Dell Pro P 24 USB-C Hub Monitor

P2426HE/P2426HE WOST

Simplified Service Manual

Model: P2426HE/P2426HE WOST
Regulatory Model: P2426HEt
March 2026
Rev. A00

DELL Technologies

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 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 monitors that support it) can damage 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 pressed with a sharp object.
  - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
  - Keep the monitor at 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 or 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 running 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 the keyboard, mouse, and dock from your monitor.

⚠ **WARNING: 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 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. Reinsert 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.

View of P2426HE Monitor

Front view

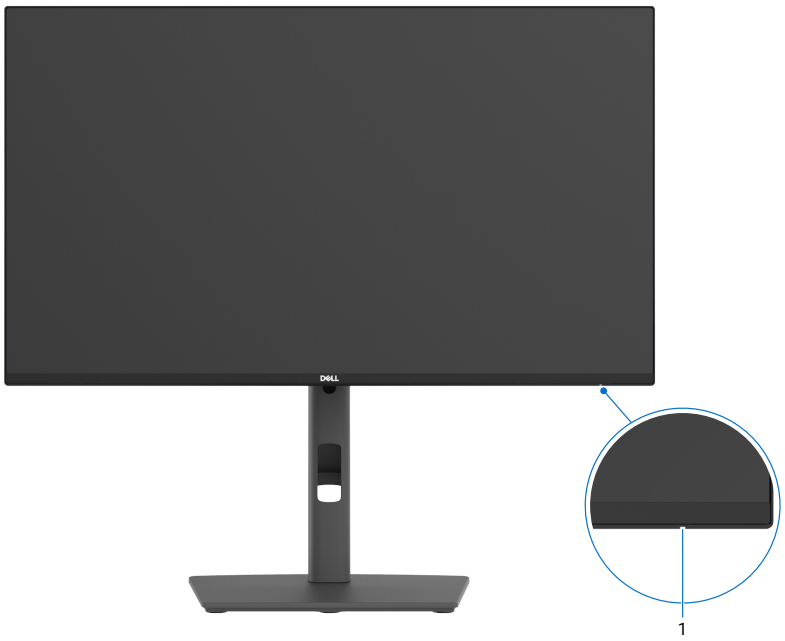

Figure 1. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Function
1	Power LED indicator	Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in Standby Mode.

Back view

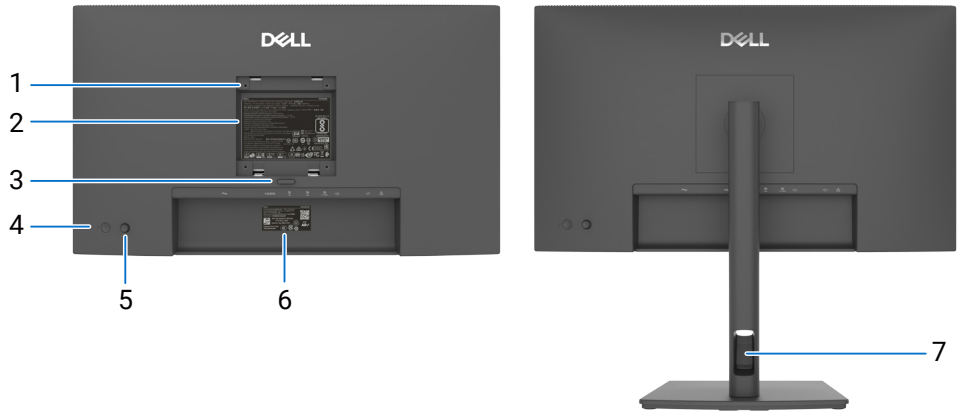

Figure 2. Back view of the monitor

Table 2. Components and descriptions.

Label	Description	Function
1	VESA mounting holes (4) (100 mm x 100 mm)- behind attached VESA cover	Wall mount monitor using VESA-compatible wall mount kit.
2	Regulatory information label	Lists the regulatory approvals.
3	Stand release button	Releases the stand from the monitor.
4	Power On/Off button	To turn the monitor on or off.
5	Joystick	Use it to control the OSD menu.
6	Regulatory label (including Mac address, MyDell QR code, serial number, and Service Tag label)	Refer to 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 computer and access warranty information.
7	Cable-management slot	Use to organize cables by routing them through the slot.

Bottom view

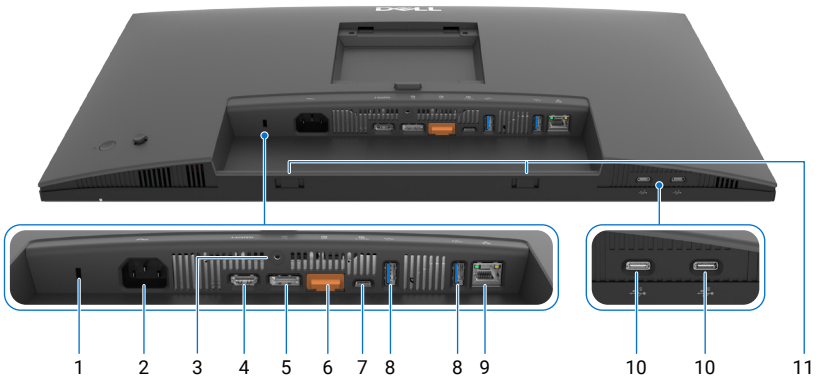

Figure 3. Rear and bottom view of the monitor

Table 3. Components and descriptions.

Label	Description	Function
1	Security lock slot	Secures the monitor with a security cable lock (sold separately).
2	Power connector	Connects the power cable.
3	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
4	HDMI port	Connects your computer with the HDMI cable.
5	DisplayPort (in)	Connects your computer with the DisplayPort cable.
6	DisplayPort (out)	DP output for MST (multi-stream transport) capable monitor. To enable MST, refer to instruction on section "Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function". **NOTE:** Remove the rubber plug when using DisplayPort (out) connector.
7	USB-C 5Gbps upstream port (Video + Data)	Connect to your computer using the USB-C cable. The USB-C port offers the fastest transfer rate and the alternate mode with a DP 1.4 support with a maximum resolution of 1920 x 1080 at 120 Hz, PD 20V/5A*, 20V/4.8A, 15V/3A, 9V/3A, 5V/3A. **NOTE:** USB-C is not supported on Windows versions older than Windows 10. **NOTE:** 20V/5A only for Dell compatible notebook.
8	USB 5Gbps Type-A downstream ports(2)	Connect your USB device. You can use these ports only after you have connected the USB cable from the computer to the monitor. **NOTE:** 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).
9	RJ45 connector	Connect to Internet. You can surf the Internet using RJ45 only after you have connected the USB-C cable from the computer to the monitor.
10	USB-C 5Gbps downstream ports (2) (data only)	Connect your USB device. You can use the port only after you have connected the USB-C cable from the computer to the monitor. **NOTE:** 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).
11	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.

Major components of P2426HE monitor

The following image shows the major components of P2426HE.

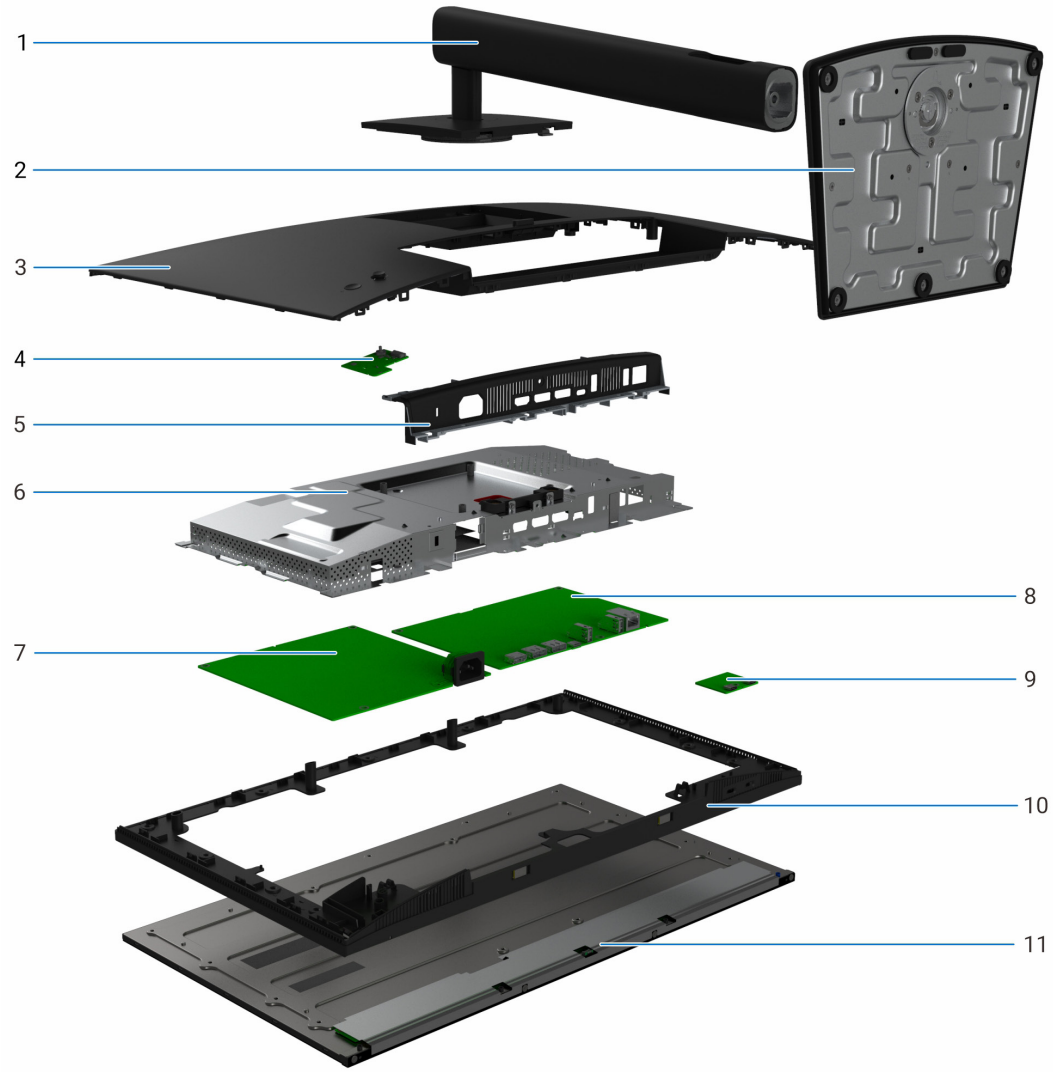

Figure 4. Major components of P2426HE monitor

Table 4. Major componets.

