


# **Dell Pro 24 Plus QHD USB-C Hub Monitor**

## **P2425DE**

### Service Manual

## Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Safety Instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your monitor.

- ① **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.
- ⚠ **WARNING:** Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.
- ⚠ **CAUTION:** The possible long-term effect of listening to audio at high volume through the headphones (on a monitor that supports it) may cause damage to your hearing ability.

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.

Connect the power cable from the monitor to a wall outlet that is near and accessible. See [Connecting your monitor](#).

- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

For information about safety instructions, see the Safety, Environmental, and Regulatory Information (SERI) document that is shipped with your monitor.

## Before working inside your monitor

### Steps

1. Save and close all open files and exit all open applications.
2. Turn off your monitor.
3. Disconnect your monitor and all attached devices from their electrical outlets.
4. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and dock from your monitor.
- ⚠ **CAUTION:** To disconnect a network cable, first unplug the cable from your monitor and then unplug the cable from the network device.
5. Remove any media card and optical disc from your monitor, if applicable.

## After working inside your monitor

- ⚠ **CAUTION:** Leaving stray or loose screws inside your monitor may severely damage your monitor. Protecting Against Electrostatic Discharge

### Steps

1. Replace all screws and ensure that no stray screws remain inside your monitor.
2. Connect any external devices, peripherals, or cables you removed before working on your monitor.
3. Replace any media cards, discs, or any other parts that you removed before working on your monitor.
4. Connect your monitor and all attached devices to their electrical outlets.
5. Turn on your monitor.

# Views of P2425DE Monitor

## Front view

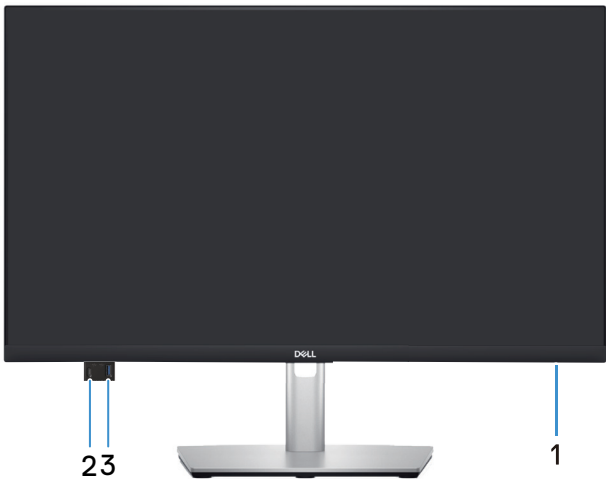




Figure 1. Front view

Table 1. Components and descriptions.

Label	Description	Use
1	Power LED indicator	Solid white light indicates that the monitor is turned on and is functioning. Blinking white light indicates that the monitor is in Standby Mode.
2	 Quick access USB-C 5Gbps downstream port (data only)	Connect your USB device* or charge your device. <b>NOTE:</b> To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer.
3	 Quick access USB 5Gbps Type-A downstream port	Connect your USB device* or charge your device. <b>NOTE:</b> To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer.

\*To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

## Back view



Figure 2. Back view

Table 2. Components and descriptions.

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA cover)	Wall mount the monitor using VESA-compatible wall mount kit. <b>NOTE:</b> Wall-mount kit is not shipped with your monitor and is sold separately.
2	Regulatory information label	Lists the regulatory approvals.
3	Stand release button	Releases the stand from the monitor.
4	Power button	To turn the monitor on or off.
5	Joystick	Use to control the OSD menu. For more information, see <a href="#">Operating the monitor</a> .
6	Regulatory label (including MyDell QR code, serial number, and Service Tag label)	See this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your monitor and access warranty information.
7	Cable management slot	Use to organize cables by routing them through the slot.

## Bottom view

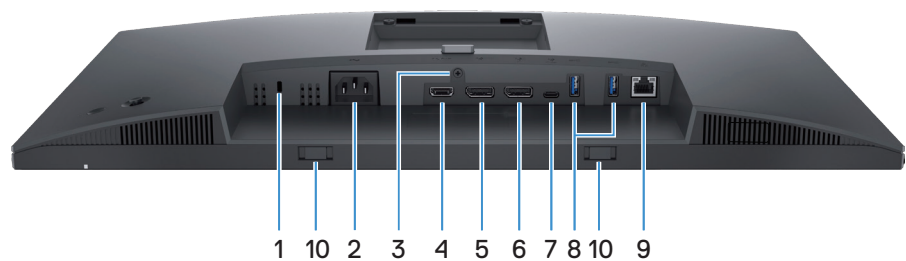










Figure 3. Bottom view

Table 3. Components and descriptions.

Label	Description	Use
1	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
2	 Power connector	Connect the power cable (shipped with your monitor).
3	Stand-lock feature	Lock the stand to the monitor using a M3x6 mm screw (screw not included).
4	 HDMI port	Connect to your computer with the HDMI cable (purchased separately).
5	 DisplayPort 1.4 port (in)	Connect to your computer with the DisplayPort cable (shipped with your monitor).
6	 DisplayPort 1.4 port (out) 	DisplayPort output for MST (multi-stream transport) capable monitor. To enable MST, see <a href="#">DP Multi-Stream Transport (MST) modes</a> . <b>NOTE:</b> Remove the rubber plug when using DisplayPort out connector.
7	 USB-C 5Gbps upstream port (DisplayPort 1.4 Alternate Mode, Power Delivery up to 90 W)	Connect the USB-C cable that came with your monitor to the computer or mobile device. This port supports USB Power Delivery, Data, and DisplayPort video signal.  The USB-C 5Gbps port supports Alternate Mode DP 1.4 with a maximum resolution of 2560 x 1440 at 100 Hz, PD 20 V/ 4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. <b>NOTE:</b> USB-C is not supported on versions of Windows prior to Windows 10.
8	 USB 5Gbps Type-A downstream port	Connect your USB device* or charge your device. <b>NOTE:</b> To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer.
9	 RJ45 port	Supports Ethernet connection 10/100/1000 Mbps.  Connect to the Internet. You can surf the Internet via RJ45 only after you have connected the USB-C cable (shipped with your monitor) from your computer to the monitor.
10	Soundbar slots	Attach your external Soundbar (sold separately) to the monitor by aligning the magnetic tabs on the soundbar with the slots on the monitor.

\*To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

# Major components of P2425DE monitor

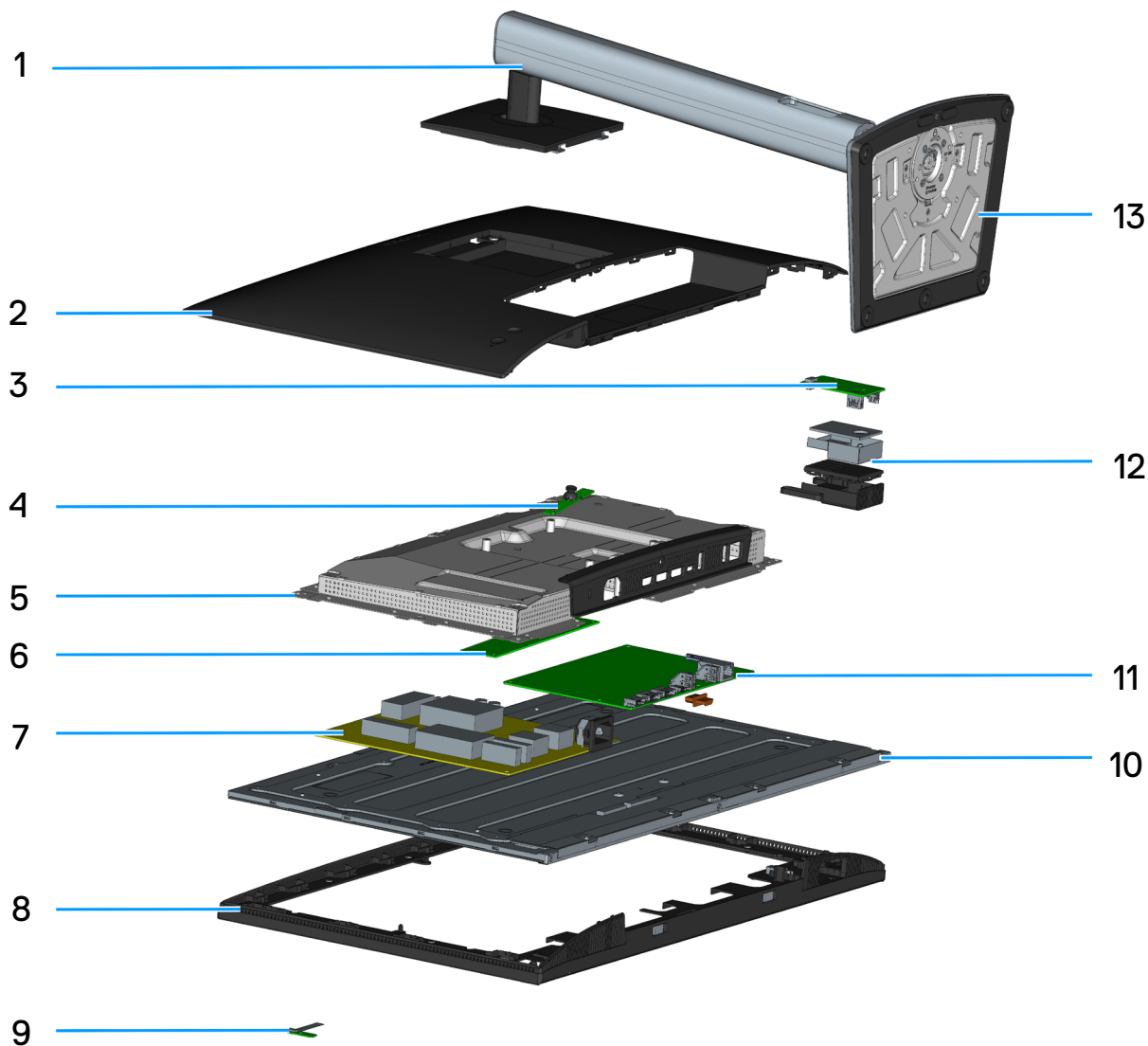


Figure 4. Major components of P2425DE

**Table 4.** Major components of P2425DE

No.	Description
1	Stand riser
2	Back cover
3	USB board
4	Keypad board
5	Metal frame
6	Converter board
7	Power board
8	Middle frame
9	LENS board
10	Panel
11	Main board
12	USB Hub
13	Stand base

