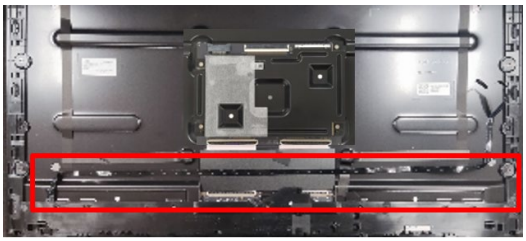
S18 Unlock 6 screws to disassemble “Middle Frame” from “ASSY CHIN” (See blue mark)

Unlock 16 screws to disassemble “Middle Frame” from “Panel”



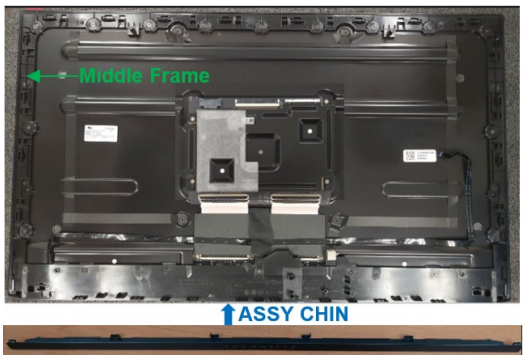
(Screw Torque-MF: 4-4.5 kgf)
(Screw Torque-CHIN: 1.5-2.5 kgf)

S19 Tear off “LENS board FFC” from “Panel”

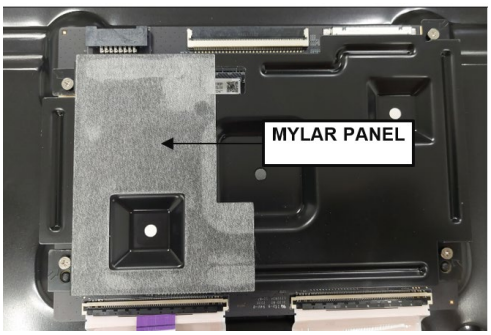


S20 Disassemble “Middle Frame” from “ASSY CHIN” and “Panel”

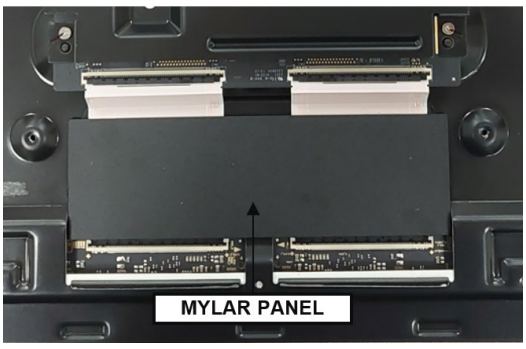
Disassemble “ASSY CHIN” from “Panel”



S21 Tear off a white “MYLAR PANEL” from “Panel”



S22 Tear off a black “MYLAR PANEL” from “Panel”



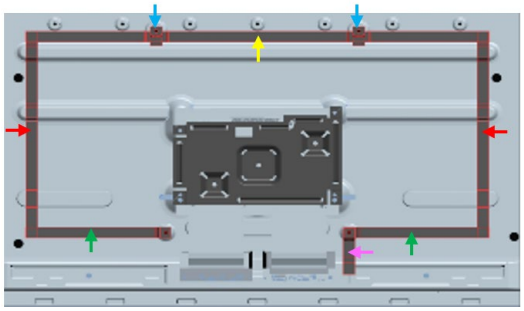
S23 Tear off “FABRIC CONDUCT-USB” from Panel (See pink mark)

Tear off 2 “FABRIC CONDUCT-Panel Bottom” from Panel (See green mark)

Tear off 2 “FABRIC CONDUCT-Panel Right/Left” from Panel (See red mark)

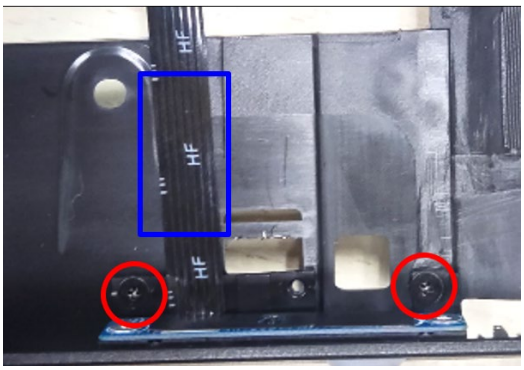
Tear off 1 “FABRIC CONDUCT-Panel Top” from Panel (See yellow mark)

Tear off 2 “FABRIC CONDUCT- Panel Top Small” from Panel (See blue mark)



S24 Tear off “LENS Board FFC” from “Middle Frame”

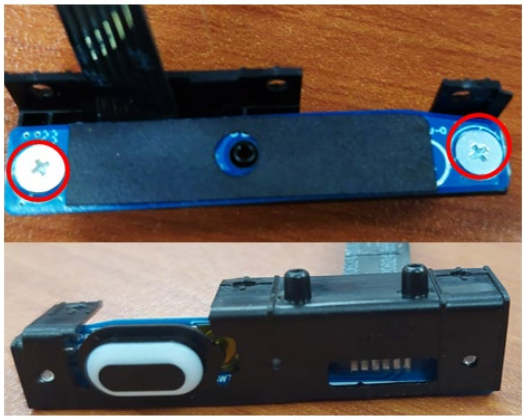
Unlock 2 screws to disassemble “Power Button” from “Middle Frame”



(Screw Torque: 1.0-2.0 kgf)

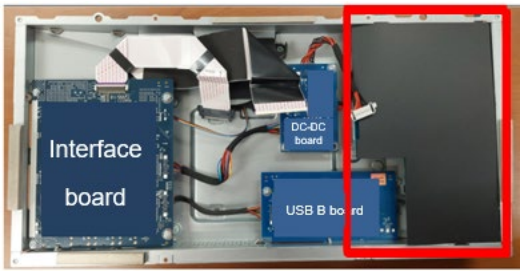
S25 Tear off “MYLAR KEY board” from “LENS board”

Unlock 2 screws to disassemble “LENS board” from “Power Button”