Callout	Description
1	Stand riser
2	Stand base
3	Back cover
4	Keypad board
5	I/O cover
6	Main chassis
7	Power board
8	Main board
9	USB board
10	Middle frame
11	Display panel

Wiring connectivity diagram

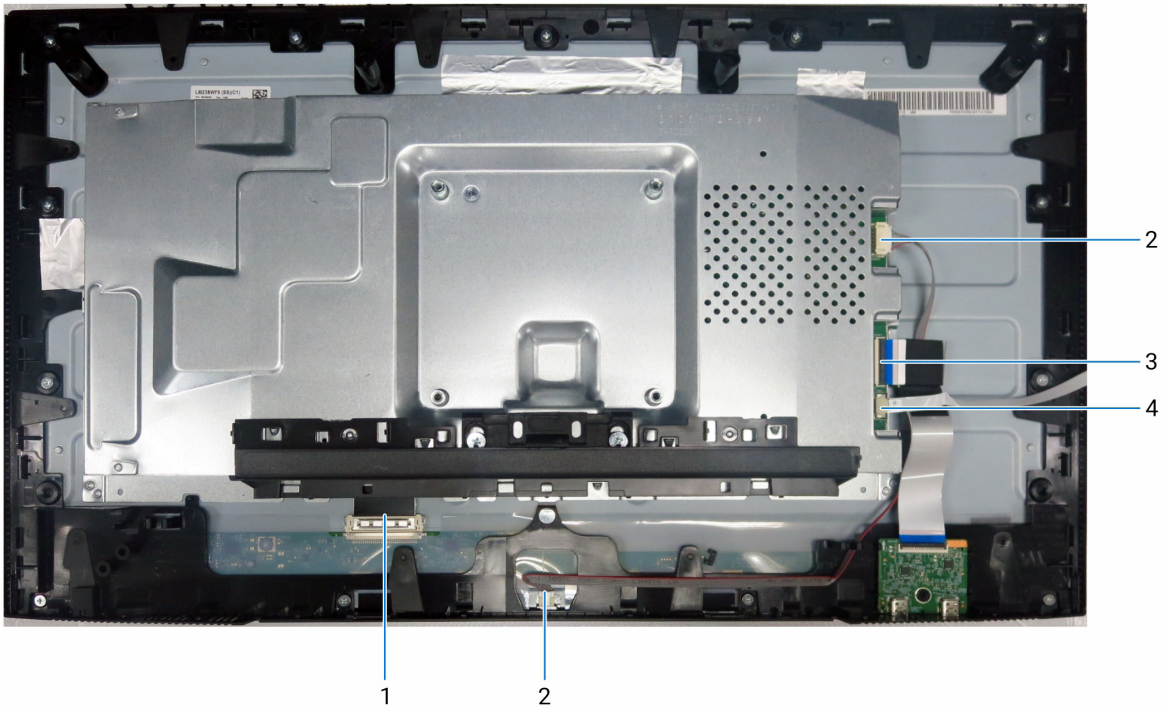

Figure 5. **Wiring connectivity diagram**

Table 5. **Components and descriptions.**

Callout	Description
1	LVDS cable
2	Lightbar cable
3	USB cable
4	Keypad cable

Connecting your monitor

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

⚠ **WARNING: For your safety, be sure that the grounded power outlet you plug the power cord into easily accessible to operator and located as close to the equipment as possible. To disconnect power from the equipment, unplug the power cord from the power outlet by grasping the plug firmly. Never pull on the cord.**

ⓘ **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 at the same time.

ⓘ **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 HDMI/DisplayPort, and the USB-C cable from your monitor to the computer.
3. Turn on your monitor.
4. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

ⓘ **NOTE:** If your monitor displays an image, installation is complete. If it does not display an image, see Common problems.

ⓘ **NOTE:** Remove the rubber plug when using DisplayPort (out).

Connecting the HDMI cable (optional)

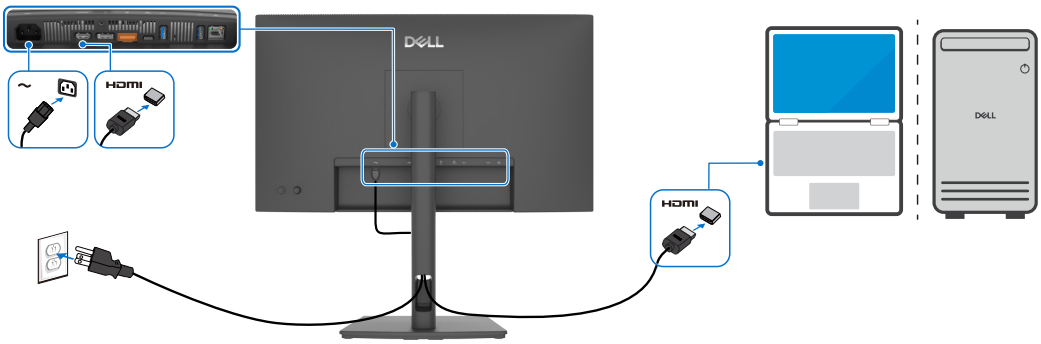

Figure 6. Connecting the HDMI cable

Connecting the DisplayPort cable

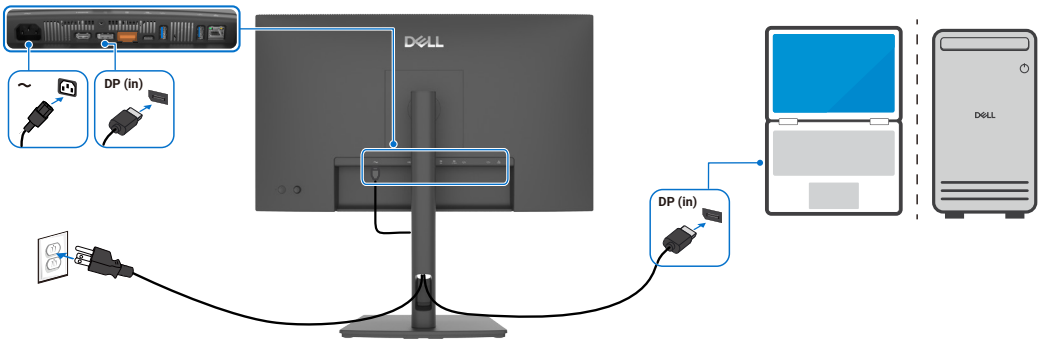

Figure 7. Connecting the DisplayPort cable

Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function

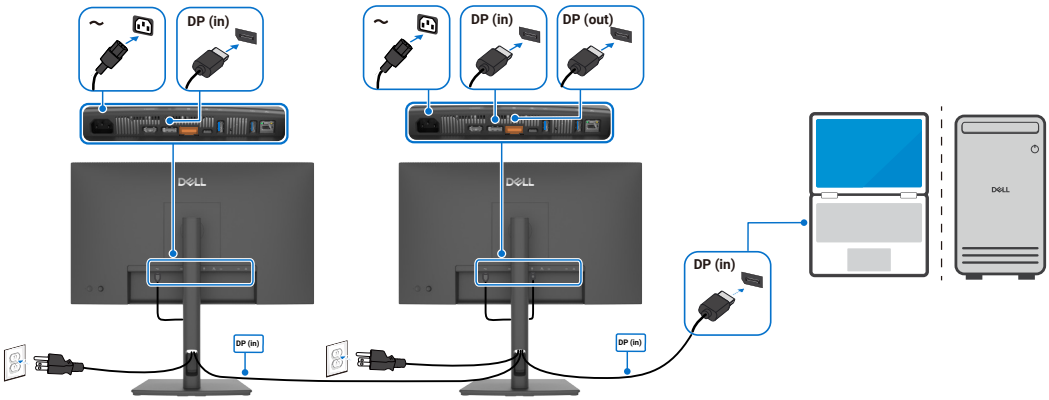

Figure 8. DisplayPort Multi-Stream Transport (MST) function

NOTE: Supports the DisplayPort MST feature. To use this feature, your computer graphic card must be certified to at least DP 1.2 with MST option.

Connecting the USB-C to C cable

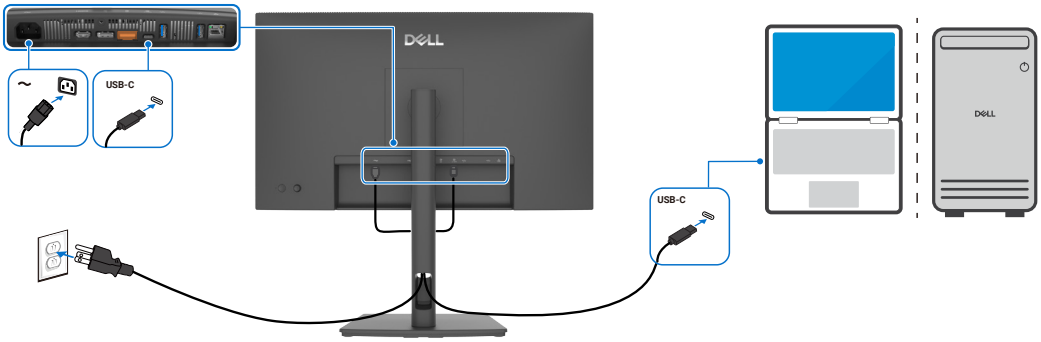

Figure 9. Connecting the USB-C to C cable

Connecting the monitor for USB-C Multi-Stream Transport (MST) function

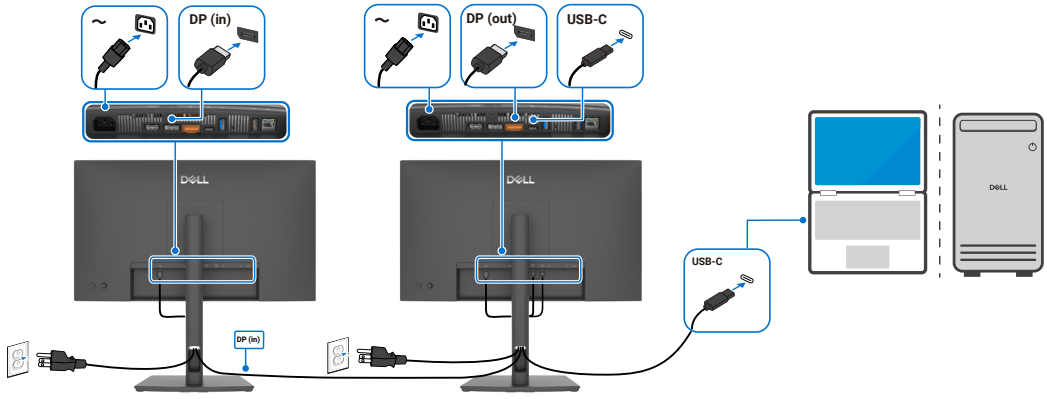

Figure 10. USB-C Multi-Stream Transport (MST) function

NOTE: The maximum number of supported via MST is subjected to the bandwith of the USB-C source. Please refer to Product specific problems –No image when using USB-C MST.