**NOTE:**

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

1. Go to [Dell Support Site](#).
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.

# Wiring connectivity diagram

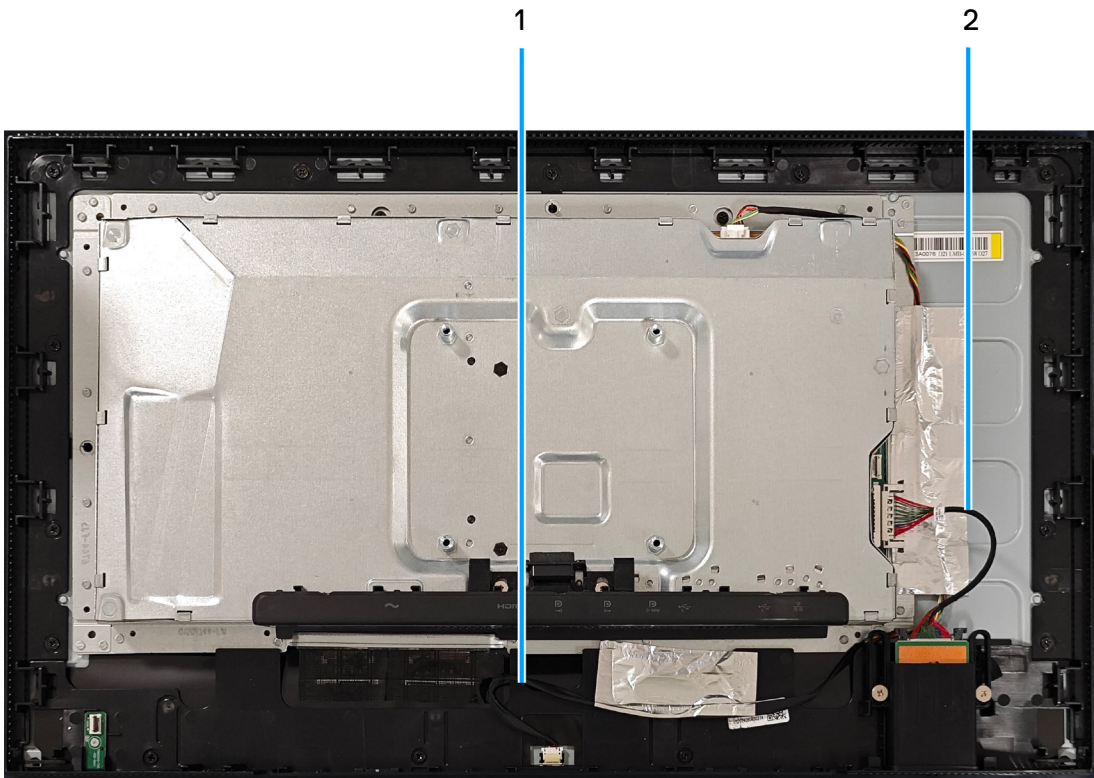


Figure 5. Wiring connectivity diagram

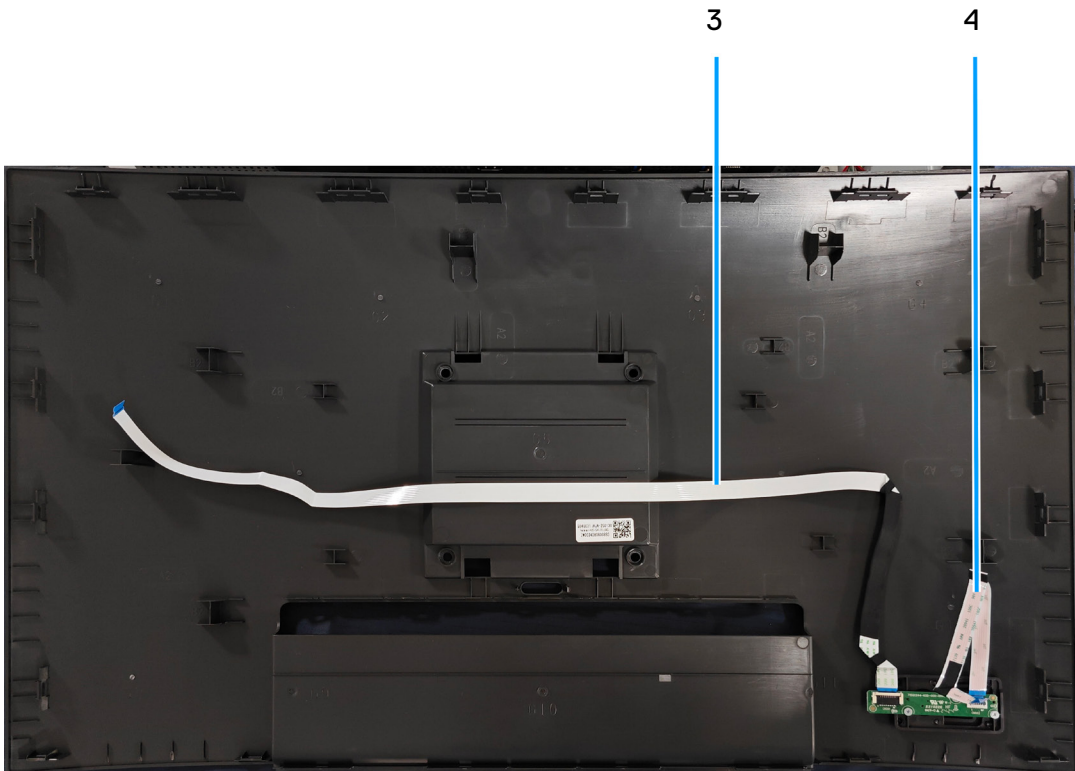


Figure 6. Wiring connectivity diagram

**Table 5.** Wiring connectivity description

Item	Description
1	Lightbar cable
2	USB cable
3	LENS cable
4	Keypad cable

# Connecting your monitor

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

**ℹ NOTE:** Dell monitors are designed to work optimally with the Dell-supplied cables inside the box. Dell does not guarantee the video quality and performance if non-Dell cables are used.

**ℹ NOTE:** Route the cables through the cable-management slot before connecting them.

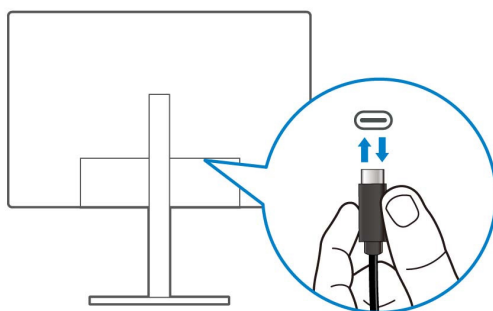
**ℹ NOTE:** Do not connect all the cables to the computer at the same time.

**ℹ NOTE:** The images are for the purpose of illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the DisplayPort or HDMI cable, and the USB-C cable from your monitor to the computer.

**⚠ CAUTION:** To avoid bending the connectors of the USB-C cable, gently hold both sides of the connector, and then vertically insert it into/pull it out from the USB-C port of the monitor.

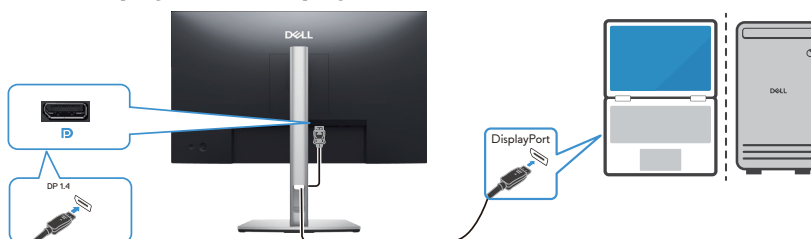


**Figure 7. Connect USB-C**

3. Connect the USB peripherals to the USB downstream ports on the monitor.
4. Plug the power cables from your computer and monitor into a wall outlet.
5. Turn on the monitor and the computer.

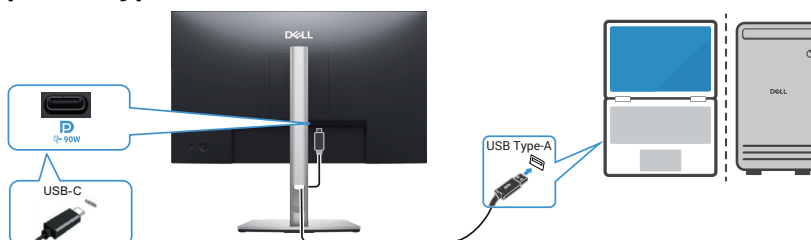
If your monitor displays an image, installation is complete. If it does not display an image, see [Common problems](#).

## Connecting the DisplayPort (DisplayPort to DisplayPort) cable



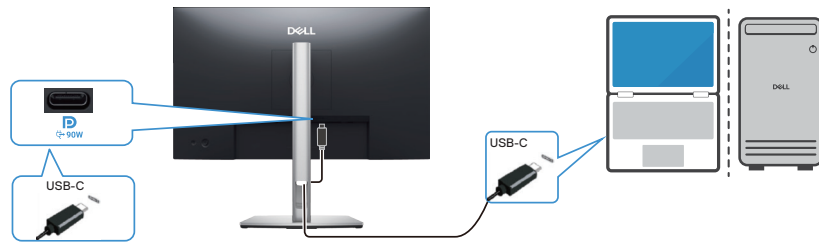
**Figure 8. Connecting the DisplayPort cable**

## Connecting the USB Type-C to Type-A cable



**Figure 9. Connecting the USB Type-C to Type-A cable**

## Connecting the USB-C to C cable

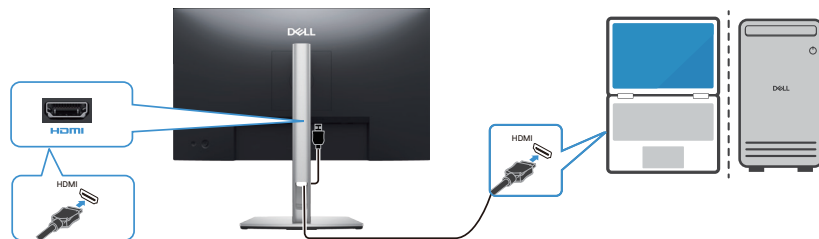


**Figure 10. Connecting the USB-C to C cable**

**NOTE:** Use the USB-C to C cable shipped with your monitor only.

- This port supports DisplayPort Alternate Mode (DP1.4 standard only).
- The USB-C power delivery-compliant port (PD Version 3.0) delivers up to 90 W of power.
- If your laptop requires more than 90 W to operate and the battery is drained, it may not be powered up or charged with the USB PD port of this monitor.

## Connecting the HDMI cable (purchased separately)



**Figure 11. Connecting the HDMI cable**

# Disassembly and reassembly

**⚠ CAUTION:** The information in this section is intended for authorized service technicians in the EMEA region. Dell prohibits users from disassembling the monitor, and any damage caused by unauthorized servicing will not be covered under the warranty.








## Recommended tools

1. Screwdriver (Phillips-head, Hexagonal head)
2. Penknife

## Screw list

- i NOTE:** When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.
- i NOTE:** Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.
- i NOTE:** Screw color may vary with the configuration ordered.

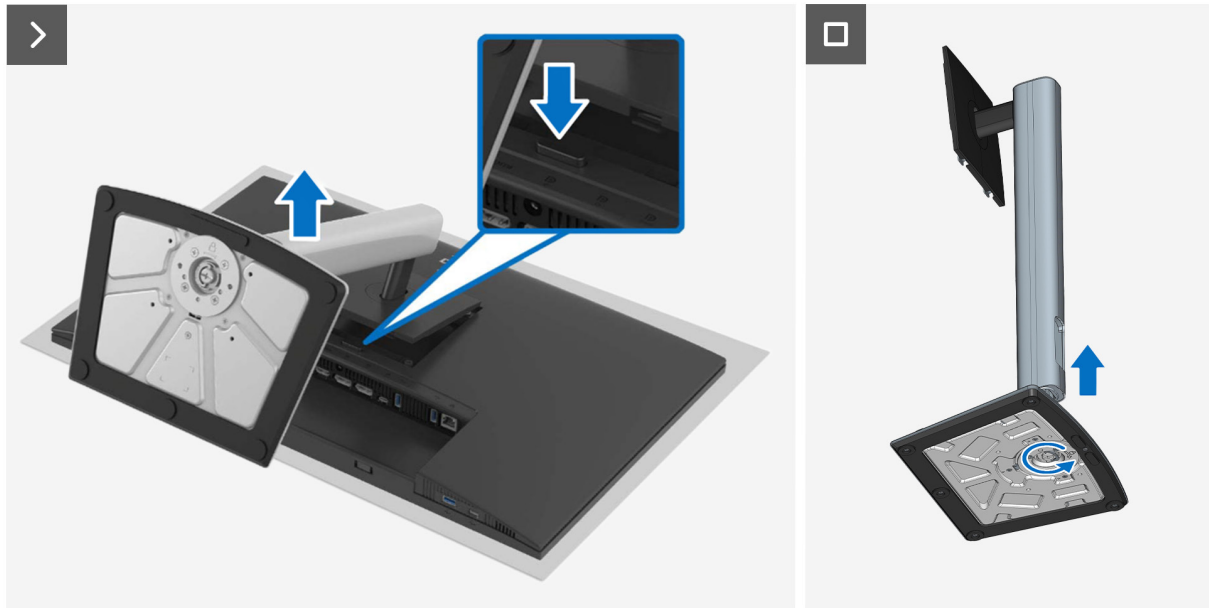
**Table 6.** Screw list

Component	Screw type	Quantity	Screw images
Back cover	M4x10	4	
Metal shield	M3x4	2	
System board and power board	D3x7	9	
Power board	M4x8	1	
Keypad board	M2x2	3	
LENS board	M2x2	1	
USB Hub	D3x5	2	

# Removing the stand

## Prerequisites

Follow the procedure in [Before working inside your monitor.](#)



