

# Dell Pro P 27 USB-C Hub Monitor P2726HE

## Simplified Service Manual

## Notes, cautions, and warnings

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

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

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

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# Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that was 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 a monitor that supports it) may cause damage to your hearing ability.

- Place the monitor on a solid surface and handle it carefully.
  - The screen is fragile and can be damaged if dropped or hit with a sharp object.
  - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
  - Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
  - Connect the power cable from the monitor to a wall outlet that is near and accessible. See [Connecting your monitor](#).
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions 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-mounted 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

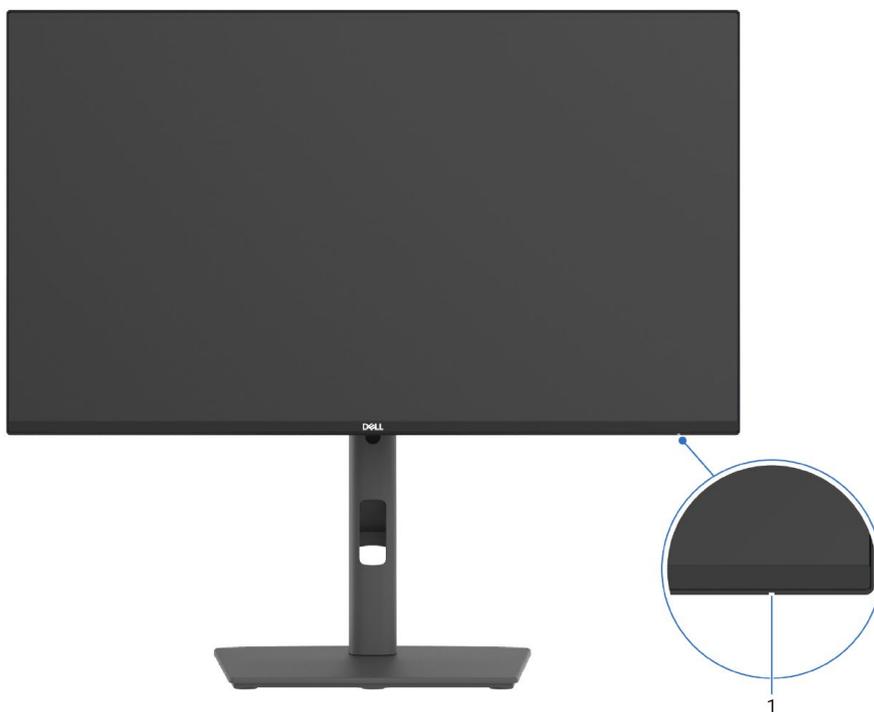
**CAUTION:** Leaving any loose or misplaced screws inside your monitor may severely damage it.

### 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 inside your monitor.
3. Replace any media cards, discs, or any other parts that you removed before working inside your monitor.
4. Connect your monitor and all attached devices to their electrical outlets.
5. Turn on your monitor.