Connecting the monitor for RJ45 cable (optional)

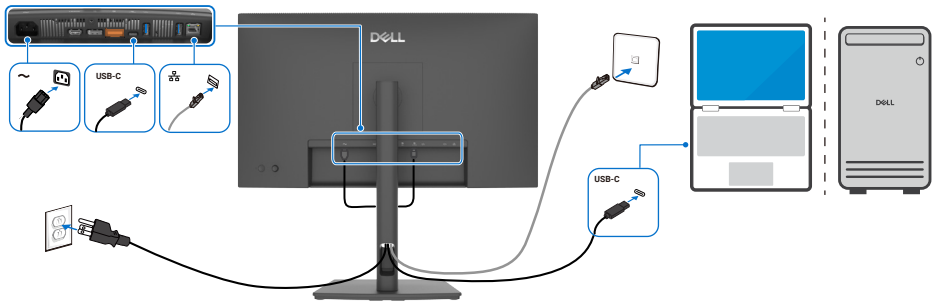

Figure 11. Connecting the monitor for RJ45 cable

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

- Screwdriver Phillips screwdriver #0
- Screwdriver 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 monitors have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.

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

Table 6. Components and descriptions.

Component	Screw type	Quantity	Screw image
Back cover	M4x10	4	
USB board	M3x3.5	1	
Main chassis	M3x3	2	
Middle frame	M3x5	13	
Power board groundwire	M4x8	1	
Power board	M3x6	3	
Main board	M3x6	3	

Stand

Removing the stand

Prerequisites

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

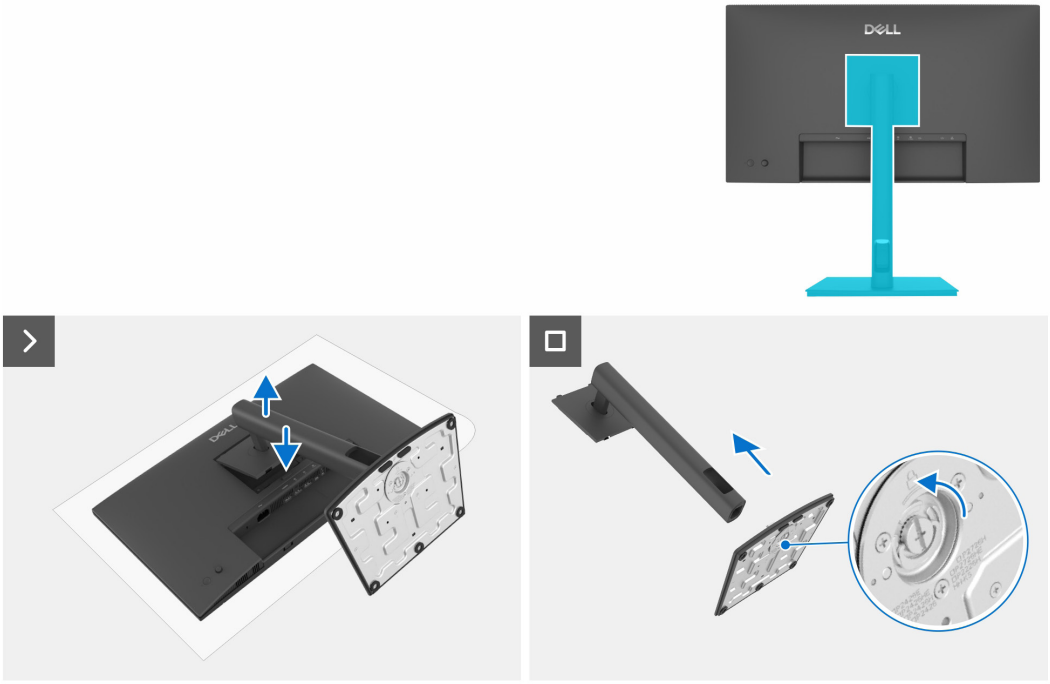

Figure 12. Removing the stand

Steps

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand-release button.
3. Lift the stand up and away from the monitor.
4. Open the screw handle at the bottom of the stand base, and turn it anti-clockwise to unlock the riser with base.
5. Remove the stand riser from the stand base.

Installing the stand

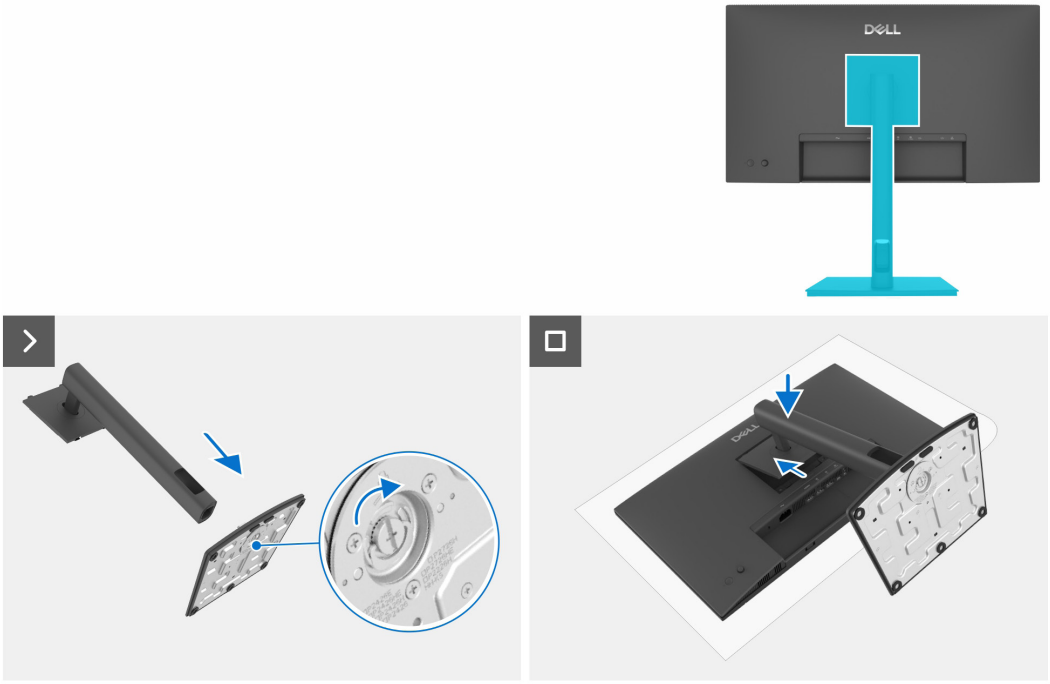

Figure 13. Installing the stand

Steps

1. Align the tabs on the stand base with the slots on the stand riser.
2. Insert the stand riser on the stand base firmly.
3. Open the screw handle at the bottom of the stand base, and rotate it clockwise to tighten the screw firmly.
4. Close the screw handle.
5. Align the stand assembly bracket to the monitor head.
6. Insert the bracket towards monitor until it locks in place.

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

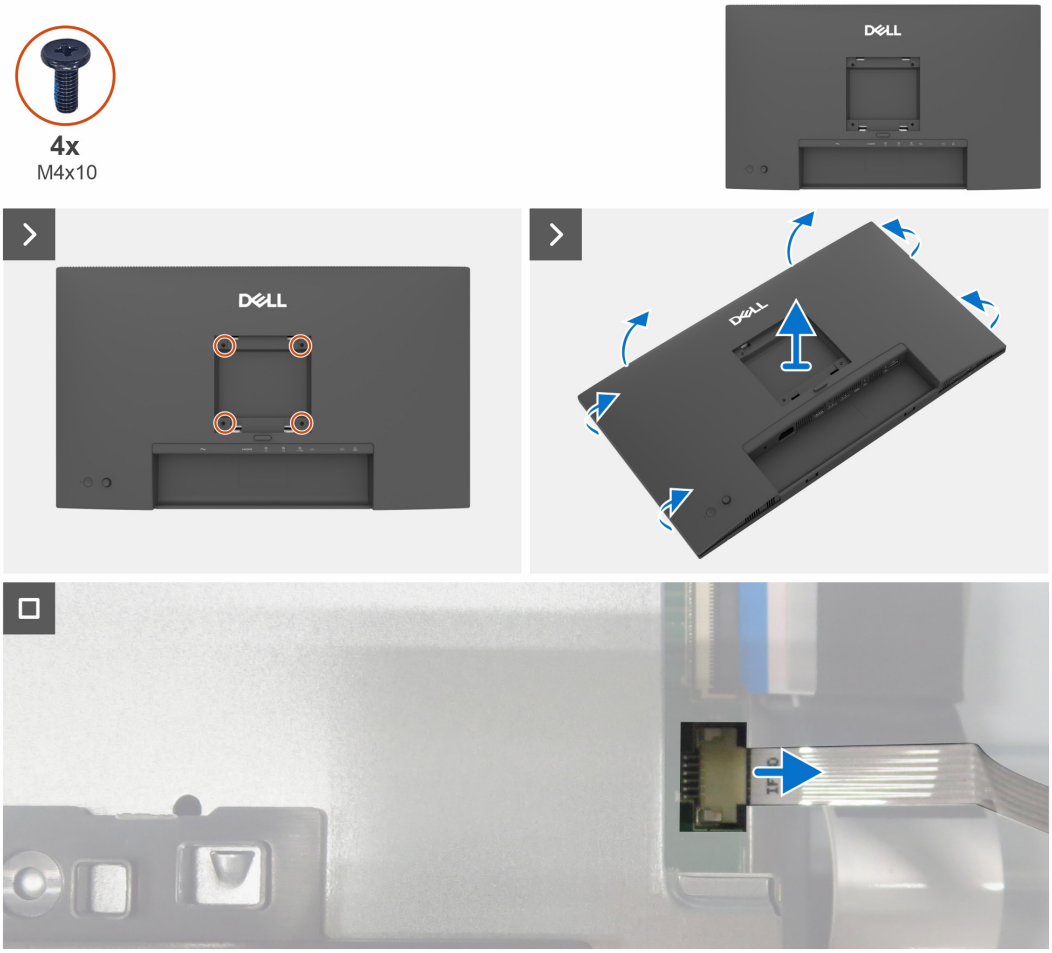

Figure 14. Removing the back cover

Steps

1. Remove the four (M4x10) screws to release the back cover.
2. Using both hands, gently pry the back cover off, starting from the top side, then moving to the left and right sides.
3. Partially lift the back cover from the bottom edge.
4. Disconnect the keypad cable from the connector on the main board.
5. Remove the back cover from the display assembly.