**Figure 12. Removing the stand**

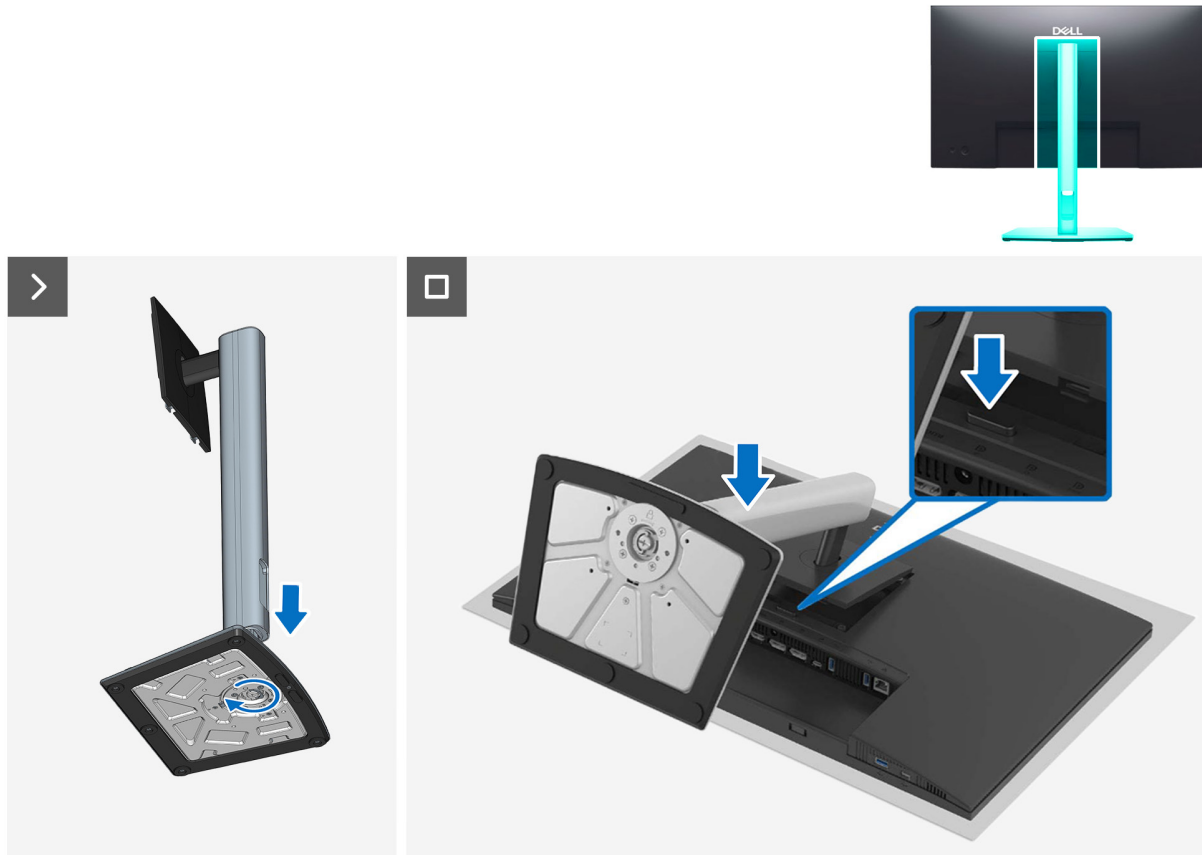
## Steps

1. Place the monitor on a soft cloth or cushion at the edge of the desk.
2. While keeping the release button pressed, pull the stand out.
3. Lift the stand assembly up and away from the monitor.
4. Open the screw handle at the bottom of the stand base and turn it anticlockwise to disassemble the stand.

# Installing the stand

## Prerequisites

Follow the procedure in [Before working inside your monitor](#).



**Figure 13.** Installing the stand

## Steps

1. Align and place the stand riser on the stand base.
2. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
3. Pull the stand head into the VESA recess of monitor.

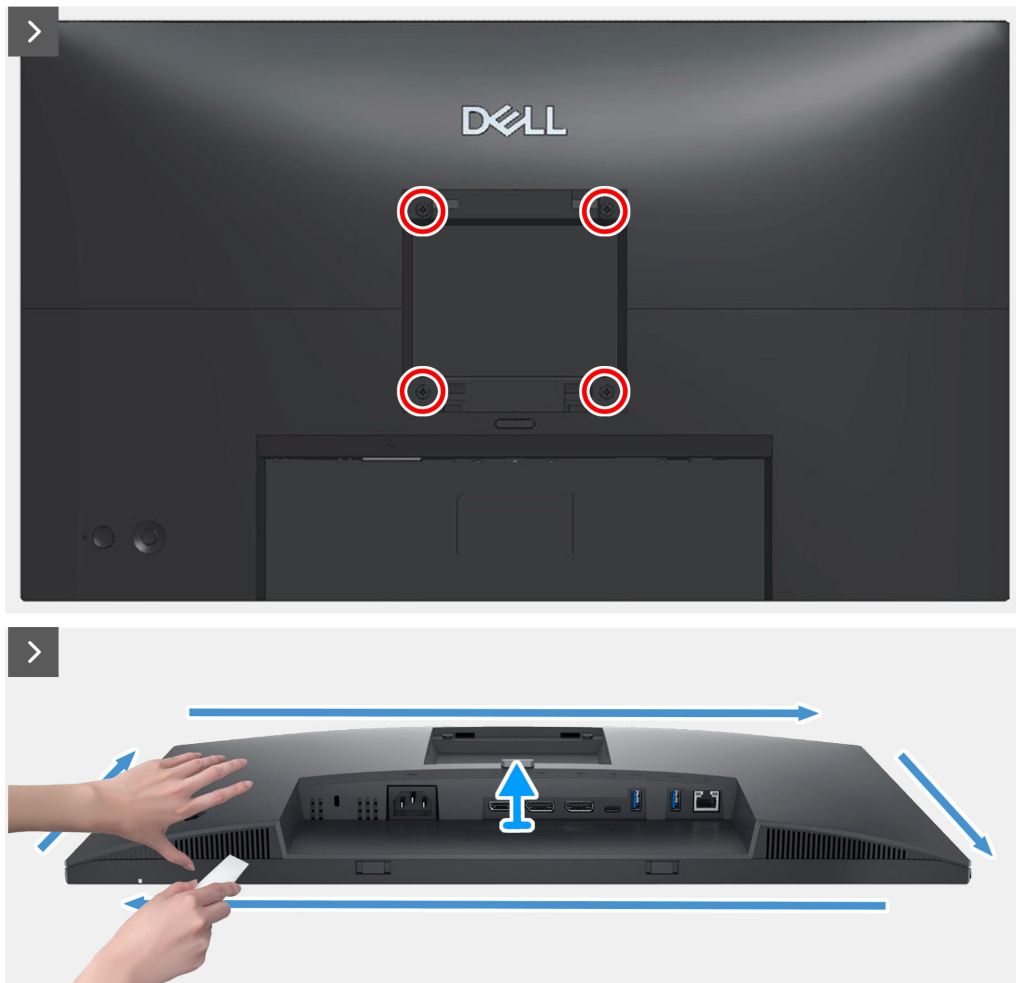
## Next steps

Follow the procedure in [After working inside your monitor](#).

# Removing the back cover

## Prerequisites

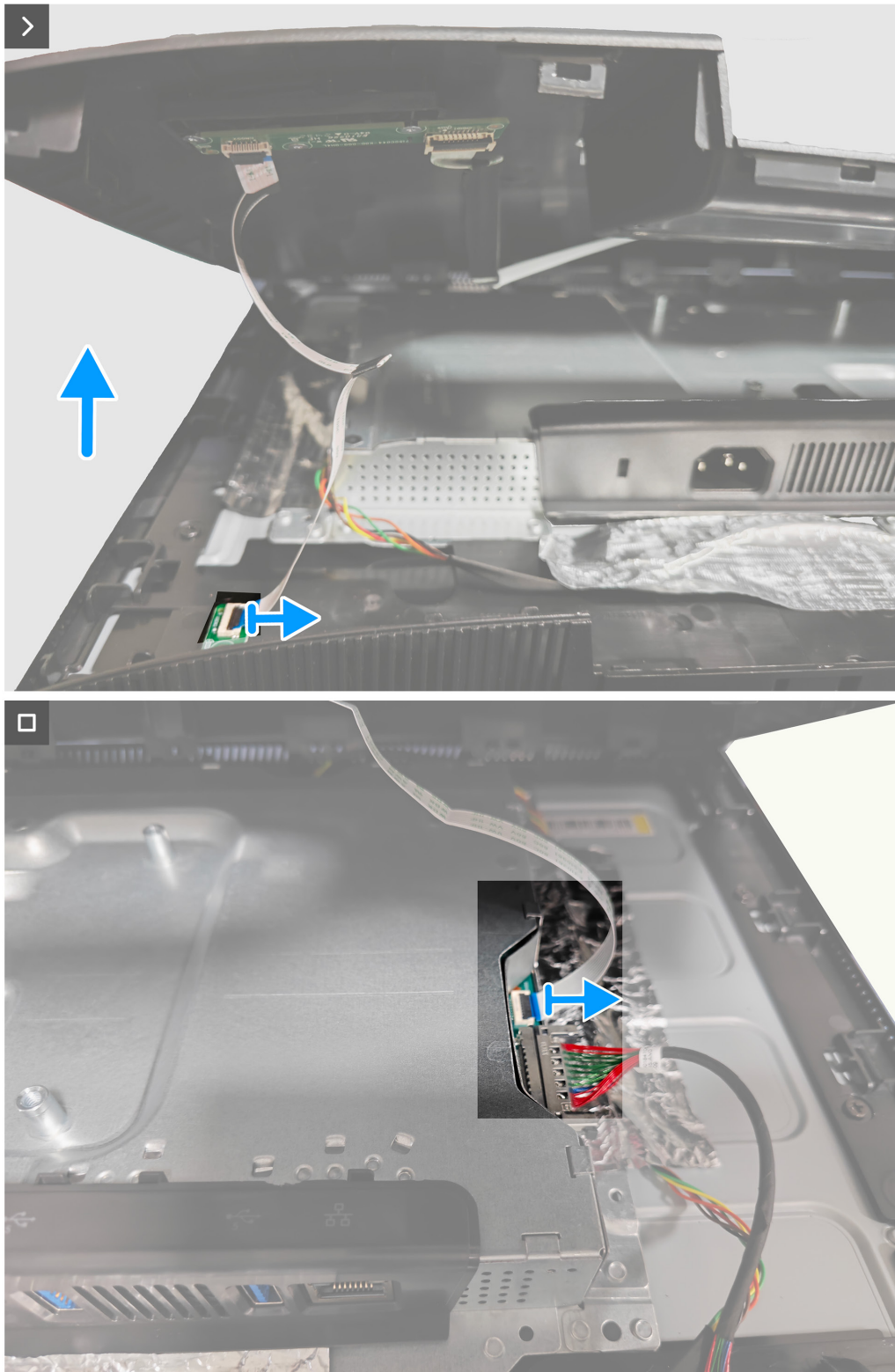
1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand](#).



**Figure 14. Removing the back cover**

## Steps

1. Remove the four screws (M4x10) that secure the back cover to the monitor assembly.
2. Using the plastic scribe, pry the back cover starting from the bottom edge of the monitor.
3. Disconnect the LENS cable from the connector on the middle frame
4. Disconnect the keypad cable from the connector on the main board.
5. Lift and remove the back cover away from the monitor.