# Views of P2726HE monitor

## Front view

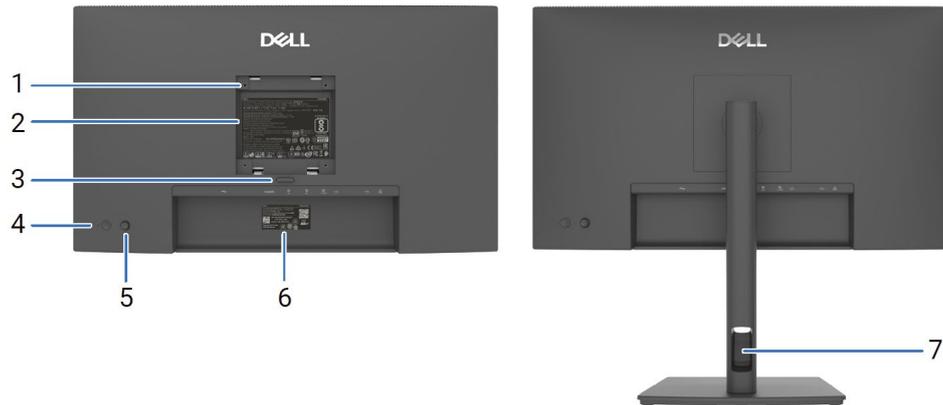


**Figure 1.** Front view of the monitor

**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.**

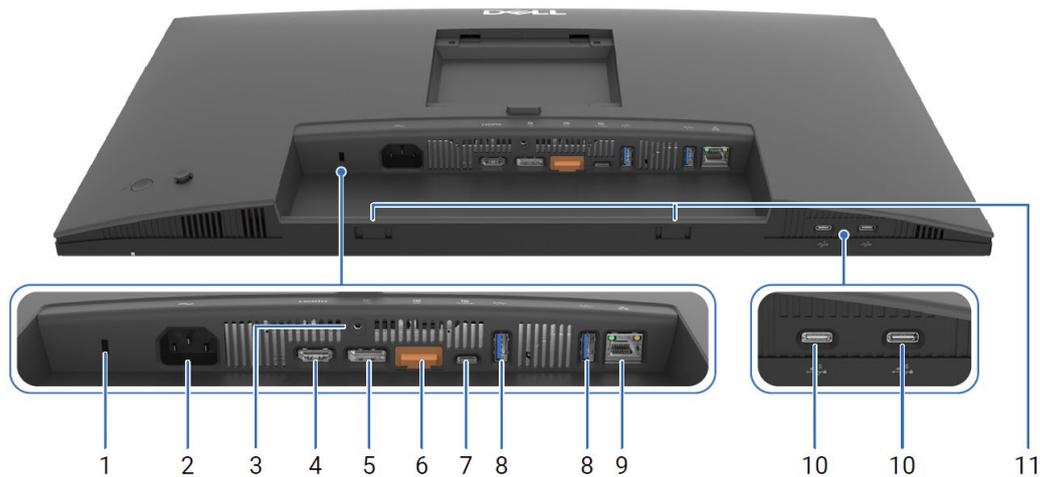
Label	Description	Use
1	VESA mounting Holes (4) (100 mm x 100 mm - behind attached VESA cover)	Wall-mount monitor using VESA-compatible wall-mount kit.
2	Regulatory information label	Lists the regulatory approvals.
3	Stand release button	Releases the stand from the monitor.
4	Power On/Off button	To turn 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.