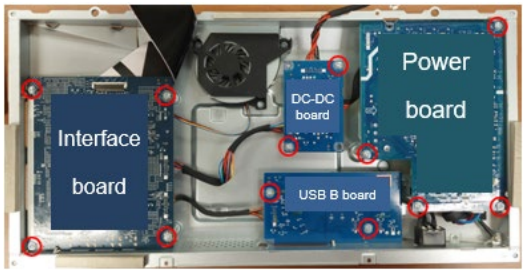


(Screw Torque: 1.5-2.5 kgf)

S26 Disassemble “MYLAR Power board” from “Main Shielding”



S27 Unlock 12 PCBA screws



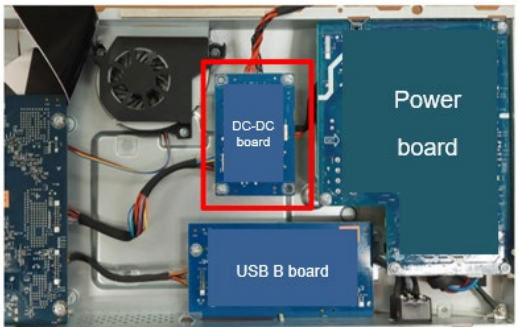
(Screw Torque: 8-9 kgf)

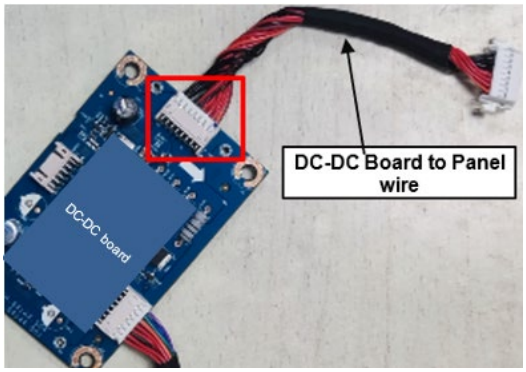
S28 Unplug “Interface Board to Panel FFC (51P)” from “Interface board”

S29 Disassemble “DC-DC board” from “Main Shielding”

Unplug below cables from “DC-DC board”

a. Power board to DC-DC board wire
b. DC-DC board to Interface board wire
c. DC-DC board to Panel wire





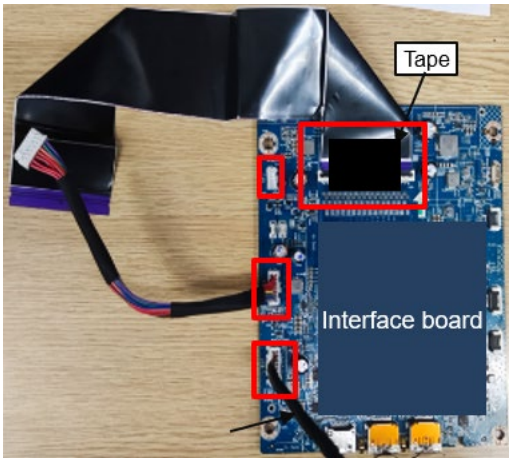
S30 Disassemble “USB B board” from “Main Shielding”

Unplug “USB B board to Interface board wire” from “USB B board

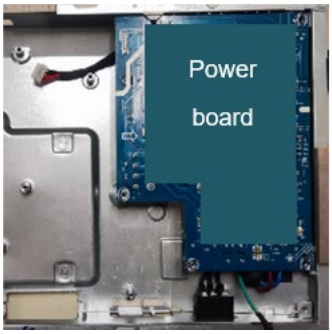
S31 Disassemble “Interface board” from “Main Shielding” and unplug “FAN wire” from “Interface board”

Tear off 1 acetate tape from “Interface board to Panel FFC” from “Interface board”

Unplug all cables from “Interface board”

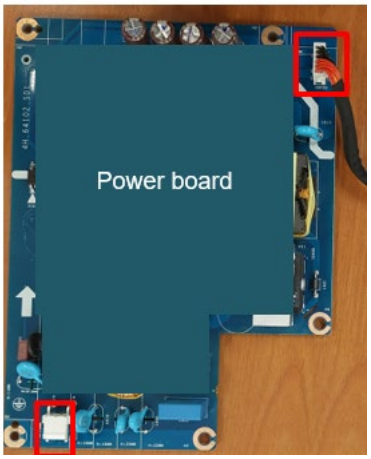


S32 Disassemble “Power board” from “Main Shielding”



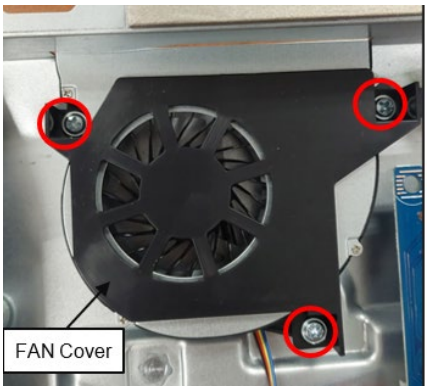
S33 Unplug “AC Socket wire” from “Power board”

Unplug “Power board to DC-DC Board wire” from “Power board”



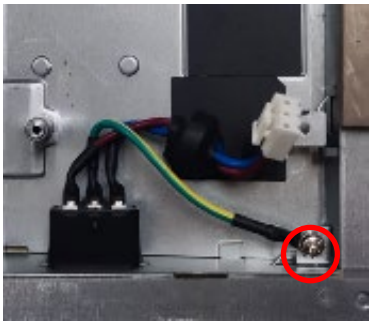
S34 Unlock 3 screws to disassemble “FAN” from “Main Shielding”

Disassemble “FAN Cover” from “FAN”



(Screw Torque: 5.0-6.0 kgf)

S35 Unlock 1 ground screw to disassemble “AC Socket wire” from “Main Shielding”



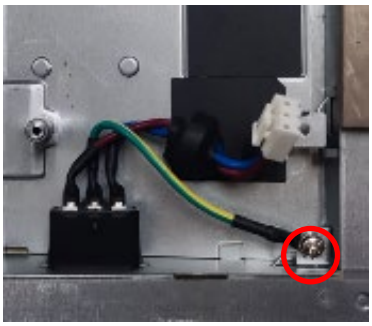
(Screw Torque: 5.0-6.0 kgf)

5.2 Assembly SOP

Preparation before assembly

1. Clean the room for work
2. Identify the area for material
3. Prepare the implement, equipment, materials as bellow：
   1) Working table
   2) Philips-head screwdriver
   3) Gloves
   4) Cleaning cloth
   5) ESD protection

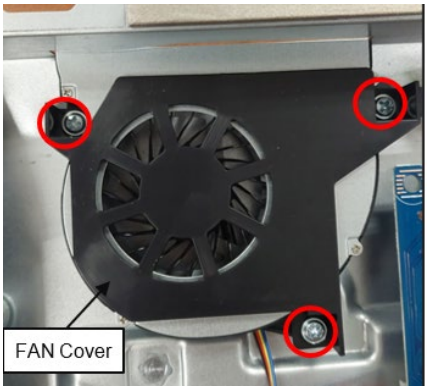
S1 Assemble “AC Socket wire” to “Main Shielding” and lock 1 ground screw.



