Dell UltraSharp 32 4K QD-OLED Monitor U3226Q

Simplified Service Manual

D∕ELL Technologies

Notes, cautions, and warnings

(i) **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.**

Contents

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.

ⓘ **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 monitor that support 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 the cables.
- 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 that are 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 any loose or misplaced screws inside your monitor may severely damage it.**

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.
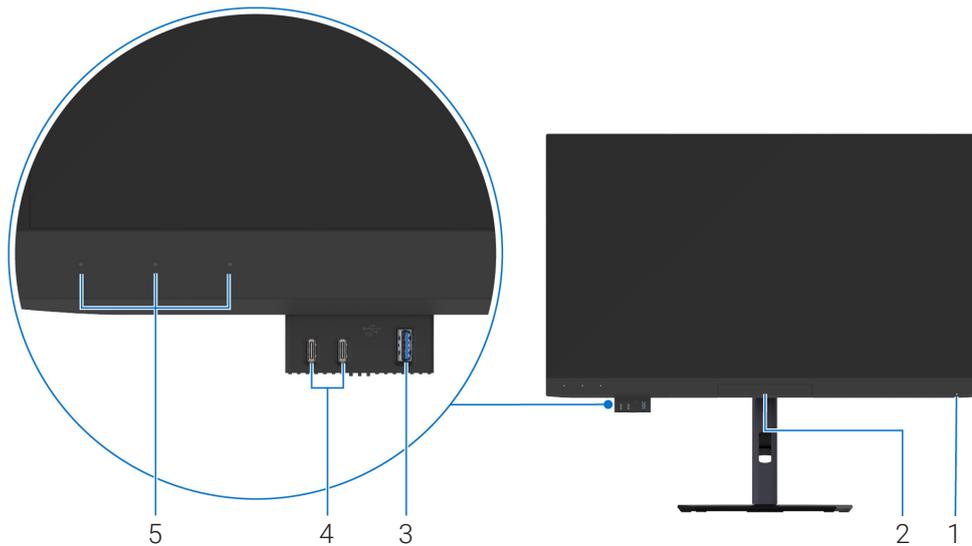5. Turn on your monitor.

Views of U3226Q monitor

Side view

Figure 1. **Side view**

Front view

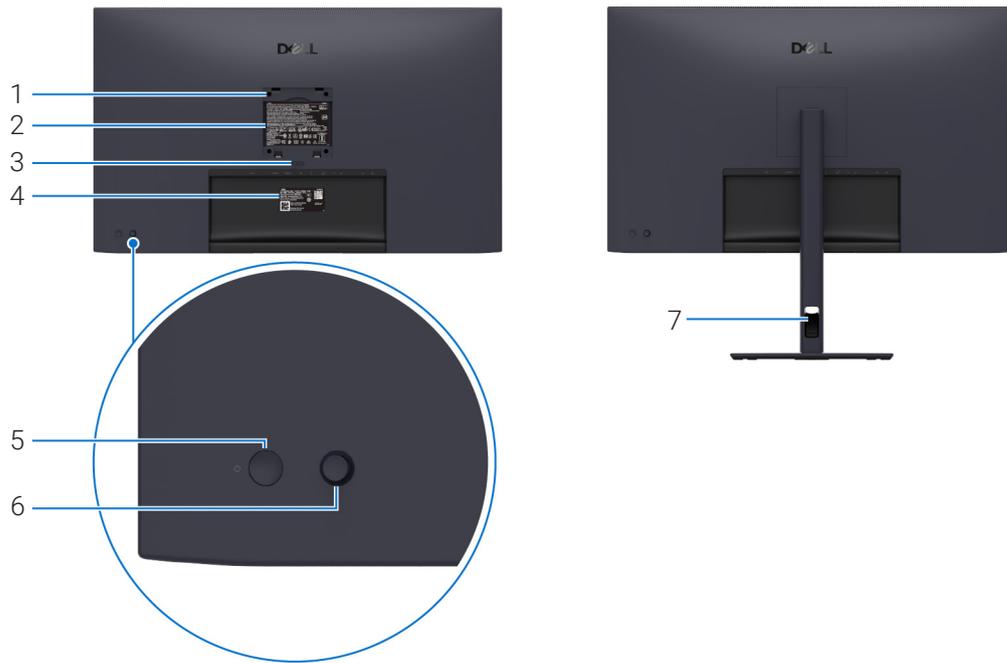**Figure 2.** Front view with monitor stand

Table 1. Components and descriptions.

Label	Description	Use
1	Power LED indicator	A solid white light indicates that the monitor is turned on and is functioning normally. Blinking white light indicates that the monitor is in Standby Mode.
2	Colorimeter	Use the built-in colorimeter to calibrate and validate the color of the monitor.
3	⟵⟶⟶ 10 1 USB 10Gbps Type-A downstream port with BC1.2	Connect your USB device* or charge your device. This port supports 5 V/2 A power charging. ⓘ **NOTE:** To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB Type-C to Type-A 10Gbps cable (shipped with your monitor) • Thunderbolt 4 active cable (shipped with your monitor) • USB-C to C cable (optional)**
4	⟵⟶⟶ 10 2 USB-C 10Gbps downstream ports (Power Delivery up to 27 W)	Connect your USB device* or charge your device. These ports support PD 9 V/3 A and 5 V/3 A. ⓘ **NOTE:** To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB Type-C to Type-A 10Gbps cable (shipped with your monitor) • Thunderbolt 4 active cable (shipped with your monitor) • USB-C to C cable (optional)**
5	Touch LED indicators (3)	Press to activate one of the pre-defined OSD functions.

*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).

**Purchased separately.

Back view

Figure 3.   **Back view with monitor stand**

Table 2. **Components and descriptions**

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA cover)	Wall mount monitor using VESA-compatible wall mount kit.
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	MyDell QR code, serial number, and Service Tag label	Refer to this label if you must 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.
5	Power button	To turn the monitor on or off.
6	Joystick	Use to control the OSD menu. (For more information, see Operating the monitor in the User's Guide)
7	Cable-management slot	Use to organize cables by inserting them through the slot.

Bottom view
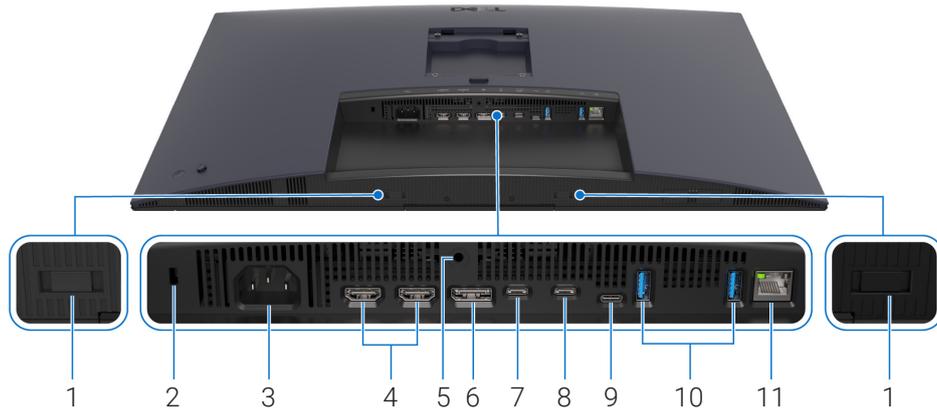
Figure 4. Bottom view without monitor stand

Table 3. Components and descriptions

Label	Description	Use
1	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.
2	Security-lock slot (based on Kensington Security Slot)	Secures the monitor with a security lock (purchased separately) to prevent unauthorized movement of your monitor.
3	∼ Power port	Connect the power cable (shipped with your monitor).
4	HDMI HDMI 1 2 2 HDMI 2.1 ports (HDCP 1.4 & 2.2)	Connect your computer with the HDMI cable.
5	Stand-lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
6	DP 1 DisplayPort 1.4 port (HDCP 1.4 & 2.2)	Connect your computer with the DisplayPort cable (shipped with your monitor).
7	1 Thunderbolt 4 downstream port for daisy chaining (Video + Data) (Power Delivery up to 15 W)	Connect the Thunderbolt 4 active cable that came with your monitor to the second monitor or other Thunderbolt devices. This downstream port supports USB Power Delivery (up to 15 W, PD 5 V/3 A) and is only suitable for video output using Thunderbolt daisy chain. For more information, refer to the instrcuctions in Connecting the monitor for Thunderbolt daisy chain function in the User's Guide. ⓘ **NOTE:** Thunderbolt 4 is not supported on versions of Windows prior to Windows 10.
8	□⚡ 140W 1 Thunderbolt 4 upstream port (Video + Data) (Alternate mode with DisplayPort 1.4, Power Delivery up to 140 W EPR, DSC, HDR)	Connect the Thunderbolt 4 active cable that came with your monitor to the computer or mobile device. This port supports USB Power Delivery (up to 140 W, EPR), Data, and DisplayPort video signal. This port supports Alternate Mode DP1.4 with a maximum resolution of 3840 x 2160 at 120 Hz, PD 28 V/5 A, 20 V/4.5 A, 15 V/3 A, 9 V/3 A, and 5 V/3 A. U3226Q supports daisy chain through Thunderbolt 4. To set up daisy-chain connection, refer to the instructions in Connecting the monitor for Thunderbolt daisy chain function in the User's Guide. ⓘ **NOTE:** Thunderbolt 4 is not supported on versions of Windows prior to Windows 10. ⚠ **CAUTION: A reduced performance warning message may appear when connecting the monitor's Thunderbolt 4 upstream port to the USB-C port of the computer. To optimize performance, it is recommended to connect to the Thunderbolt 4 port of the computer.**

Label	Description	Use
9	⚡ 1 USB-C 10Gbps upstream port (data only)	Connect the USB Type-C to USB Type-A cable that came with your monitor to the computer. This port supports USB data transfer at 10Gbps. Once this cable is connected, you can use the USB connectors on the monitor.
10	⚡₁₀ 2 USB 10Gbps Type-A downstream ports	Connect your USB device* or charge your device. ⓘ **NOTE:** To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB Type-C to Type-A 10Gbps cable (shipped with your monitor) • Thunderbolt 4 active cable (shipped with your monitor) • USB-C to C cable (optional)**
11	🔀 1 RJ45 port (2.5GbE)	Supports Ethernet connection 10/100/1000/2500 Mbps. Connect the Internet. You can surf the Internet via RJ45 only after you have connected one of the following cables from your computer to the upstream port of the monitor: • USB Type-C to Type-A 10Gbps cable (shipped with your monitor) • Thunderbolt 4 active cable (shipped with your monitor) • USB-C to C cable (optional)**

*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).

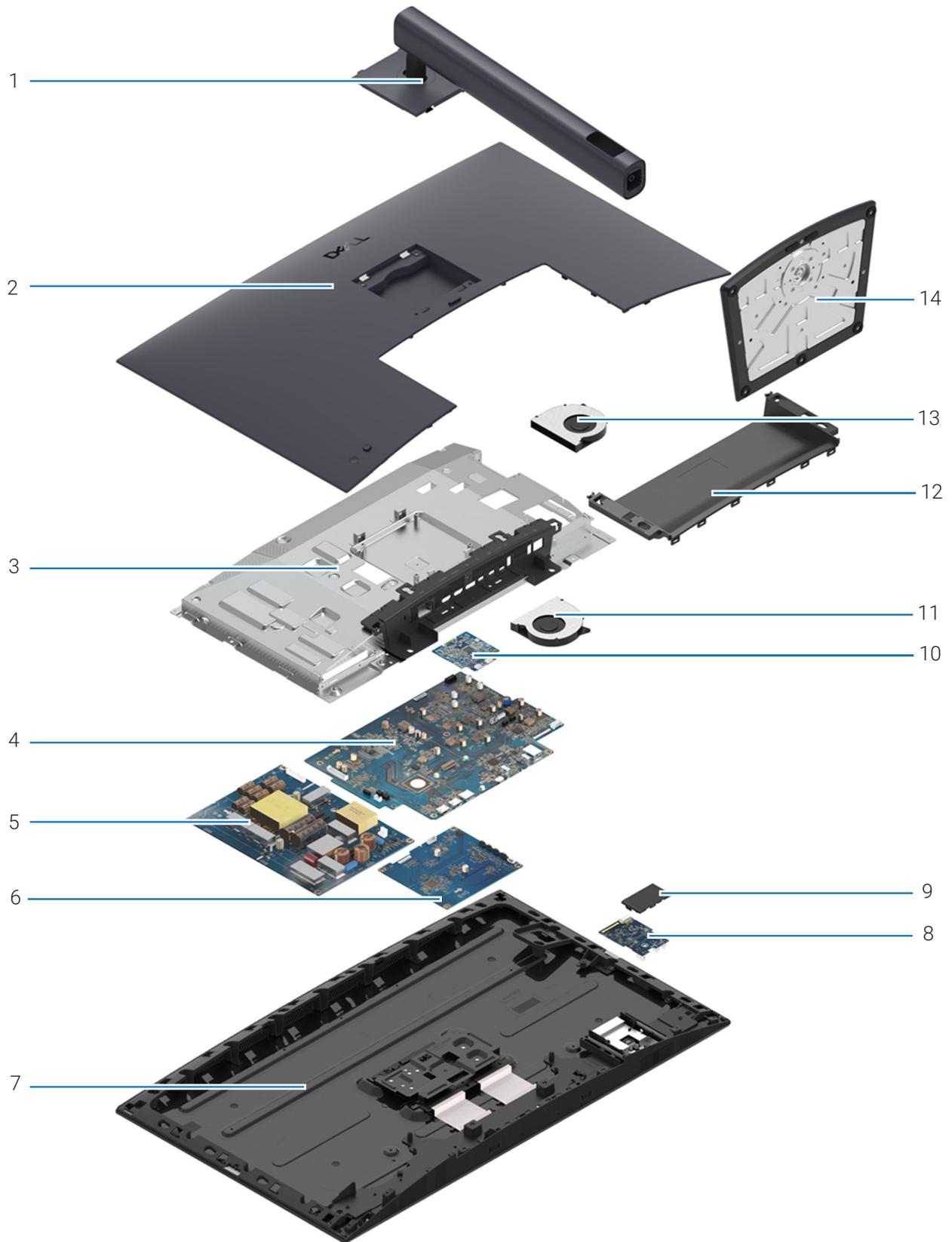**Purchased separately.

Major components of your monitor


Figure 5. **Major components**

Table 4. Components

Item	Description
1	Stand riser
2	Upper back cover
3	Metal shield
4	Interface board
5	Power board
6	MCU (Micro Controller Unit) board
7	Panel module with colorimeter and middle frame
8	USB board
9	Quick access port cover
10	Thunderbolt board
11	FAN 1
12	Lower back cover
13	FAN 2
14	Stand base

ⓘ **NOTE:** For replacement of power cable, 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
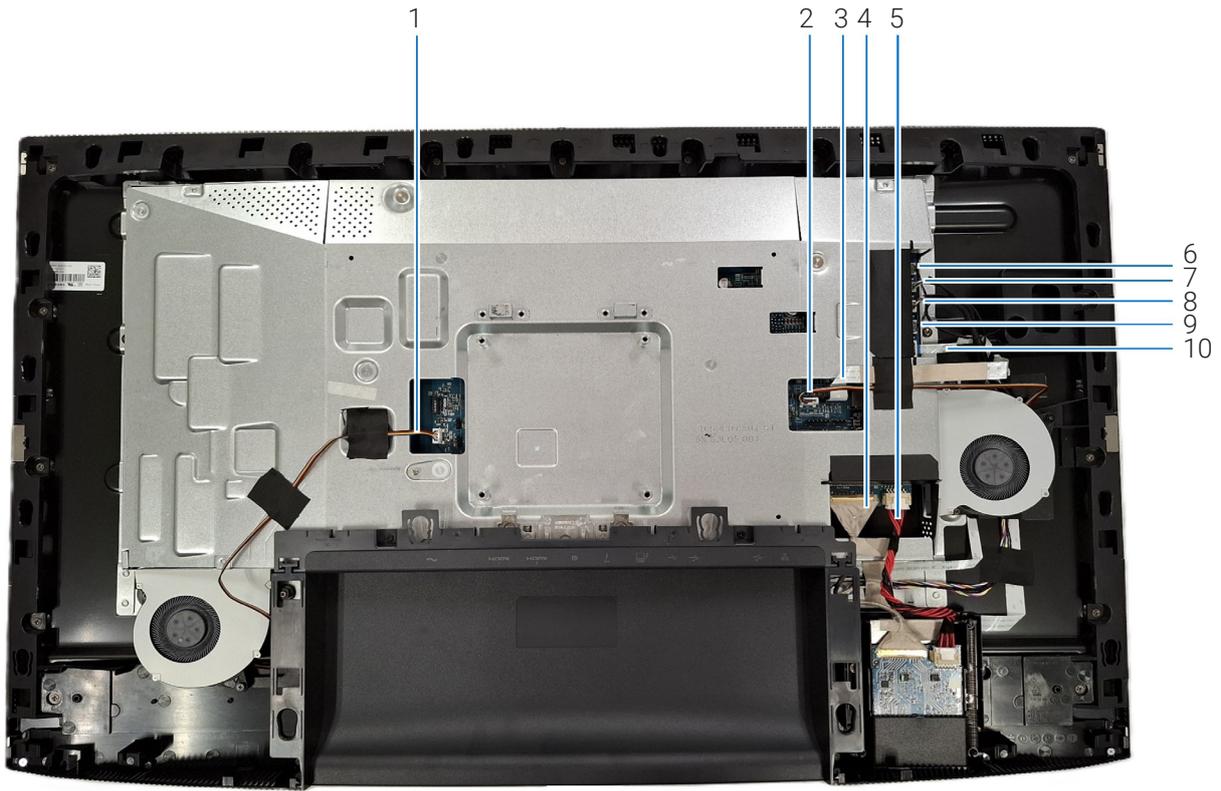
Figure 6.   Wiring connectivity on display assembly
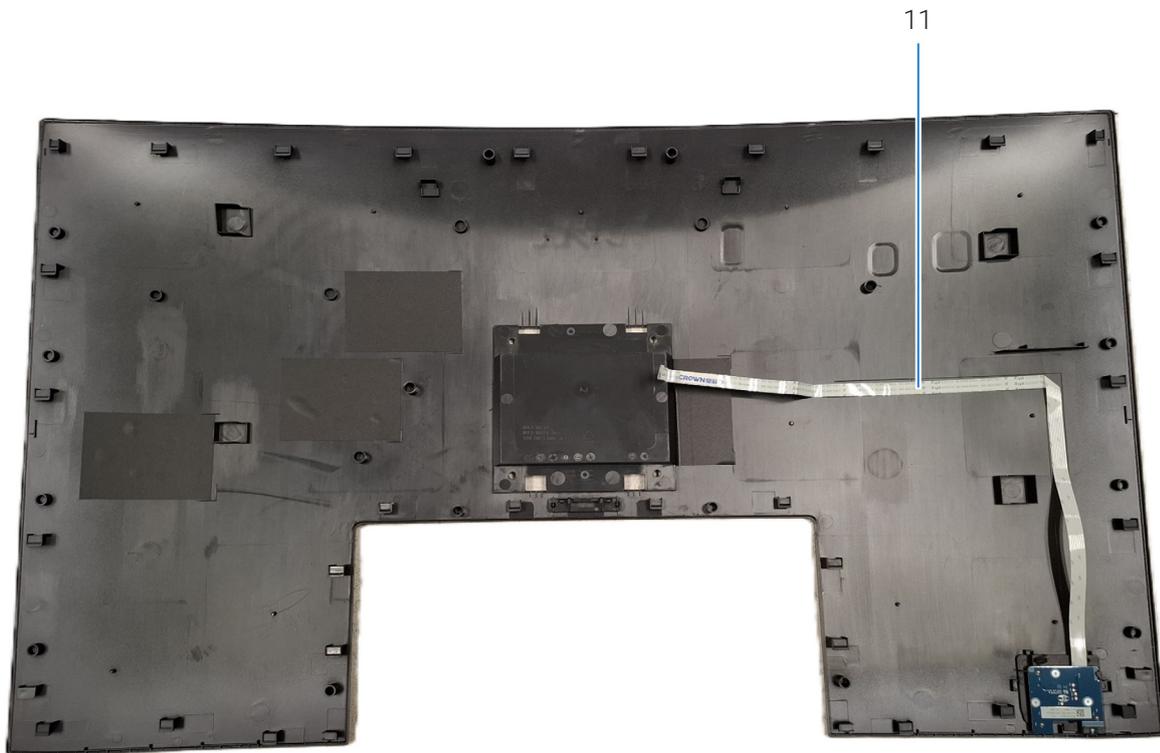
Figure 7.   Wiring connectivity on display back cover

Table 5. Cables

Item	Description
1	Fan 1 cable
2	Fan 2 cable
3	Touch board cable
4	USB board flat flexible cable
5	USB board cable
6	Colorimeter module cable 1
7	Colorimeter module cable 2
8	Colorimeter module cable 3
9	Colorimeter module cable 4
10	Colorimeter module cable 5
11	Control board cable

Connecting the cables

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

ⓘ **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.

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

ⓘ **NOTE:** Do not connect all the cables to the computer simultaneously.

ⓘ **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/HDMI/USB Type-C to Type-A/Thunderbolt 4 cable (shipped with your monitor) or USB-C to C cable (purchased separately) from your monitor to the computer.