## Side view



**Figure 3. Side view of the monitor**

## Rear and bottom view

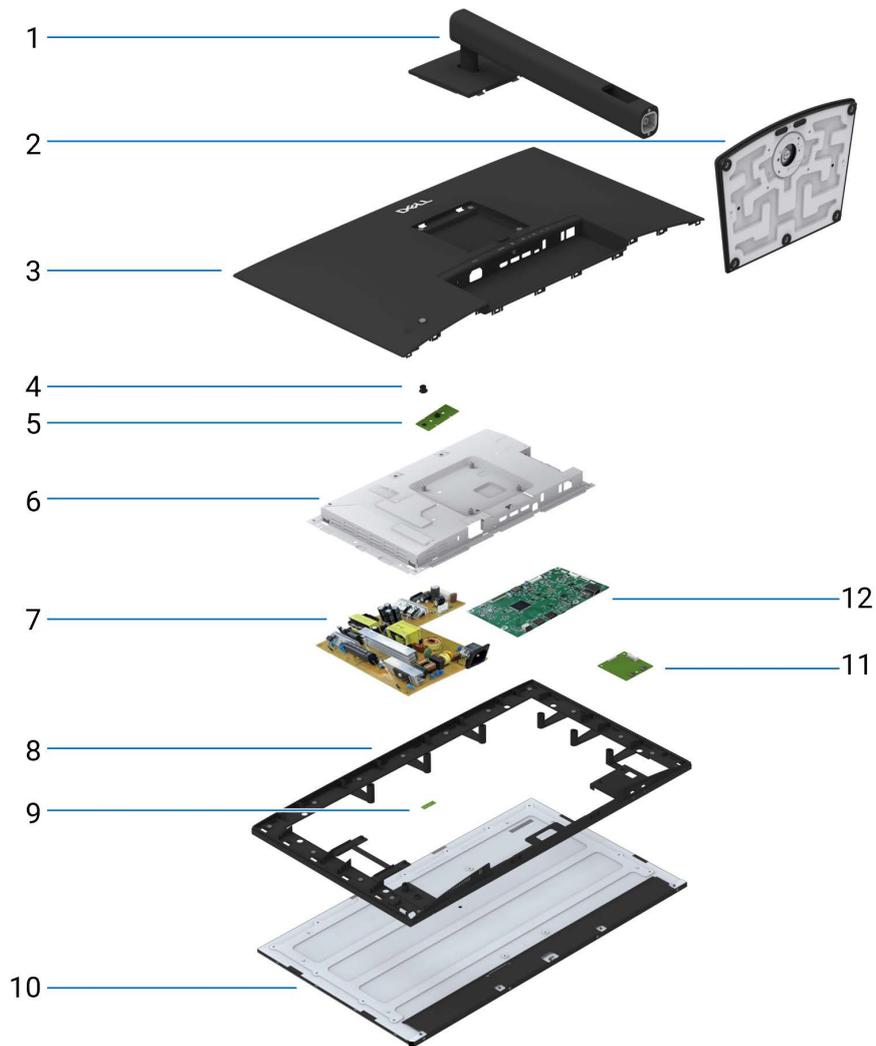


**Figure 4.** Rear and bottom view of the monitor

**Table 3.** Components and descriptions.

Label	Description	Use
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 " <a href="#">Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function</a> ". <b>NOTE:</b> 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. <b>NOTE:</b> USB-C is not supported on Windows versions older than Windows 10. * PD 100W only enabled for Dell compatible system.
8	 USB Type-A 5Gbps 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. <b>NOTE:</b> 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 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. <b>NOTE:</b> 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 P2726HE monitor

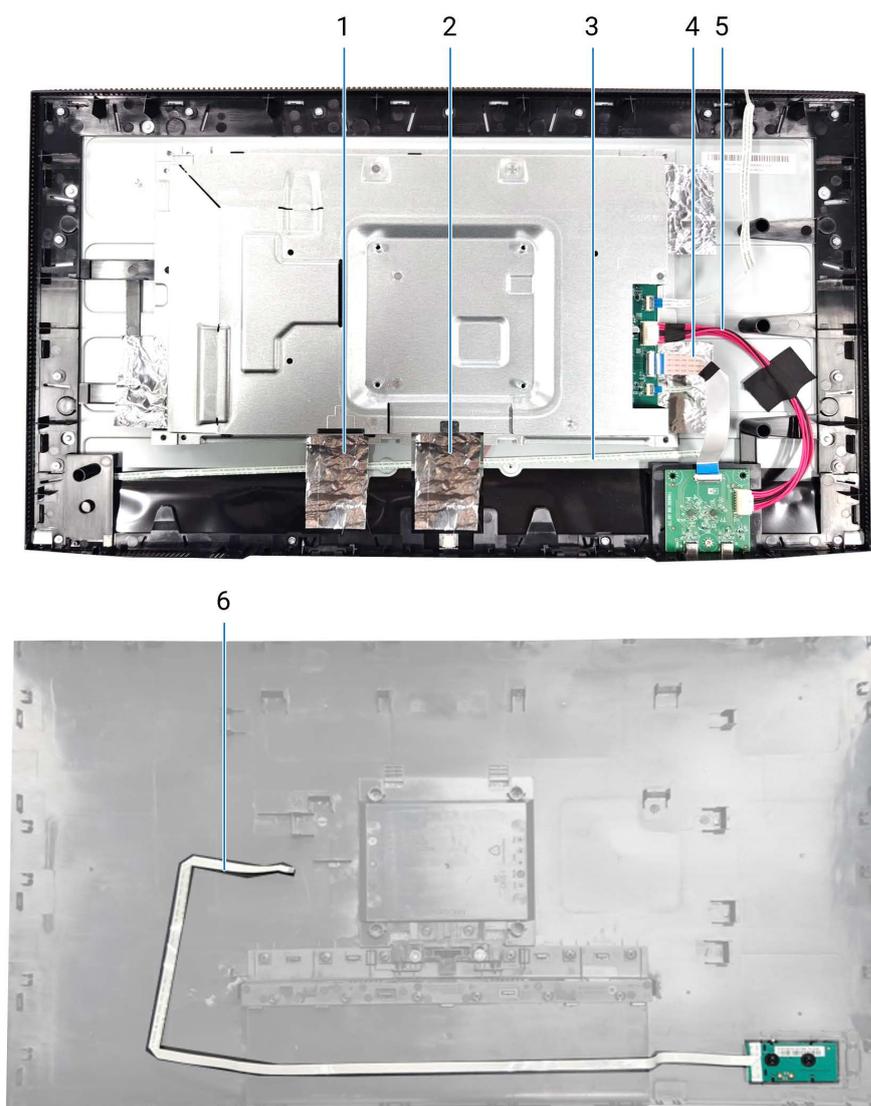


**Figure 5. Major components**

**Table 4. Components.**

Item	Description
1	Stand riser
2	Stand base
3	Back cover
4	Joystick
5	Keypad board
6	Chassis
7	Power board
8	Display middle-frame
9	LED board
10	Display panel
11	QAP board
12	Interface board