(Screw Torque: 5.0-6.0 kgf)

S2 Assemble “FAN Cover” to “FAN”

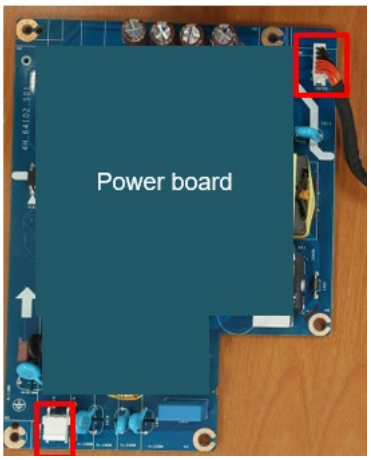
Assemble “FAN” to “Main Shielding” and lock 3 screws



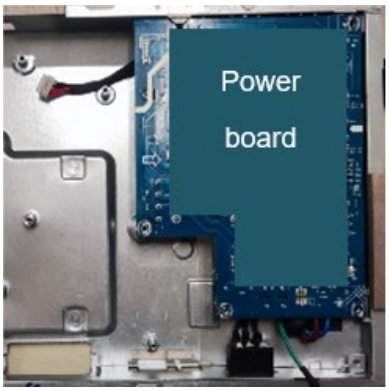
(Screw Torque: 5.0-6.0 kgf)

S3 Insert “Power board to DC-DC Board wire” to “Power board”

Insert “AC Socket wire” to “Power board”



S4 Assemble “Power board” to “Main Shielding”

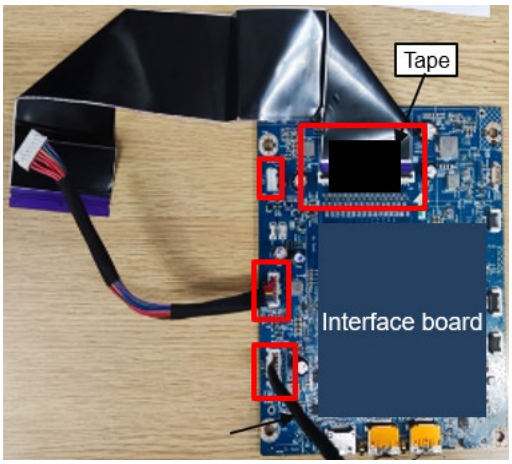


S5 Insert following cables to “Interface board”

a. USB B board to Interface board wire
b. DC-DC board to Interface board wire
c. Interface board to Panel FFC (96P)

Attach 1 acetate tape to fix Interface board to Panel FFC” on “Interface board”

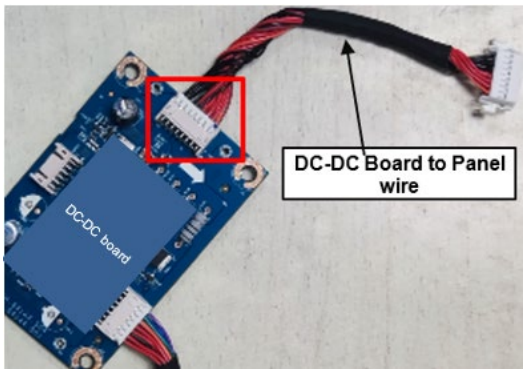
Insert “FAN wire” to “Interface board”, then, assemble “Interface board” to “Main Shielding”



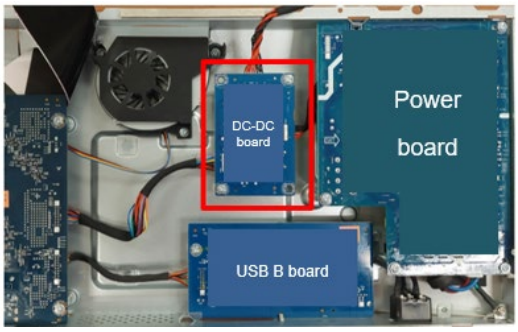
S6 Insert “Interface board to Panel FFC (51P)” to “Interface board”

S7 Insert “USB B board to Interface board wire” to “USB B board” and assemble “USB B board” to “Main Shielding”

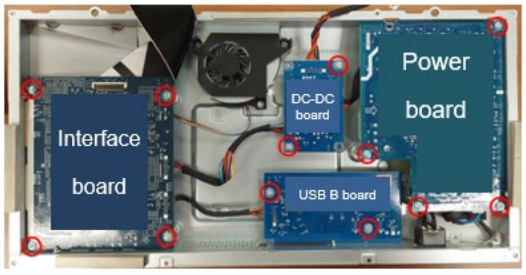
S8 Insert “DC-DC board to Panel wire“ to “DC-DC board”



S9 Insert “Power board to DC-DC board wire” and “DC-DC board to Interface board wire” to “DC-DC board”, then, assemble “DC-DC board” to “Main Shielding”