**Figure 15.** Removing the back cover

# Installing the back cover

## Prerequisites

Follow the procedure in [Before working inside your monitor.](#)

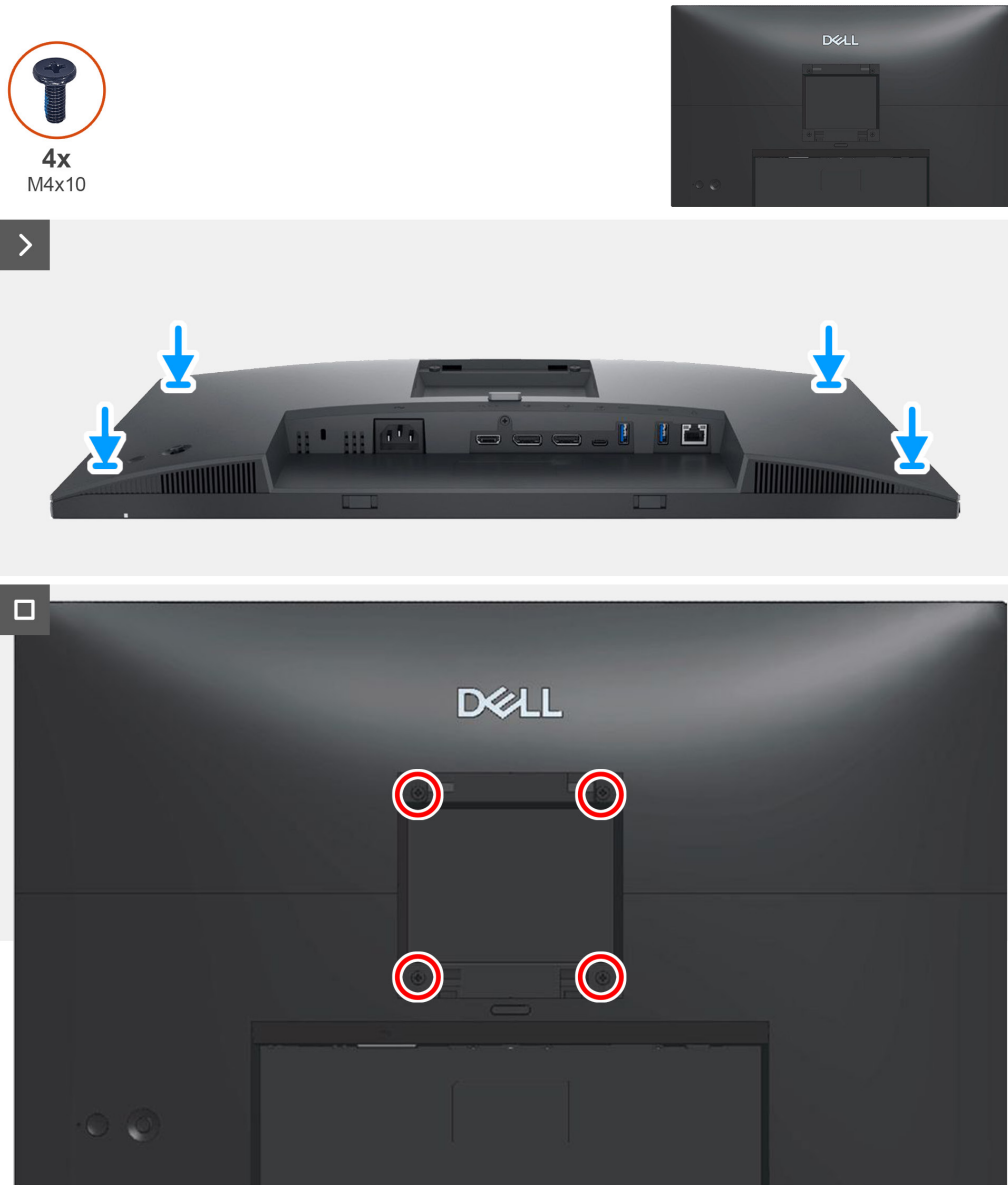


**Figure 16.** Installing the back cover

## Steps

1. Connect the keypad cable to the connector on main board and connect LENS cable to the connector on middle frame.

2. Align the screw holes on the back cover with the screw holes on the monitor, and gently press along the sides to snap the back cover into place.
3. Replace the four screws (M4x10) that secure the back cover to the monitor.



**Figure 17.** Installing the back cover

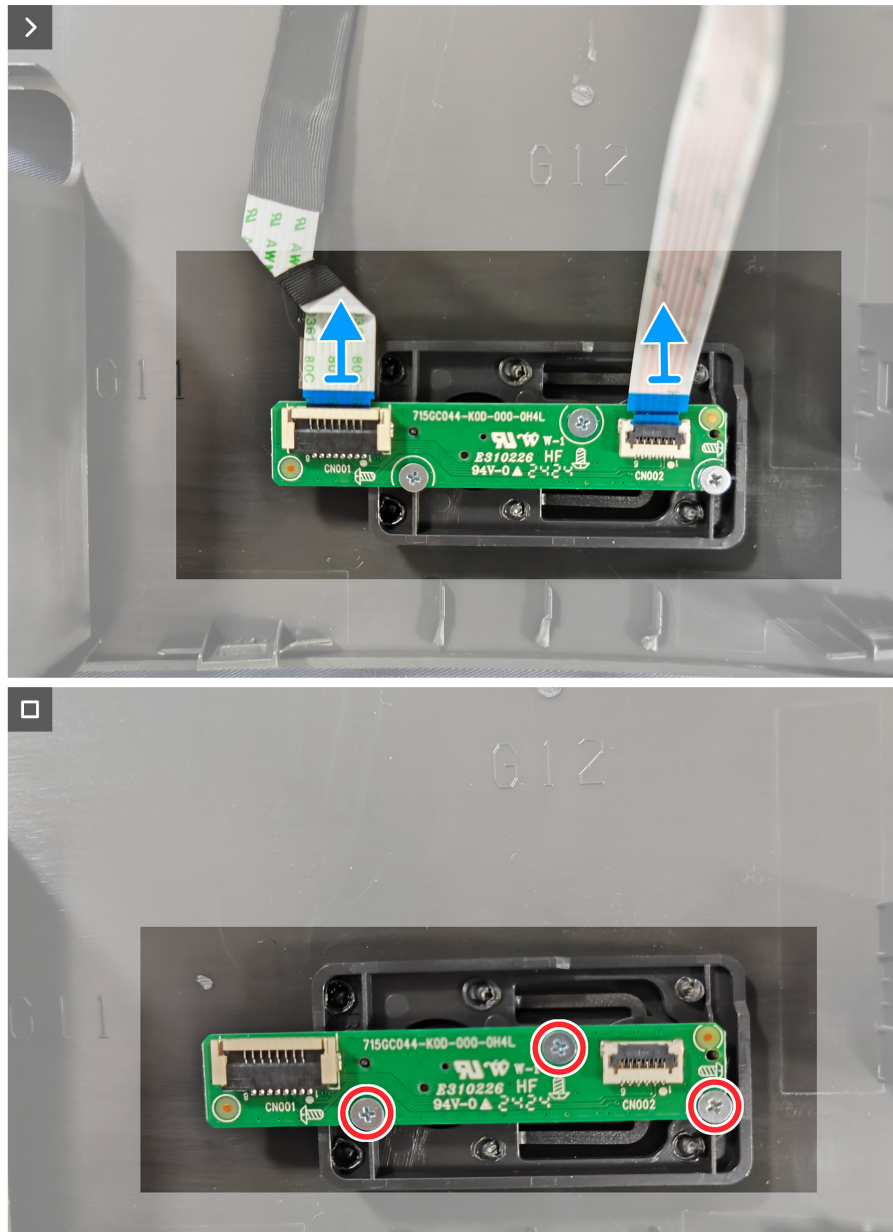
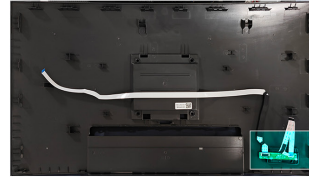
### Next steps

1. Install the [stand](#).
2. Follow the procedure in [After working inside your monitor](#).

# Removing the keypad board

## Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)



**Figure 18.** Removing the keypad board

## Steps

1. Disconnect the keypad board cables from the connector on the keypad board.
2. Remove the three screws (M2x2) on the keypad board that secure the keypad board to the monitor.
3. Lift the keypad board off the monitor.

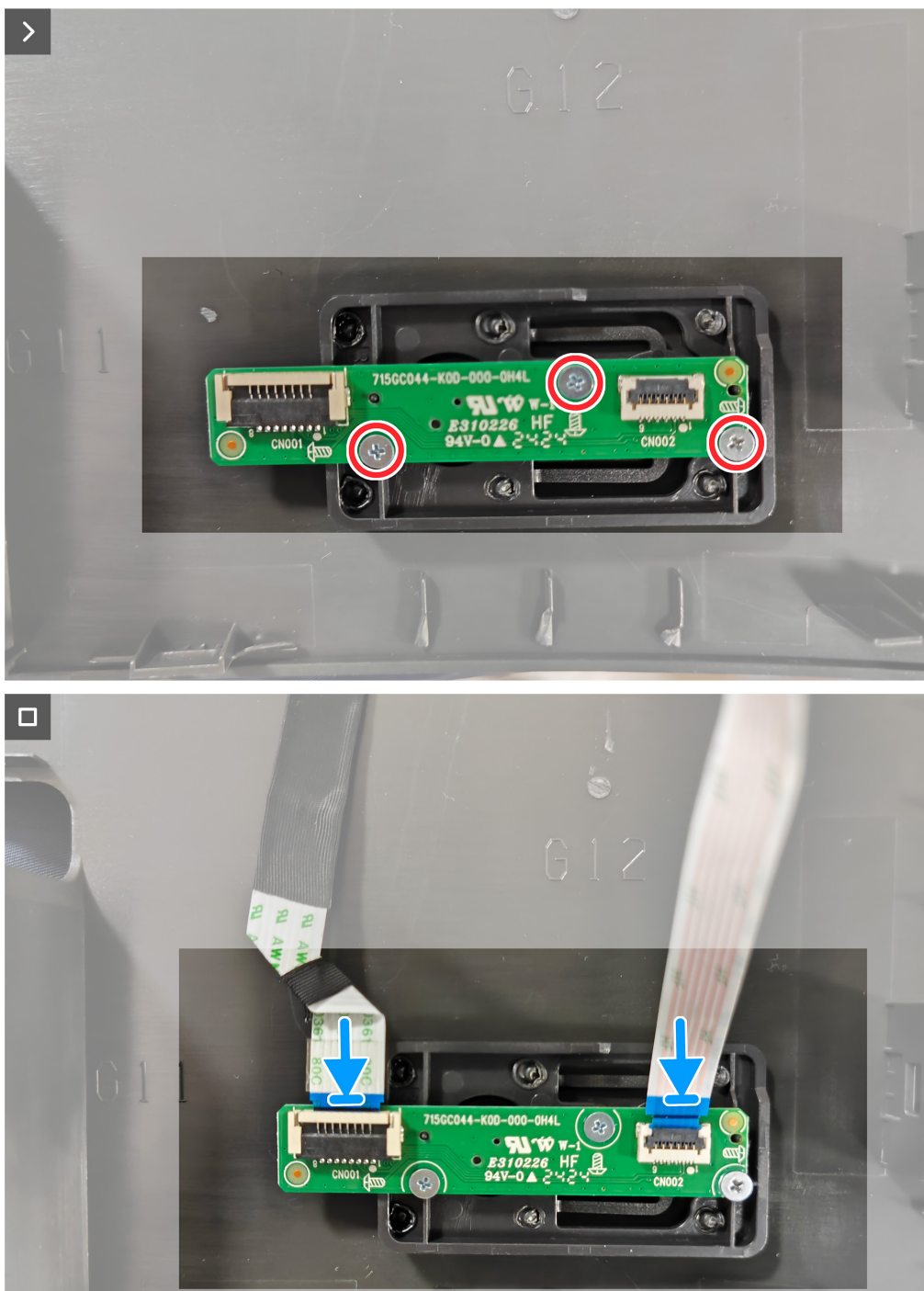
# Installing the keypad board

## Prerequisites

Follow the procedure in [Before working inside your monitor](#).



3x  
M2x2



**Figure 19.** Installing the keypad board

## Steps

1. Align the screw holes on the keypad board with the screw holes on the monitor.
2. Replace the three screws (M2x2) that secure the keypad board to the monitor.
3. Connect the keypad cable and LENS cable to the connector on the keypad board.

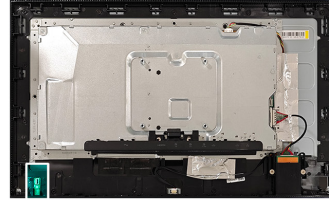
## Next steps

1. Install the [back cover](#).
2. Install the [stand](#).
3. Follow the procedure in [After working inside your monitor](#).

# Removing the LENS board

## Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)



**Figure 20. Removing the LENS board**

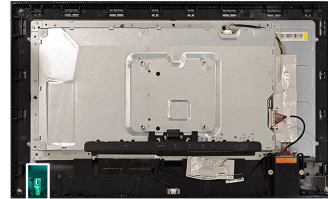
## Steps

1. Remove the screw (M2x2) on the LENS board that secures the LENS board to the monitor.
2. Lift the LENS board off the monitor.

# Installing the LENS board

## Prerequisites

Follow the procedure in [Before working inside your monitor.](#)



**Figure 21.** Installing the LENS board

## Steps

1. Align the screw holes on the LENS board to the screw holes on the monitor.
2. Replace the screw (M2x2) that secures the LENS board to the monitor.