# Wiring connectivity diagram



**Figure 6.** Wiring connectivity diagram

**Table 5.** Cables.

Item	Description
1	LVDS cable
2	Lightbar cable
3	LED cable
4	QAP cable
5	QAP PW cable
6	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 cable into is easily accessible to the operator and located as close to the equipment as possible.  
To disconnect power from the equipment, unplug the power cable 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 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 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)

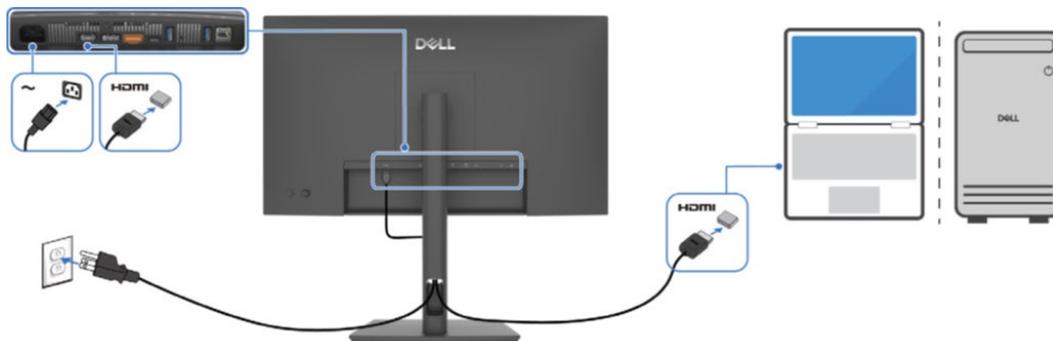


Figure 7. Connecting the HDMI cable

## Connecting the DisplayPort cable

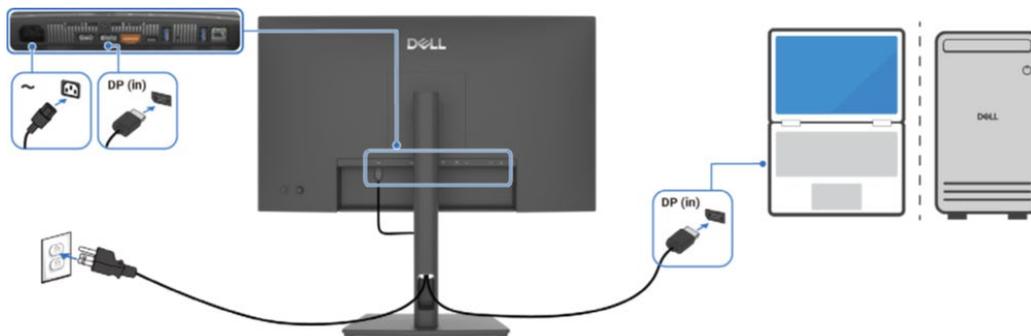
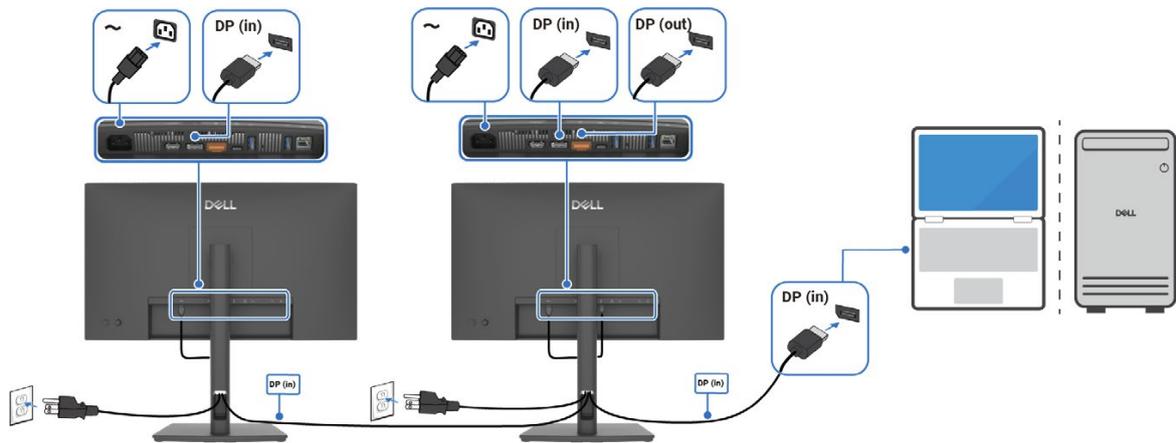