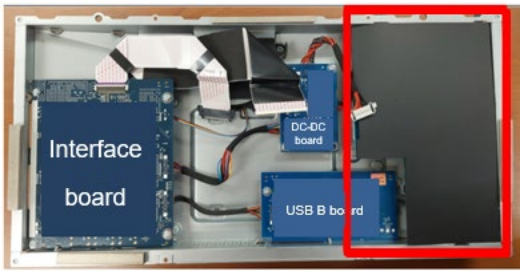


S10 Lock 12 PCBA screws



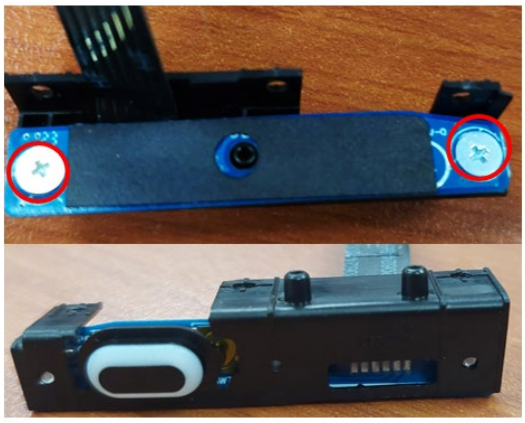
(Screw Torque: 8-9 kgf)

S11 Assemble “MYLAR Power board” to “Main Shielding”



S12 Assemble “LENS board” to “Power Button” and lock 2 screws to fix it

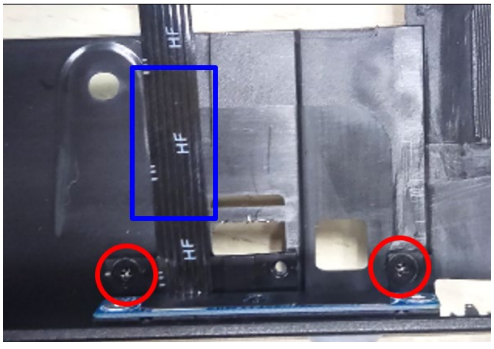
Stick “MYLAR KEY board” on “LENS board”



(Screw Torque: 1.5-2.5 kgf)

S13 Assemble “Power Button” to “Middle Frame” and lock 2 screws to fix it

Stick “LENS Board FFC” on “Middle Frame”



(Screw Torque: 1.0-2.0 kgf)

S14 Place “Panel” on a soft cloth or cushion

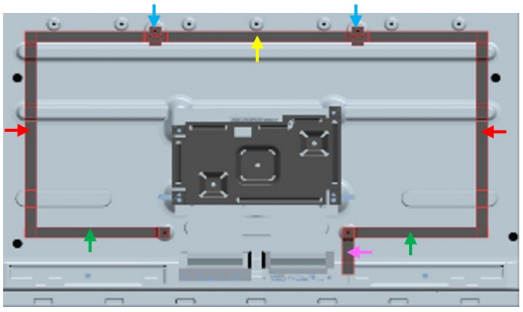
Adhere 2 “FABRIC CONDUCT- Panel Top Small” to Panel (See blue mark)

Adhere 1 “FABRIC CONDUCT-Panel Top” to Panel (See yellow mark)

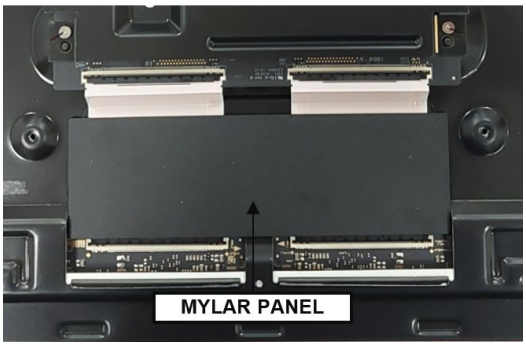
Adhere 2 “FABRIC CONDUCT-Panel Right/Left” to Panel (See red mark)

Adhere 2 “FABRIC CONDUCT-Panel Bottom” to Panel (See green mark)

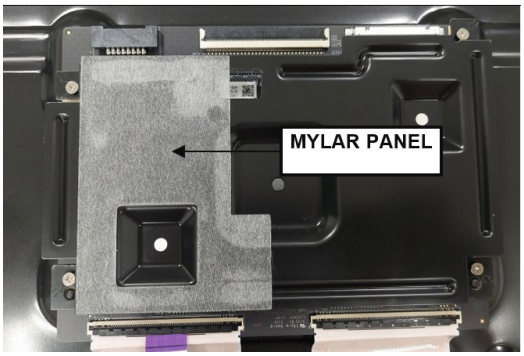
Adhere 1 “FABRIC CONDUCT-USB” to Panel (See pink mark)



S15 Assemble a black “MYLAR PANEL” to “Panel”

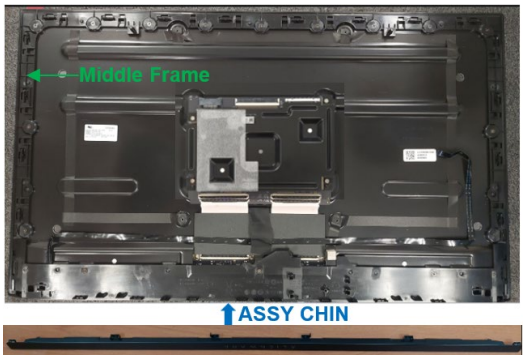


S16 Assemble a white “MYLAR PANEL” to “Panel”

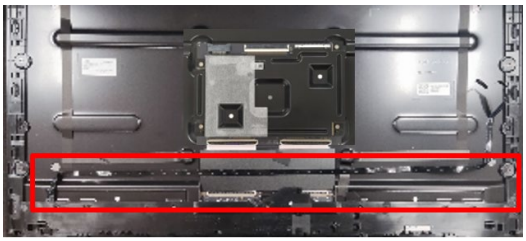


S17 Assemble “ASSY CHIN” to “Panel”

Assemble “Middle Frame“ with “ASSY CHIN” and “Panel”

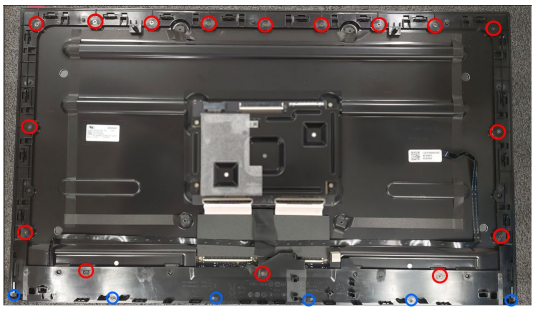


S18 Stick “LENS board FFC” on “Panel”



S19 Lock 16 screws to fix “Middle Frame” with “Panel”
(See red mark)

Lock 6 screws to fix “Middle Frame” with “ASSY CHIN”
(See blue mark)