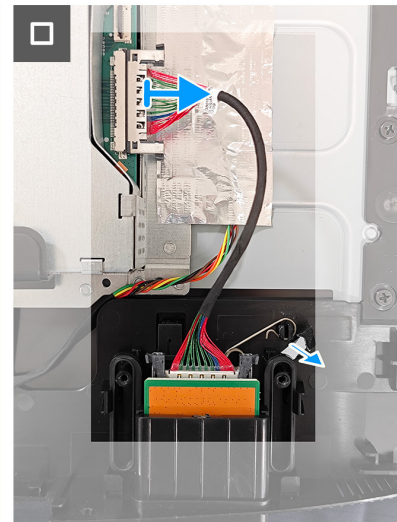
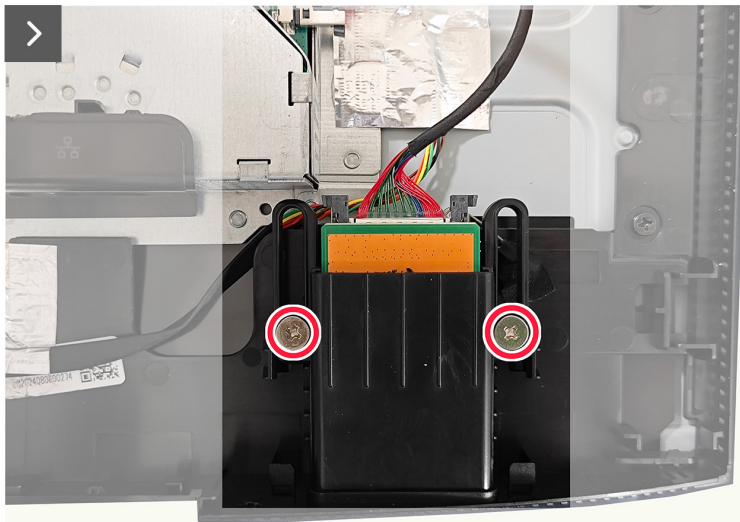
## Next steps

1. Install the [back cover](#).
2. Install the [stand](#).
3. Follow the procedure in [After working inside your monitor.](#)

# Removing the USB hub

## Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)



**Figure 22.** Removing the USB hub

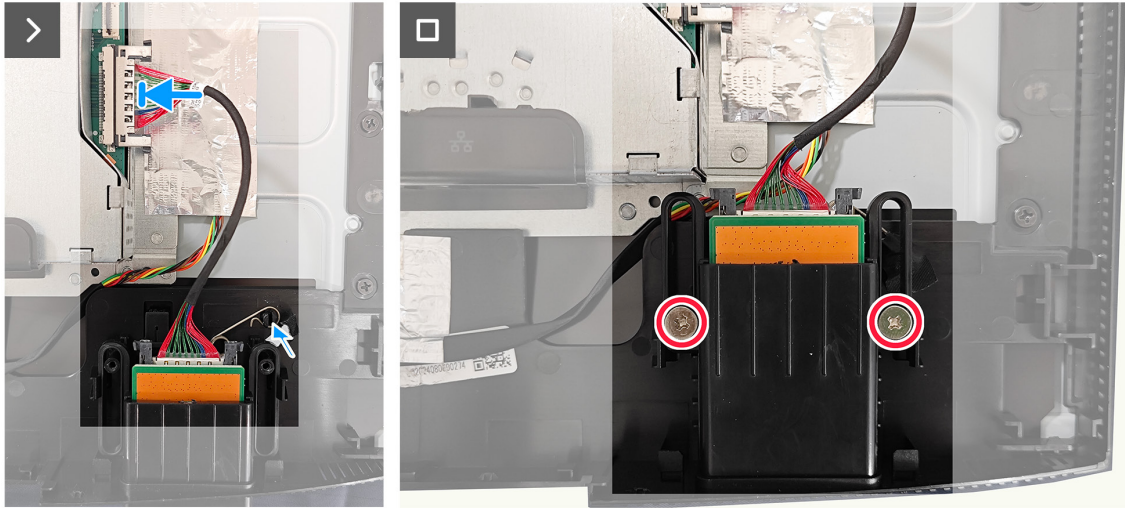
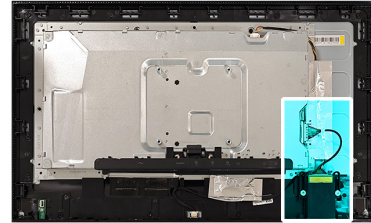
## Steps

1. Remove the two screws (D3x5) on the USB hub that secures the USB hub to the monitor.
2. Disconnect USB cable from the connector on the main board and remove torsion spring on USB hub.
3. Remove the USB hub off the monitor.

# Installing the USB hub

## Prerequisites

Follow the procedure in [Before working inside your monitor.](#)



**Figure 23.** Installing the USB hub

## Steps

1. Align and place the USB hub on the monitor.
2. Connect the USB cable to the connector on main board.
3. Replace the two screws (D3x 5) that secure the USB hub to the monitor.

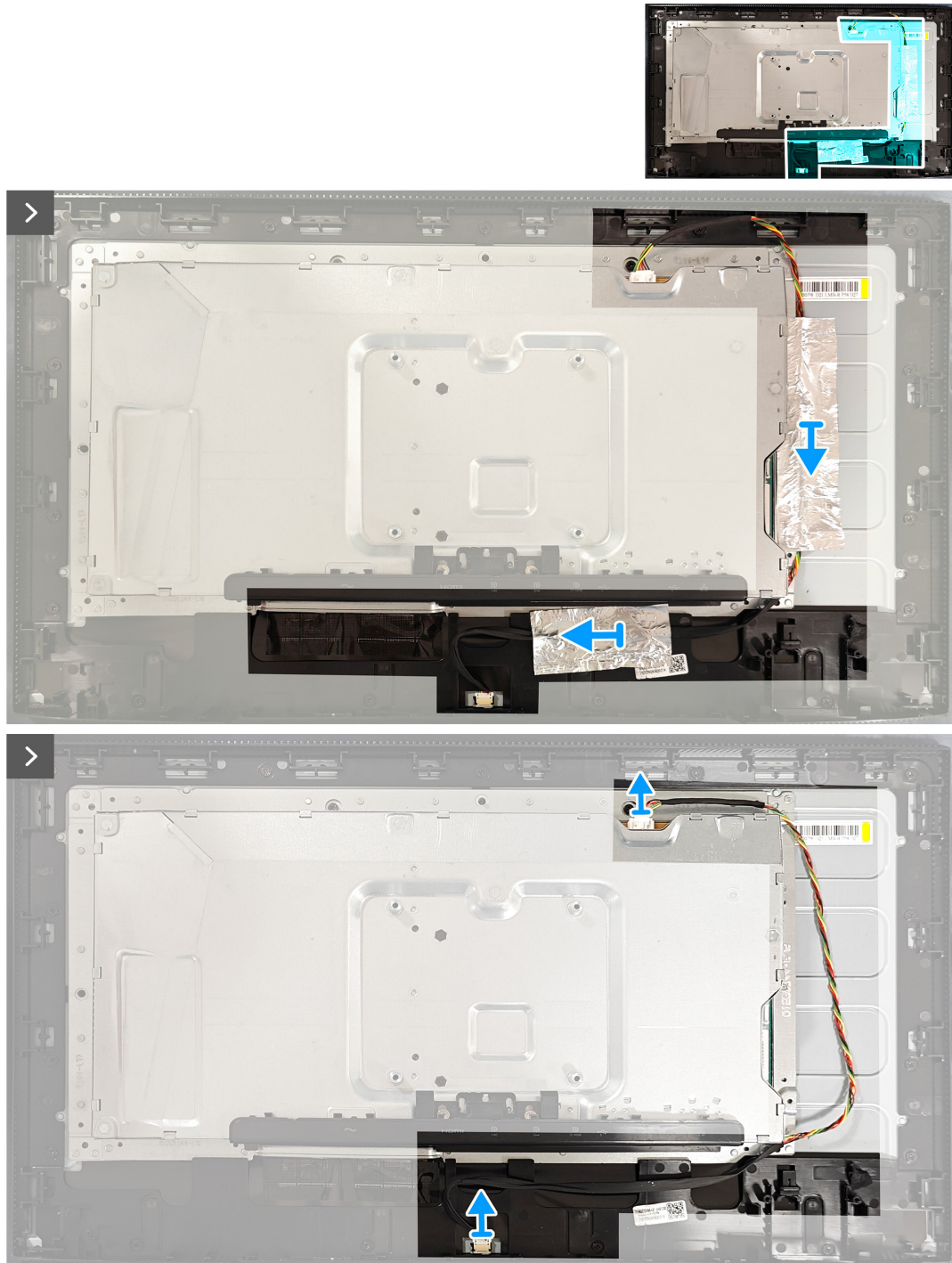
## Next steps

1. Install the [back cover](#).
2. Install the [stand](#).
3. Follow the procedure in [After working inside your monitor.](#)

# Removing the metal frame

## Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [USB hub.](#)



**Figure 24.** Removing the metal frame

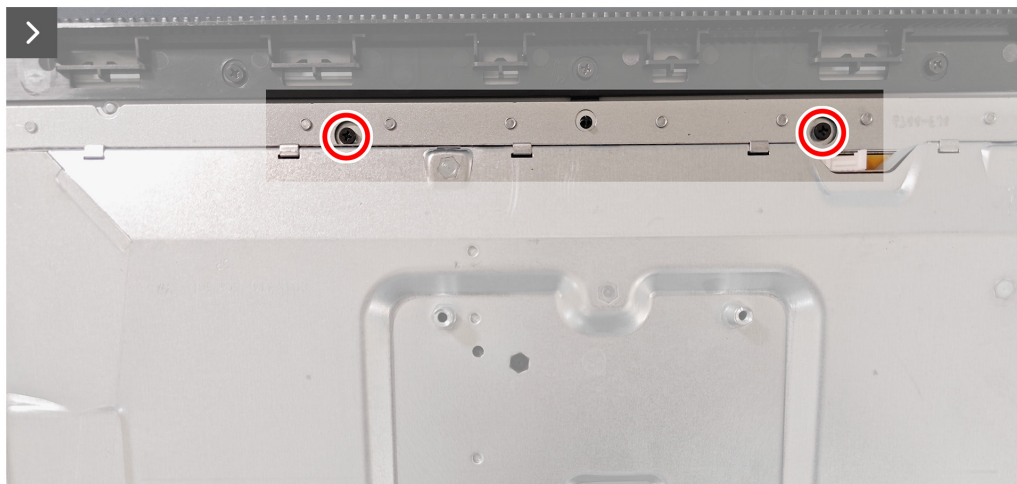
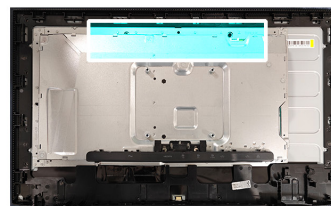
## Steps

1. Remove the two tapes on the metal frame and disconnect the lightbar cable on the connector of the panel and converter board .