⚠ **CAUTION: To avoid bending the connectors of Thunderbolt 4/USB-C to C cable, gently hold both sides of the connector, and then vertically insert it into/pull it out from the Thunderbolt/USB-C port of the monitor.**
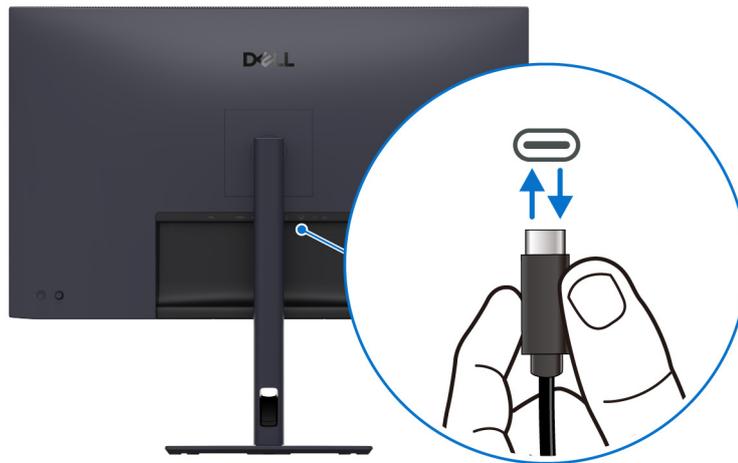
Figure 8.   Connecting and disconnecting the Thunderbolt 4/USB-C to C cable

3. Plug the power cables for your computer and monitor into a nearby outlet.

⚠ **CAUTION: Before using the monitor, it is recommended to fasten the stand riser to a wall using cable tie or a cord that can support the weight of the monitor in order to prevent the monitor from falling.**
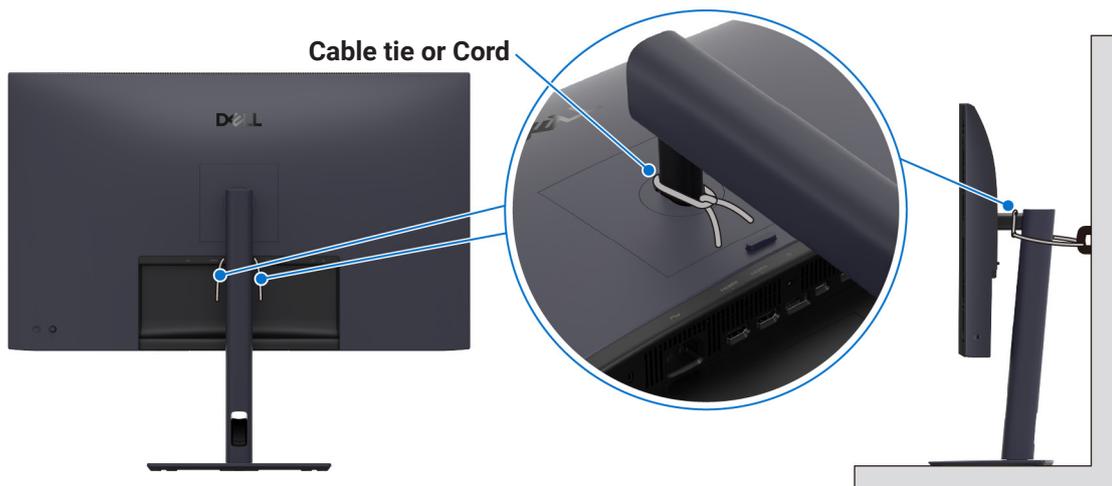
Figure 9.   Fasten the stand rise to a wall to prevent the monitor from falling

4. 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](#).

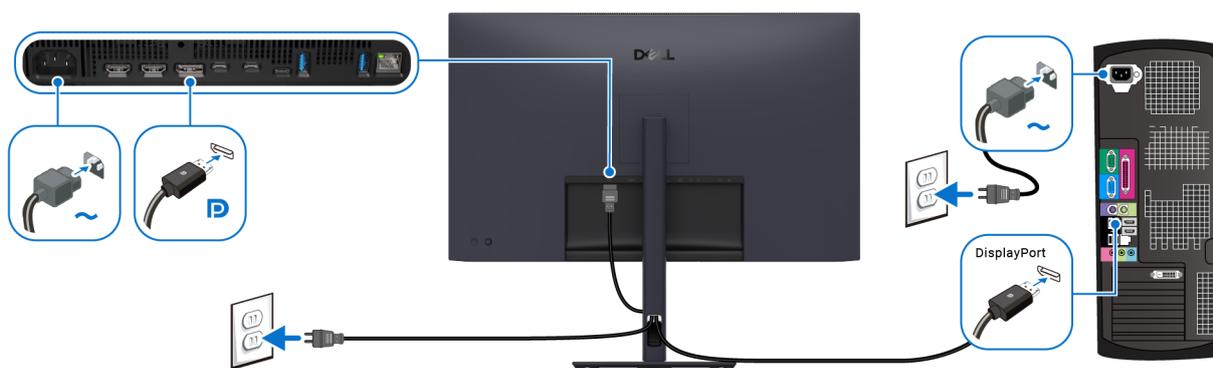**Connecting the DisplayPort (DisplayPort to DisplayPort) and power cables**

Figure 10.   DisplayPort connection
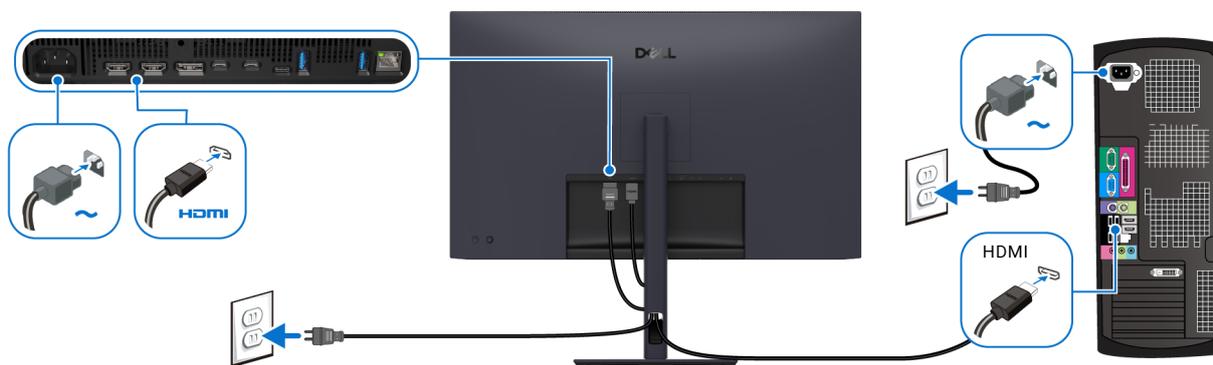
Connecting the HDMI and power cables

Figure 11.   HDMI connection

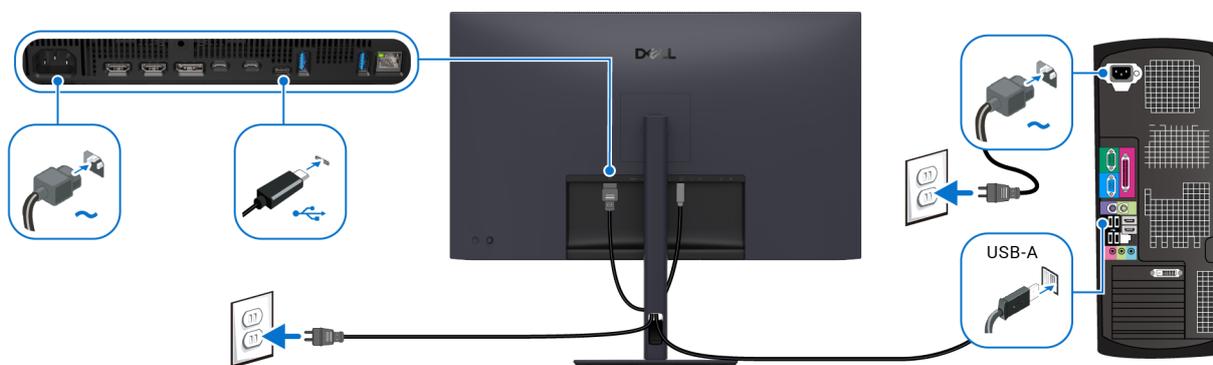**Connecting the USB Type-C to Type-A and power cables**

Figure 12.   USB Type-C to Type-A connection

ⓘ **NOTE**: Remove the rubber plug when using USB-C upstream port.

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

Connecting the Thunderbolt 4 active and the power cables

Figure 13. **Thunderbolt 4 connection**

(i) **NOTE:** Use the Thunderbolt 4 active cable shipped with your monitor only.

- This port supports DisplayPort Alternate Mode (DP1.4 standard only).
- The Thunderbolt 4 power delivery compliant port (PD Version 3.0) delivers up to 140 W (EPR) of power.
- Thunderbolt 4 is not supported on versions of Windows prior to Windows 10.

(i) **NOTE:** Regardless of the power requirement/actual power consumption of your laptop, or the remaining power runtime in your battery, the Dell monitor is designed to supply power delivery of up to 140 W (EPR) to your laptop.

Table 6. **USB-C power delivery rating**

Rated power (on laptops that have USB-C with Power Delivery)	Maximum charging power
45 W	45 W
90 W	90 W
140 W	*140 W

*Need laptops that support EPR 140W charging.

⚠ **WARNING: The Dell UltraSharp 32 4K QD-OLED Monitor U3226Q supports USB-C Power Delivery 3.1 (Thunderbolt 4) specification and can provide a maximum output of up to 140 W. For safety consideration, this USB-C port must be connected to the Dell-approved products with the in-box Thunderbolt 4 active cable. For the list of Dell-approved products, refer Dell products compatible with USB-C Power Delivery 3.1 (Extended Power Range 140W) Tech sheet at** U3226Q at Dell Support Site**.**

**Connecting the monitor for Thunderbolt daisy chain function**
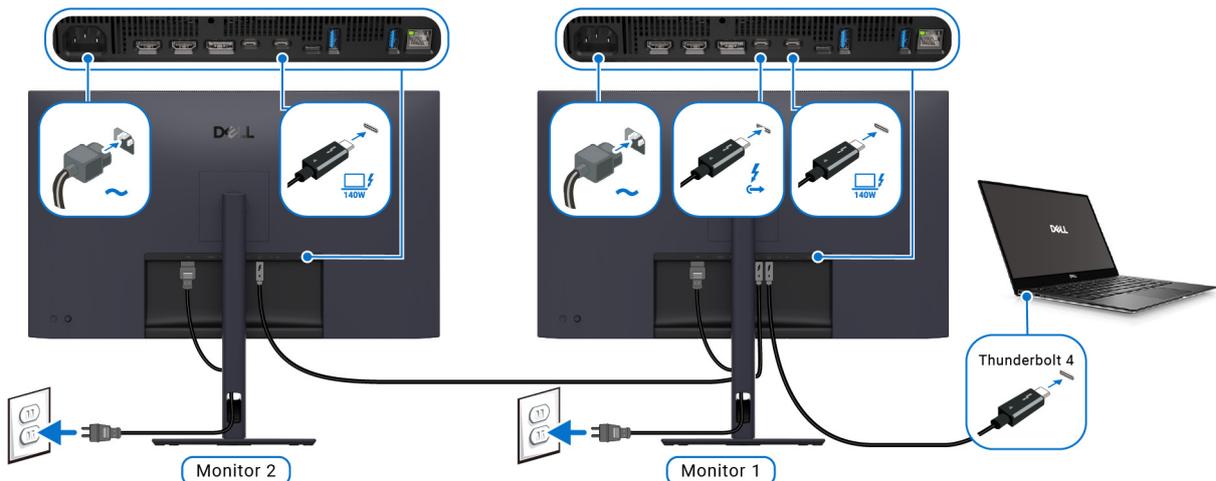
Figure 14. **Connecting the monitor for Thunderbolt daisy chain**

(i) **NOTE:** This monitor supports the Thunderbolt daisy chain feature. To make use of this feature, your PC must support Thunderbolt feature.

(i) **NOTE:** The maximum number of supported external monitors through daisy chain is subjected to the bandwidth of the Thunderbolt 4.

(i) **NOTE:** Remove the rubber plug when using Thunderbolt 4 downstream port.

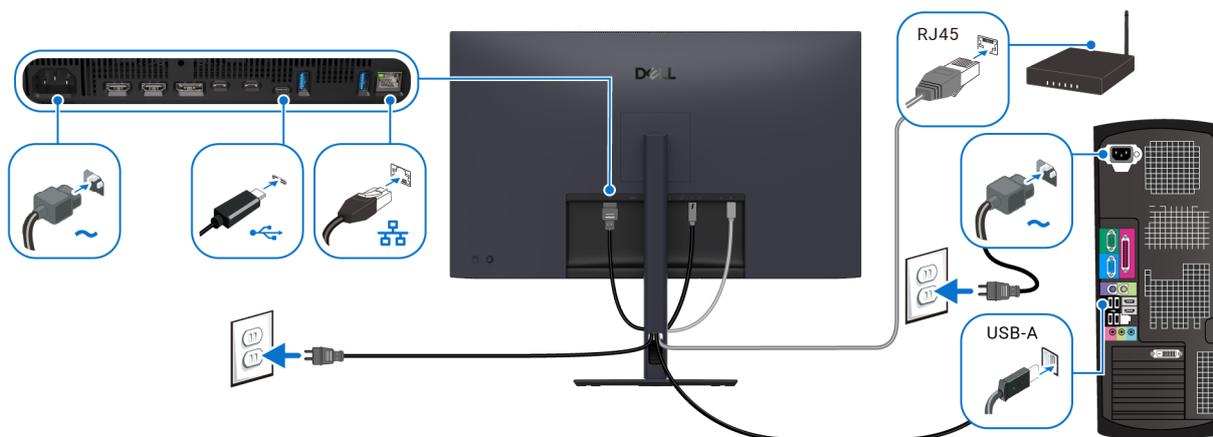(i) **NOTE:** Use the Thunderbolt 4 active cable shipped with your monitor only.

Connecting the monitor for RJ45 cable (optional)

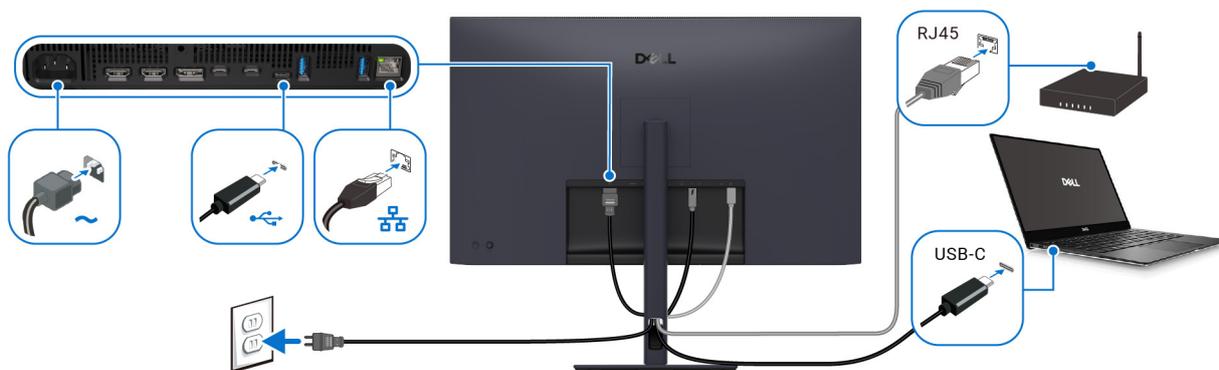ⓘ **NOTE:** The RJ45 cable is not an in-box standard accessory.
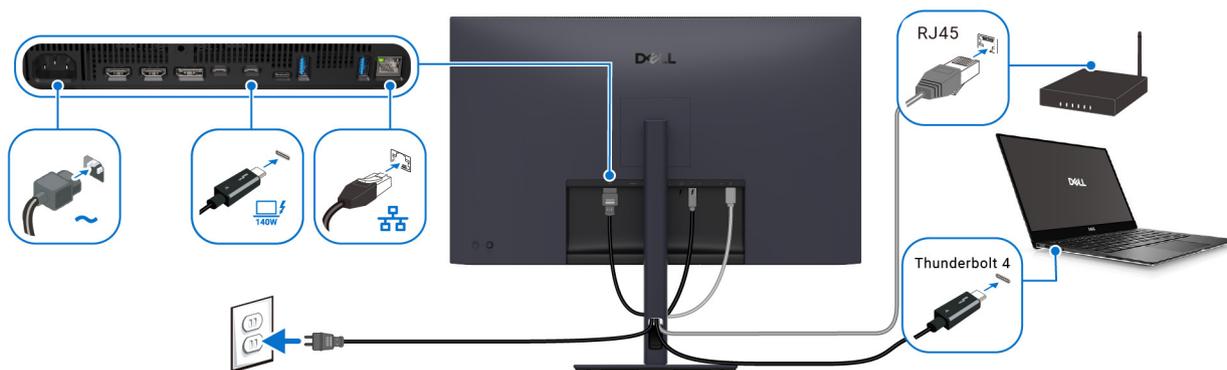
Figure 15.   Connecting the RJ45 cable and the Thunderbolt 4 active cable

or

Figure 16.   Connecting the RJ45 cable and USB Type-C to Type-A cable

or

Figure 17.   Connecting the RJ45 cable and USB-C to C cable

ⓘ **NOTE:** To use the computer with USB-C connection, purchase a USB-C to C cable separately.

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

- Phillips screwdriver #0
- Phillips screwdriver #2
- Plastic scribe

Screw list

ⓘ **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.

ⓘ **NOTE:** Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.

ⓘ **NOTE:** Screw color may vary with the configuration ordered.

Table 7. Screw list

Component	Screw type	Quantity	Screw image
Upper back cover	M4*10	4	
FAN1	M2*4.5	3	
FAN2	M2*4.5	3	
Metal shield	M3*3	4	
MCU (Micro Controller Unit) board	M3*9	2	
Interface board	M3*9	4	
Interface board	M3*18	1	
Thunderbolt board	M2*4	3	
Power board	M3*9	3	

Stand

Removing the stand

Prerequisites

1. Follow the procedure in Before working inside your monitor.

ⓘ **NOTE:** To prevent scratches on the screen when removing the stand, ensure that the monitor is placed on a soft surface and handle it carefully.

ⓘ **NOTE:** The following steps are specifically for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

Steps

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand release button at the back of the display.
3. Lift the stand assembly up and away from the monitor.
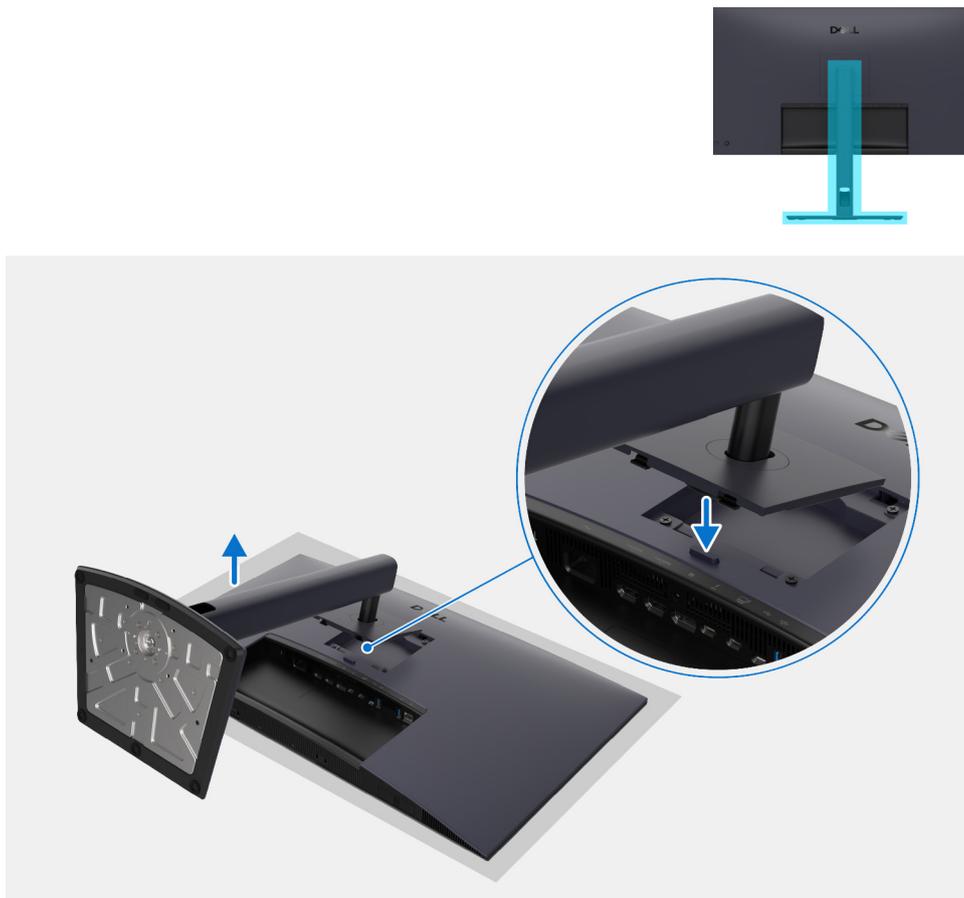
Figure 18.   Removing the stand