Installing the back cover

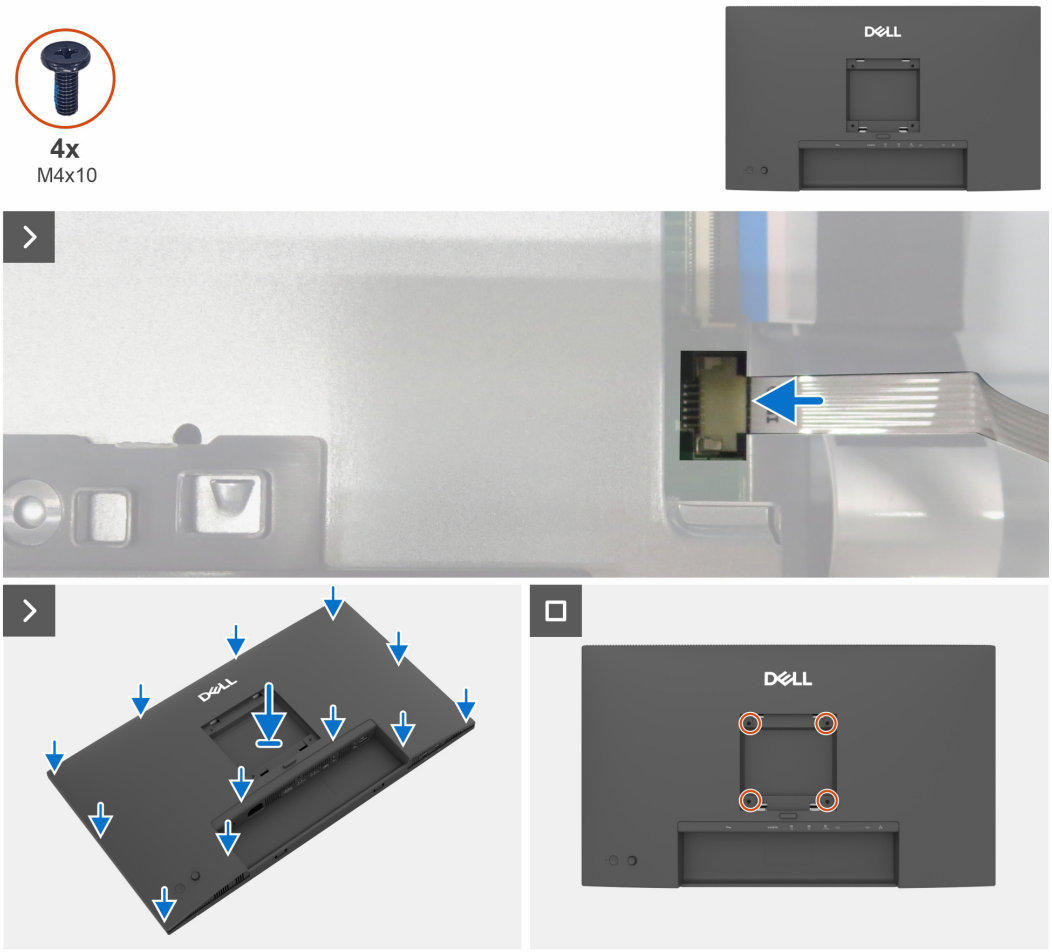

Figure 15. Installing the back cover

Steps

1. Connect the keypad cable to the connector on the main board.
2. Align the back cover with the main chassis, then press along the sides to snap the back cover into place.
3. Replace the four (M4x10) screws to secure the back cover to the monitor.

Next steps

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

Keypad board

Removing the keypad board

Prerequisites

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

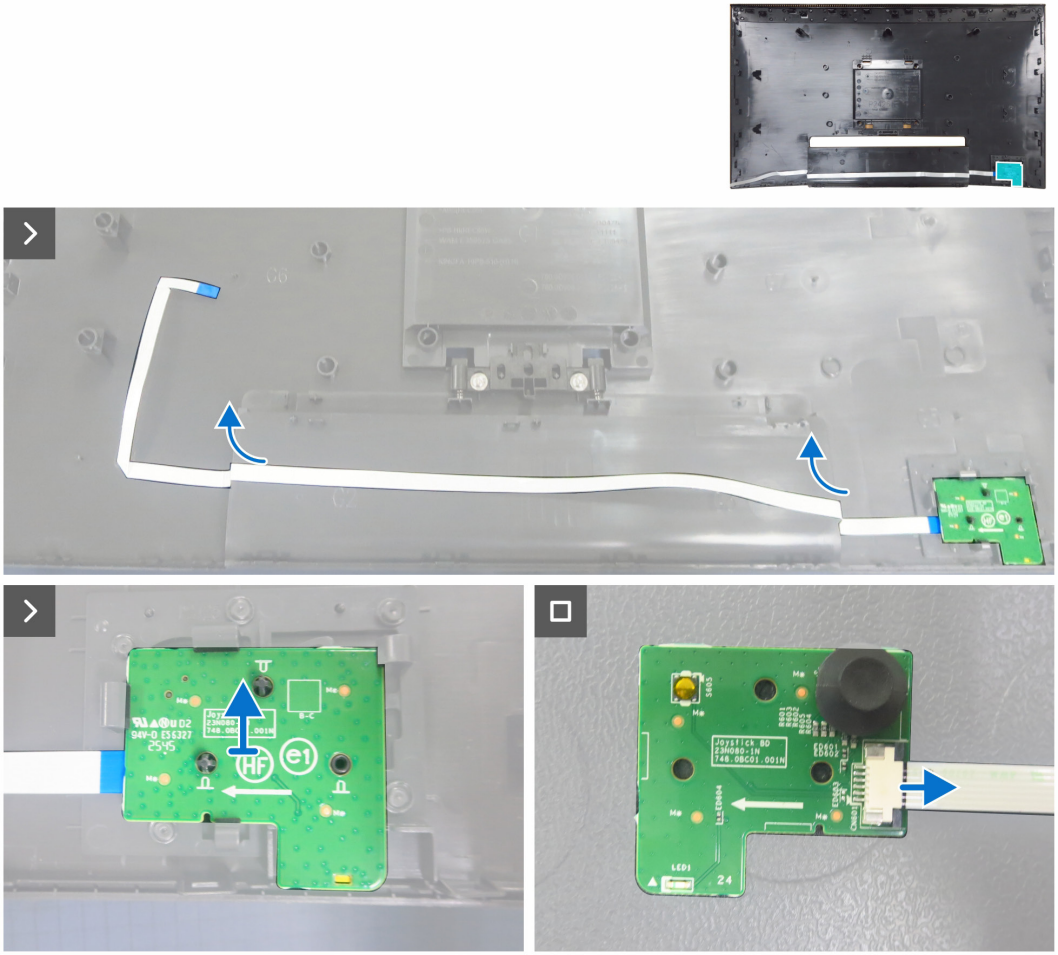

Figure 16. Removing the keypad board

Steps

1. Peel the double-sided tape that secures the keypad cable to the back cover.
2. Remove the keypad board from the pins on the back cover.
3. Disconnect the keypad cable from the keypad board.

Installing the keypad board

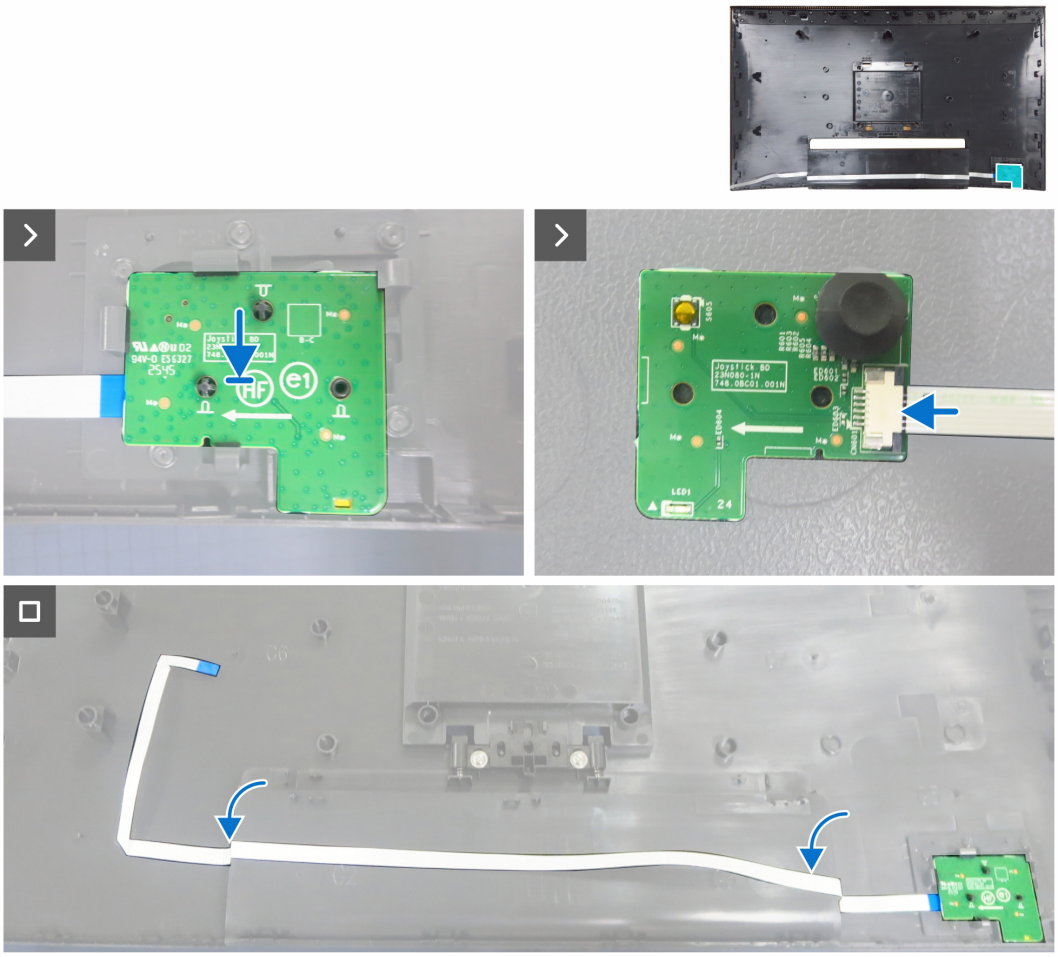

Figure 17. Installing the keypad board

Steps

1. Connect the keypad cable to the keypad board.
2. Align the holes on the keypad board with the probers on the back cover, and place it down.
3. Adhere the double-sided tape to secure the keypad cable to the back cover.