2. Remove the two screws (M3x4) that secure the metal frame to the panel.



2x  
M3x4



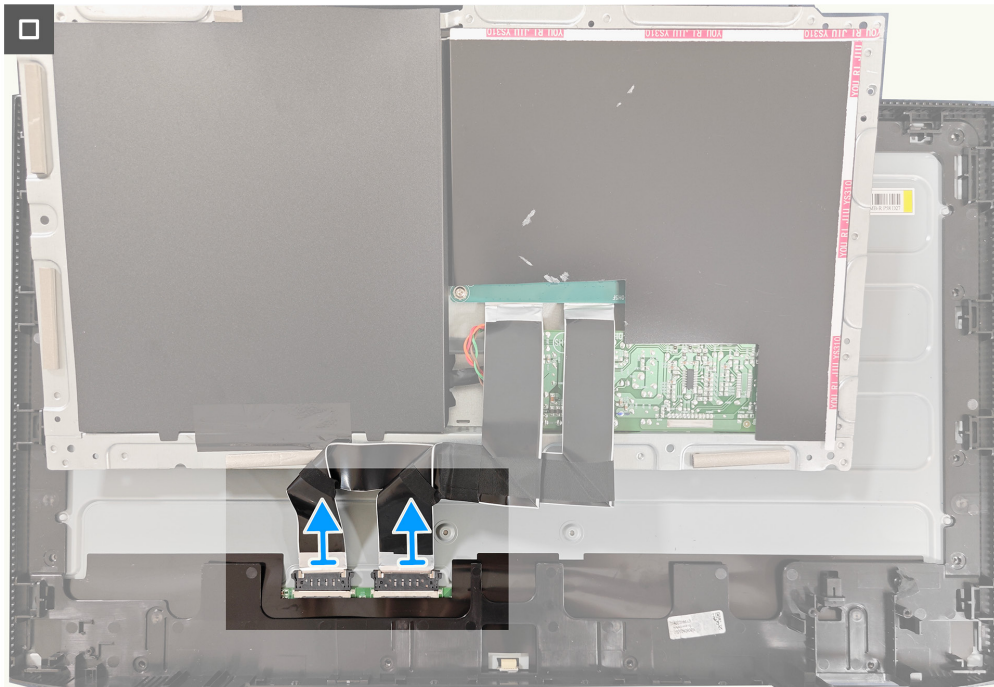
**Figure 25. Removing the metal frame**

3. Peel the tape that secures the latches on the connector and open the metal frame.



**Figure 26. Removing the metal frame**

4. Disconnect the two display cables from connectors on the panel.



**Figure 27.** Removing the metal frame

# Installing the metal frame

## Prerequisites

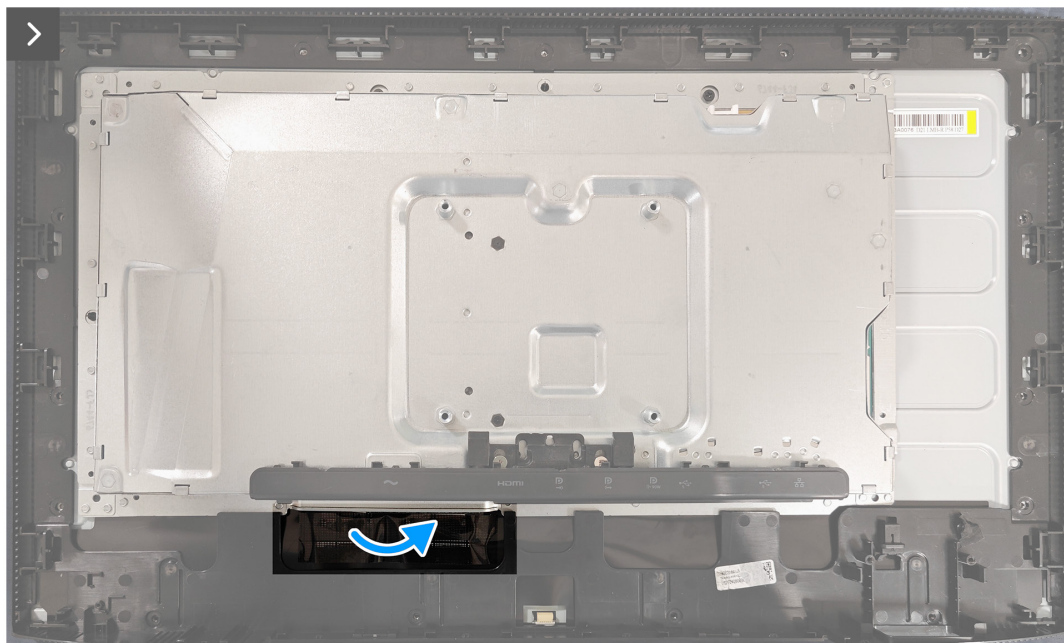
Follow the procedure in [Before working inside your monitor](#).



**Figure 28.** Installing the metal frame

## Steps

1. Connect the two display cables to the connectors on panel.
2. Close metal frame and adhere the tape that secure the latches on the connector.

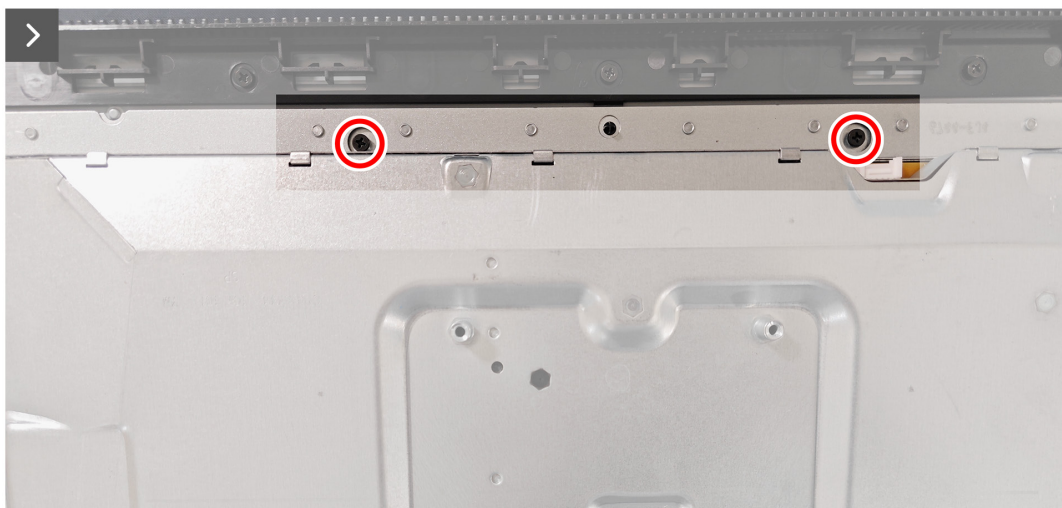
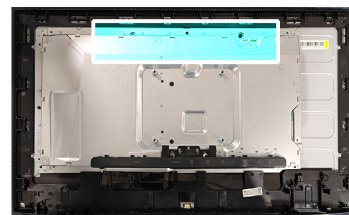


**Figure 29.** Installing the metal frame

3. Replace the two screws (M3x4) that secures the metal frame to the panel.

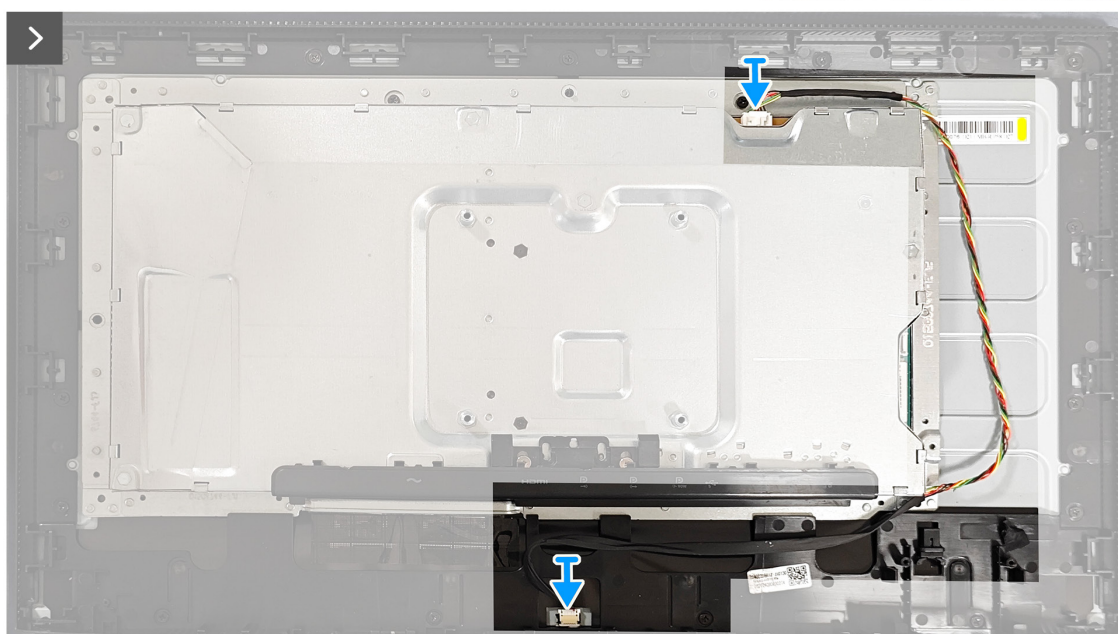
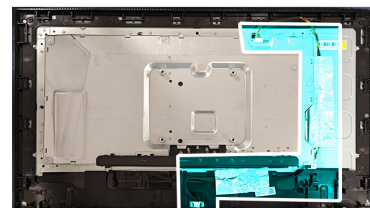


2x  
M3x4



**Figure 30. Installing the metal frame**

4. Connect the lightbar cable to the connector on the panel and converter board.



**Figure 31. Installing the metal frame**

5. Adhere the two tapes onto the metal frame.



**Figure 32.** Installing the metal frame

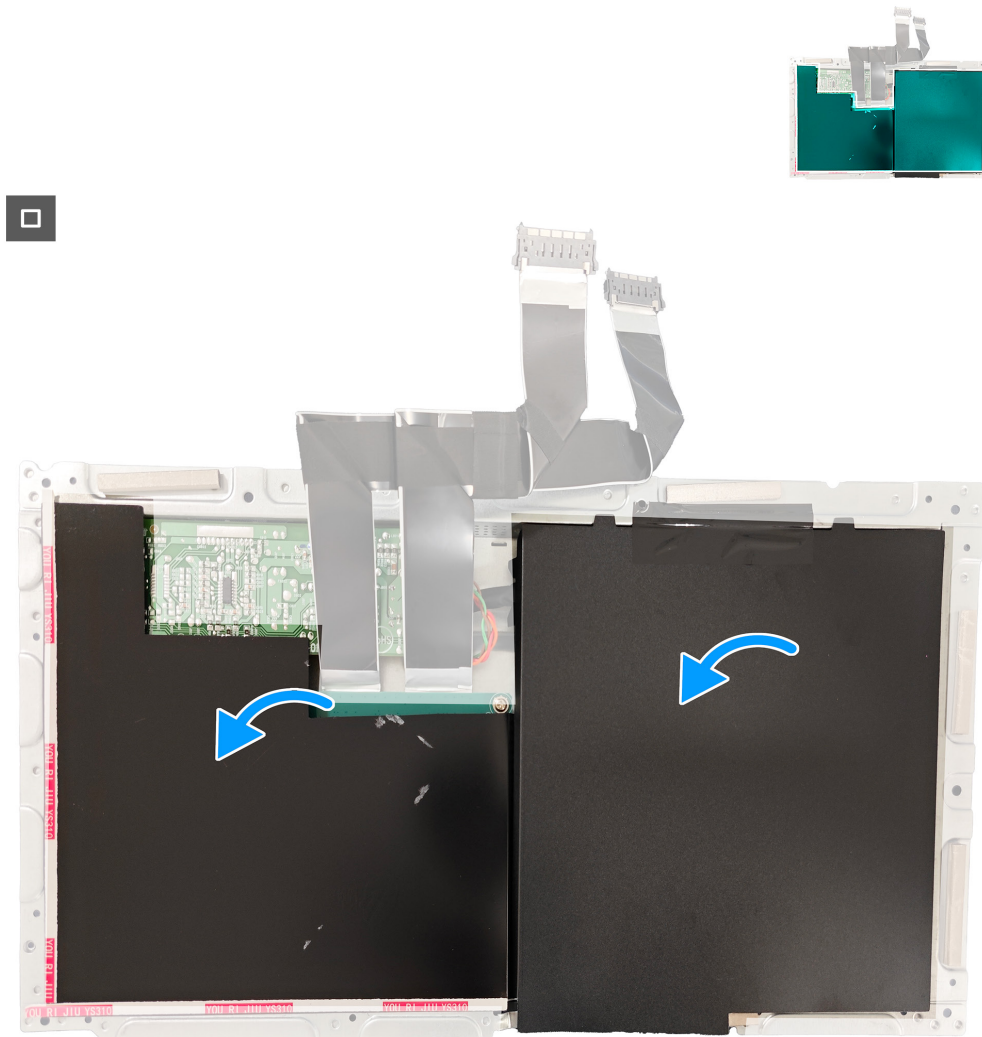
### Next steps

1. Install the [USB hub](#).
2. Install the [back cover](#).
3. Install the [stand](#).
4. Follow the procedure in [After working inside your monitor](#).