Installing the stand

1. 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.
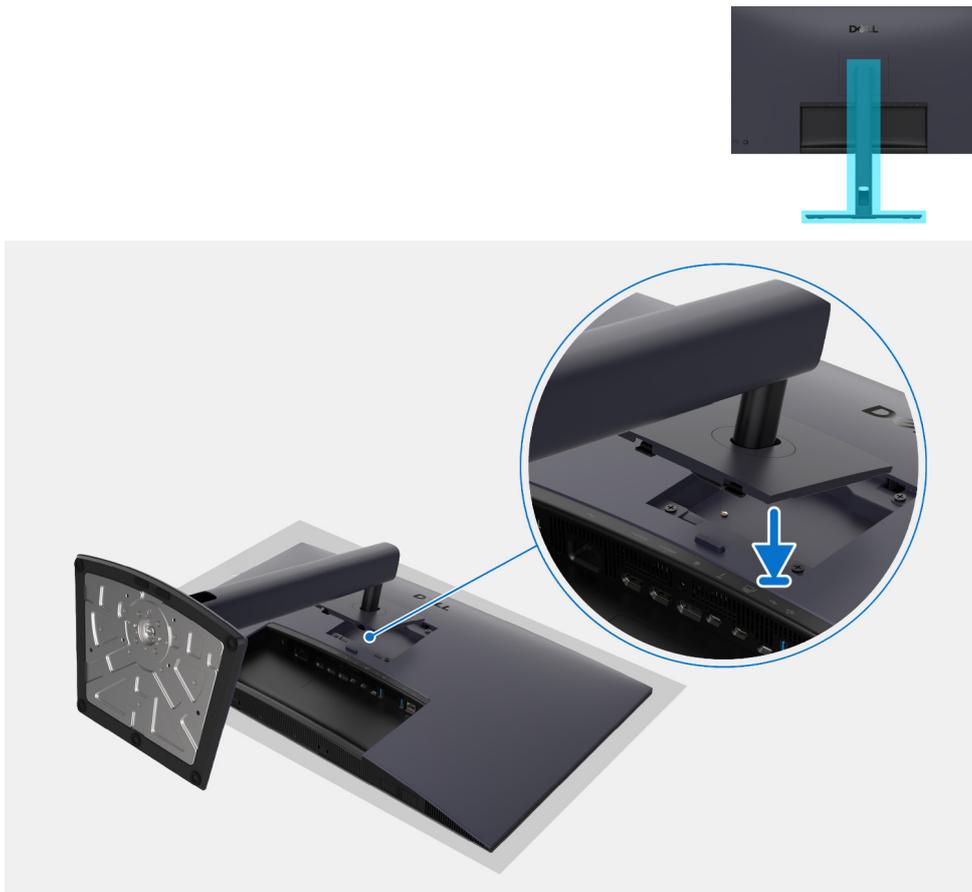
Figure 19.   Installing the stand

Next steps

1. Follow the procedure in <u>After working inside your monitor</u>.

Upper Back Cover

Removing the upper back cover

Prerequisites

1. Follow the procedure in Before working inside your monitor.
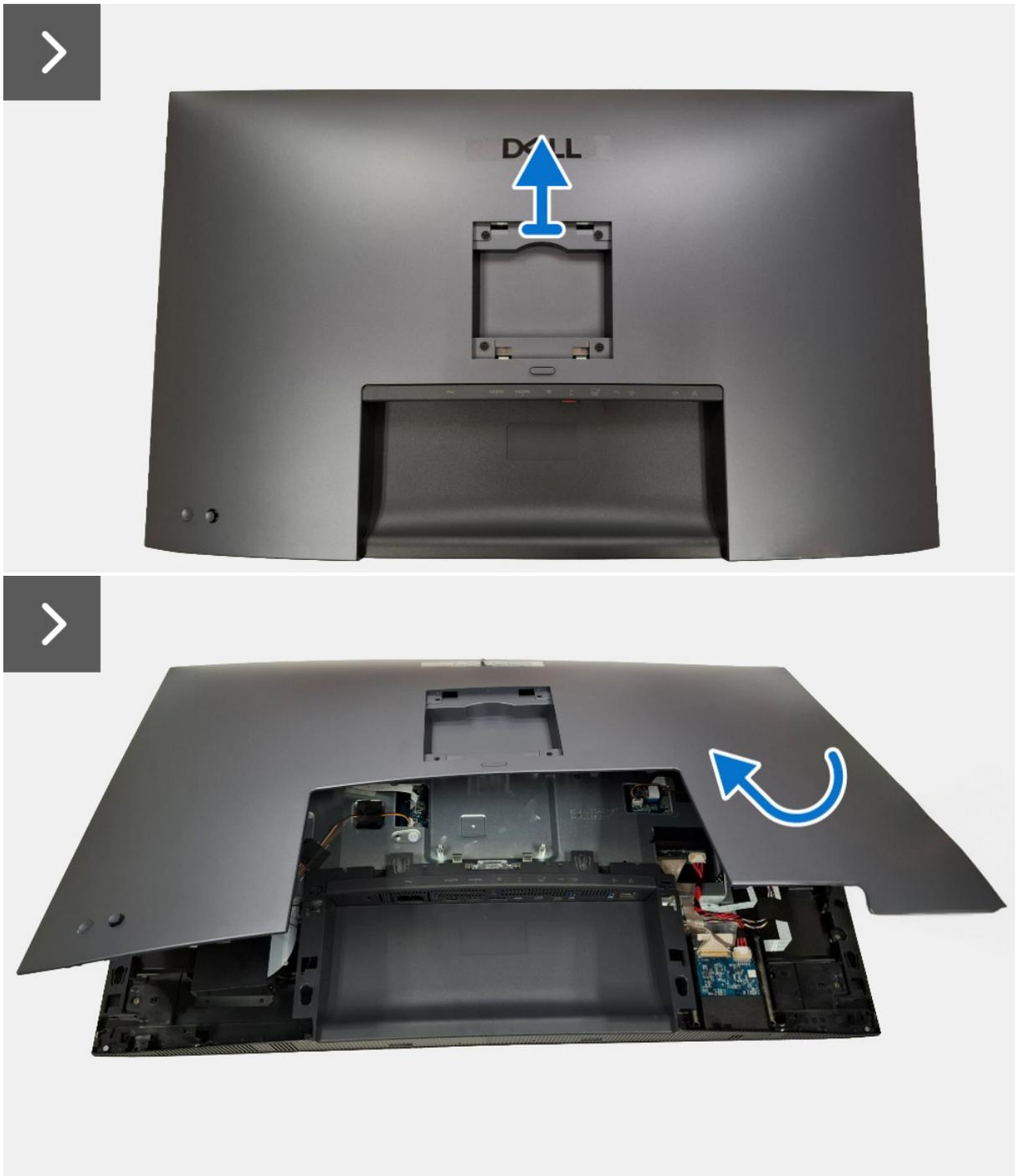2. Remove the stand.

Steps

1. Remove the four screws (M4x10) that secure the upper back cover to the display assembly.
2. Use one hand to push the upper back cover from the bottom side to the top side.
3. Lift the upper back cover.
4. Disconnect the control board cable from the connector on the interface board.
5. Remove the upper back cover away from the monitor.

4x
M4x10
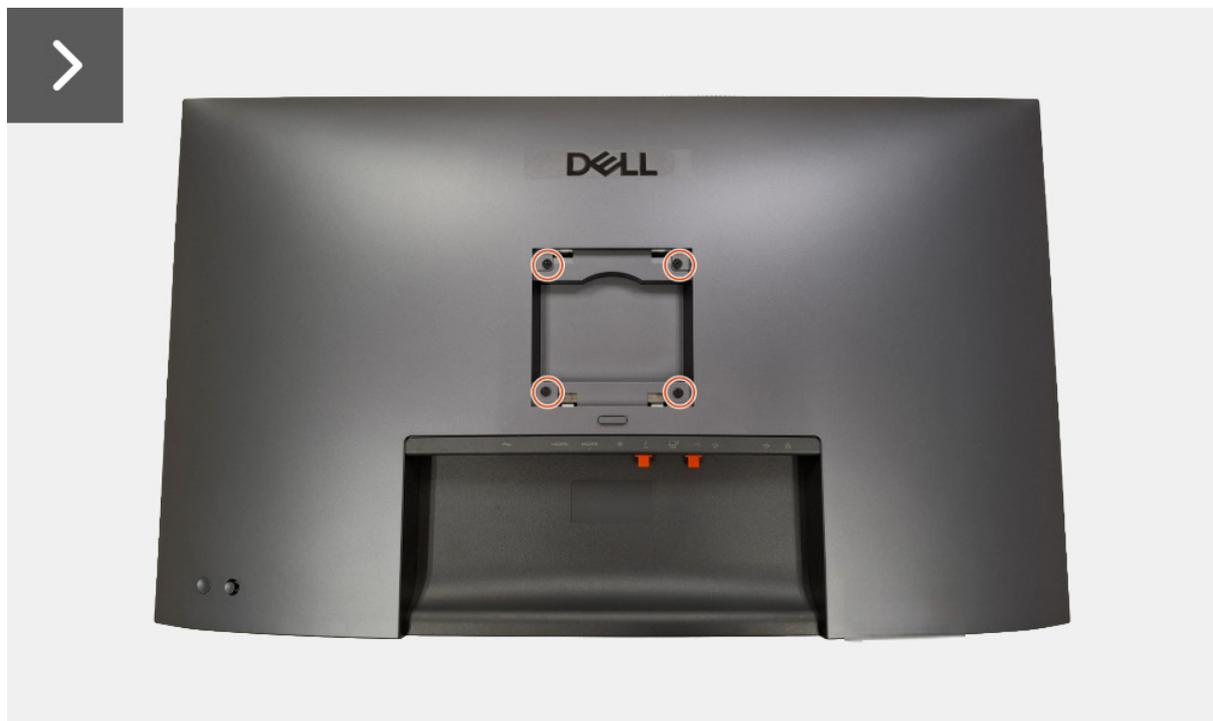
Figure 20.   Removing the upper back cover

Figure 21. Removing the upper back cover
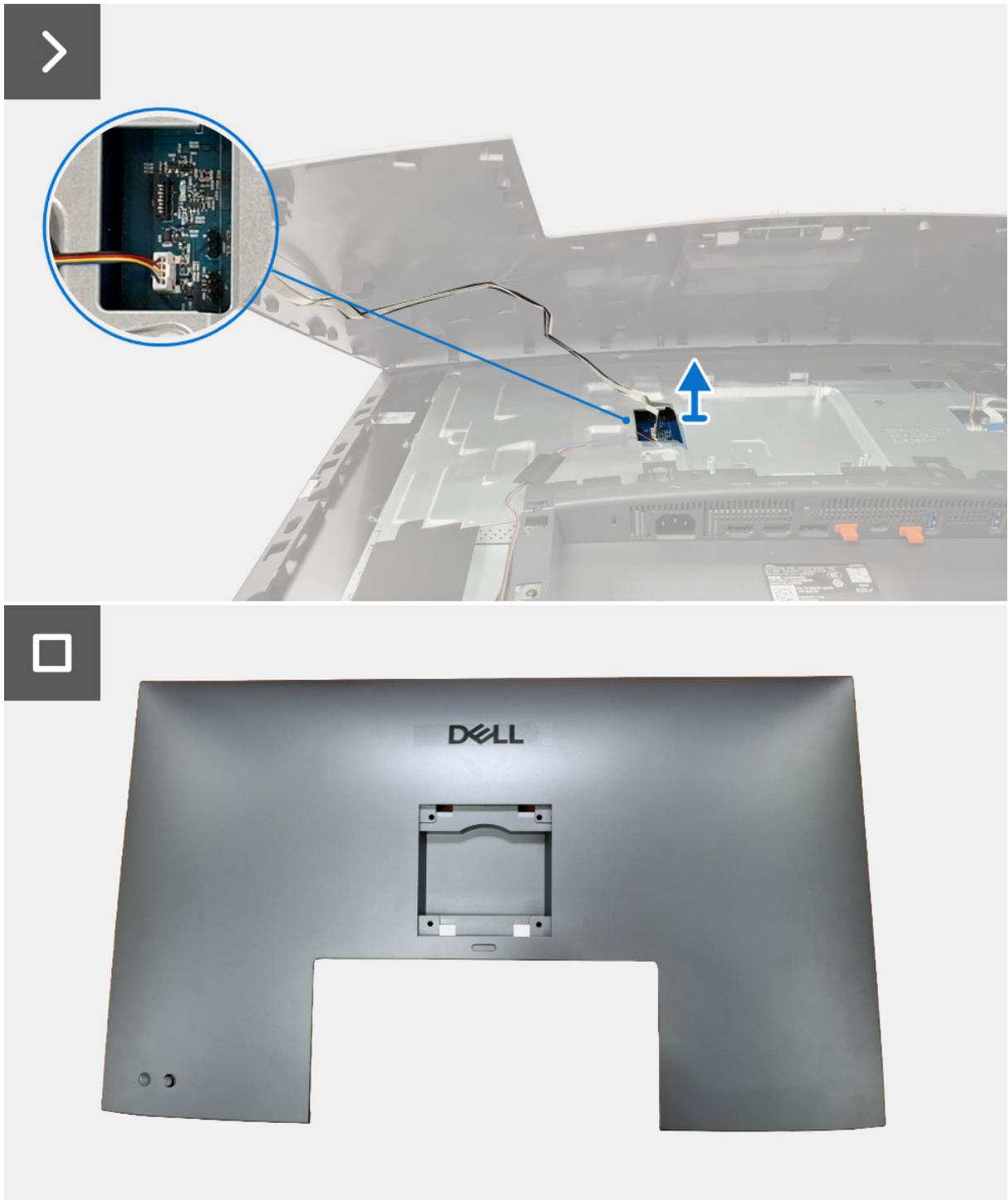
Figure 22.   Removing the upper back cover

Installing the upper back cover

Steps

1. Connect the control board cable to the connector on the interface board.
2. Slide the upper back cover to the slots of the middle frame from the top side to bottom side.
3. Push along the side to snap the upper back cover into place.
   (i) **NOTE:** Align the screw holes on the upper back cover with the screw holes on the display assembly before applying slight pressure to the upper back cover.
4. Replace the four screws (M4x10) that secure the upper back cover to the display assembly.
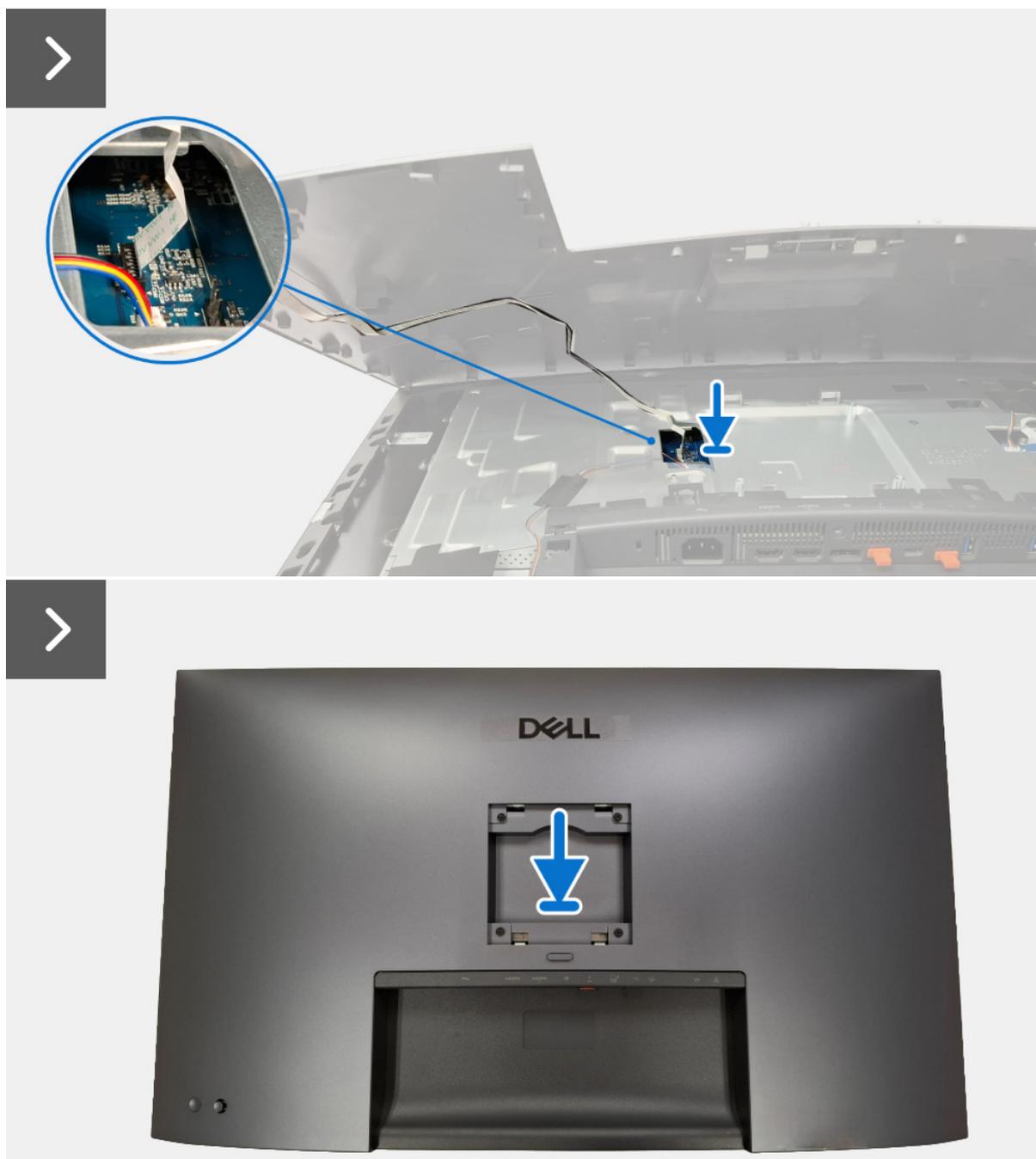
Figure 23. Installing the upper back cover
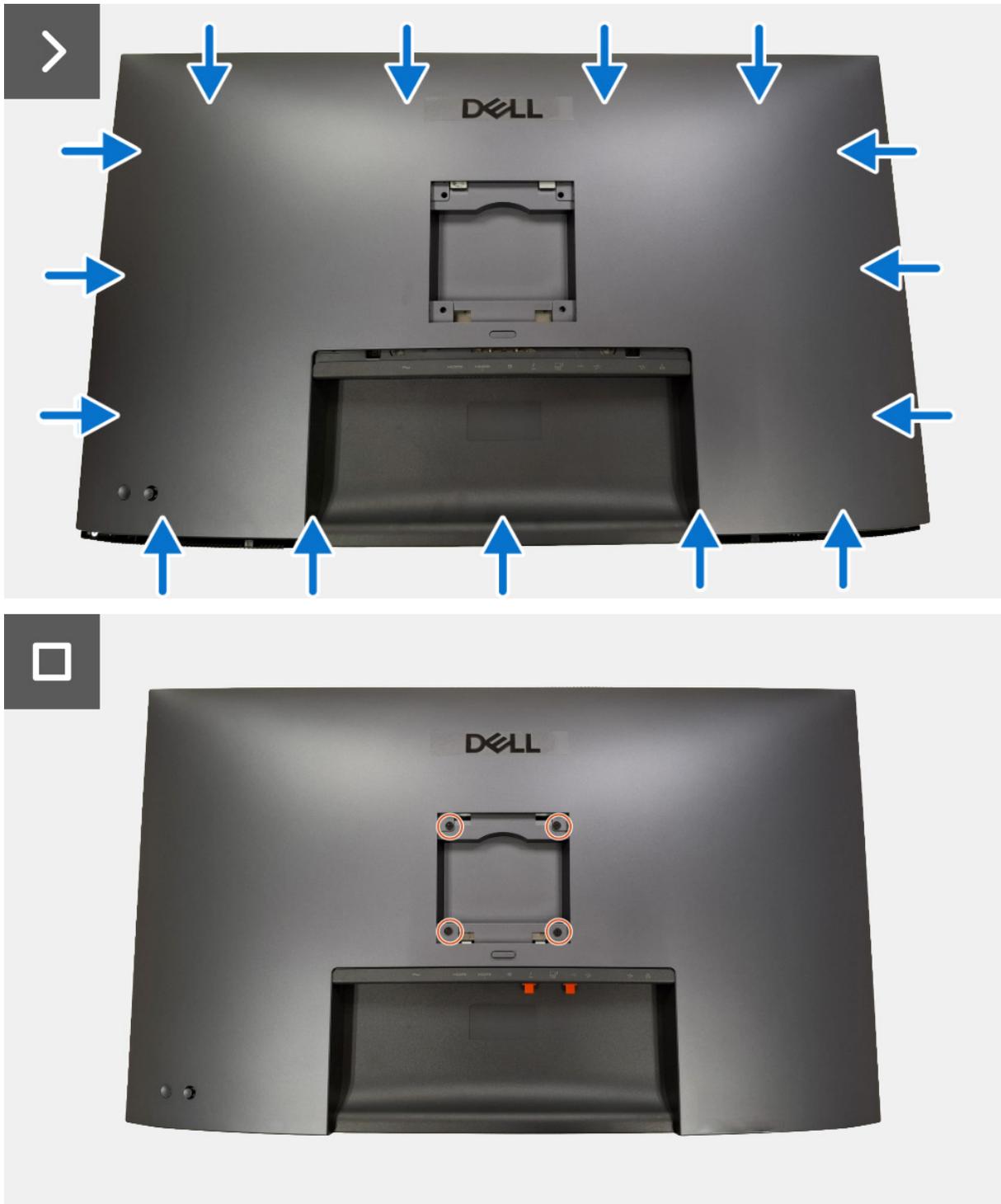
Figure 24. **Installing the upper back cover**

Next steps

1. Install the stand.
2. Follow the procedure in After working inside your monitor.

Lower Back Cover

Removing the lower back cover

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.