Next steps

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

I/O Cover

Removing the I/O cover

Prerequisites

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

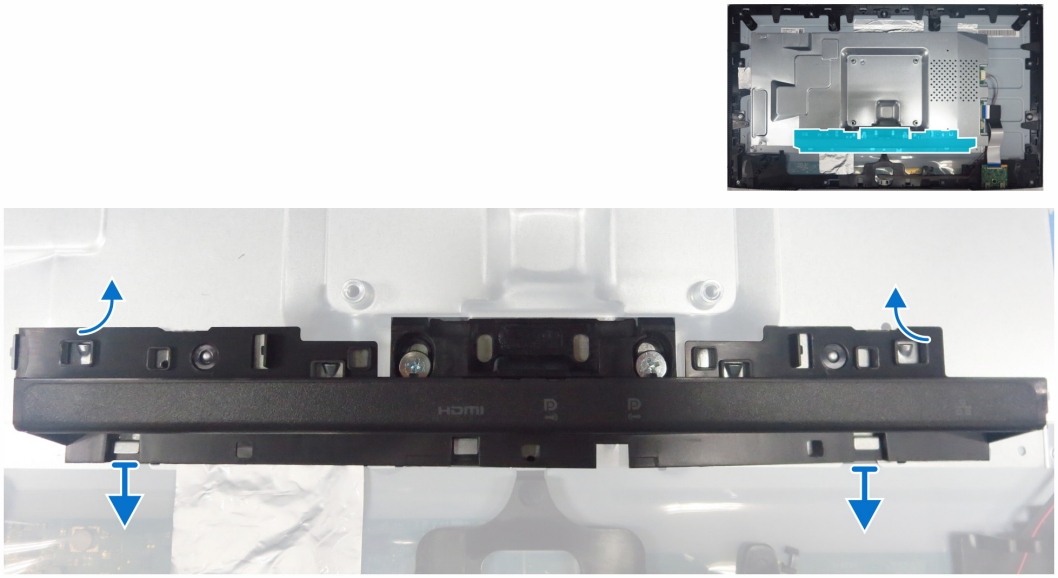

Figure 18. Removing the I/O cover

Steps

1. Release the I/O cover from the tabs of the main chassis.
2. Lift and remove the I/O cover off the main chassis.

Installing the I/O Cover

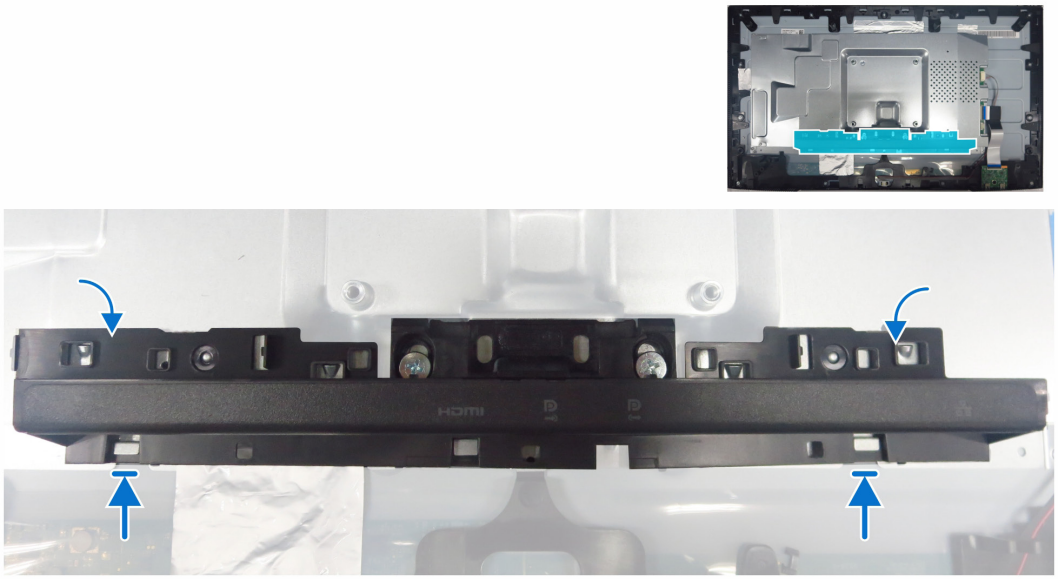

Figure 19. Installing the I/O cover

Steps

1. Align the screw holes on the I/O cover with the screw holes on the main chassis.
2. Replace the I/O cover to the main chassis.

Next steps

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

USB Board

Removing the USB board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the I/O cover.

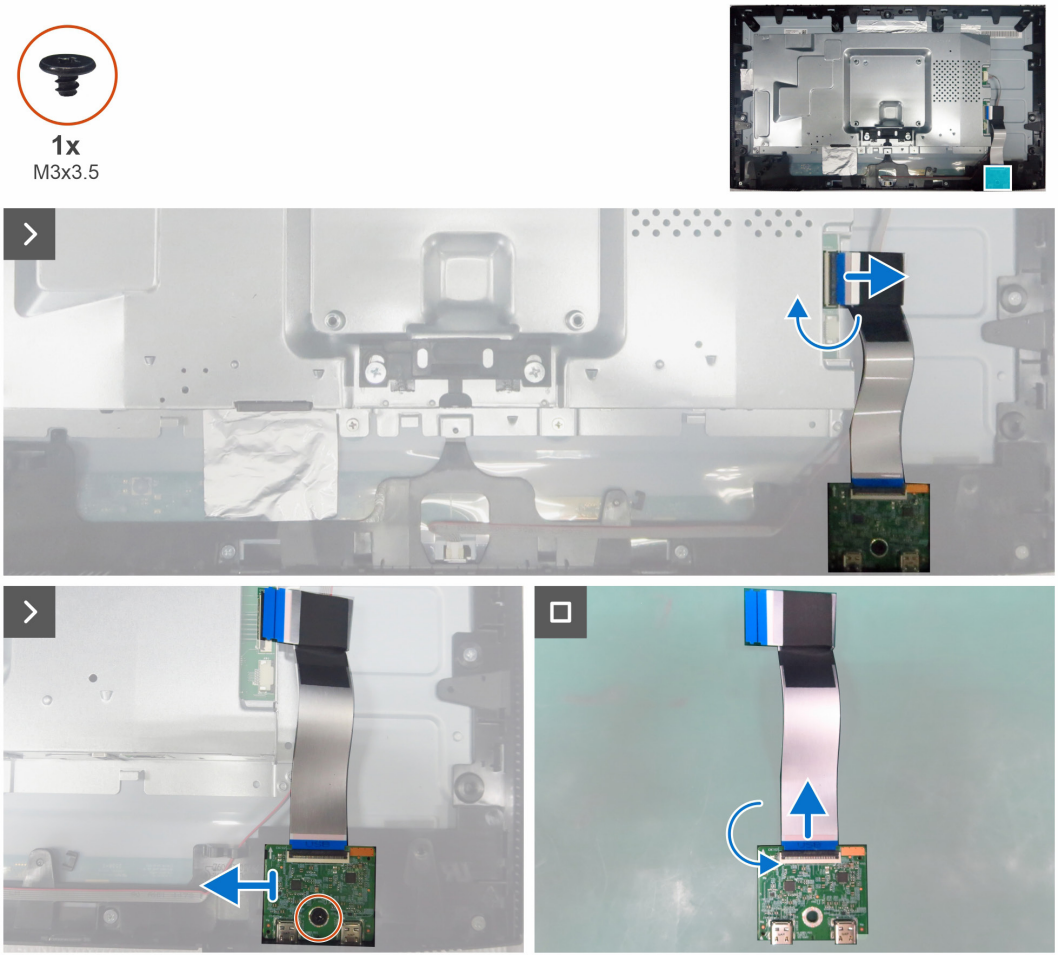

Figure 20. Removing the USB board

Steps

1. Disconnect the USB cable from the connector on the main board.
2. Remove the one (M3x3.5) screw that secures the USB board to the middle frame.
3. Remove the USB board from middle frame.
4. Lift the lock and pull out the USB cable from the USB board.