# Removing the system board and power board

## Prerequisites

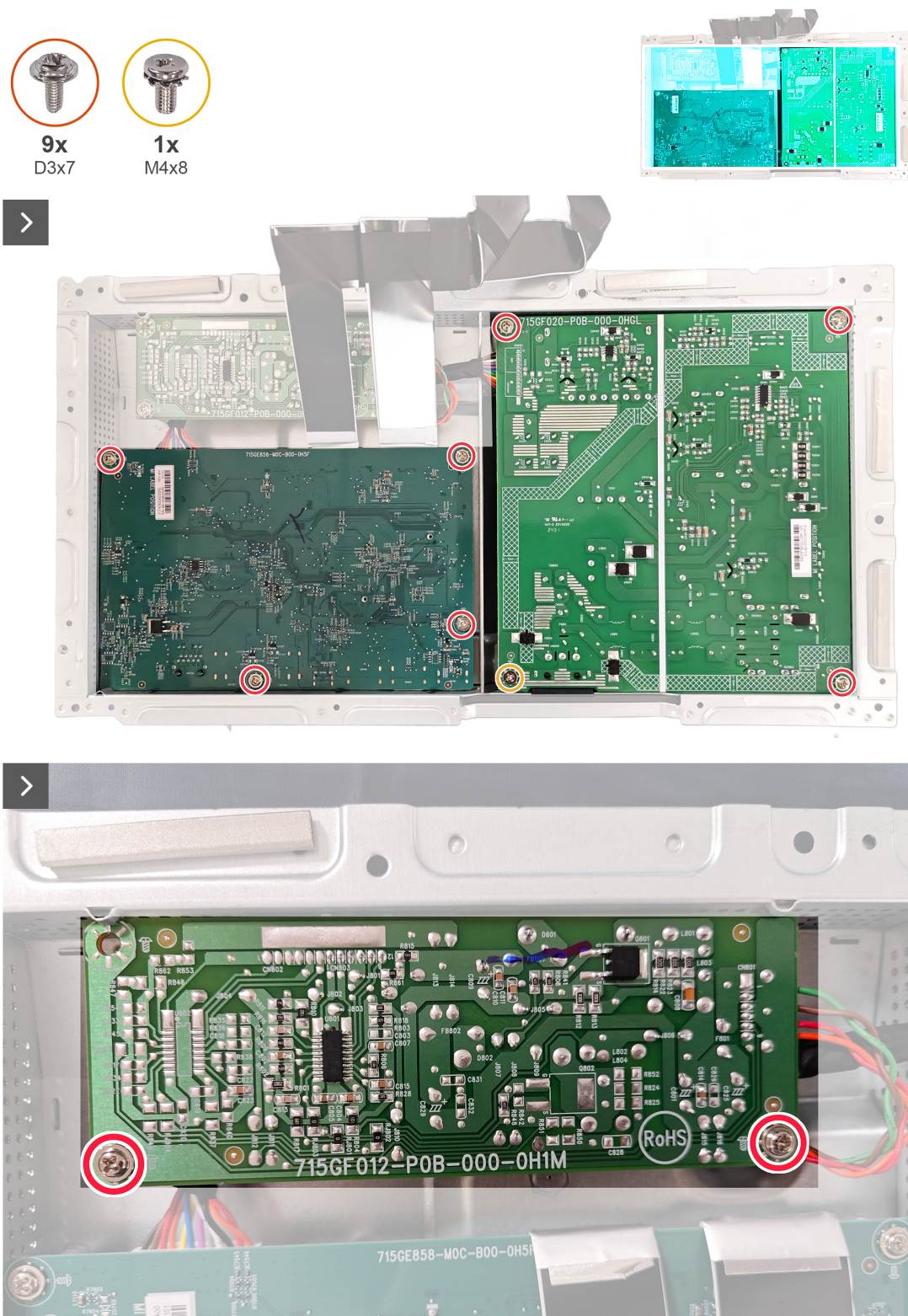
1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [USB hub](#).
5. Remove the [metal frame](#).



**Figure 33.** Removing the system board and power board

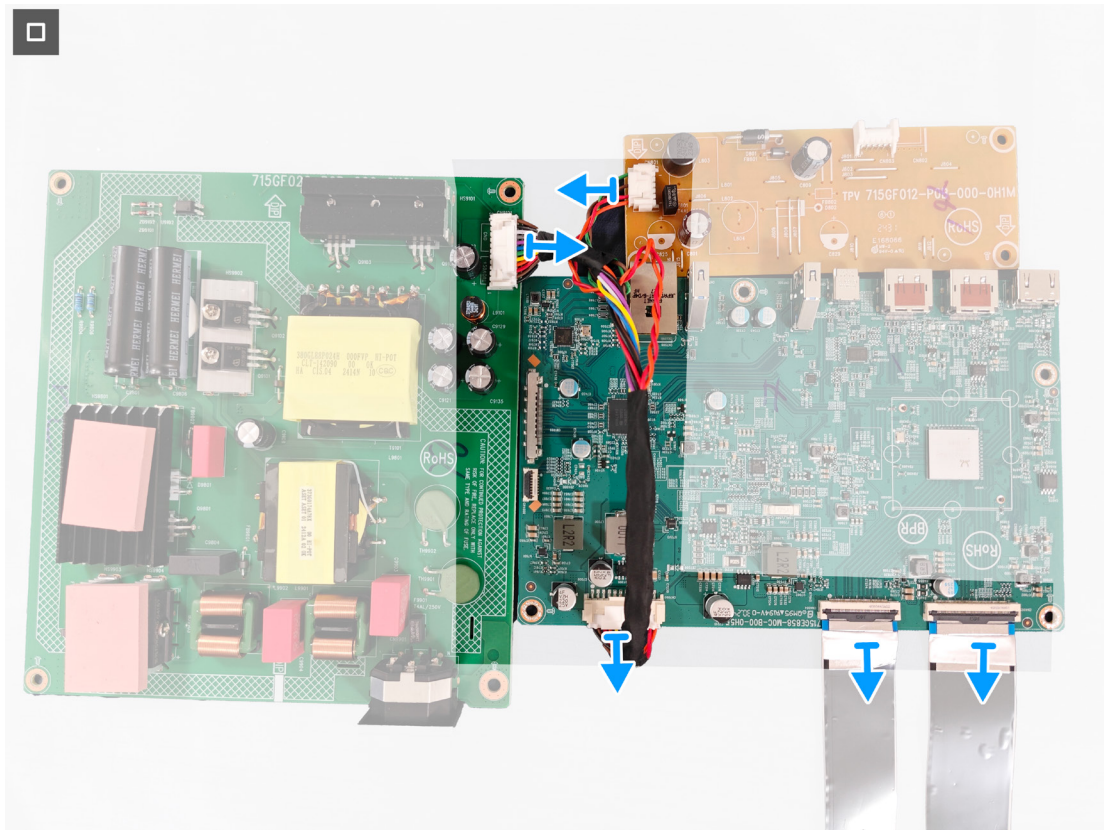
## Steps

1. Remove the Mylar on the system board and the power board.
2. Remove the four screws (D3x7) that secure the power board to the chassis.
3. Remove the three screws (D3x7) and one screw (M4x8) that secure the system board to the chassis.
4. Remove the two screws (D3x7) that secure the converter board to the chassis.



**Figure 34. Removing the system board and power board**

5. Disconnect power cable and two display cables from the connectors on system board and the power board.

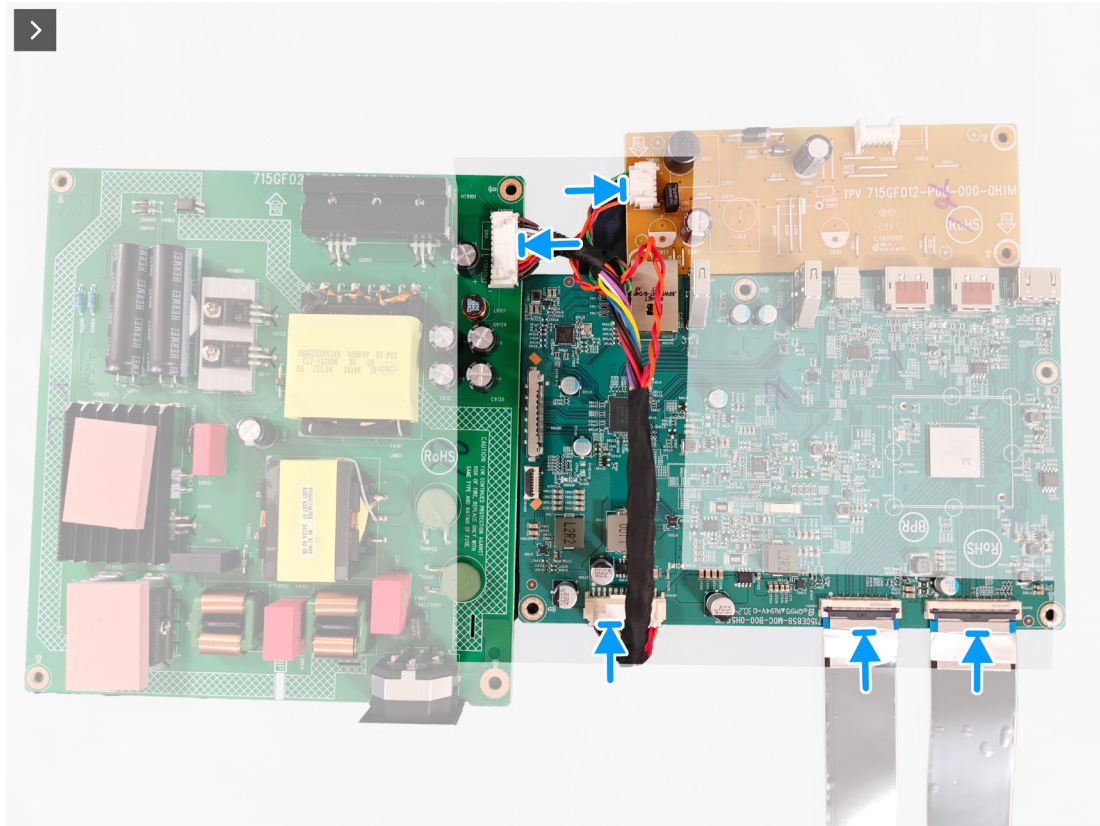


**Figure 35.** Removing the system board and power board

# Installing the system board and power board

## Prerequisites

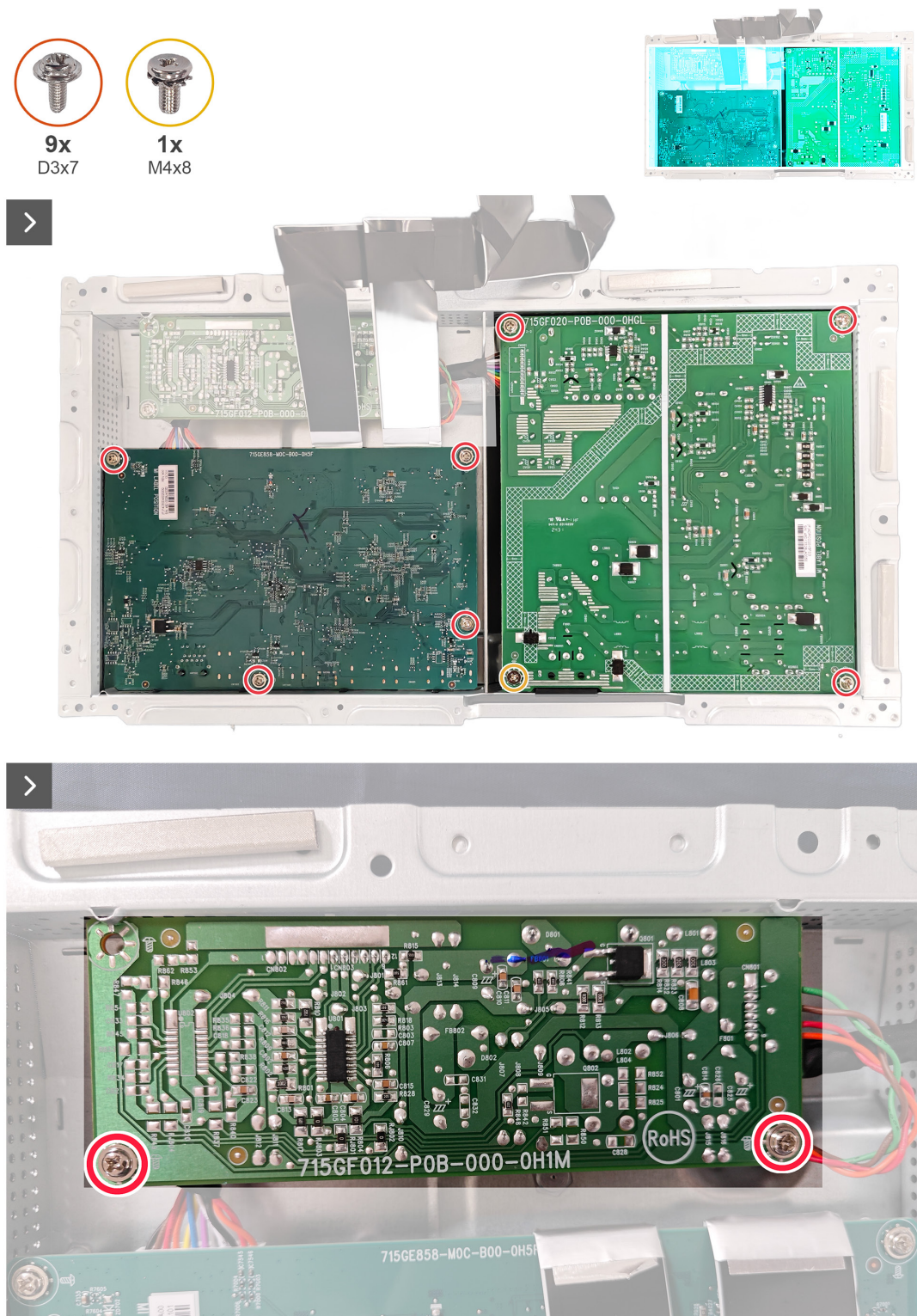
Follow the procedure in [Before working inside your monitor](#).