Steps

1. Pry the lower back cover from the display-assembly base starting from the left side or right side.
2. Lift the lower back cover off the display-assembly base.

Figure 25.   Removing the lower back cover

Figure 26. Removing the lower back cover

Installing the lower back cover

Steps

1. Slide the lower back cover into the slots on the display-assembly base
2. Press along the side to snap the lower back cover into place.
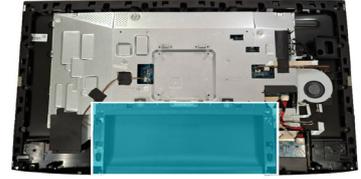
Figure 27. **Installing the lower back cover**

Next steps

1. Install the upper back cover.
2. Install the stand.
3. Follow the procedure in After working inside your monitor.

Fan

Removing the fans

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the lower back cover.

Steps

1. Peel the mylar tapes on the metal shield.
2. Peel the tapes from the fan1 cable, then disconnect fan1 cable from its connector on the interface board.
3. Remove the three screws (M2x4.5) that secure the fan1 to the metal shield.
4. Peel the tape from the fan2 cable, then disconnect fan2 cable and FFC (Flexible Flat Cable) from its connectors on the interface board.
5. Remove the three screws (M2x4.5) that secure the fan2 to the metal shield.
6. Remove fan1 and fan2 from the metal shield.
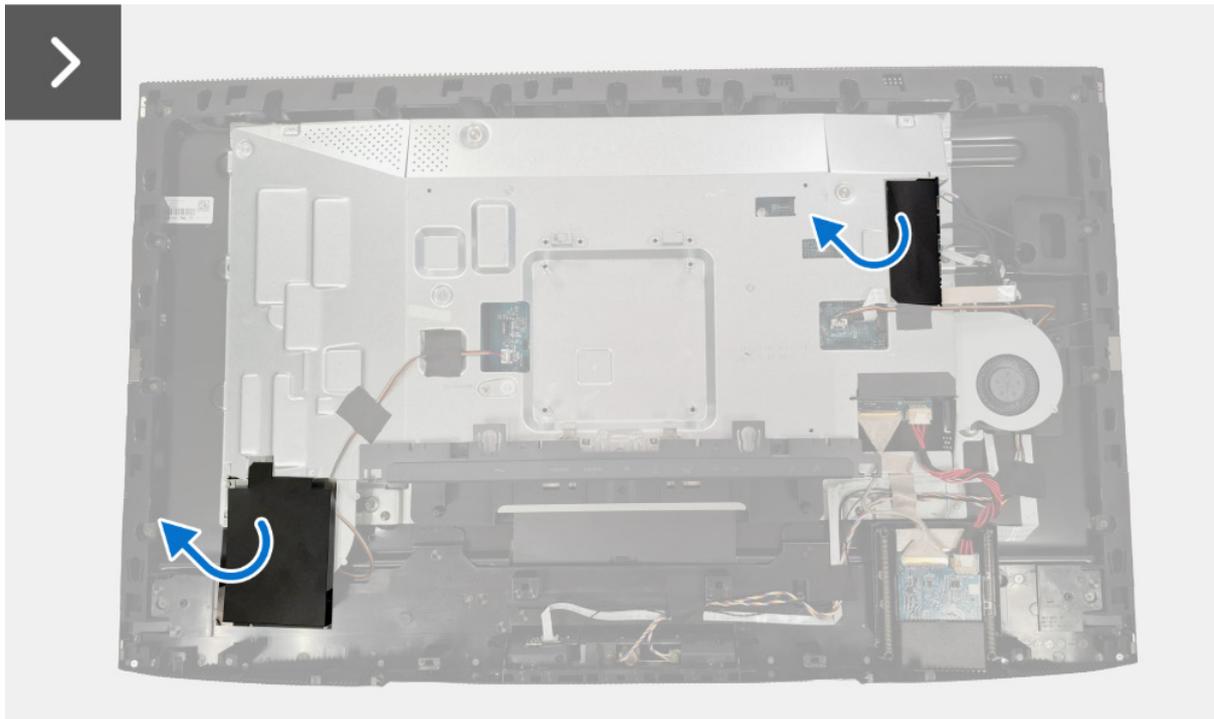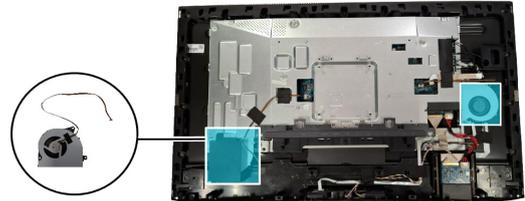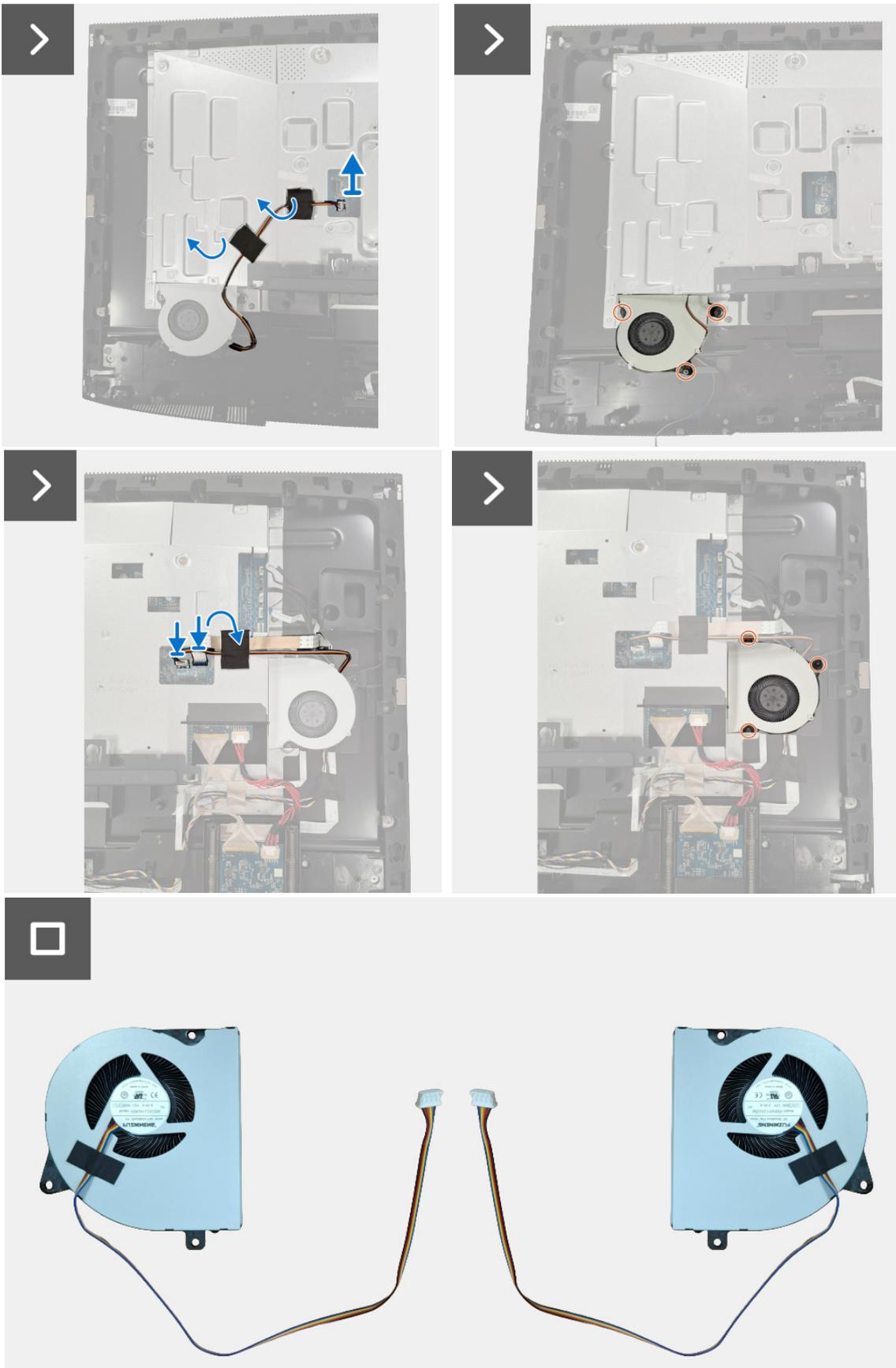

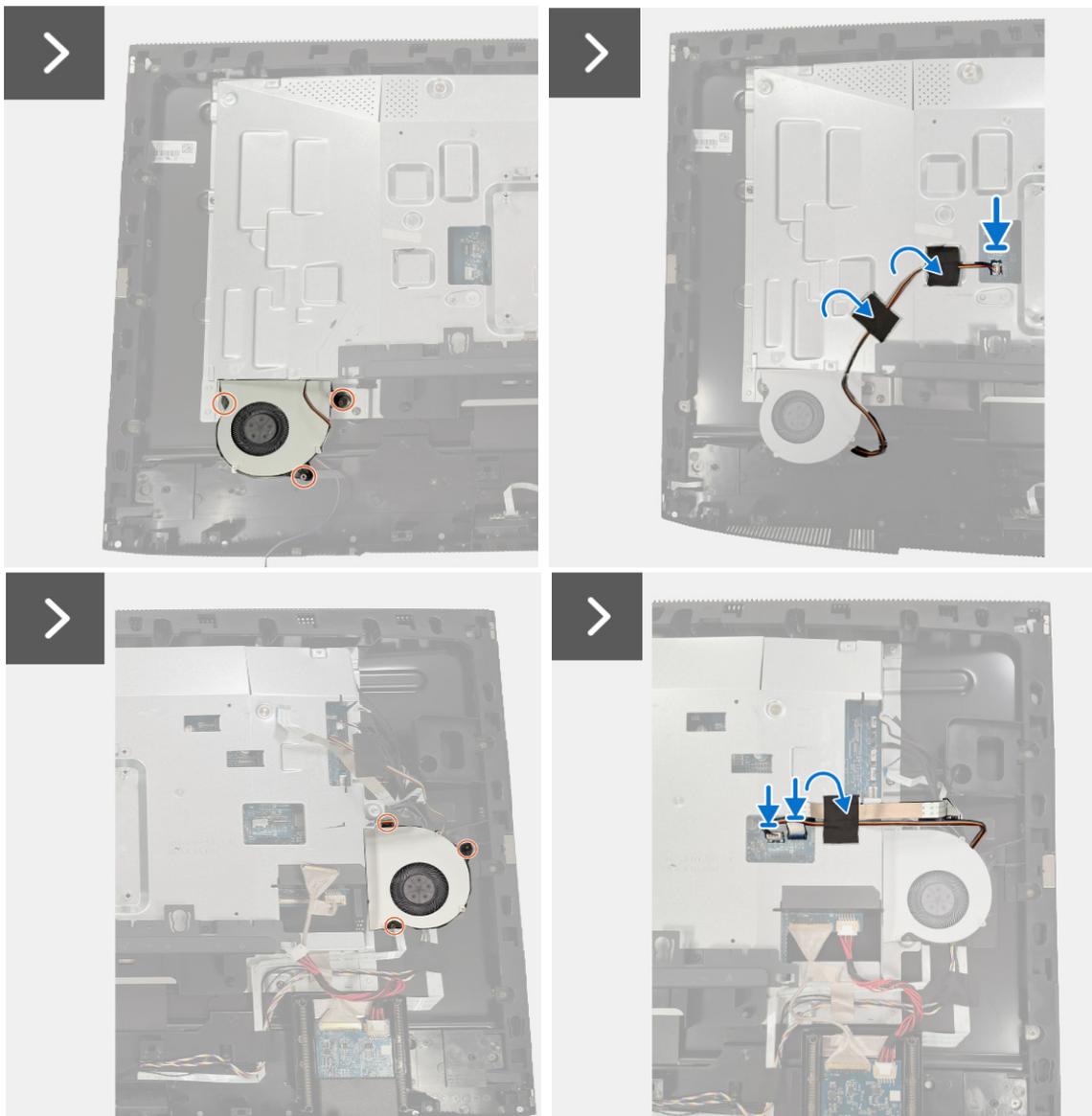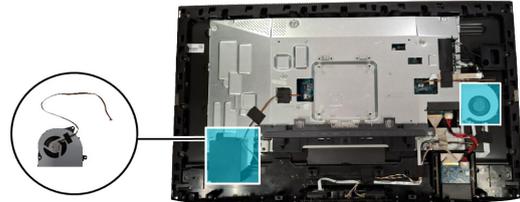Figure 28.   Removing the fans

Figure 29. Removing the fans
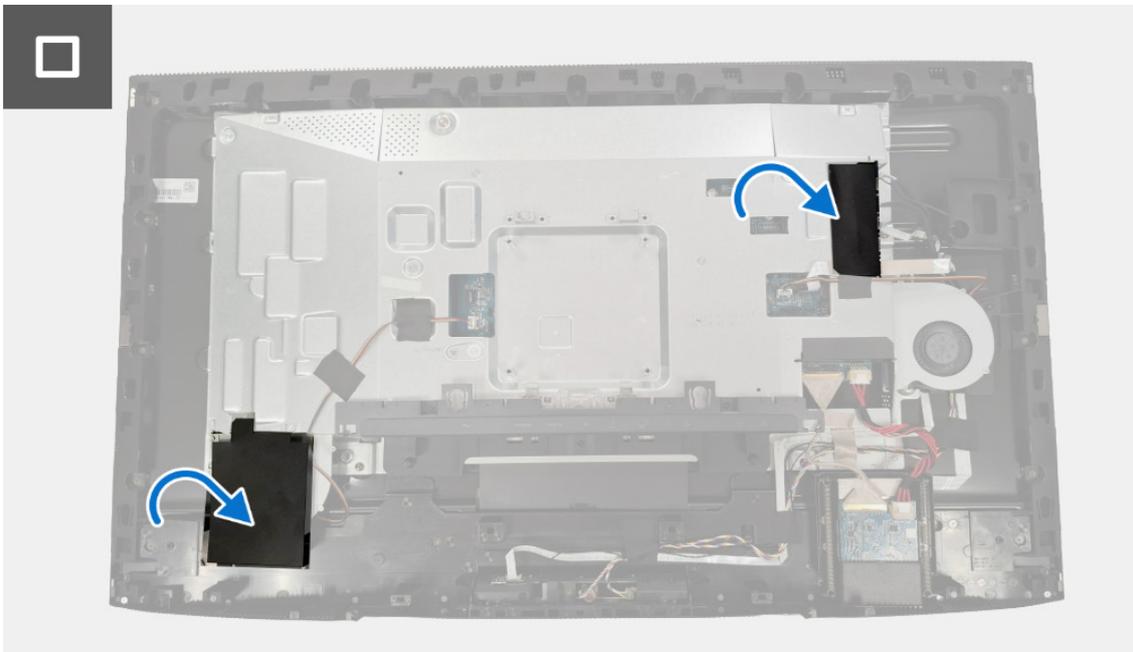
Installing the fans

Steps

1. Align and place fan1 in its slot in the metal shield
2. Replace the three screws (M2x4.5) to secure the fan1 to the metal shield
3. Connect fan1 cable to the connector on the interface board, then adhere the tapes on fan1 cable.
4. Align and place fan2 in its slot in the metal shield
5. Replace the three screws (M2x4.5) to secure the fan2 to the metal shield
6. Connect fan2 cable and FFC (Flexible Flat Cable) to the connectors on the interface board, then adhere the tape on fan2 cable.
7. Adhere the mylar tapes on the metal shield.

Figure 30. Installing the fans

Figure 31. Installing the fans

Next steps

1. Install the lower back cover.
2. Install the upper back cover.
3. Install the stand.
4. Follow the procedure in After working inside your monitor.

Metal Shield

Removing the metal shield

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the lower back cover.
5. Remove the fans.