Figure 8. Connecting the DisplayPort cable

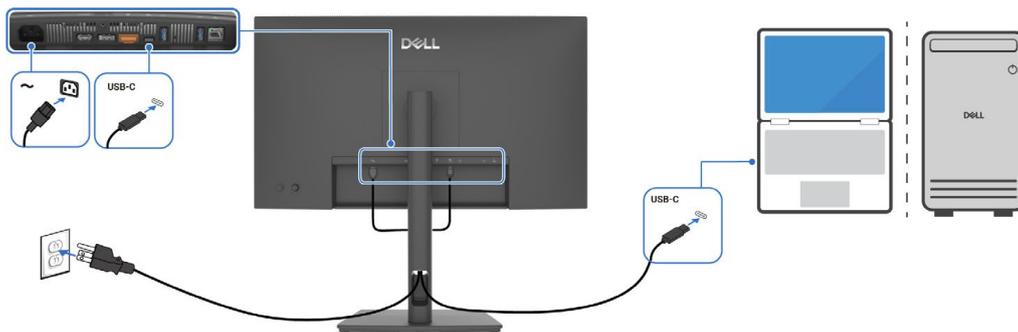
## Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function



**Figure 9. DisplayPort Multi-Stream Transport (MST) function**

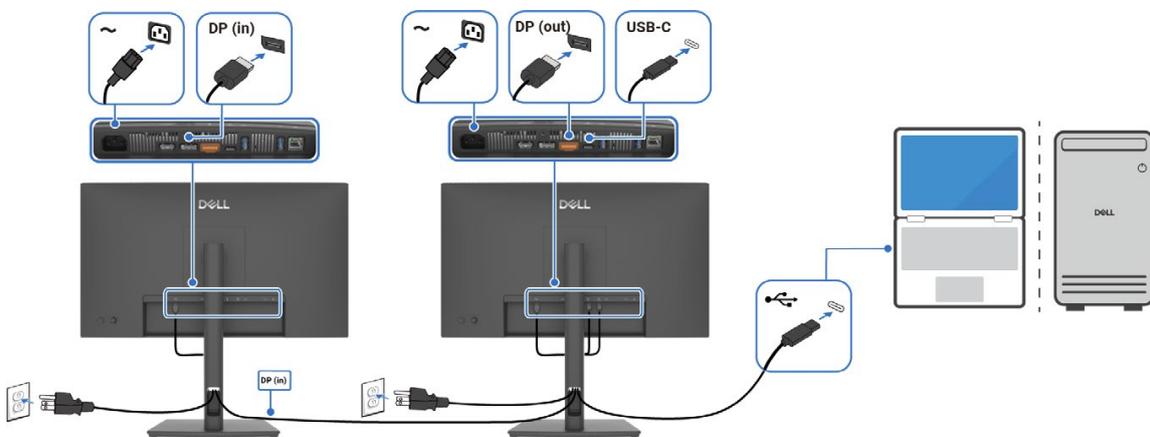
**NOTE:** Supports the DisplayPort MST feature. To use this feature, your computer graphic card must be certified to at least DP 1.2 with MST option.

## Connecting the USB-C to C cable



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

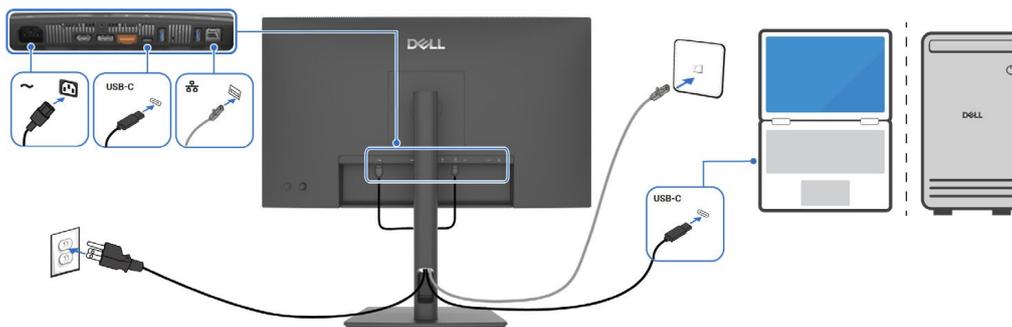
## Connecting the monitor for USB-C Multi-Stream Transport (MST) function



**Figure 11. USB-C Multi-Stream Transport (MST) function**

**NOTE:** The maximum number of monitors supported via MST is subjected to the bandwidth 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 12.** Connecting the monitor for RJ45 cable (optional)

# 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 #00
- Phillips screwdriver #2
- Plastic scribe

## Screw list

- ① 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.
- ① NOTE:** Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.
- ① NOTE:** Screw color may vary with the configuration ordered.