**Figure 36.** Installing the system board and power board

## Steps

1. Connect power cable and two display cables to the connectors on system board and the power board.
2. Replace the four screws (D3x7) that secure the power board to the chassis.
3. Replace the three screws (D3x7) and one screw (M4x8) that secure the system board to the chassis.
4. Replace the two screws (D3x7) that secure the converter board to the chassis.



**Figure 37.** Installing the system board and power board

5. Adhere the Mylar on the system board and the power board.



**Figure 38.** Installing the system board and power board

### Next steps

1. Install the [metal frame](#).
2. Install the [USB hub](#).
3. Install the [back cover](#).
4. Install the [stand](#).
5. Follow the procedure in [After working inside your monitor](#).

# Troubleshooting

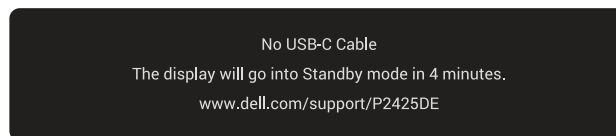
**⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

## 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:

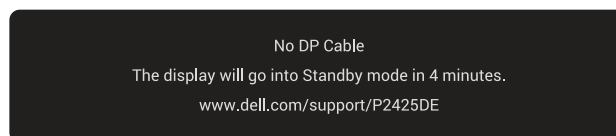
1. Turn off both your computer and the monitor.
2. Unplug the video cable from the computer.
3. Turn on the monitor.

If the monitor cannot sense a video signal and is working correctly, the following message appears:



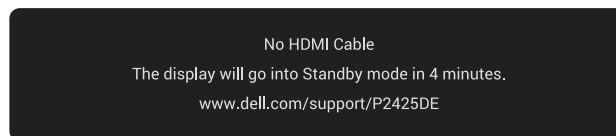
**Figure 39. The message of No USB-C Cable**

or



**Figure 40. The message of No DP Cable**

or



**Figure 41. The message of No HDMI Cable**

① **NOTE:** The message may be slightly different according to the connected input signal.

① **NOTE:** While in self-test mode, the power LED remains white.

4. This message can also appear during normal computer operation if the video cable gets disconnected or damaged.
5. Turn off your monitor, reconnect the video cable, and then turn on both the computer and the monitor.

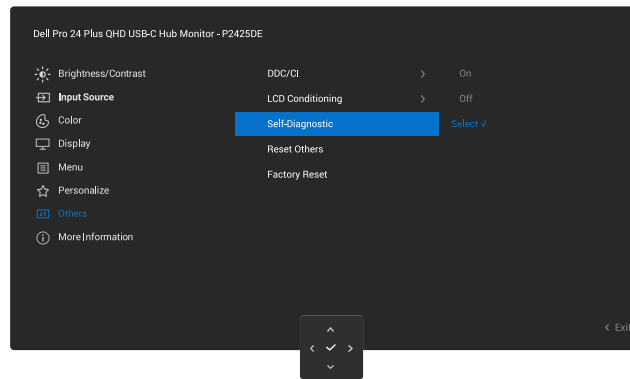
If your monitor screen remains blank after performing the above steps, it indicates that the monitor is functioning properly. Check the video controller and computer.

## Built-in diagnostics

Your monitor includes a built-in diagnostic tool to help you identify whether the screen abnormality is due to an issue with the monitor itself or with your computer and video card.

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Press the joystick button to launch the OSD Main Menu.
3. Move the joystick button to select **Others > Self-Diagnostic** to initiate the self-diagnostic process.



**Figure 42. Built-in diagnostics**

4. When initiated, a gray screen appears. Inspect the screen for abnormalities.
5. Switch the joystick button. The color of the screen changes to red. Inspect the screen for abnormalities.
6. Repeat step 5 and inspect the screen when it displays the colors green, blue, black, and white followed by the on-screen text.
7. The test is complete when the text screen appears. To exit, toggle the joystick button again.

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

## Common problems

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

**Table 7.** Common problems

Common symptoms	What you experience	Possible solutions
No video/power LED off	No picture	<ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>Ensure that the power button is pressed fully.</li> <li>Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li> </ul>
No video/power LED on	No picture	<p>Increase brightness and contrast controls using the OSD.</p> <p>Perform monitor self-test feature check.</p> <p>Check for bent or broken pins in the video cable connector.</p> <p>Run the built-in diagnostics. For more information, see <a href="#">Built-in diagnostics</a>.</p> <p>Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</p>
Poor focus	Picture is fuzzy, blurry, or ghosting	<p>Eliminate video extension cables.</p> <p>Reset the monitor to factory settings (<b>Factory Reset</b>).</p> <p>Change the video resolution to the correct aspect ratio.</p>
Shaky/jittery video	Wavy picture or fine movement	<p>Reset the monitor to factory settings (<b>Factory Reset</b>).</p> <p>Check environmental factors.</p> <p>Relocate the monitor and test in another room.</p>
Missing pixels	LCD screen has spots	<p>Cycle power On-Off.</p> <p>Pixel that is permanently off is a natural defect that can occur in LCD technology.</p> <p>For more information about Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</p>
Stuck-on pixels	LCD screen has bright spots	<p>Cycle power On-Off.</p> <p>Pixel that is permanently off is a natural defect that can occur in LCD technology.</p> <p>For more information about Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</p>
Geometric distortion	Screen not centered correctly	Reset the monitor to factory settings ( <b>Factory Reset</b> ).
Horizontal or vertical lines	Screen has one or more lines	<p>Reset the monitor to factory settings (<b>Factory Reset</b>).</p> <p>Perform monitor self-test feature check (see <a href="#">Self-Test</a>) and determine if these lines are also in self-test mode.</p> <p>Check for bent or broken pins in the video cable connector.</p> <p>Run the built-in diagnostics. For more information, see <a href="#">Built-in diagnostics</a>.</p>

Common symptoms	What you experience	Possible solutions
Synchronization problems	Screen is scrambled or appears torn	<p>Reset the monitor to factory settings (<b>Factory Reset</b>).</p> <p>Perform monitor self-test feature check (see <a href="#">Self-Test</a>) to determine if the scrambled screen appears in self-test mode.</p> <p>Check for bent or broken pins in the video cable connector.</p> <p>Restart the computer in the safe mode.</p>
Safety related issues	Visible signs of smoke or sparks	<p>Do not perform any troubleshooting steps.</p> <p><a href="#">Contact Dell</a> immediately.</p>
Intermittent problems	Monitor malfunctions on and off	<p>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</p> <p>Reset the monitor to factory settings (<b>Factory Reset</b>).</p> <p>Perform monitor self-test feature check (see <a href="#">Self-Test</a>) to determine if the scrambled screen appears in self-test mode.</p>
Missing color	Picture missing color	<p>Perform monitor self-test feature check (see <a href="#">Self-Test</a>).</p> <p>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</p> <p>Check for bent or broken pins in the video cable connector.</p>
Wrong color	Picture color not good	<p>Change the settings of the <b>Preset Modes</b> in the <b>Color</b> menu OSD depending on the application.</p> <p>Adjust the R/G/B values under <b>Custom Color</b> in the <b>Color</b> menu OSD.</p> <p>Change the <b>Input Color Format</b> to <b>RGB</b> or <b>YCbCr</b> in the <b>Color</b> settings OSD.</p> <p>Run the built-in diagnostics. For more information, see <a href="#">Built-in diagnostics</a>.</p>
Image retention from a static image left on the monitor for a long period.	A faint shadow from the static image that is displayed appears on the screen	<p>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.</p> <p>Alternatively, use a dynamically changing screensaver.</p>
Video ghosting or overshooting	Video ghosting, shadows or color smear while scrolling	Change the <b>Response Time</b> in the <b>Display</b> menu OSD to <b>Normal</b> .
Picture quality (Refresh rate of native resolution changes from 60 Hz to 30 Hz; or color depth drops to 18 bits)	Issues of incorrect refresh rate or missing colors	<p>Set <b>USB-C Prioritization</b> to <b>High Resolution</b>.</p> <p>Check the resolution settings of your graphic card.</p>

## Product-specific problems


**Table 8.** Product-specific problems

Specific symptoms	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill the entire viewing area	Check the <b>Aspect Ratio</b> setting in the <b>Display</b> menu OSD. Reset the monitor to factory settings ( <b>Factory Reset</b> ).
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	Turn off the monitor, unplug the power cable, plug it back, and then turn on the monitor.  Check whether the OSD menu is locked. If yes, move and hold the joystick up/down/left/right for 4 seconds to unlock (see Lock and Locking the control buttons).
No input signal when you press the power button or toggle the joystick	No picture, the LED light is white	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) of DVDs, the monitor may display in full screen.  Run the built-in diagnostics. For more information, see Built-in diagnostics.
No video at HDMI/DisplayPort/USB-C port	When connected to some dongle/docking device at the port, there is no video when unplugging/plugging the cable from the laptop	Unplug the HDMI/DisplayPort/USB-C cable from dongle/docking device, then plug the HDMI/DisplayPort/USB-C cable directly into the laptop.
No network connection	Network dropped or intermittent	Check to ensure that <b>USB-C Prioritization</b> is set to <b>High Data Speed</b> .  Do not turn off the display during network connection.
The LAN port is not functioning	OS setting or cable connection issue	Ensure that the latest BIOS and drivers for your computer are installed on your computer.  Ensure that the Realtek Gigabit Ethernet Controller is installed in the Windows Device Manager.  If your BIOS Setup has a LAN/GBE Enabled/Disabled option, make sure it is set to Enabled.  Ensure that the Ethernet cable is connected securely on the monitor and the hub/router/firewall.  Check the status LED of the Ethernet cable to confirm connectivity. Re-connect both ends of the Ethernet cable if the LED is not lit.  First power off the computer and unplug the USB-C cable and the power cord from the monitor. Then, power on the computer and plug the power cord and the USB-C cable into the monitor.
When the first monitor is connected to your computer or laptop using the USB-C connection, you might not be able to select the optimal resolution* for the 3rd (or more) monitor in Daisy chain mode in DP1.4 (DSC Disabled)	When <b>MST</b> is <b>On</b> and <b>USB-C Prioritization</b> is set to <b>High Data Speed</b> , the displayed pictures on the 3rd (or more) daisy chained monitor are not at the optimal resolution.*	Switch <b>USB-C Prioritization</b> from <b>High Data Speed</b> to High Resolution (USB speed reduced to 2.0).

\*The optimal resolution is 2560 x 1440 at 60 Hz.

## Universal Serial Bus (USB) specific problems

**Table 9.** Universal Serial Bus (USB) specific problems

Common symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none"> <li>• Check that your monitor is turned on.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Turn the monitor off and then turn on again.</li> <li>• Reboot the computer.</li> <li>• Some USB devices like external portable hard drive require higher electric current; connect the device directly to the computer.</li> </ul>
USB-C port does not supply power	USB peripherals can not be charged	<ul style="list-style-type: none"> <li>• Check if the connected device is compliant with the USB-C specification. The USB-C port (video and data) with  icon supports USB 5Gbps and an output of 90 W.</li> <li>• Check that you use the USB-C cable that is shipped with your monitor.</li> </ul>
USB 5Gbps interface is slow	USB 5Gbps peripherals working slowly or not working at all	<ul style="list-style-type: none"> <li>• Check if your computer is USB 5Gbps compatible.</li> <li>• Some computers have USB 5Gbps, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Reboot the computer.</li> </ul>
Wireless USB peripherals stop working when a USB 5Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	<ul style="list-style-type: none"> <li>• Increase the distance between the USB 5Gbps peripherals and the wireless USB receiver.</li> <li>• Position your wireless USB receiver as close as possible to the wireless USB peripherals.</li> <li>• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 5Gbps port.</li> </ul>
Wireless USB mouse does not work properly	When plugged into one of the USB ports on the rear side of the monitor, the wireless USB mouse lags or freezes during use	<ul style="list-style-type: none"> <li>• Unplug the wireless USB mouse receiver and re-plug it into one of the Quick Access USB ports at the bottom of the monitor.</li> </ul>

# Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

- ① **NOTE:** Availability varies by country, region, or product, and some services may not be available in your country.
- ① **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.