Steps

1. Disconnect the five colorimeter module cables from the connectors on the MCU board, then, disconnect the two USB board cables from the connectors on the USB board.
2. Peel the conductive tape on FFC and then peel the FFC on the metal shield.
3. Remove the four screws (M3x3) that secure the metal shield to the display panel.
4. Lift the metal shield and disconnect the LVDS cable from the connector on the display panel.
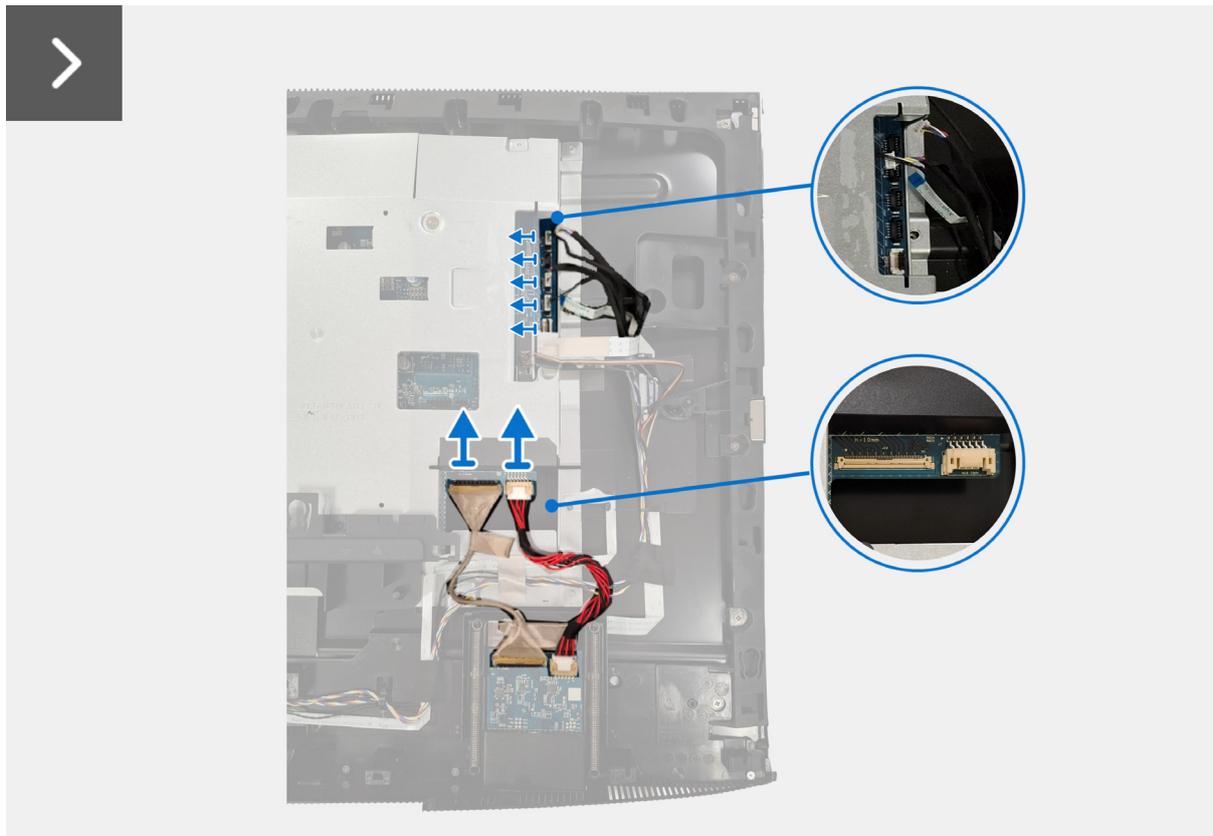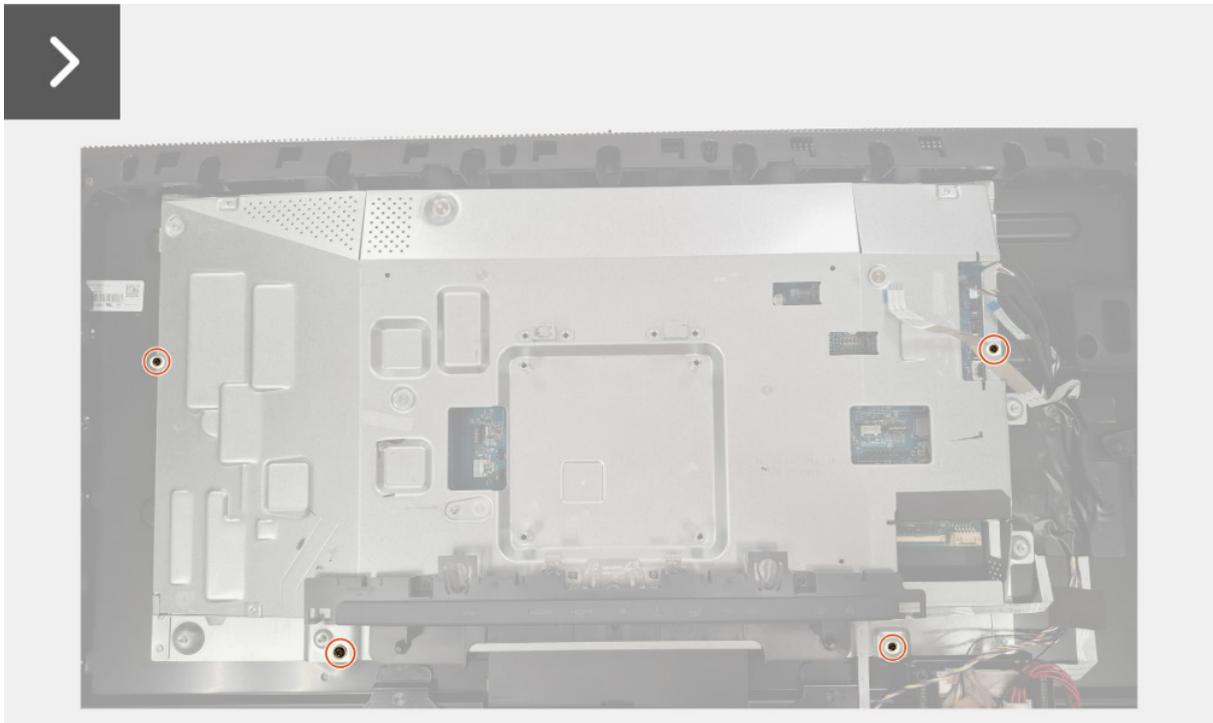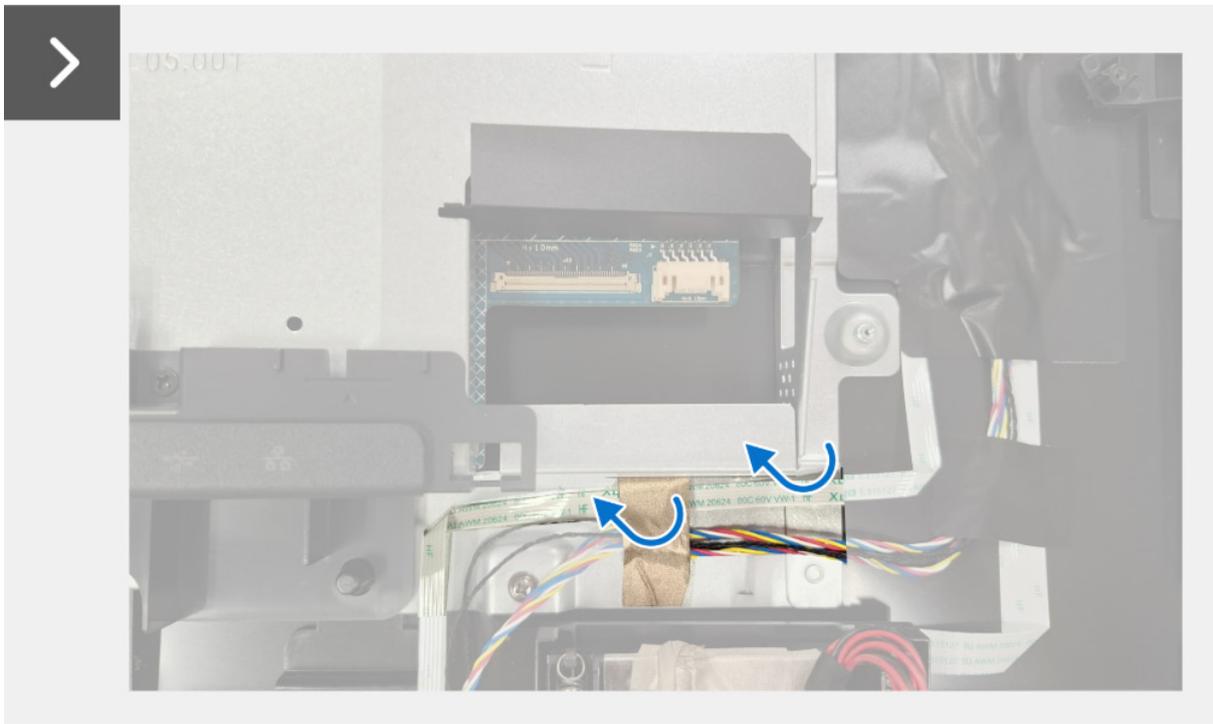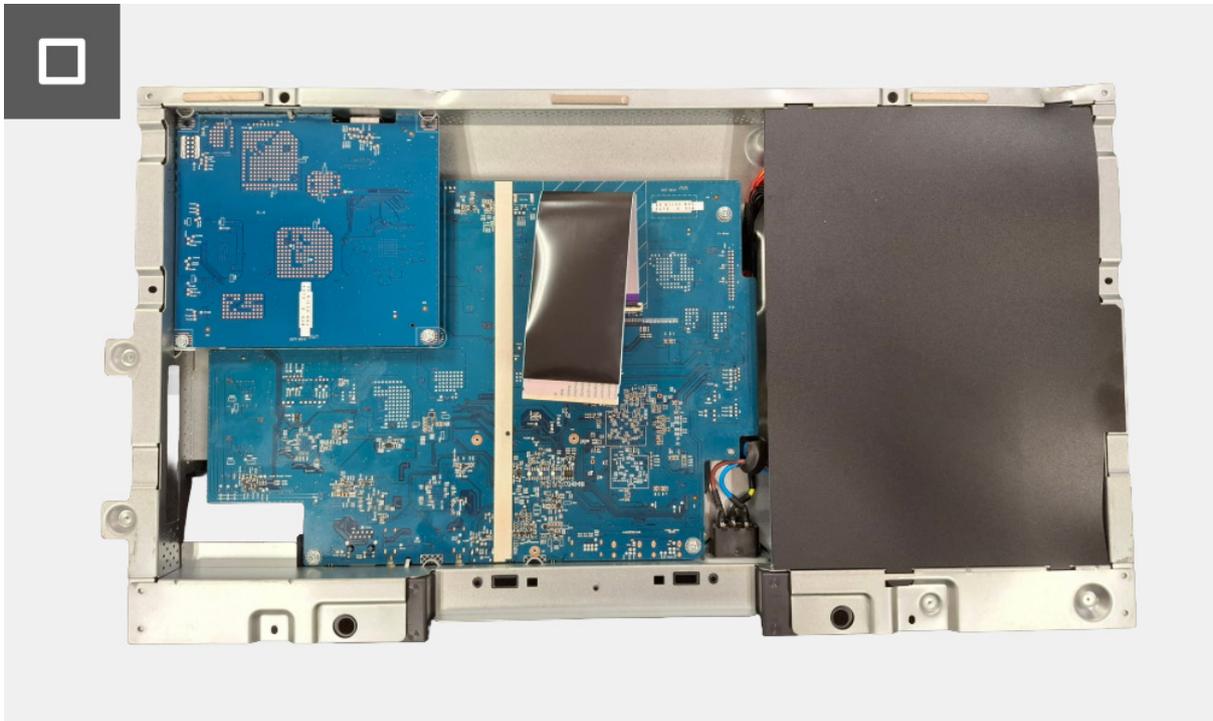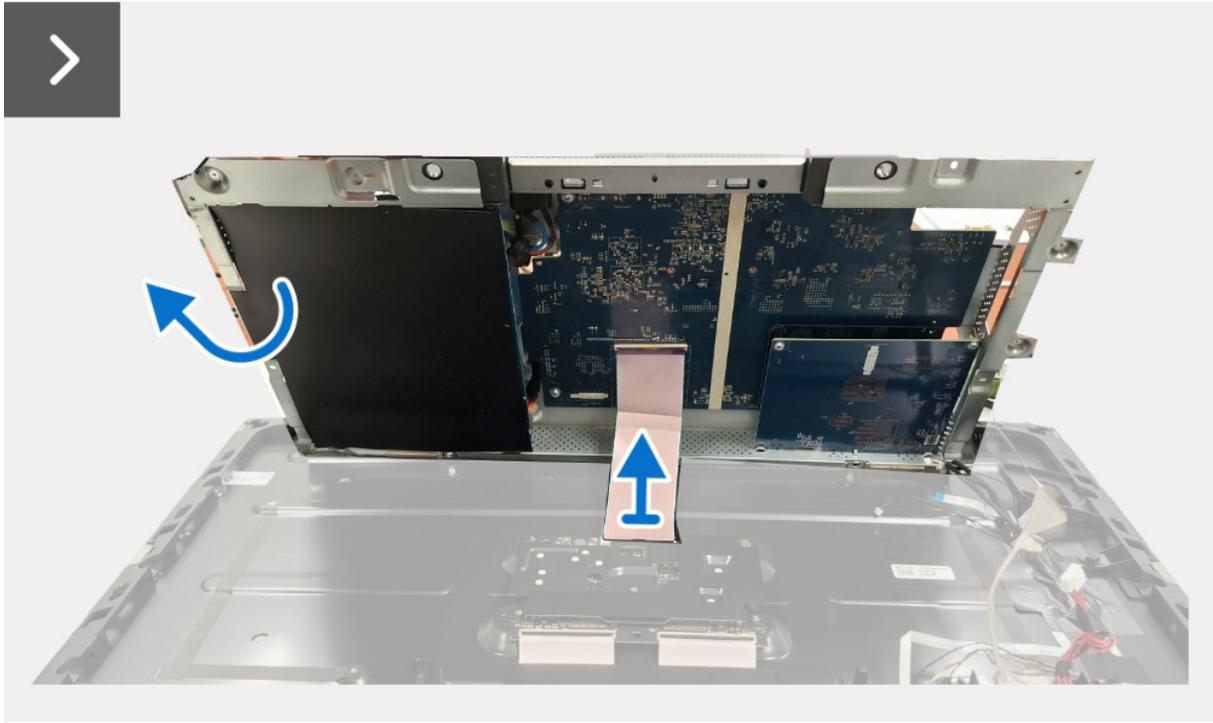5. Lift and remove the metal shield from the display panel.

Figure 32. Removing the metal shield

Figure 33. Removing the metal shield
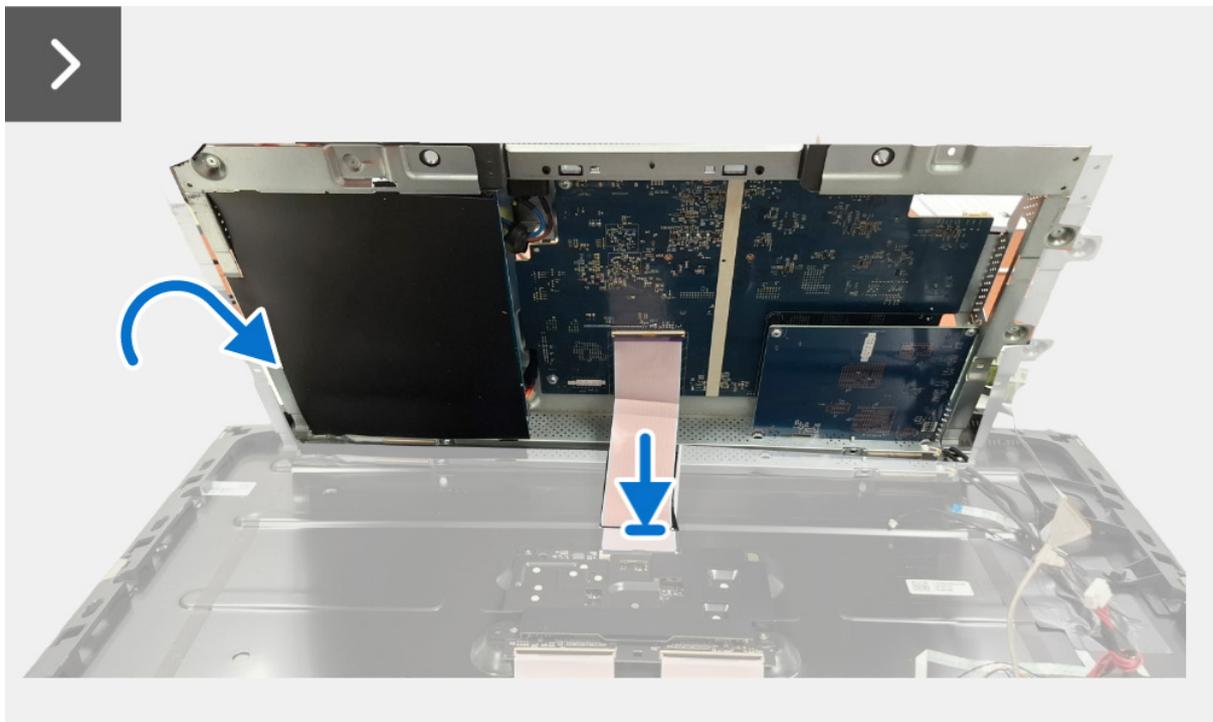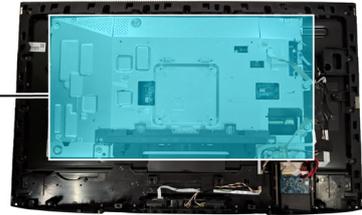
Figure 34. Removing the metal shield
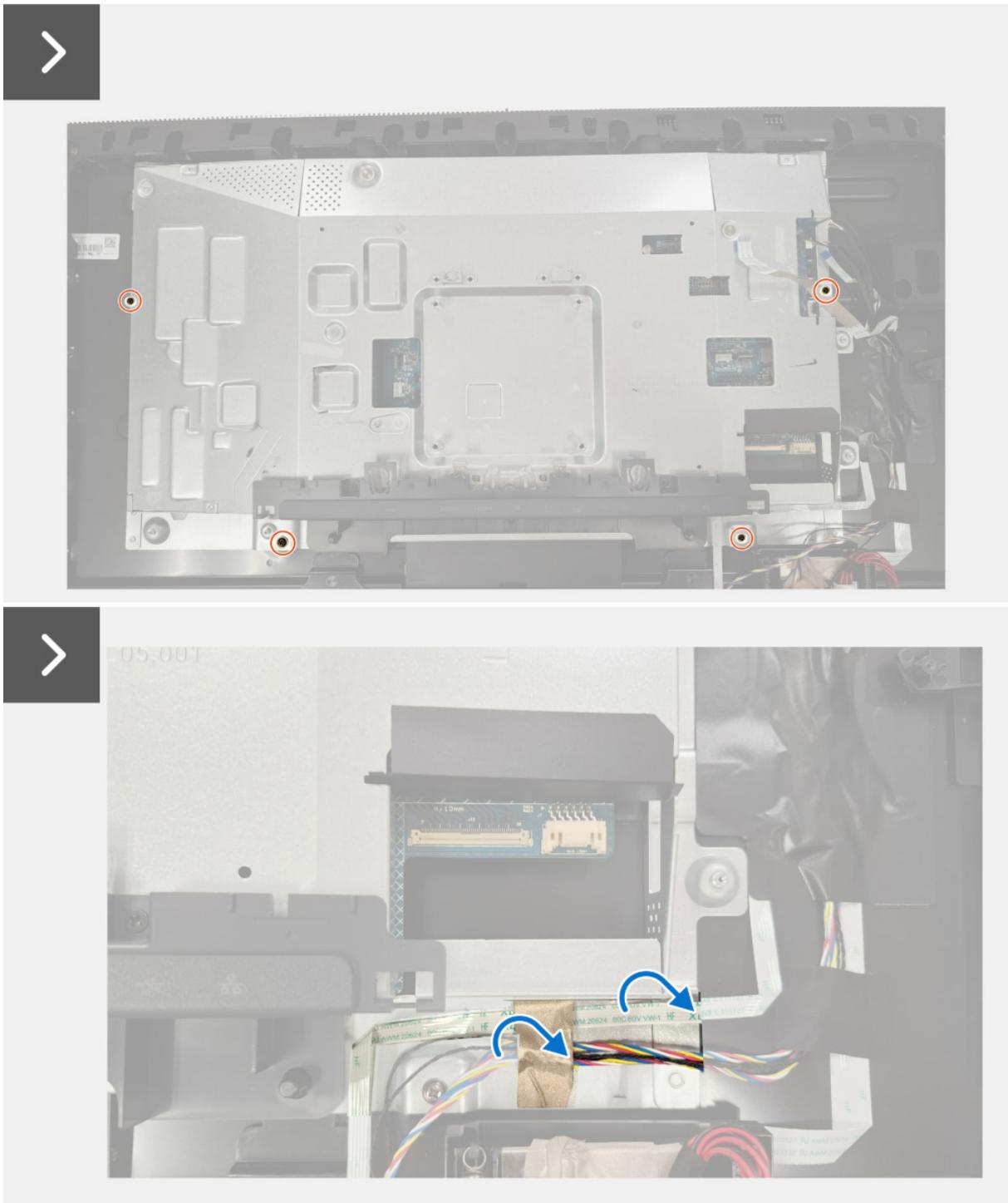
Installing the metal shield

Steps

1. Align the metal shield and connect the LVDS cable into the connector on the display panel.
2. Align and place the metal shield on the display panel, then replace the four screws (M3x3) that secure the metal shield to the display panel.
3. Adhere the FFC on the metal shield, then adhere the tape to secure the FFC to the main shield.
4. Connect the five colorimeter module cables to the connectors on the MCU board, then connect the two USB board cables to the connectors on the USB board.
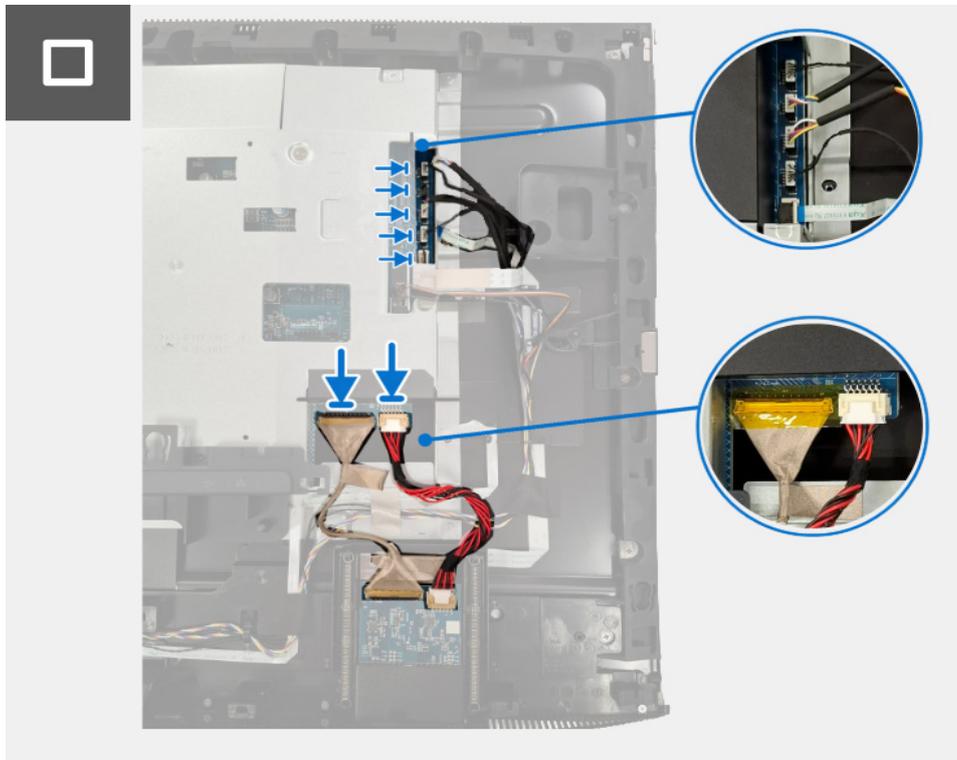

Figure 35. **Installing the metal shield**

Figure 36.   **Installing the metal shield**

Figure 37.   Installing the metal shield

Next steps

1. Install the fans.
2. Install the lower back cover.
3. Install the upper back cover.
4. Install the stand.
5. Follow the procedure in After working inside your monitor.

MCU board

Removing the MCU board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the lower back cover.
5. Remove the fans.
6. Remove the metal shield.