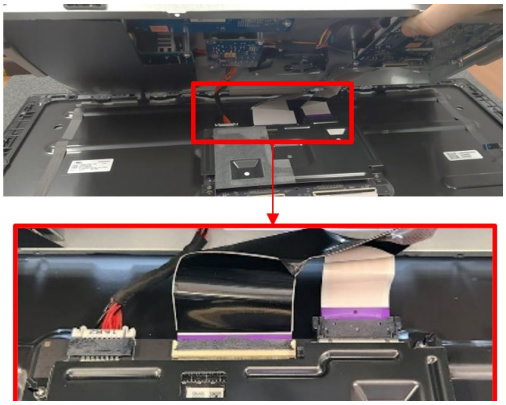


(Screw Torque-MF: 4-4.5 kgf)
(Screw Torque-CHIN: 1.5-2.5 kgf)

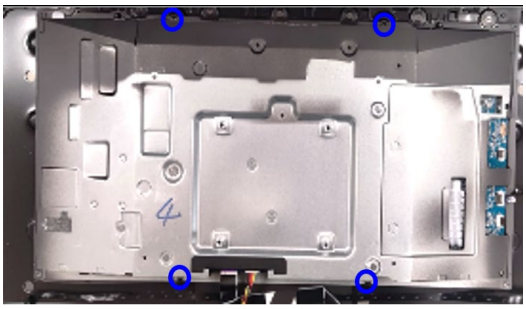
S20 Insert below cables to “Panel”

a. DC-DC board to Panel wire
b. Interface board to Panel FFC (96P)
c. Interface board to Panel FFC (51P)

Place “Main Shielding” on “Panel”

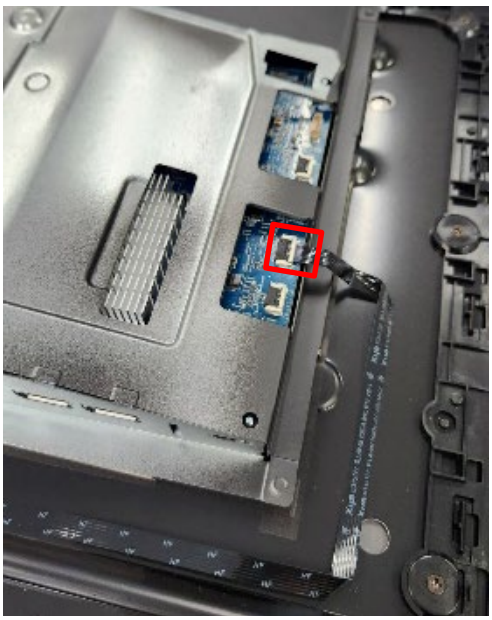


S21 Lock 4 screws to fix “Main Shielding” on “Panel”

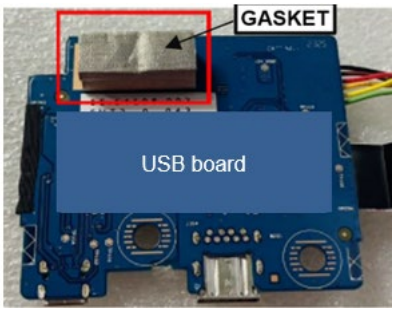


(Screw Torque: 3.5-4.5 kgf)

S22 Insert “LENS board FFC” to “Interface board”



S23 Attach a “GASKET” to “USB board”

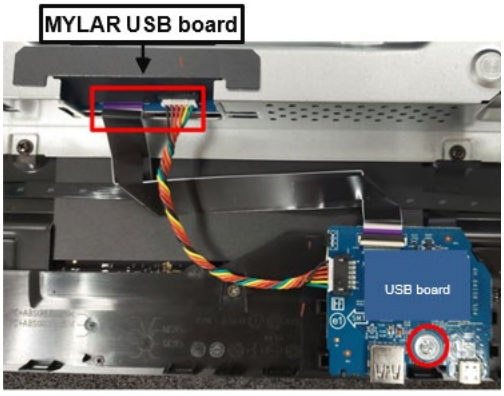


S24 Insert below cables to “USB board”
a. USB board to USB B board wire
b. USB board to USB B board FFC

S25 Assemble “USB board” to “Middle Frame” and lock a screw to fix it

Insert below cables to “USB B board”
a. USB board to USB B board wire
b. USB board to USB B board FFC

Attach “MYLAR USB board” to “Main Shielding”



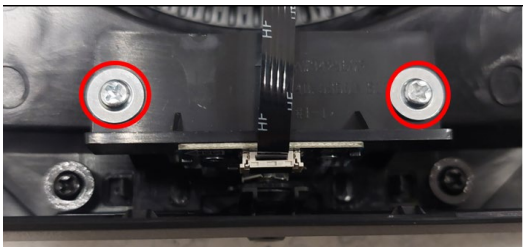
(Screw Torque: 3.5-4.0 kgf)

S26 Insert “Control board to Interface board FFC” to “Control board”

Assemble “Control board” to “Joystick Frame” and lock 2 screws to fix it

(Screw Torque: 1.5-2.5 kgf)

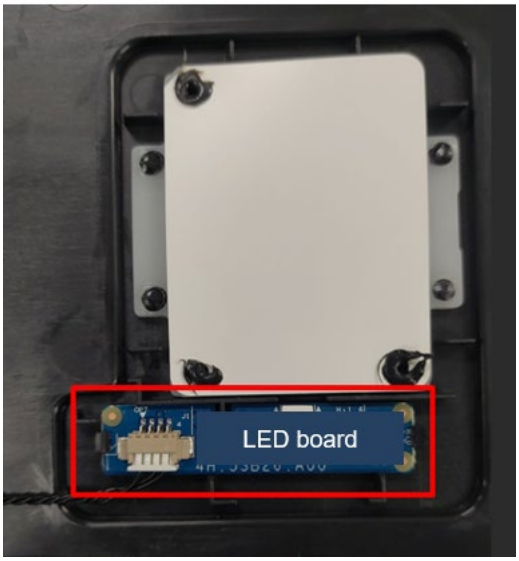
S27 Assemble “Joystick Frame” to “Rear Cover” and lock 2 screws to fix it on Rear Cover