**Table 6. Screw list.**

Component	Screw type	Quantity	Screw image
Back cover VESA	M4x10	4	
Interface board	M3x6	4	
Power board	M3x6	4	
Power-board grounding	M4x9	1	
Display middle-frame	M3x4	17	
Keypad	T3x6	2	
QAP board	T3x6	1	
LED board	T2x3	1	

# Stand

## Removing the stand

### Prerequisites

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

### Steps

1. Placing the monitor on a soft cloth or cushion on the desk.
2. Press the release button.
3. Tilt the stand and lift it upwards to release the stand from the monitor.
4. Open the screw handle at the bottom of the stand base, and turn it anti-clockwise to unlock the stand riser from the base.
5. Remove the stand riser from the stand base.

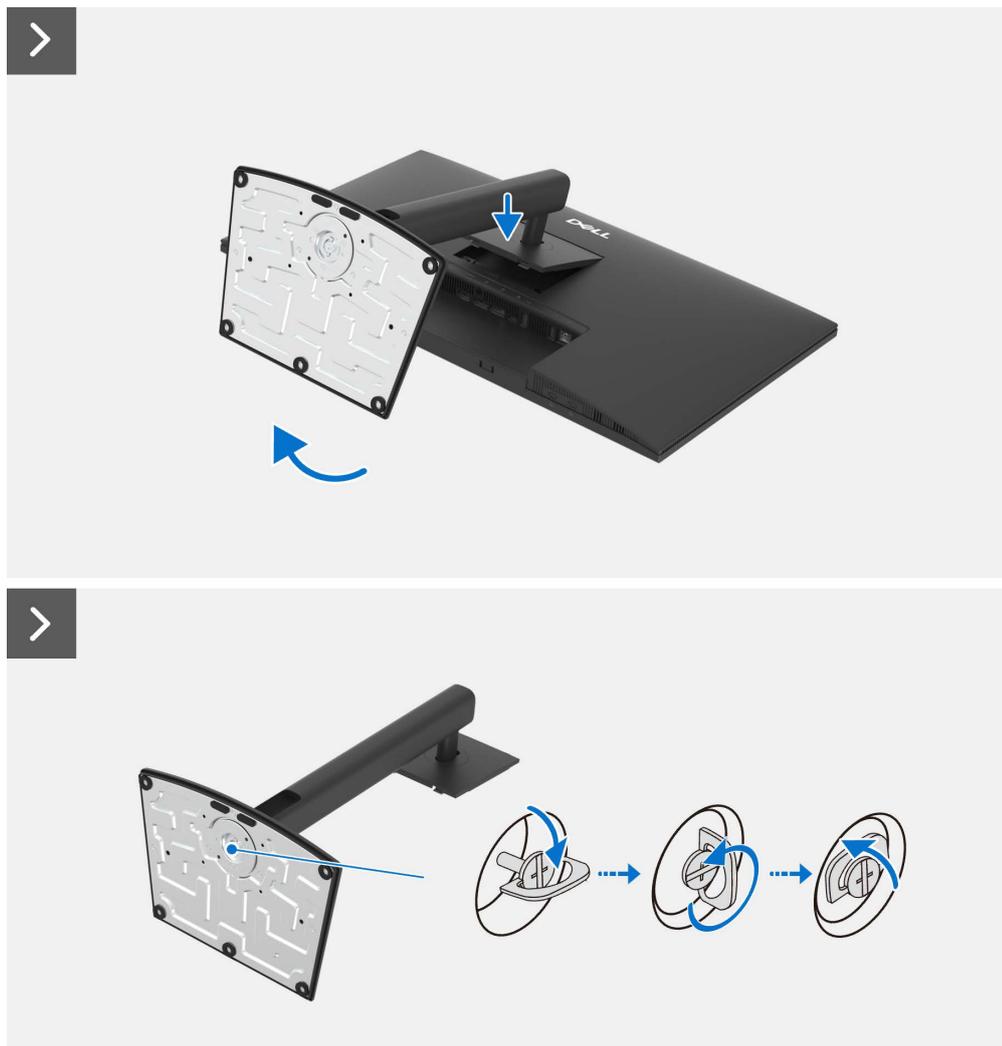


Figure 13. Removing the stand

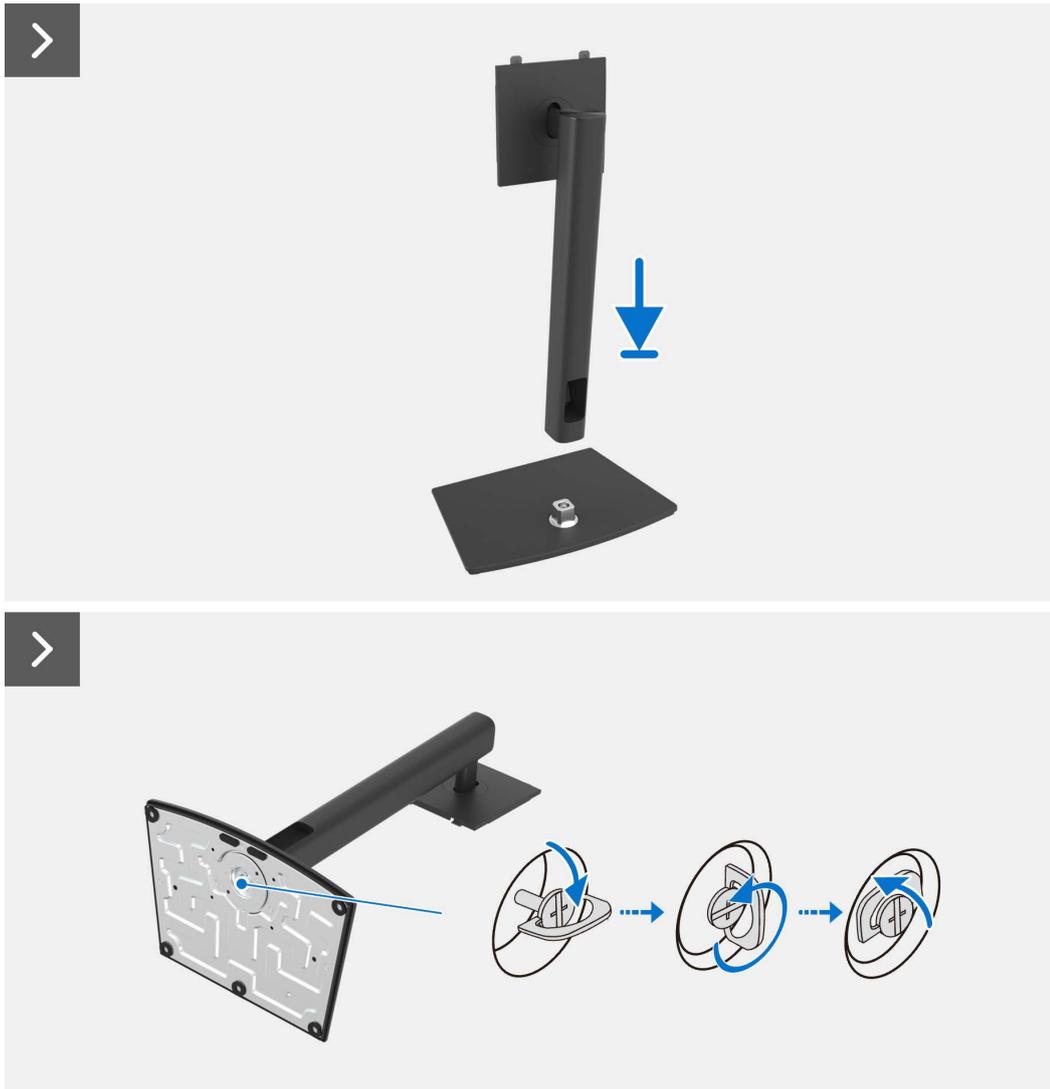


**Figure 14.** Removing the stand

## Installing the stand

### Steps

1. Align and place the stand riser on the stand base.
2. Open the screw handle at the bottom of the Stand base and rotate it clockwise to tighten the screw firmly.
3. Close the screw handle at the bottom of the stand.
4. Place the monitor on a soft cloth or cushion near the edge of the desk.
5. Align the stand assembly bracket to the monitor head.
6. Insert the stand assembly bracket into the monitor until it locks in place.