Steps

1. Remove the two screws (M3x9) that secure the MCU board to the metal shield.
2. Lift and turn the MCU board and then disconnect the two MCU board cables from the connectors on the MCU board.
3. Remove the MCU board from the metal shield.
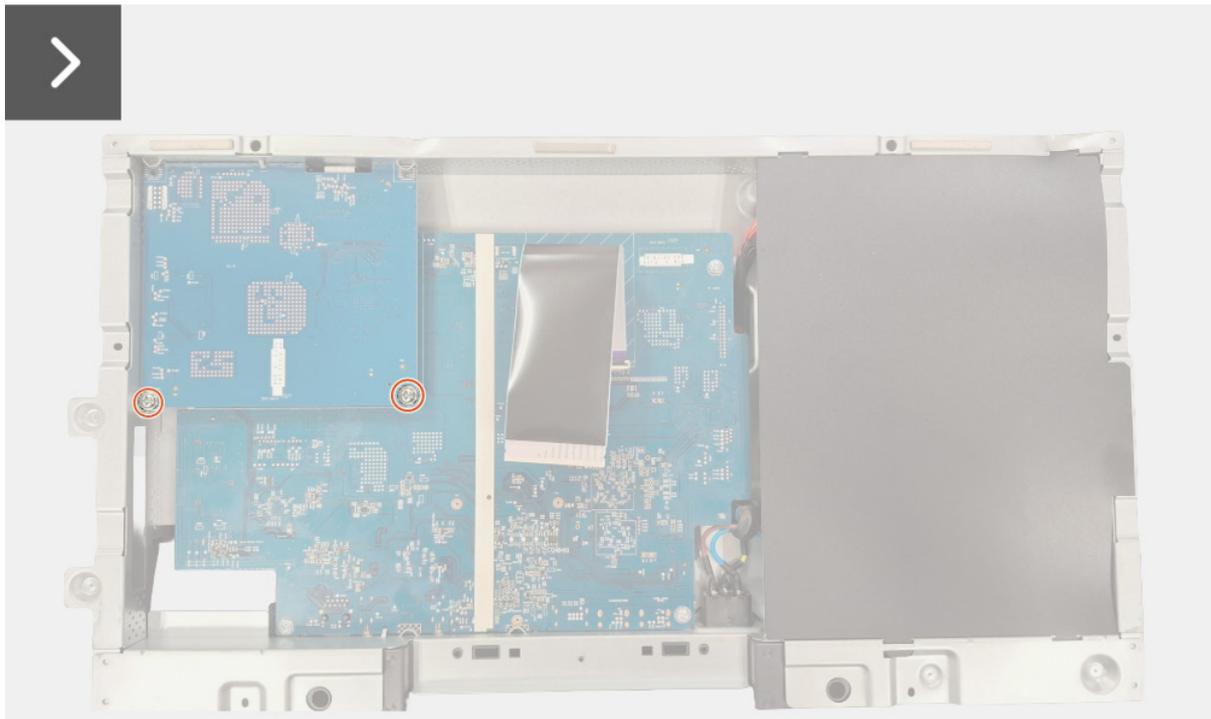
Figure 38.   Removing the MCU board

Figure 39. Removing the MCU board
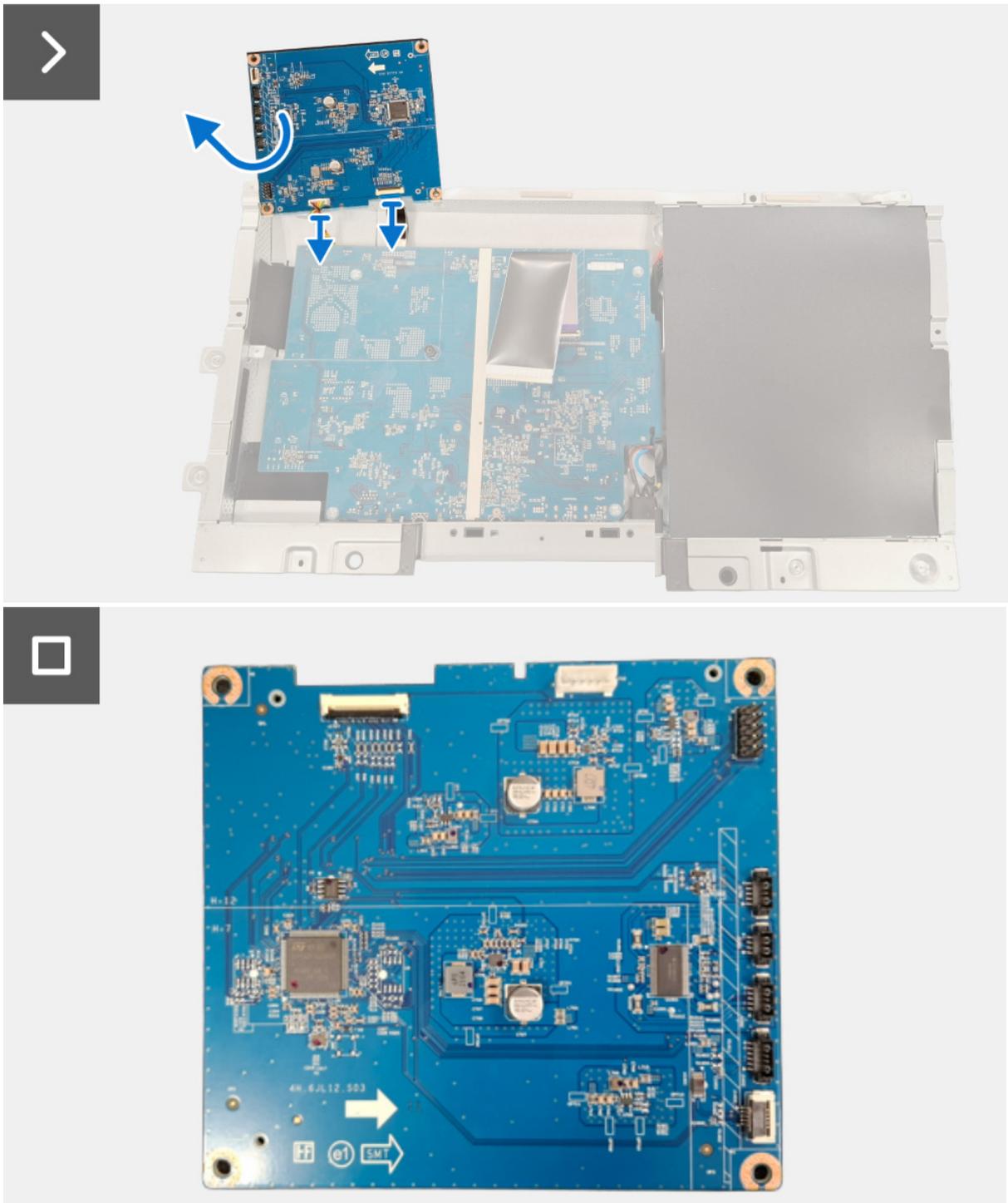
Installing the MCU board

Steps

1. Connect the two MCU board cables to the connectors on the MCU board, then, align and place the MCU board to the metal shield.
2. Replace the two screws (M3x9) that secure the MCU board to the metal shield.
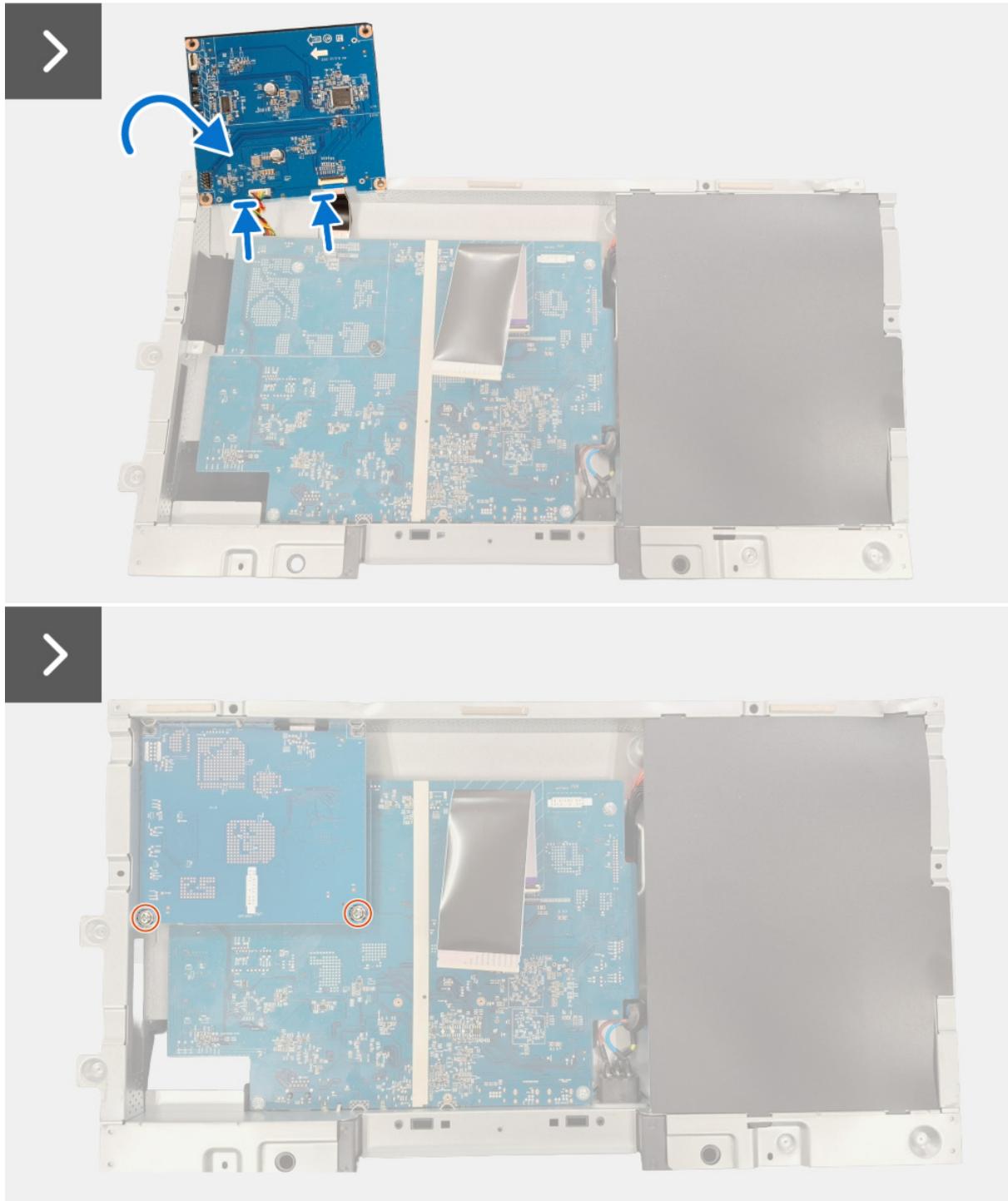
Figure 40. Installing the MCU board

Figure 41. **Installing the MCU board**

Next steps

1. Install the metal shield.
2. Install the fans.
3. Install the lower back cover.
4. Install the upper back cover.
5. Install the stand.
6. Follow the procedure in After working inside your monitor.
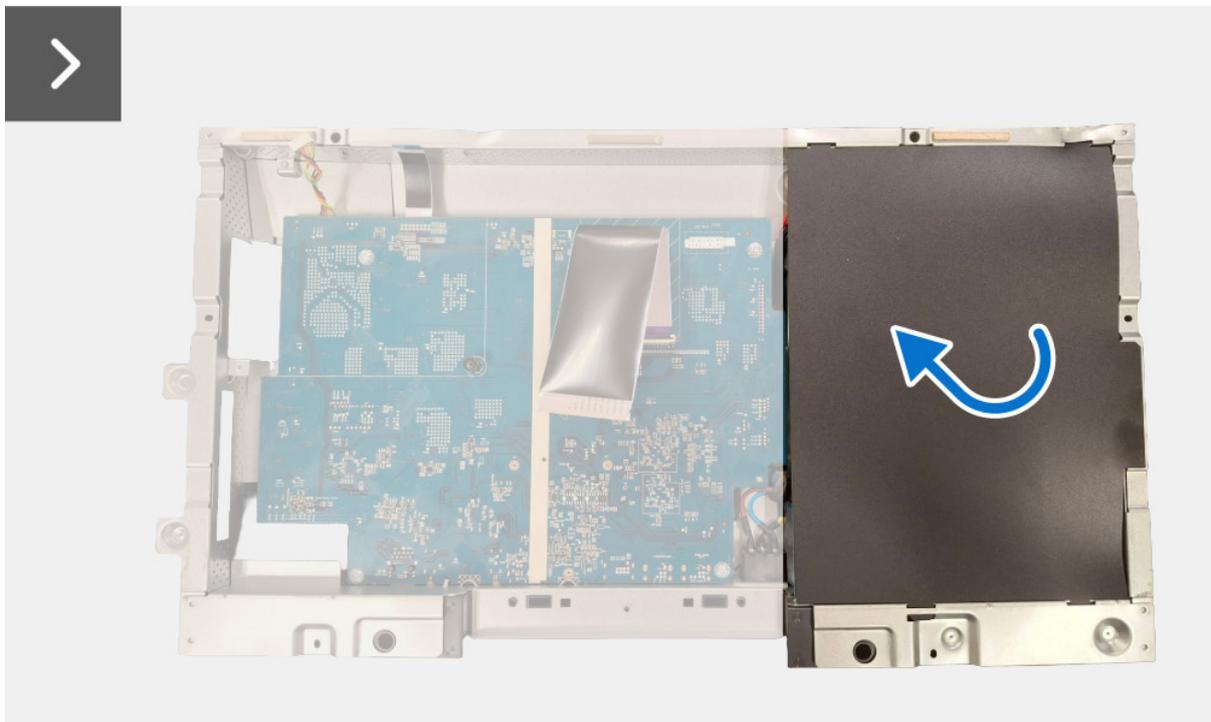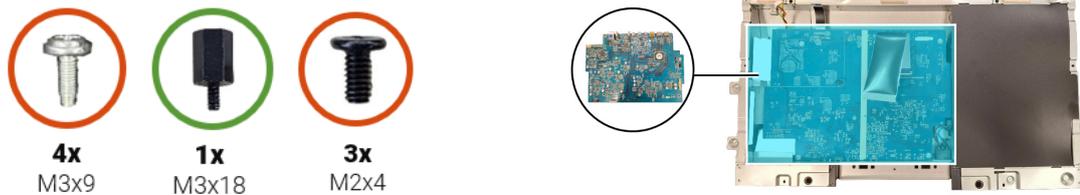
Interface board and thunderbolt board

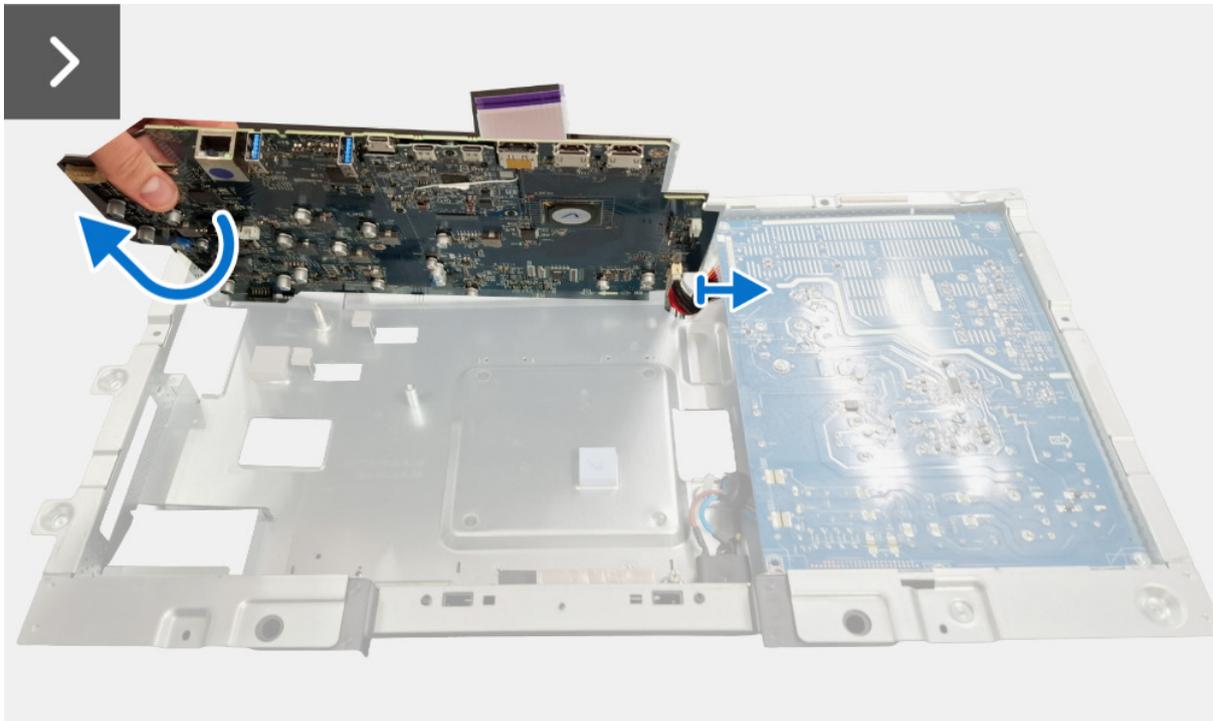## Removing the interface board and thunderbolt board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the lower back cover.
5. Remove the fans.
6. Remove the metal shield.
7. Remove the MCU board.

Steps

1. Peel the mylar on the metal shield.
2. Remove the four screws (M3x9) and one bolt (M3x18) that secure the interface board to the metal shield.
3. Lift the interface board and disconnect the power board cable from the connector on the interface board, then, remove the interface board from the metal shield.
4. Turn the interface board to the back side and disconnect the LVDS cable from the connector on the interface board.
5. Turn the interface board to the front side and disconnect the two interface board cables from the connectors on the interface board.
6. Remove the three screws (M2x4) that secure the thunderbolt board to the interface board.
7. Remove the thunderbolt board from the interface board

Figure 42. Removing the interface board and thunderbolt board
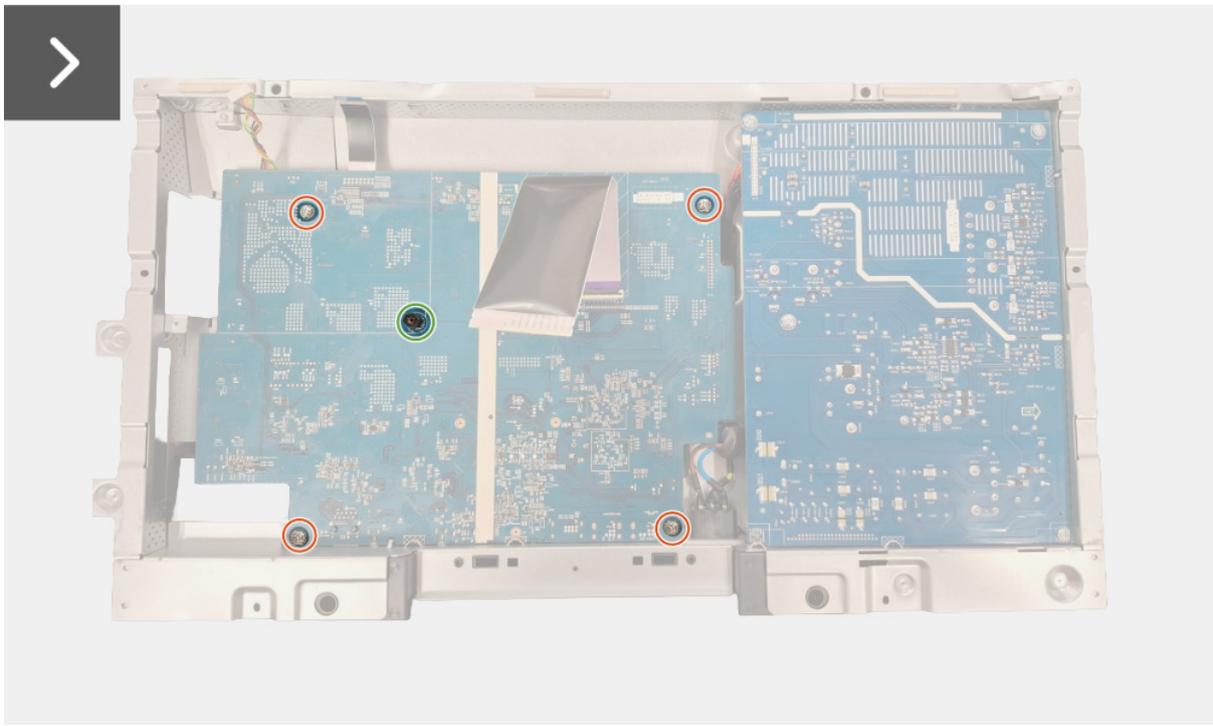
Figure 43. Removing the interface board and thunderbolt board
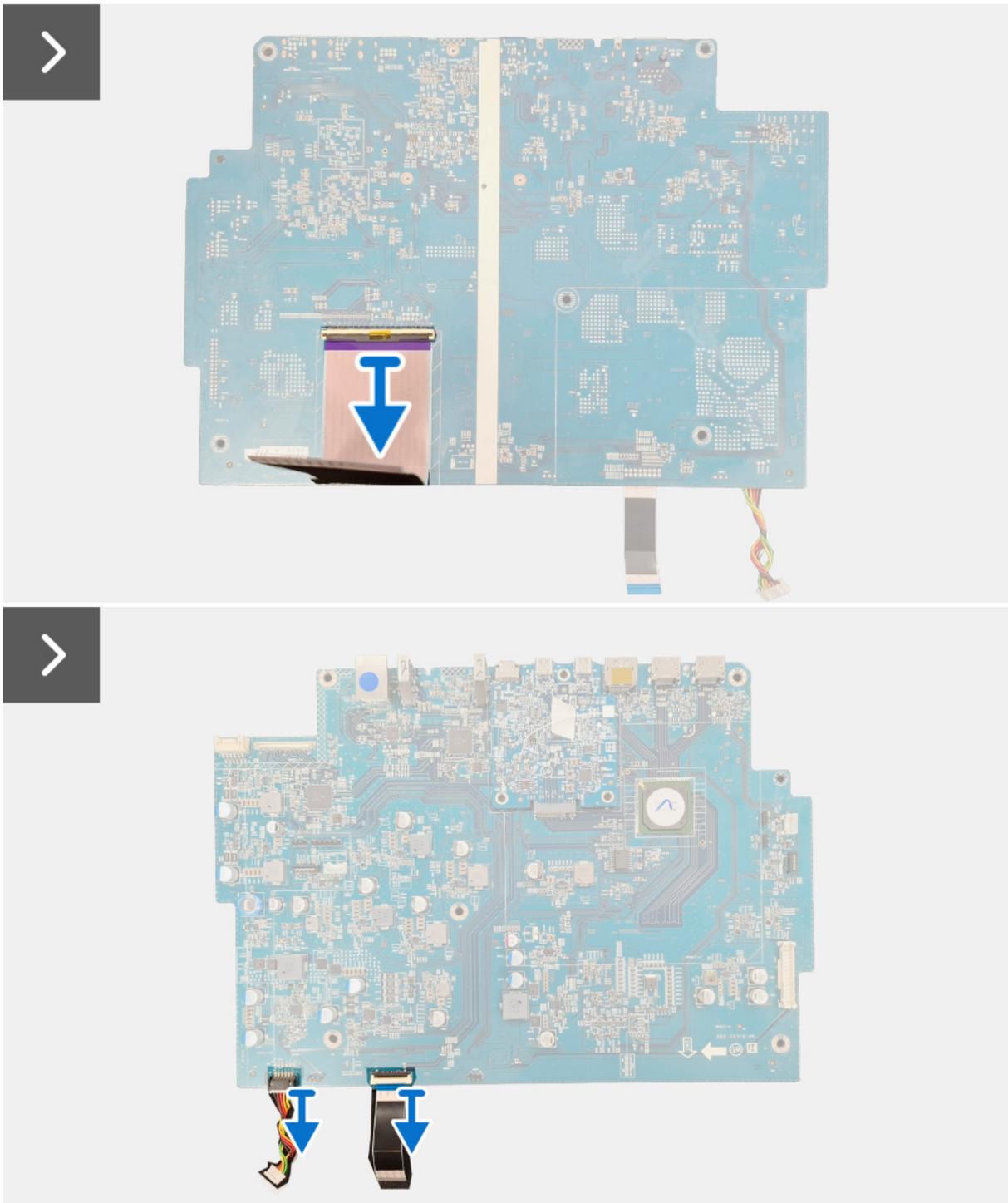
Figure 44. Removing the interface board and thunderbolt board

Figure 45. Removing the interface board and thunderbolt board

Installing the interface board and thunderbolt board

Steps

1. Align and place the thunderbolt board to the interface board, then, replace the three screws (M2x4) that secure the thunderbolt board to the interface board.
2. Connect the two interface board cables to the connectors on the interface board.
3. Turn the interface board to the back side and connect the LVDS cable to the connector on the interface board.
4. Lift the interface board and connect the power board cable to the connector on the interface board, then, align and place the interface board to the metal shield.
5. Replace the four screws (M3x9) and one bolt (M3x18) that secure the interface board to the metal shield.
6. Adhere the mylar on the metal shield.