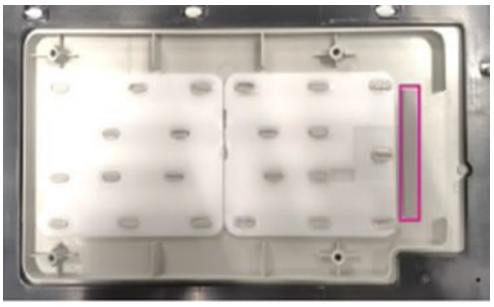
(Screw Torque: 4.0-5.0 kgf)

S28 Insert “WIRE 6P/4P/4P” to “LED board”

Assemble “LED board” to Rear Cover



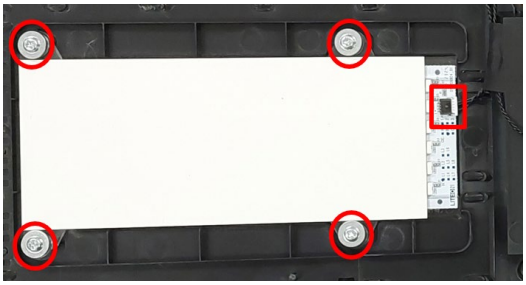
S29 Assemble a “THERMAL PAD” to Rear Cover



S30 Insert “WIRE 6P/4P/4P” to “ASSY LED MOUDLE”

Assemble “ASSY LED MOUDLE” to “Rear Cover”

Lock 4 screws to fix “ASSY LED MOUDLE” on “Rear Cover”

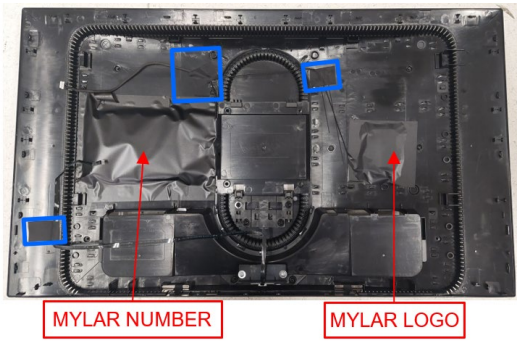


(Screw Torque: 4.5±0.5 kgf)

S31 Stick “MYLAR LOGO” on “Rear Cover”

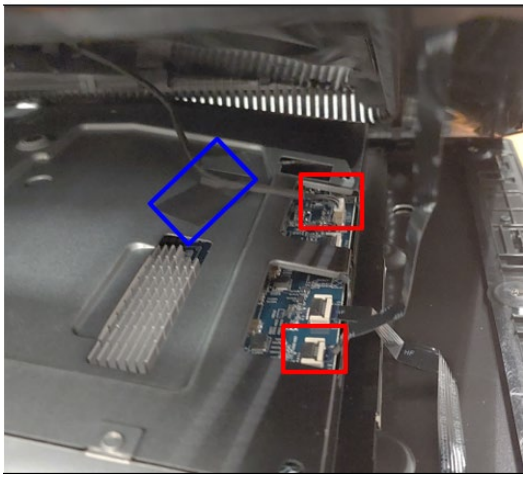
Stick “MYLAR NUMBER” on “Rear Cover”

Paste 3 acetate tapes to fix “WIRE 6P/4P/4P” on “Rear Cover”



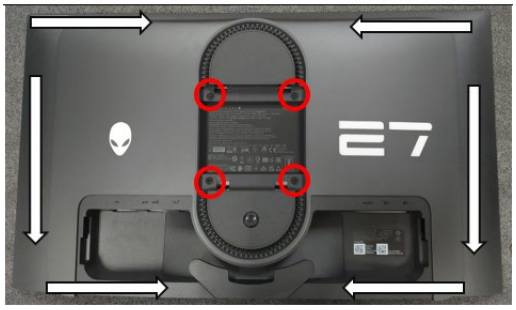
S32 Insert below cables to Interface board
a. WIRE 6P/4P/4P
b. Control board to Interface board FFC

Fix “WIRE 6P/4P/4P” on “Main Shielding” by tape



S33 Follow the order to assemble “Rear Cover” with “Middle Frame”

Lock 4 screws on “Rear Cover”

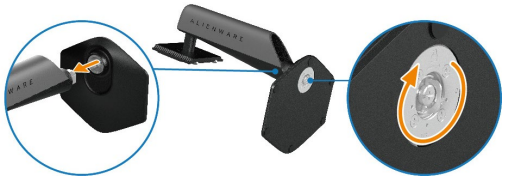


(Screw Torque: 8~9 kgf)

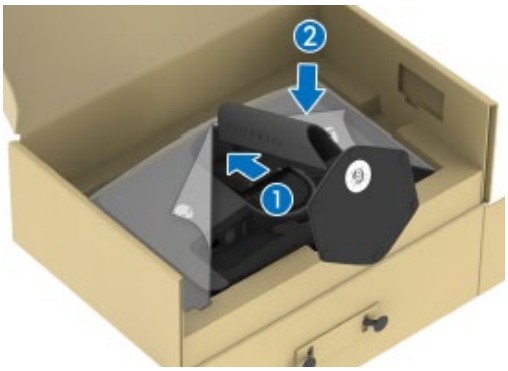
S34 Align and place the stand riser on the stand base

Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly

Close the screw handle.



S35 Carefully insert the tabs on the stand riser into the slots on the display back-cover and press down the stand assembly to snap it into place



Troubleshooting

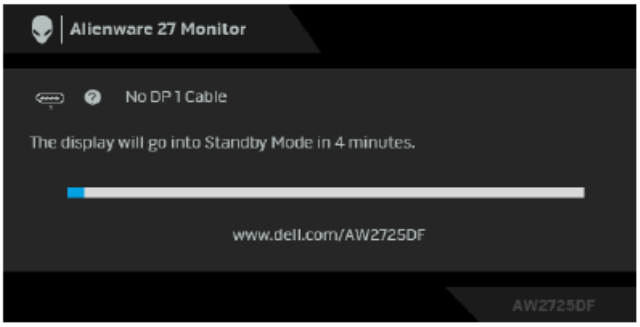
⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

Self-test

Your monitor provides a self-test feature that allows you to check 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 computer.
3. Turn on the monitor.

A dialog box should appear on the screen, indicating that the monitor is working correctly and it is not receiving a video signal. While in self-test mode, the power LED remains blue (default color).