Installing the USB board

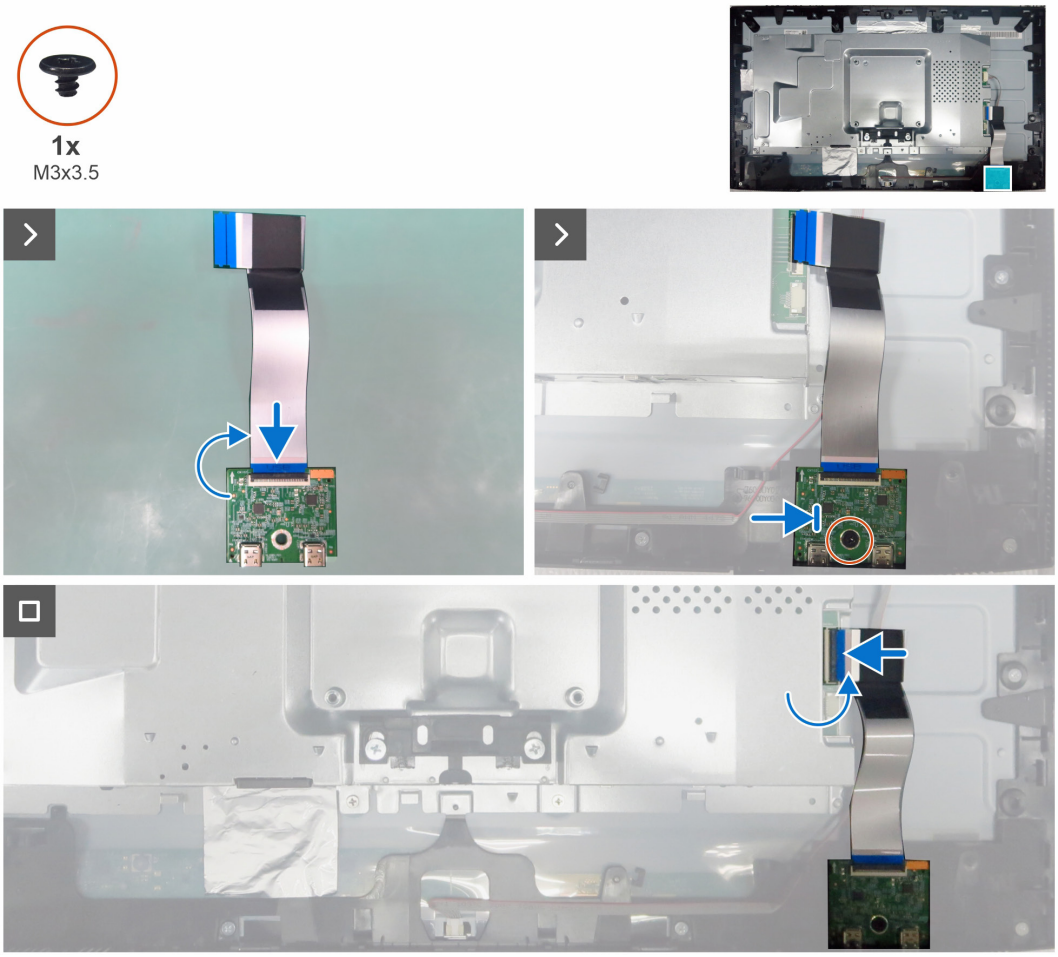

Figure 21. Installing the USB board

Steps

1. Connect the USB cable to the USB board and lock it.
2. Replace the USB board to the middle frame.
3. Replace the one (M3x3.5) screw that secures the USB board to the middle frame.
4. Connect the USB cable to the connector on the main board.

Next steps

1. Install the I/O cover.
2. Install the keypad board.
3. Install the back cover.
4. Install the stand.
5. Follow the procedure in After working inside your monitor.

Main chassis

Removing the main chassis

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the I/O cover.
6. Remove the USB board.

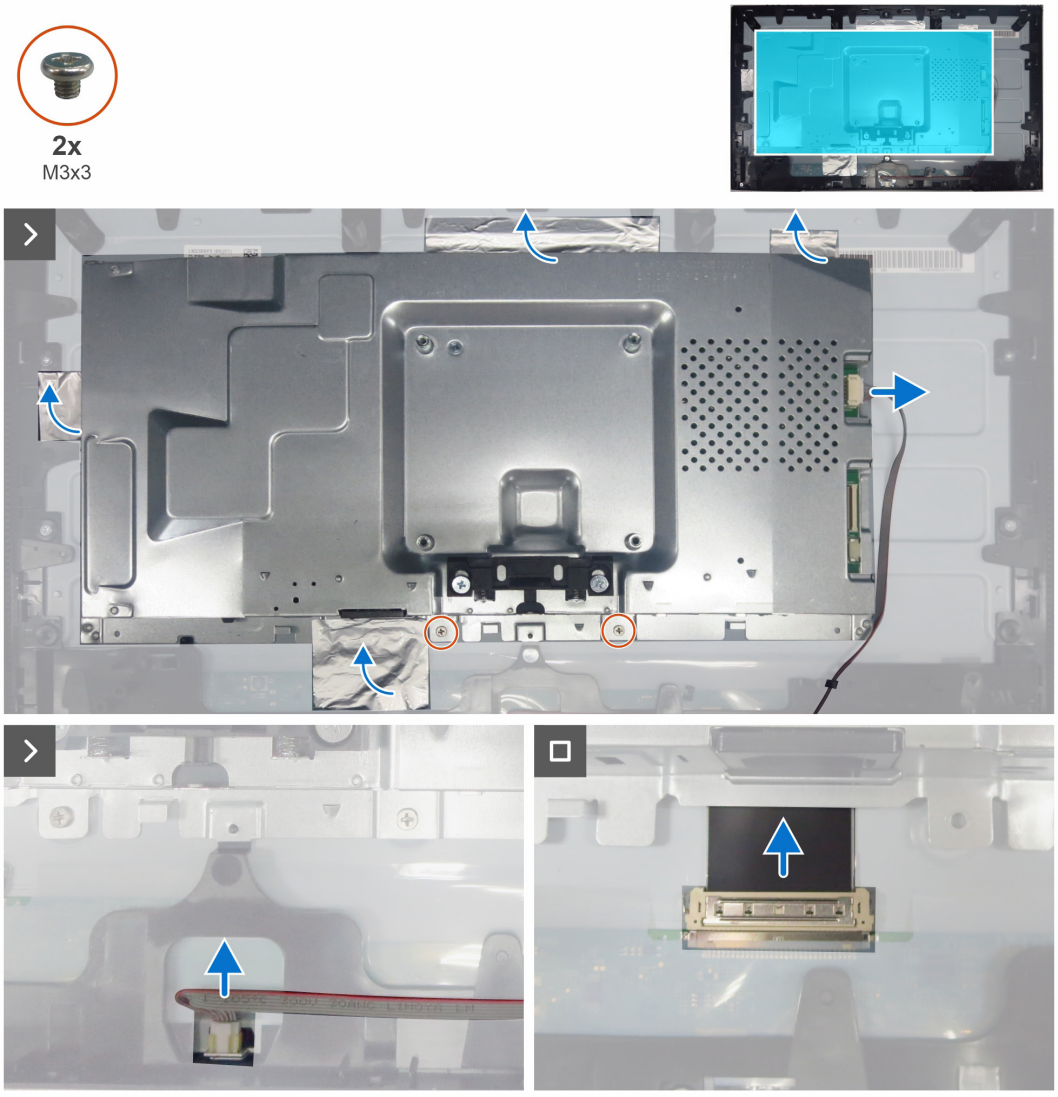

Figure 22. Removing the main chassis

Steps

1. Peel all the aluminum foil on the chassis.
2. Remove the two (M3x3) screws that secure the main chassis to the display panel.
3. Disconnect the lightbar cable from the connector on the main board.
4. Disconnect the lightbar cable and LVDS cable from the connectors on the display panel.
5. Remove the main chassis away from the display panel.

Installing the main chassis

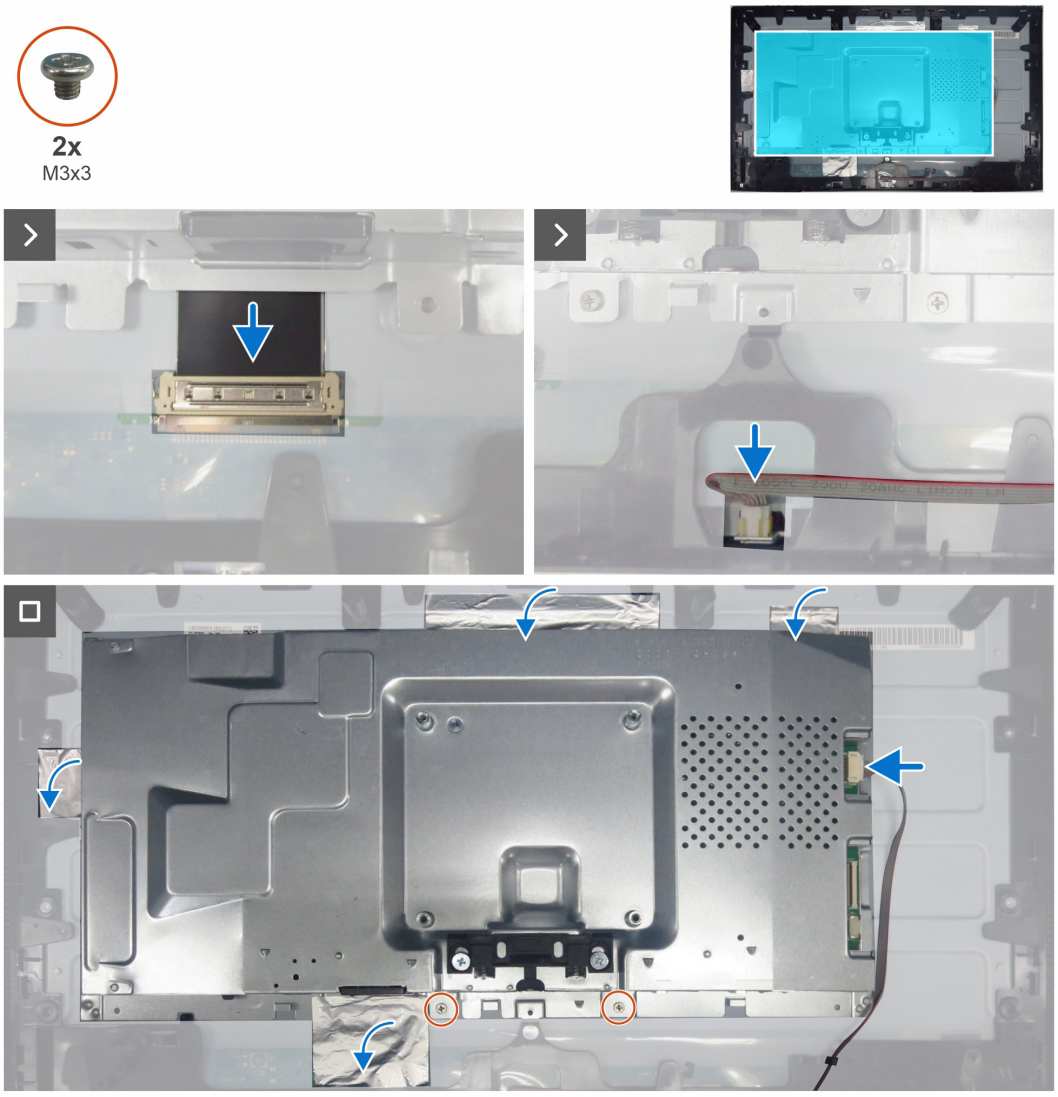

Figure 23. Installing the main chassis

Steps

1. Align the holes on the main chassis with the screw holes on the display panel and place it down.
2. Connect the two LVDS cable and lightbar cable to the connectors on the display panel.
3. Connect the lightbar cable to the connector on the main board.
4. Replace the two (M3x3) screws to secure the main chassis with the display panel.
5. Adhere all the aluminum foil on the main chassis.