Figure 46. Installing the interface board and thunderbolt board

Figure 47. Installing the interface board and thunderbolt board

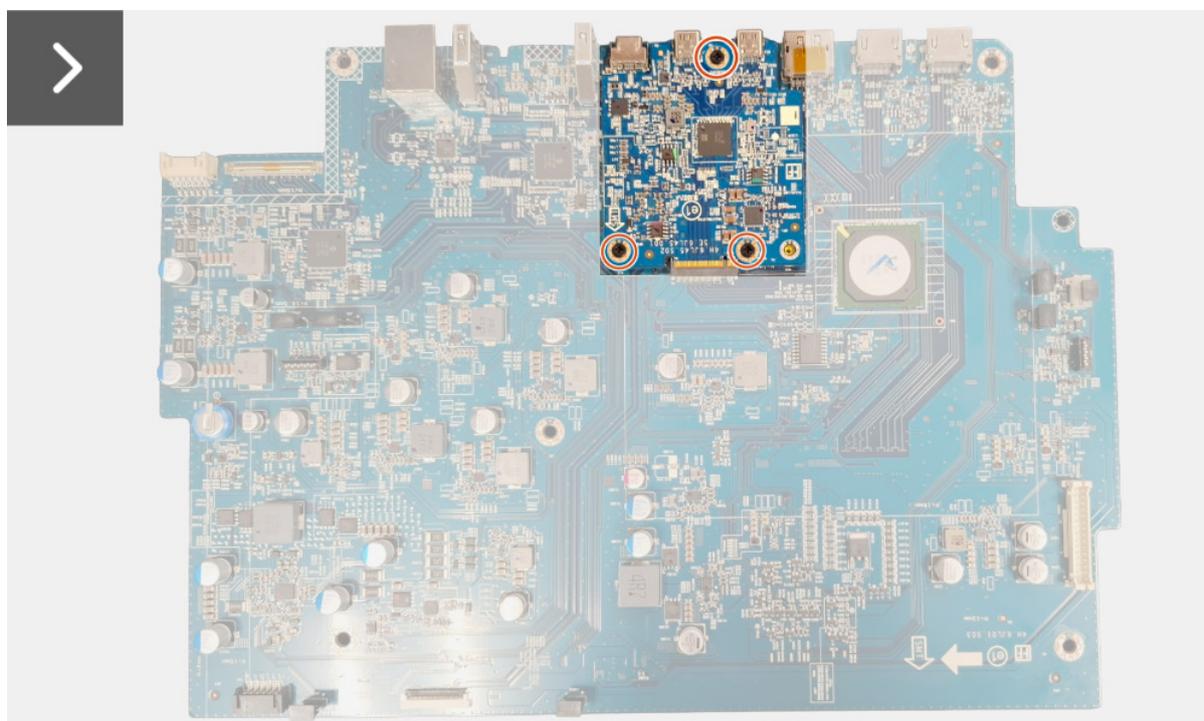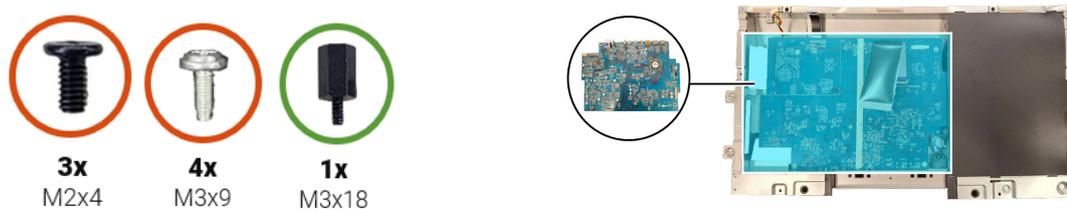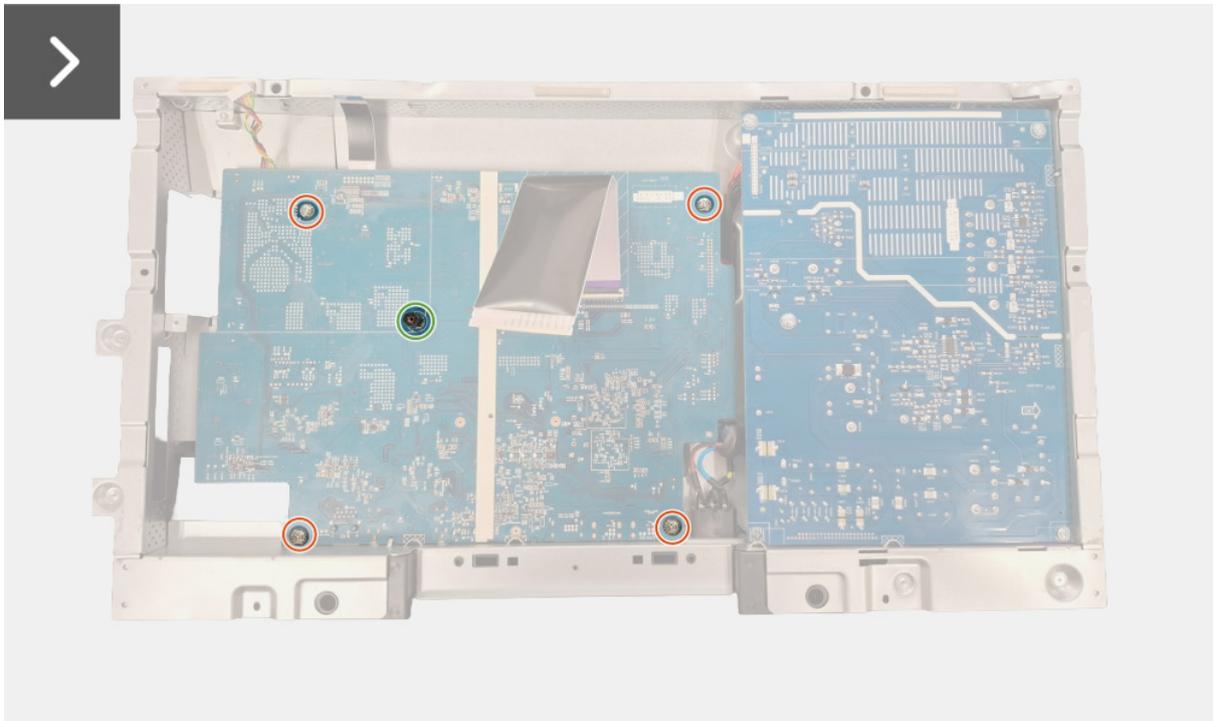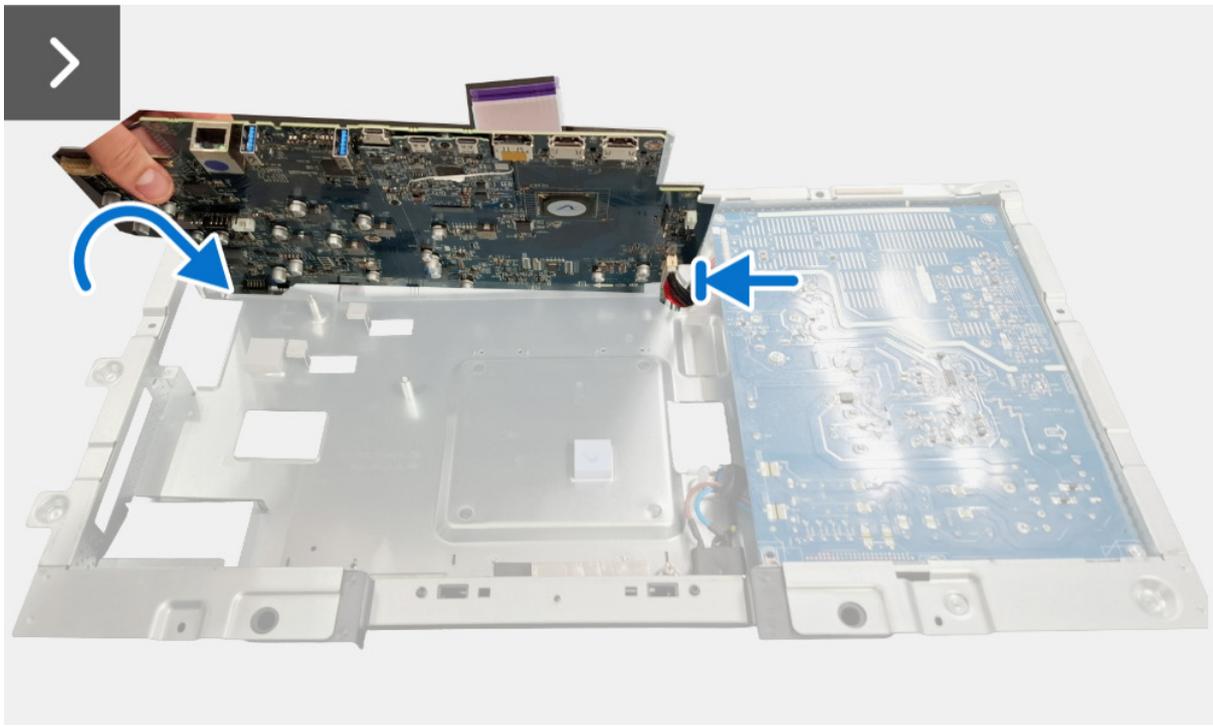**Figure 48.** **Installing the interface board and thunderbolt board**
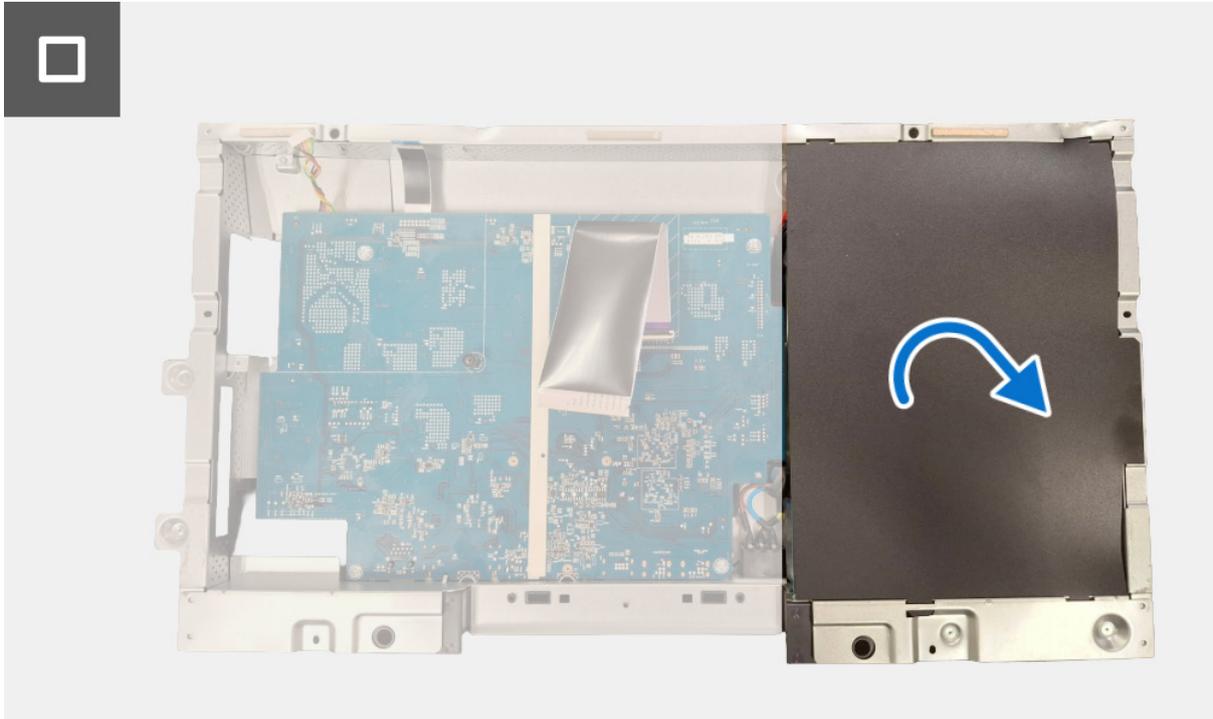
Figure 49.   Installing the interface board and thunderbolt board

Next steps

1. Install the MCU board.
2. Install the metal shield.
3. Install the fans.
4. Install the lower back cover.
5. Install the upper back cover.
6. Install the stand.
7. Follow the procedure in After working inside your monitor.

Power board

Removing the power board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the lower back cover.
5. Remove the fans.
6. Remove the metal shield.
7. Remove the MCU board.
8. Remove the interface board and thunderbolt board.

Steps

1. Remove the three screws (M3x9) that secure the power board to the metal shield.
2. Lift the power board from the metal shield.
3. Disconnect the AC socket cable from the connector on the power board, then remove the power board from the metal shield
4. Disconnect the power board cable from the connector on the power board.
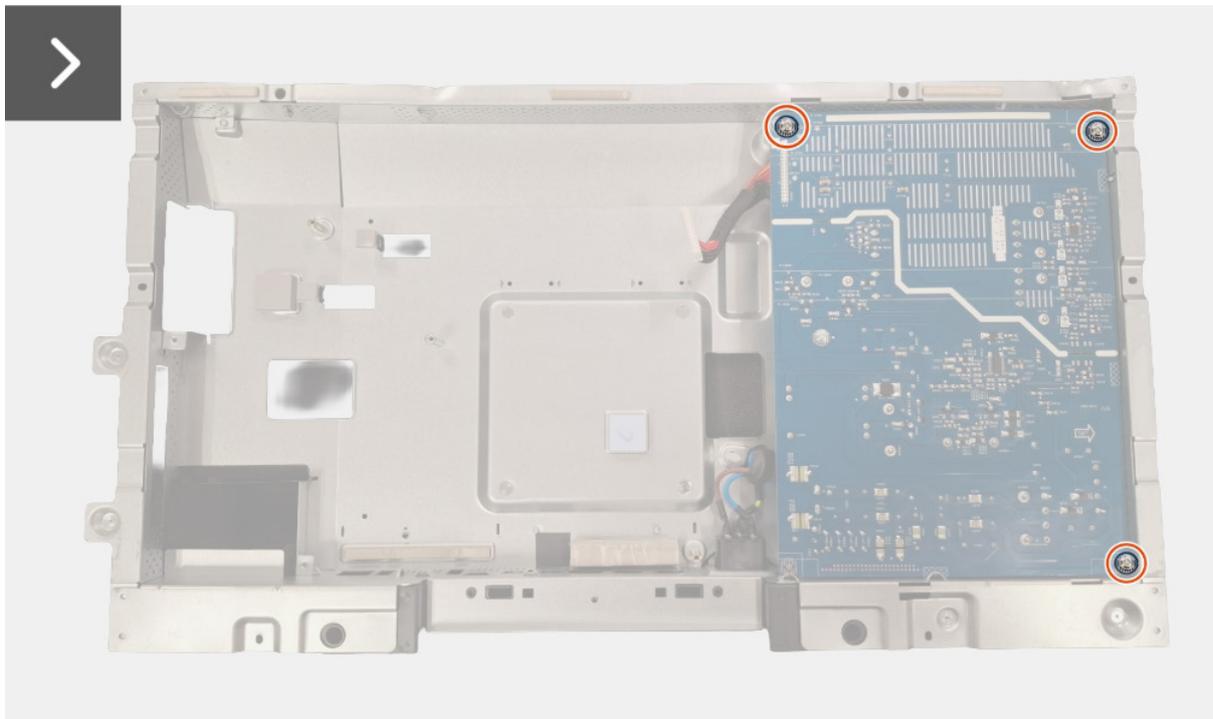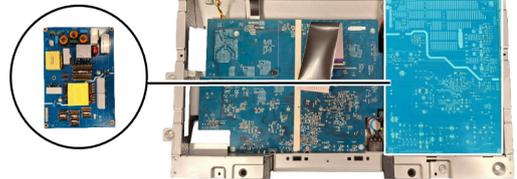
Figure 50.   **Removing the power board**
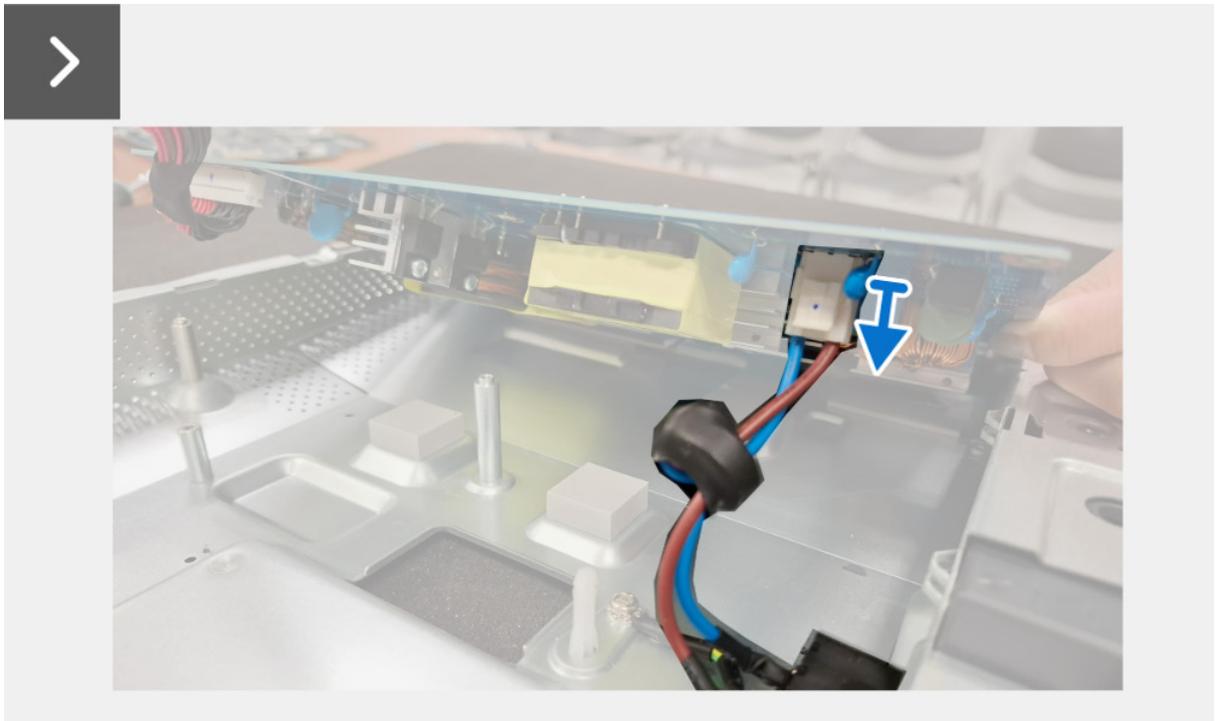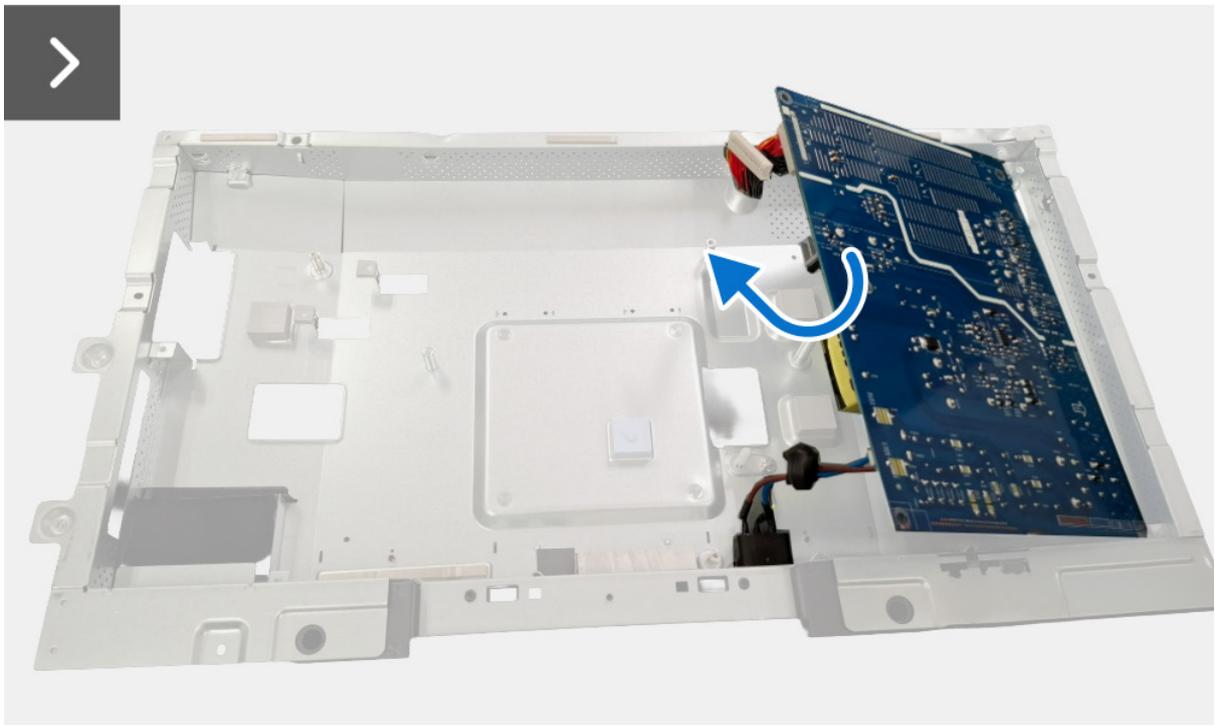
Figure 51.   Removing the power board
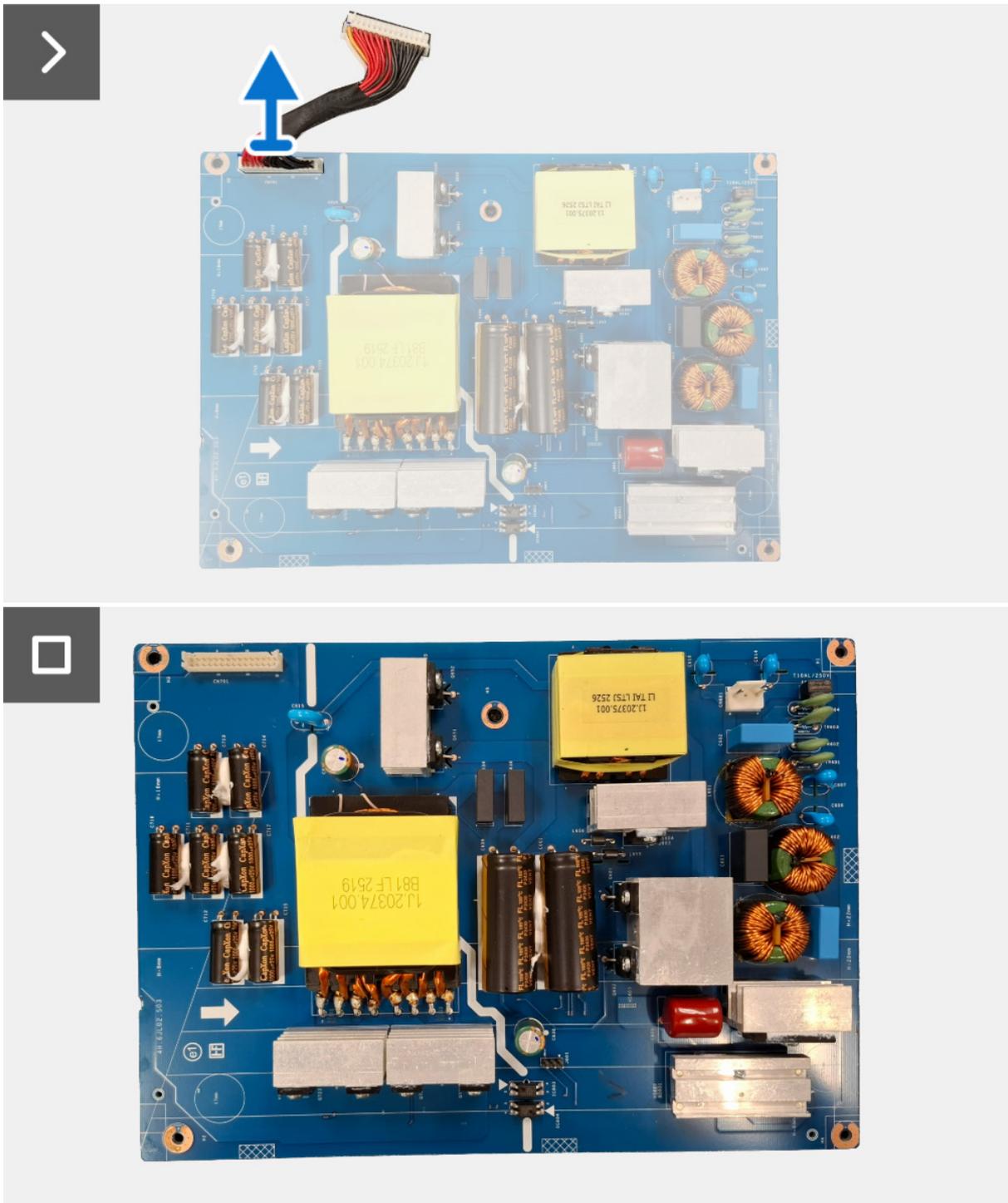
Figure 52.   Removing the power board