NOTE: The message may be slightly different according to the connected input signal.

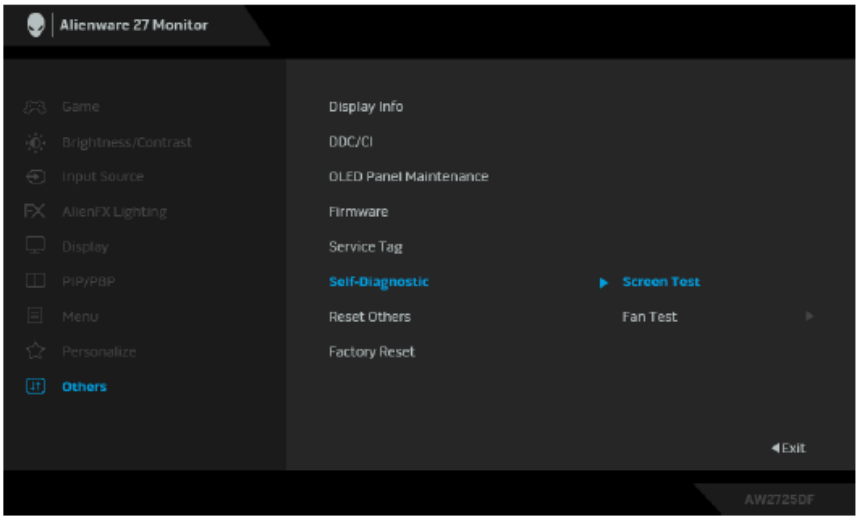
NOTE: This dialog box also appears during normal operation, if the video cable is disconnected or damaged.

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

After performing the above steps, if the monitor displays no video output, then the problem may be with the graphics card or the computer.

Built-in diagnostics

Your monitor has built-in diagnostic tools that help you determine if the screen abnormality or audible noise you are experiencing is an inherent problem with your monitor.



Screen test

To run the test:

1. Move or press the joystick to launch the Menu Launcher.
2. Move the joystick up to select and open the Main Menu.
3. Move the joystick to navigate and select **Others** > **Self-Diagnostic** > **Screen Test**.
4. Ensure that the screen is clean (no dust particles on the surface of the screen).
5. Press the joystick to initiate the built-in diagnostics. A gray screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Toggle the joystick once again until a red screen is displayed.
8. Observe if the screen has any defects or abnormalities.

Repeat steps 7 and 8 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

The test is complete when a text screen is displayed. To exit, toggle the joystick control 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.

Fan test

To run the test:

1. Move or press the joystick to launch the Menu Launcher.
2. Move the joystick up to select  and open the Main Menu.
3. Move the joystick to navigate and select **Others** > **Self-Diagnostic** > **Fan Test**.
4. Select **L1** to perform a 2-minute fan test. The fan speed of **L1** is about 985 RPM.

Once the test is complete, your monitor resumes normal fan operation to prevent any damage.

Common problems

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

Common symptoms	What you experience	Possible solutions
No video/power LED off	No picture	▪ Ensure that the video cable connecting the monitor and the computer is properly connected and secure. ▪ Verify that the power outlet is functioning properly using any other electrical equipment. ▪ Ensure that you have pressed the power button properly. ▪ Ensure that the correct input source is selected in the **Input Source** menu.
No video/power LED on	No picture or no brightness	▪ Increase brightness and contrast controls in the **Brightness/Contrast** menu. ▪ Perform monitor **self-test** feature check. ▪ Check for bent or broken pins in the video cable connector. ▪ Run the built-in diagnostics. For more information, see **Self-Diagnostic**. ▪ Ensure that the correct input source is selected in the **Input Source** menu.
Poor focus	Picture is fuzzy, blurry, or ghosting	▪ Eliminate video extension cables. ▪ Reset the monitor to factory settings. For more information, see **Factory Reset**. ▪ Change the video resolution to the correct aspect ratio.

Common symptoms	What you experience	Possible solutions
Shaky/jittery video	Wavy picture or fine movement	▪ Reset the monitor to factory settings. For more information, see **Factory Reset**. ▪ Check environmental factors. ▪ Relocate the monitor and test in another room.
Missing pixels	OLED screen has spots	▪ Cycle power On-Off. ▪ Pixel that is permanently off is a natural defect that can occur in OLED technology. ▪ For more information on Dell Monitor Quality and Pixel Policy, see **www.dell.com/pixelguidelines**.
Stuck-on pixels	OLED screen has bright spots	▪ Cycle power On-Off. ▪ Pixel that is permanently off is a natural defect that can occur in OLED technology. ▪ For more information on Dell Monitor Quality and Pixel Policy, see **www.dell.com/pixelguidelines**.
Brightness problems	Picture too dim or too bright	▪ Reset the monitor to factory settings. For more information, see **Factory Reset**. ▪ Adjust brightness and contrast controls in the **Brightness/Contrast** menu.
Geometric distortion	Screen not centered correctly	Reset the monitor to factory settings. For more information, see **Factory Reset**.

Common symptoms	What you experience	Possible solutions
Horizontal/ vertical lines	Screen has one or more lines	▪ Reset the monitor to factory settings. For more information, see **Factory Reset**. ▪ Perform monitor **self-test** feature check and determine if these lines also appear in self-test mode. ▪ Check for bent or broken pins in the video cable connector. ▪ Run the built-in diagnostics. For more information, see **Self-Diagnostic**.
Synchronization problems	Screen is scrambled or appears torn	▪ Reset the monitor to factory settings. For more information, see **Factory Reset**. ▪ Perform monitor **self-test** feature check to determine if the scrambled screen appears in self-test mode. ▪ Check for bent or broken pins in the video cable connector. ▪ Restart the computer in the *safe mode*.
Safety related issues	Visible signs of smoke or sparks	▪ Do not perform any troubleshooting steps. ▪ **Contact Dell** immediately.
Intermittent problems	Monitor malfunctions on and off	▪ Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. ▪ Reset the monitor to factory settings. For more information, see **Factory Reset**. ▪ Perform monitor **self-test** feature check to determine if the intermittent problem occurs in self-test mode.