Next steps

1. Install the USB board.
2. Install the I/O cover.
3. Install the keypad board.
4. Install the back cover.
5. Install the stand.
6. Follow the procedure in After working inside your monitor.

Middle frame

Removing the middle frame

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the I/O cover.
6. Remove the USB board.
7. Remove the main chassis.

Figure 24. Removing the middle frame

Steps

1. Remove the thirteen (M3x5) screws that secure the middle frame to the display panel.
2. Lift and remove the middle frame away from the display panel.

Installing the middle frame

Figure 25. Installing the middle frame

Steps

1. Align and place the middle frame on the display panel.
2. Replace the thirteen (M3x5) screws that secure the middle frame to the display panel.

Next steps

1. Install the main chassis.
2. Install the USB board.
3. Install the I/O cover.
4. Install the keypad board.
5. Install the back cover.
6. Install the stand.
7. Follow the procedure in After working inside your monitor.

Main board

Removing the main board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the I/O cover.
6. Remove the USB board.
7. Remove the main chassis.
8. Remove the middle frame.

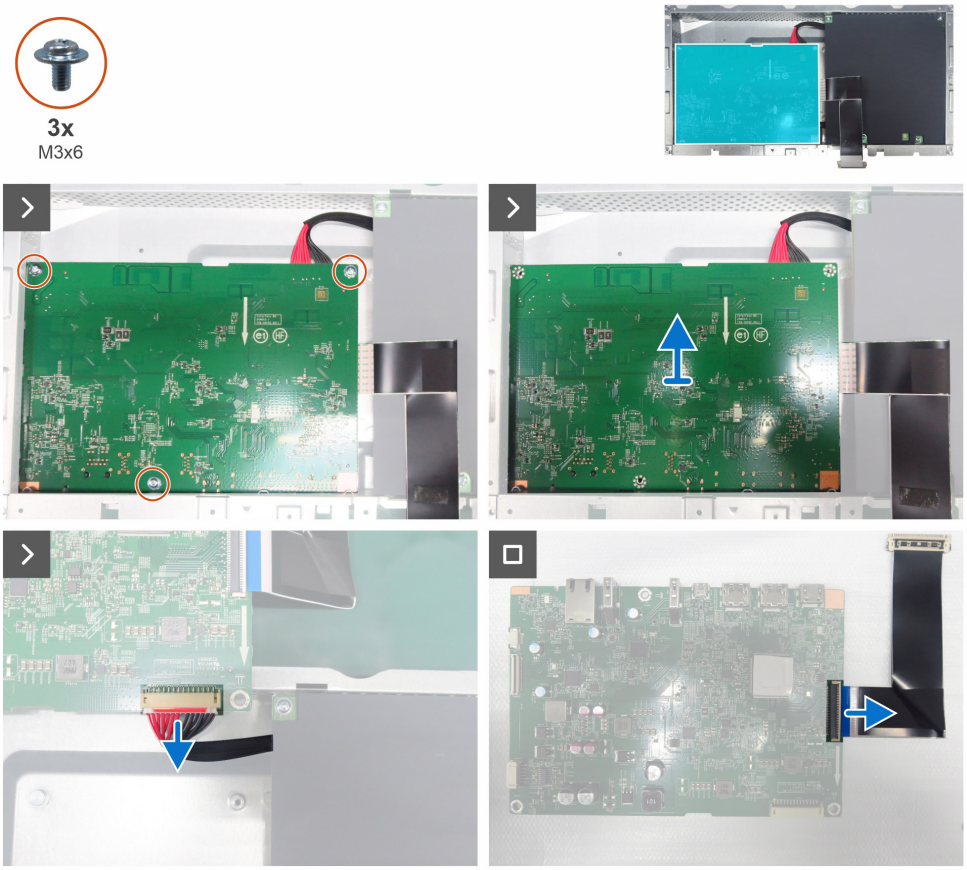

Figure 26. Removing the main board

Steps

1. Remove the three (M3x6) screws that secure the main board to the chassis.
2. Turn over the main board and disconnect the power cable from the connector on the main board.
3. Remove the main board from the main chassis.
4. Disconnect the LVDS cable from the connector on the main board.

Installing the main board

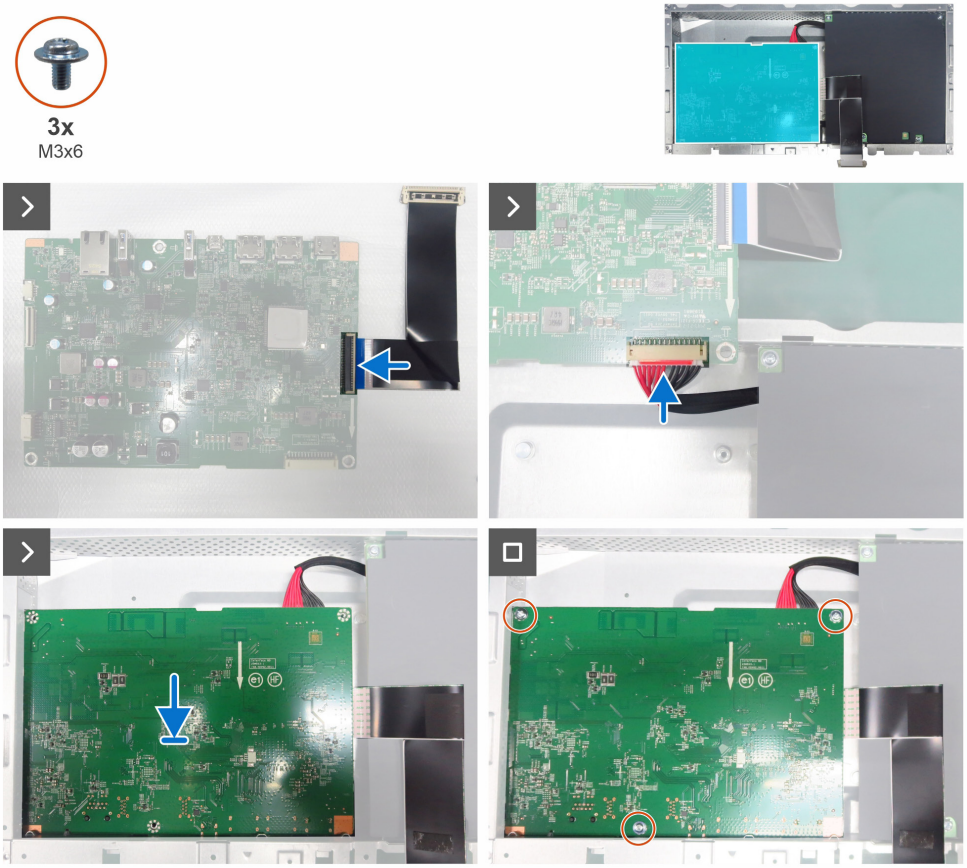

Figure 27. Installing the main board

Steps

1. Connect the LVDS cable to the connector on the main board.
2. Connect the power cable to the main board.
3. Turn over the main board and align the screw holes to the screw holes on the main chassis, and then place it down.
4. Replace the three (M3x6) screws to secure the main board to the chassis.

Next steps

1. Install the middle frame.
2. Install the main chassis.
3. Install the USB board.
4. Install the I/O cover.
5. Install the keypad board.
6. Install the back cover.
7. Install the stand.
8. 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 back cover.
4. Remove the keypad board.
5. Remove the I/O cover.
6. Remove the USB board.
7. Remove the main chassis.
8. Remove the middle frame.
9. Remove the main board.

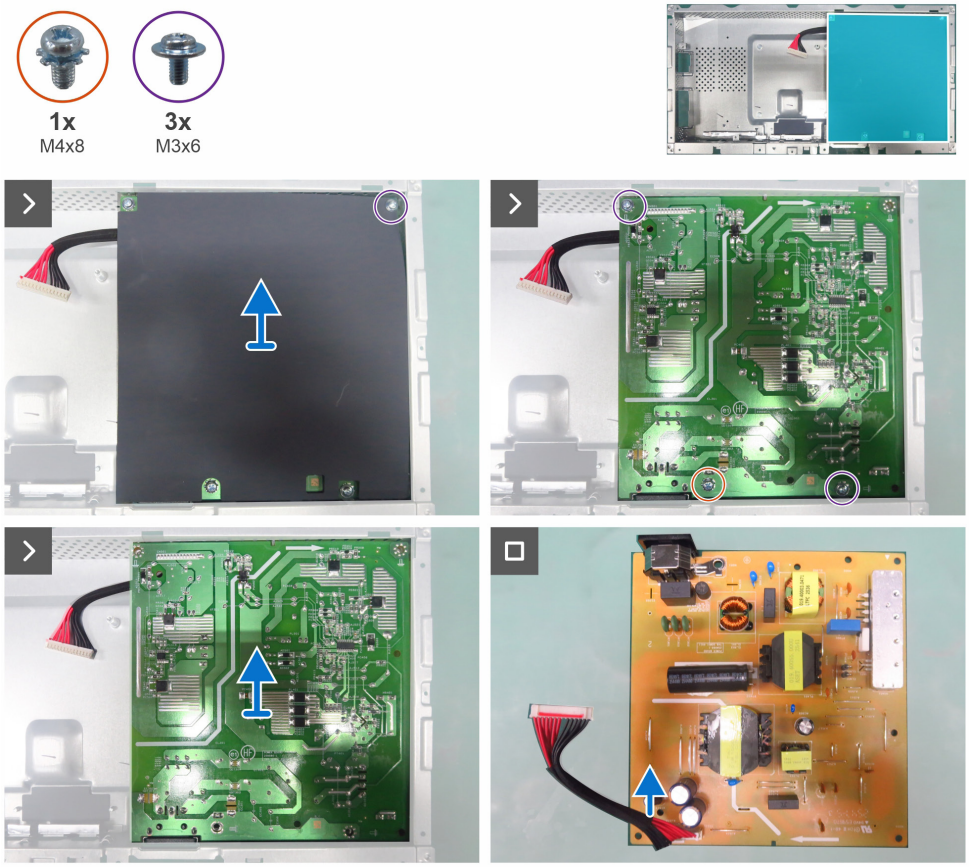

Figure 28. Removing the power board

Steps

1. Remove the one (M3x6) screw to secure the Mylar sheet to the main chassis.
2. Remove the Mylar sheet from the slots in the main chassis.
3. Remove the one (M4x8) screw and the two (M3x6) screws that secure the power board to the main chassis.
4. Remove the power board from the main chassis.
5. Disconnect the power cable from the connector on the power board.