Installing the power board

Steps

1. Connect the power board cable to the connector on the power board.
2. Connect the AC socket cable to the connector on the power board.
3. Align and place the power board to the metal shield.
4. Replace the three screws (M3x9) that secure the power board to the metal shield.
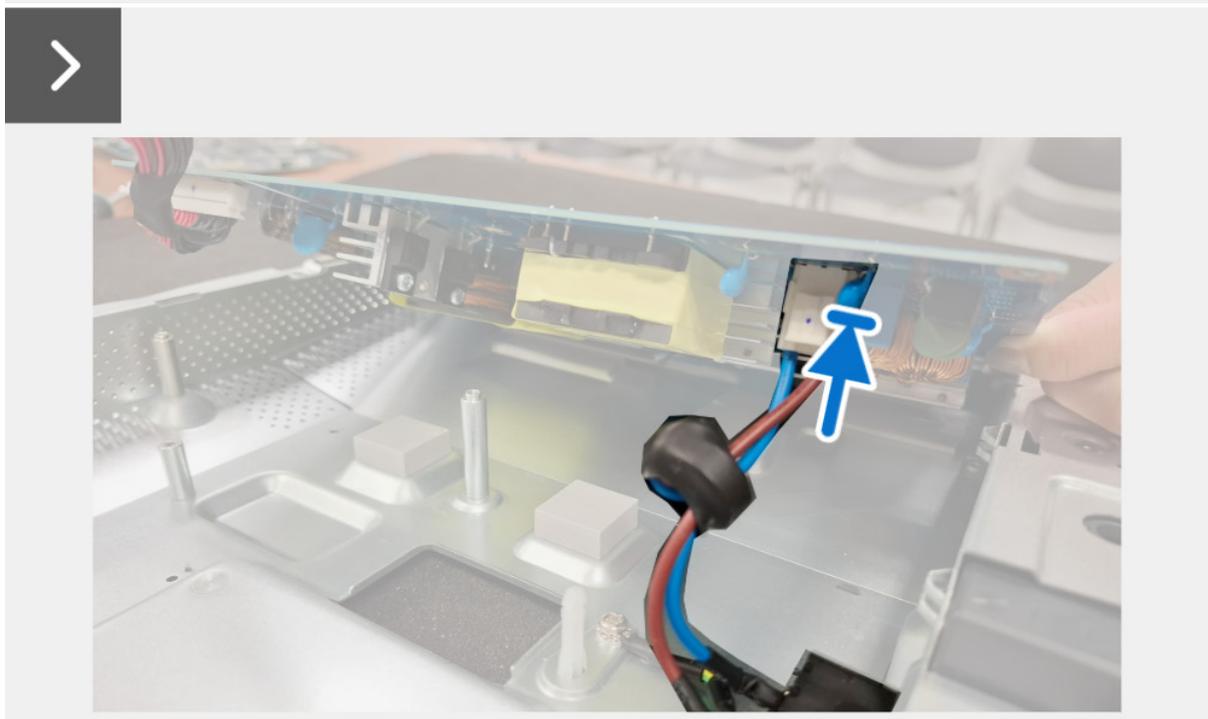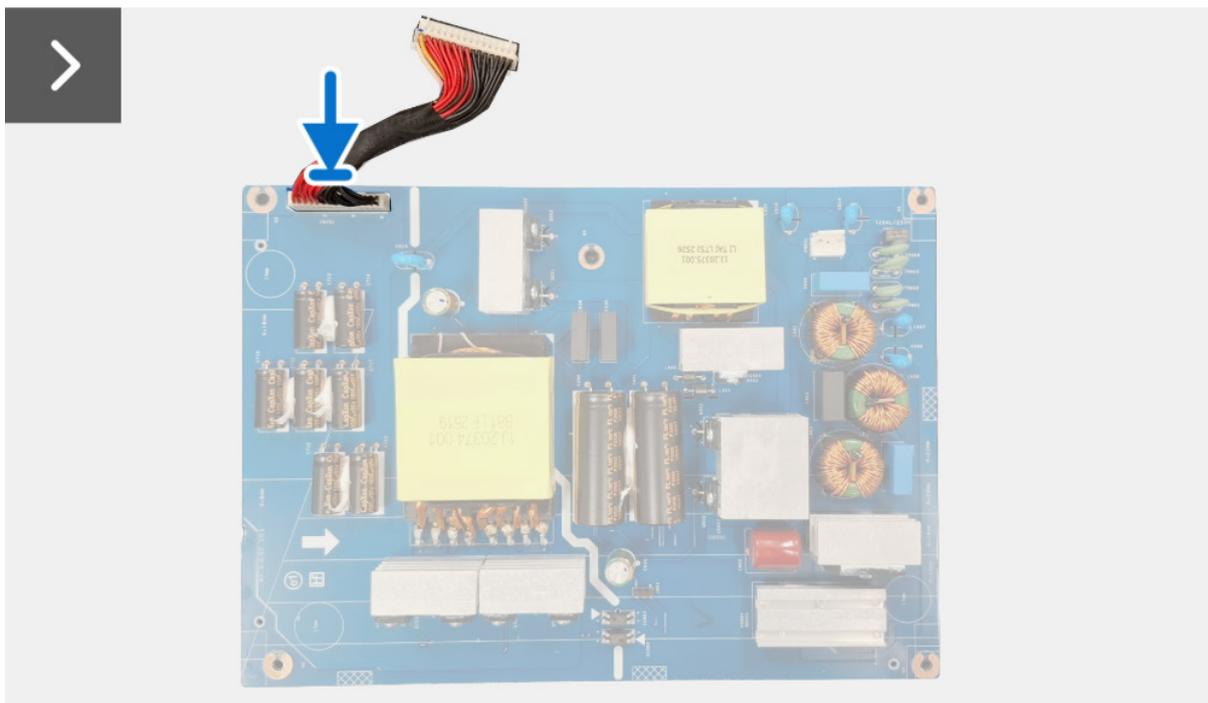
Figure 53. Installing the power board
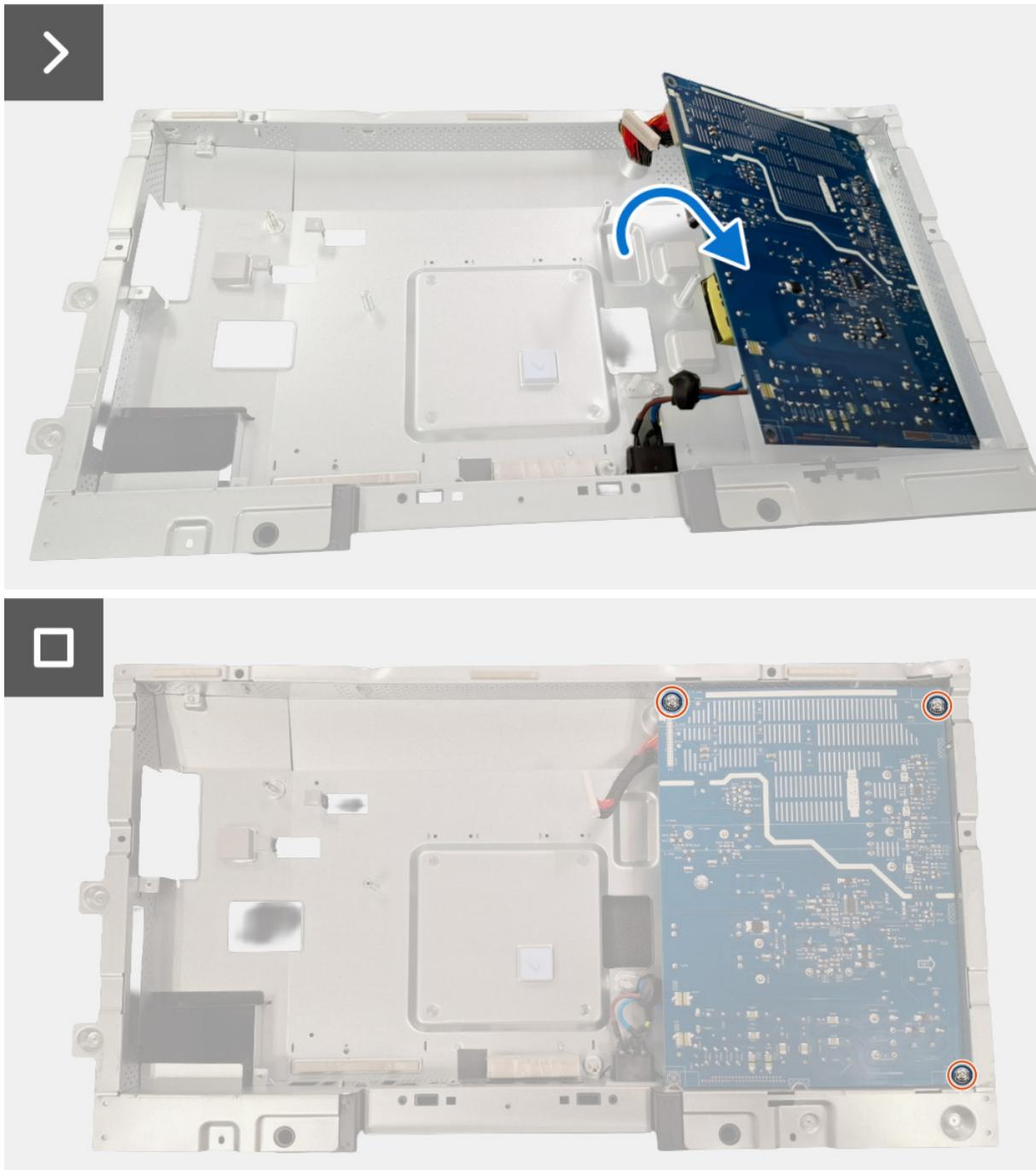
Figure 54. Installing the power board

Next steps

1. Install the interface board and thunderbolt board.
2. Install the MCU board.
3. Install the metal shield.
4. Install the fans.
5. Install the lower back cover.
6. Install the upper back cover.
7. Install the stand.
8. Follow the procedure in After working inside your monitor.

Troubleshooting Instructions

⚠ **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 will appear:

No Thunderbolt Cable

The display will go into Standby mode in 4 minutes.

www.dell.com/support/U3226Q

Figure 55.   No cable connection message

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

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

4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

Built-in diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor, or with your computer and graphics card.
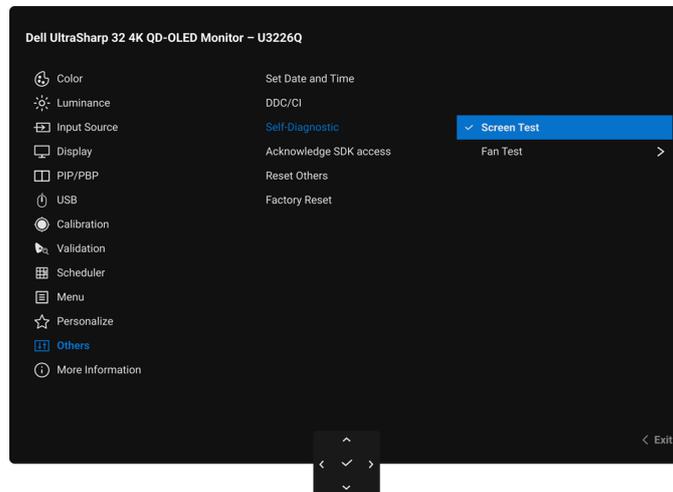
Figure 56.   Self-diagnostics in OSD

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Move or press the joystick to launch the Menu Launcher.
3. Move the joystick up to select ▤ and open the Main Menu.
4. Using the joystick, navigate on the OSD menu and select **Others** > **Self-Diagnostic** > **Screen Test**.
5. Press the joystick button to start the 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.
9. 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 graphics card and computer.

Common problems

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

Table 8. **Common problems and 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 the power button is pressed fully. • Ensure that the correct input source is selected in the Input Source menu.
No video/power LED on	No picture or no brightness	• Increase the luminance using the OSD. • 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 Built-in diagnostics. • 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. • Change the video resolution to the correct aspect ratio.
Shaky/jittery video	Wavy picture or fine movement	• Reset the monitor to factory settings. • 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 Dell Support site at: Dell Display Pixel Guidelines.
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 Dell Support site at: Dell Display Pixel Guidelines.
Brightness problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust luminance control using the OSD.
Geometric distortion	Screen not centered correctly	• Reset the monitor to factory settings.
Horizontal/vertical lines	Screen has one or more lines	• Reset the monitor to factory settings. • Perform monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. For more information, see Built-in diagnostics.
Synchronization problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings. • 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. For more information, see Contacting Dell.

Common symptoms	What you experience	Possible solutions
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. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
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	• Change the settings of the **Color Space** in the **Color** menu OSD. • Set the parameters of **User 1**, **User 2,** or **User 3** of the **Color Space** to user preferred settings. • Calibrate the monitor with the built-in colorimeter. • Run the built-in diagnostics. For more information, see Built-in diagnostics.
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 **Pixel Refresh**. For more information, see Pixel Refresh in the User's Guide.

Product-specific problems

Table 9. Product-specific problems and solutions.

Common 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 **Aspect Ratio** setting in the **Display** menu OSD. • Reset the monitor to factory settings.
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 up/down/left/right for 4 seconds to unlock (see Lock and Locking the control buttons in the User's Guide).
No input signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • 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 <u>Built-in diagnostics</u>.
No charging when using Thunderbolt 4 connection to computer, notebook, and so on	No charging	• Verify if the device can support one of 5 V / 9 V / 15 V / 20 V /28 V charging profiles. • Verify if the Notebook requires a >140 W power adaptor. • If the Notebook requires a >140 W power adaptor, it may not charge with the Thunderbolt 4 connection. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the Thunderbolt 4 active cable is not damaged.
Intermittent charging when using Thunderbolt 4 connection to computer, notebook, and so on	Intermittent charging	• Check if the maximum power consumption of device is over 140 W. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure your cable is the original Thunderbolt 4 active cable in the box. • Ensure that the Thunderbolt 4 active cable is not damaged.
Thunderbolt 4 source MST connect two monitors, there is no signal on one of the monitors.	One of the monitors has no signal	Please use the original Thunderbolt 4 active cable in the box to connect the two monitors.
Thunderbolt 4 source MST connect two monitors, the two monitors cannot be selected to 3840 x 2160 120 Hz at the same time.	Cannot select 3840 x 2160 at 120 Hz	• Ensure your cable is the original Thunderbolt 4 active cable in the box. • Ensure that **Display** > **Thunderbolt Daisy Chain** is set to **Optimized**.
No video at HDMI/DisplayPort/Thunderbolt port	When connected to certain dongle/docking device at the port, there is no video when unplugging/plugging the cable from the notebook	Unplug the HDMI/DisplayPort/Thunderbolt cable from dongle/docking device, then plug the docking HDMI/DisplayPort/Thunderbolt cable into the notebook.
No Network connection	Network dropped or intermittent	• Ensure the RJ45 cable is firmly connected between your monitor and your computer. • Check to ensure **USB-C Prioritization** is set to **High Data Speed**. • Do not turn off the display during network connection.

Common symptoms	What you experience	Possible solutions
The calibration result is suboptimal	Delta E is out of target	• Eliminate ambient light interference by attaching the monitor hood that came with your monitor, or by dimming the room light during the calibration process. • Enable the Auto Recalibrate function. • Contact Dell Support. For more information, see Contacting Dell.

Universal Serial Bus (USB) specific problems

Table 10. **USB specific problems and solutions.**

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). • Switch off and then turn on the monitor again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
Thunderbolt 4 port does not supply power	USB peripherals cannot be charged	• Check that the connected device is compliant with the Thunderbolt 4 specification. The Thunderbolt 4 upstream port (video and data) with ⌐⚡ icon supports USB 40Gbps and an output of 140 W EPR. • Check that you use the Thunderbolt 4 active cable shipped with your monitor.
USB 10Gbps interface is slow	USB 10Gbps peripherals working slowly or not working at all	• Check that your computer is super speed USB 10Gbps-compatible. • Some computers have USB 5Gbps, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the 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 itself and its 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.
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	Unplug the Wireless USB Mouse receiver and re-plug it into an appropriate Quick Access USB port at the bottom of the monitor.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see Contact Support at Dell Support Site.

ⓘ **NOTE:** Availability varies by country and product, and some services may not be available in your country.

ⓘ **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.

Revision History

The following table provides the revision history of this document:

Table 11. Revision history

Revision	Date	Description
A00	February 2026	Original publish date