Common symptoms	What you experience	Possible solutions
Missing color	Picture missing color	▪ Perform monitor **self-test** feature check. ▪ Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. ▪ Check for bent or broken pins in the video cable connector.
Wrong color	Picture color not good	▪ Reset all settings under the **Game** menu to the factory defaults using **Reset Game**. ▪ Change the **Input Color Format** to **RGB** or **YCbCr**/**YPbPr** in the **Display** settings OSD. ▪ Run the built-in diagnostics. For more information, see **Self-Diagnostic**.
Wrong color in HDR mode	Color banding in the pictures	Try to lower down the frequency (DP: 2560 x 1440 at 60 Hz, HDMI: 2560 x 1440 at 60 Hz).
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	▪ Check the **Aspect Ratio** settings in the **Display** menu OSD. ▪ Reset the monitor to factory settings. For more information, see **Factory Reset**.
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	▪ Turn off the monitor, unplug the power cord, plug it back, and then turn on the monitor. ▪ Check whether the OSD menu is locked. If yes, move and hold the joystick forward/back/left/right for 4 seconds to unlock. For more information, see **Locking the control buttons**.

Common symptoms	What you experience	Possible solutions
No input signal when user controls are pressed	No picture, the LED light is blue	▪ Check the signal source. Ensure that the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. ▪ Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. ▪ Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	▪ Due to different video formats (aspect ratio), the monitor may display in full screen. ▪ Run the built-in diagnostics. For more information, see **Self-Diagnostic**.
The displayed pictures appear incorrectly when the DP/HDMI cable is connected through a USB-C adapter or dock to your laptop or desktop	Display will freeze, has black screen or display abnormal screen	Do not use a USB-C adapter or dock. Connect the DP/HDMI cable directly to your laptop or desktop.

Common symptoms	What you experience	Possible solutions
Screen flickering	There is some noticeable flickering in the displayed pictures	▪ Use the native resolution of your monitor (2560 x 1440 at 60 Hz) or higher refresh rate. ▪ If the variable refresh rate (VRR) of your device is turned on, turn off variable refresh rate (VRR). ▪ If you are using an NVIDIA graphics card and G-Sync is turned on, turn off G-Sync. ▪ If you are using an AMD graphics card and Free-Sync is turned on, turn off Free-Sync. ▪ Update the graphics card driver and firmware to the latest version. ▪ Change the cable connecting the monitor to the computer. A defective cable can cause the signal to break while being transmitted across the wire. ▪ Check the surroundings. Electromagnetic fields can cause screen flickering. If there is another device plugged into the same power strip as the monitor, try to remove it.
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	▪ Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting. ▪ Alternatively, use a dynamically changing screensaver. ▪ Perform the function of **Pixel Refresh** or **Panel Refresh**. For more information, see **OLED Panel Maintenance**.
Unevenness in luminance or color of the screen images	Visible spots (bright or dark) or lines or Mura appear on the screen	

Common symptoms	What you experience	Possible solutions
In the **HDR Peak 1000** mode, the displayed images are dimmer than they are in the **DisplayHDR True Black** mode	The **HDR Peak 1000** mode is ideal for the HDR content with a peak brightness of 1000 nits. When displaying non-HDR content, such as browsers and editors, the brightness level in the **HDR Peak 1000** mode is observed to be lower as compared to that in the **DisplayHDR True Black** mode due to the luminance control method of OLED panels.	▪ For displaying non-HDR content, such as Office applications, disable the HDR display feature in Windows display settings. ▪ For displaying HDR videos or games with a maximum peak brightness of 1000 nits, set **Smart HDR** to **HDR Peak 1000**. ▪ For displaying HDR videos or games which meet the DisplayHDR 400 True Black standard, set **Smart HDR** to **DisplayHDR True Black**.
Pixel shifting occurs	The image on the screen moves slightly sometimes.	Pixel shift is a function that moves the pixels of the screen to prevent image retention on QD-OLED panels. It does not influence your viewing experience.
Cannot select 10-bit color	Unable to select 10-bit color from the connected computer	▪ If your computer is equipped with an NVIDIA graphics card, go to **NVIDIA control panel** > **Resolutions** > **Output Color Depth**, select **10 bpc** (bits per color) from the **Color Depth** drop-down menu, and click **Apply**. ▪ For your computer is equipped with an AMD graphics card, go to **AMD RADEON PRO AND AMD FIREPRO SETTINGS** > **Display** > **Color Depth**, and select 10 bpc from the drop-down list.

Common symptoms	What you experience	Possible solutions
Cannot adjust the lighting using AWCC	Unable to configure the features under **LIGHTING** panel	Ensure that the supplied USB 3.2 Gen 1 (5 Gbps) upstream cable is properly connected to your monitor and computer.
Cannot adjust the gaming features using AWCC	No **SETTING** panel	• Check whether the signal cable is plugged in properly. Re-plug the signal cable as necessary. • Reboot your computer.

Product specific problems

Specific symptoms	What you experience	Possible solutions
Abnormal thermal behavior	An error message appears on the screen	• Ensure that the monitor vents are not blocked. • Use the compressed air to clear the dust particles or dirt from the vents. • Refresh/update the monitor firmware. • **Contact Dell** for support.

Universal Serial Bus (USB) specific problems

Specific symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	▪ Check that your monitor is turned on. ▪ Reconnect the upstream cable to your computer. ▪ Reconnect the USB peripherals (downstream connector). ▪ Turn off and then turn on the monitor again. ▪ Reboot your computer. ▪ Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) interface is slow	SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) peripherals working slowly or not working at all	▪ Check that your computer is SuperSpeed USB 5 Gbps (USB 3.2 Gen 1)-compatible. ▪ Some computers have USB 3.2 and USB 2.0 ports. Ensure that the correct USB port is used. ▪ Reconnect the upstream cable to your computer. ▪ Reconnect the USB peripherals (downstream connector). ▪ Reboot your computer.
Wireless USB peripherals stop working when a USB 3.2 device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between themselves and their receiver decreases	▪ Increase the distance between the USB 3.2 peripherals and the wireless USB receiver. ▪ Position your wireless USB receiver as close as possible to the wireless USB peripherals. ▪ Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 port.

Specific symptoms	What you experience	Possible solutions
Wireless USB mouse does not work properly	When plugged to one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	Unplug the Wireless USB Mouse receiver and re-plug it into one of the Quick Access USB ports at the bottom of the monitor.