Installing the power board

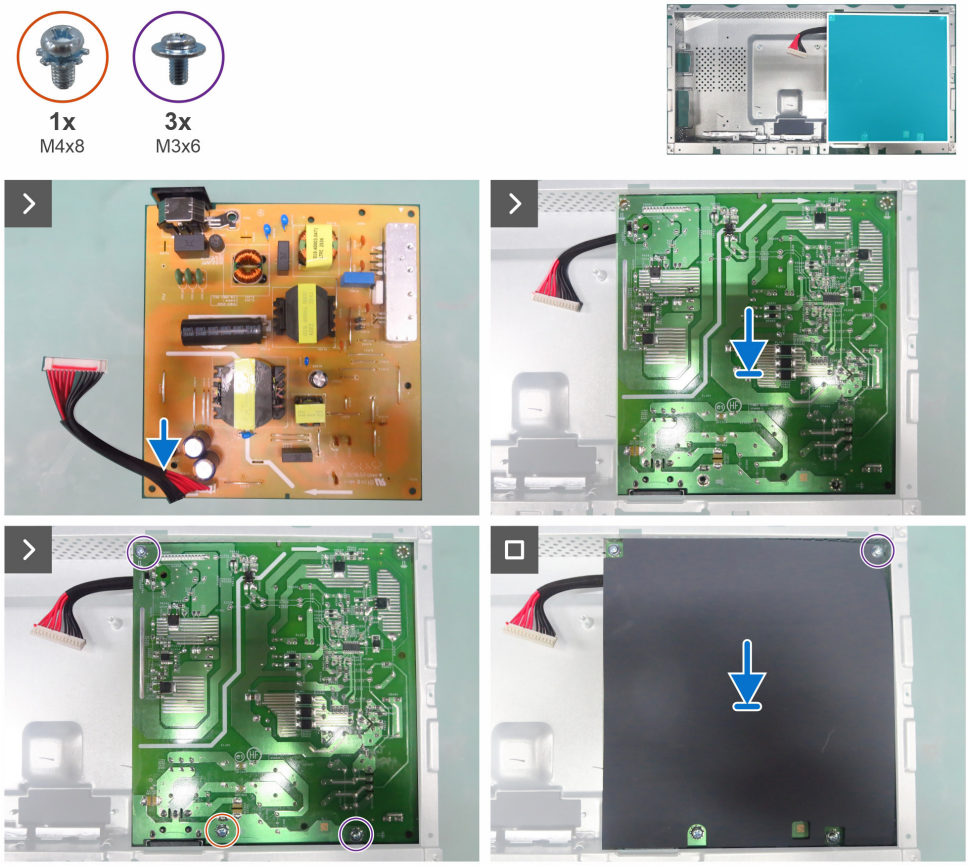

Figure 29. Installing the power board

Steps

1. Connect the power cable to the connector on the power board.
2. Align the screw holes on the power board with the screw holes on the main chassis, and place it down.
3. Replace the one (M4x8) screw and the two (M3x6) screws that secure the power board to the main chassis.
4. Insert the Mylar sheet into the slot on the main chassis.
5. Replace the one (M3x6) screw that secure the Mylar sheet to the main chassis.

Next steps

1. Install the main board.
2. Install the middle frame.
3. Install the main chassis.
4. Install the USB board.
5. Install the I/O cover.
6. Install the keypad board.
7. Install the back cover.
8. Install the stand.
9. 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 back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
3. Turn on the monitor.

If the monitor cannot sense a video signal and is working correctly, a dialog box appears on the screen (against a black background). While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown will continuously scroll through the screen.

Figure 30. DP cable disconnected warning message

4. This dialog box also appears during normal operation if the video cable is 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 still remains blank after performing the above steps, it indicates 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.

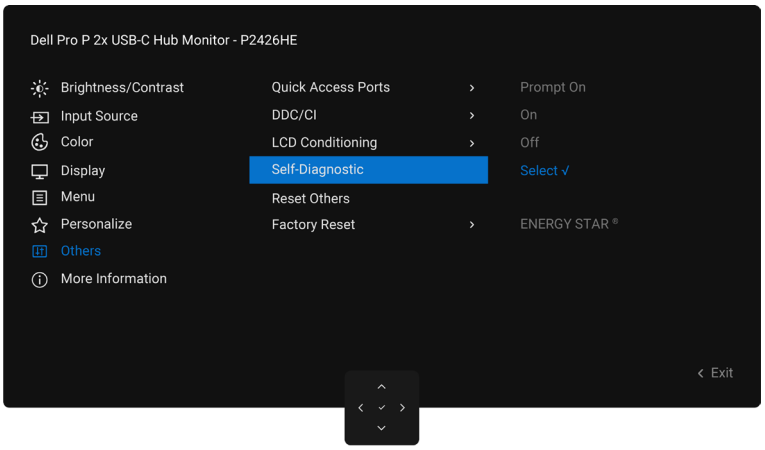

Figure 31. Built-in diagnostics

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Select OSD items of **Self-Diagnostics** in **Others** feature.
3. Press the Joystick button to start the diagnostics. A gray screen is displayed.
4. Observe if the screen has any defects or abnormalities.
5. Toggle the Joystick once again until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat steps 5 and 6 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

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

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

Common problems

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

⚠ **WARNING: The monitor LCD panel duty cycle is designed for 18 hours a day, 7 days a week. Usage higher than the designed duty cycle may result in premature decrease in panel backlight luminance, which may not be covered under warranty.**

Table 7. Common problems

Common symptoms	What you experience	Possible solutions
No video/power LED off	No picture	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Ensure that you have pressed the power button properly. • Ensure that the correct input source is selected in the **Input Source** menu.
No video/power LED on	No picture or no brightness	• Increase brightness and contrast controls through OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the Built-in diagnostics. • Ensure that the correct input source is selected in the **Input Source** menu.
Missing pixels	LCD screen has spots	• Cycle power on-off. • A pixel that stays permanently off is a common defect in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Stuck-on pixels	LCD screen has bright spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Brightness problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness and contrast controls through OSD.
Safety-related issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent problems	Monitor malfunctions on and off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing color	Picture missing color	• Perform a monitor self-test. • 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	• Try different **Preset Modes** in **Color** settings OSD. • Adjust R/G/B value under **Custom Color** in the Color menu OSD. • Change the **Input Color Format** to **RGB** or **YCbCr** in the Color settings OSD. • Run the 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 the Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver.

Product-specific problems

Table 8. Product-specific problems

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on the screen, but does not fill the entire viewing area	• Check the **Aspect Ratio** setting in the **Display** menu OSD. • Reset the display to factory settings.
Cannot adjust the monitor with the joystick control on the rear of the monitor	OSD does not appear on the screen	• Turn off the monitor, unplug the monitor 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**, or **Right** navigation keys for 4 seconds to unlock.
No input signal when user controls are pressed	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. • Ensure the signal cable is securely connected. If needed, disconnect and reconnect the cable to confirm a proper connection. • 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.
No image when using DP connection to the computer	Black screen	• Verify the DisplayPort (DP) certification (DP 1.1a or DP 1.4) of your graphics card. Download and install the latest graphics card driver. • Some DP 1.1a graphics card cannot support DP 1.4 monitors.
No image when using USB-C connection to computer, laptop, and so on	Black screen	• Verify if the USB-C interface of the device can support DP alternate mode. • Verify if the device requires more than 96W (platform which supports DDM2 can charging up to 100W) power charging. • USB-C interface of the device cannot support DP alternate mode. • Set Windows to Projection mode. • Ensure that the USB-C cable is not damaged.
No charging when using USB-C connection to computer, laptop, and so on	No charging	• Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles. • Verify if the laptop requires a >96W (platform which supports DDM2 can charging up to 100W) power adapter. • If the laptop requires a >96W (platform which supports DDM2 can charging up to 100W) power adapter, it may not charge with the USB-C connection. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB-C cable is not damaged.
Intermittent charging when using USB-C connection to computer, laptop, and so on	Intermittent charging	• Check if the maximum power consumption of the device is over 96W (platform which supports DDM2 can charging up to 100W). • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB-C cable is not damaged.
No image when using USB-C MST	Black screen or second DUT is not Prime mode	• USB-C input - Go to OSD menu. Under Display Info, check if the Link Rate is HBR2 or HBR3. If the Link Rate is HBR2, suggest using USB-C to DP cable to turn on the MST.
No network connection	Network dropped or intermittent	• Do not toggle Off/On the power button when network is connected, keeps the power button On.
The LAN port is not functioning	Operating system setting or cable connection issue	• Ensure that your computer has the latest BIOS and drivers installed. • Ensure that the RealTek Ethernet Controller is installed in the Windows Device Manager. • If your BIOS Setup has a LAN/GBE Enabled/ Disabled option, ensure it is set to **Enabled**. • Ensure that the Ethernet cable is connected securely to both the monitor and the hub/router/ firewall. • Verify the status LED on the Ethernet cable to ensure it is connected. If the LED it not lit, try reconnecting both ends of the cable. • First, turn off the computer and disconnect the USB-C cable and power cord from the monitor. Next, turn the computer back on and reconnect the monitor's power cord and USB-C cable.

Universal Serial Bus (USB) specific problems

Table 9. 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). • Turn off and then turn on the monitor again. • Reboot your computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
USB 5Gbps interface is slow	USB 5Gbps peripherals working slowly or not working at all	• Check that your computer is USB 5Gbps-compatible. • Some computers have USB 3.2, 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 5Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between themselves and their receiver decreases	• Increase the distance between the USB 5Gbps 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 5Gbps 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 or region and product, and some services may not be available in your country or region.

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 10. Revision history

Revision	Date	Description
A00	March 2026	Original publish date.