**Figure 15.** Installing the stand



**Figure 16.** Installing the stand

**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](#).

#### Steps

1. Remove the four screws (M4x10) that secure the back cover to the chassis assembly.
2. Using both hands, gently pry the back cover up, starting from the top edge of the monitor.
3. Partially lift and hold the back cover.
4. Remove the side mylar from the chassis, disconnect the keypad cable from the connector on the interface board.
5. Remove the back cover away from the monitor.



4x  
M4x10



**Figure 17. Removing the back cover**

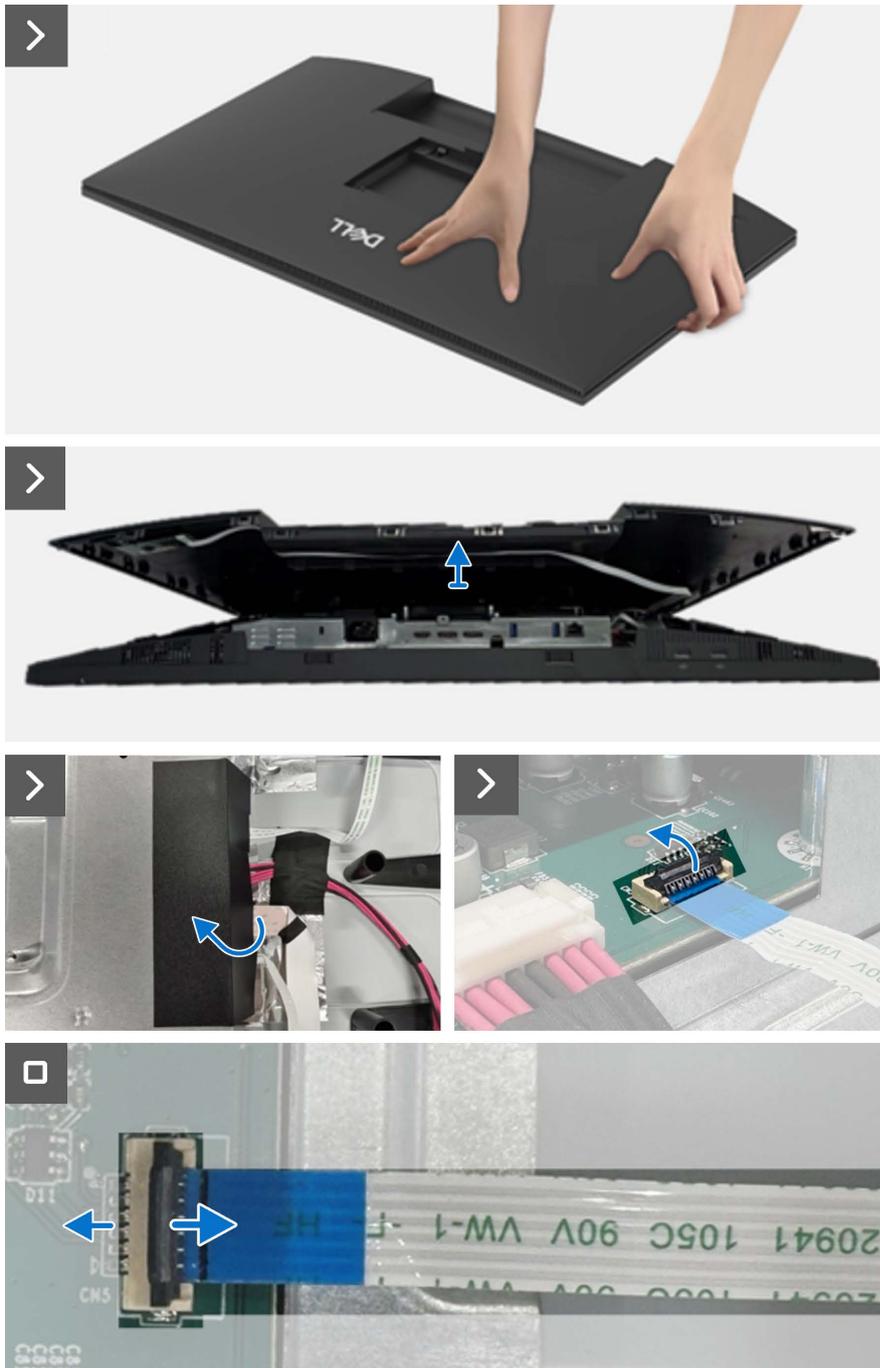


Figure 18. Removing the back cover

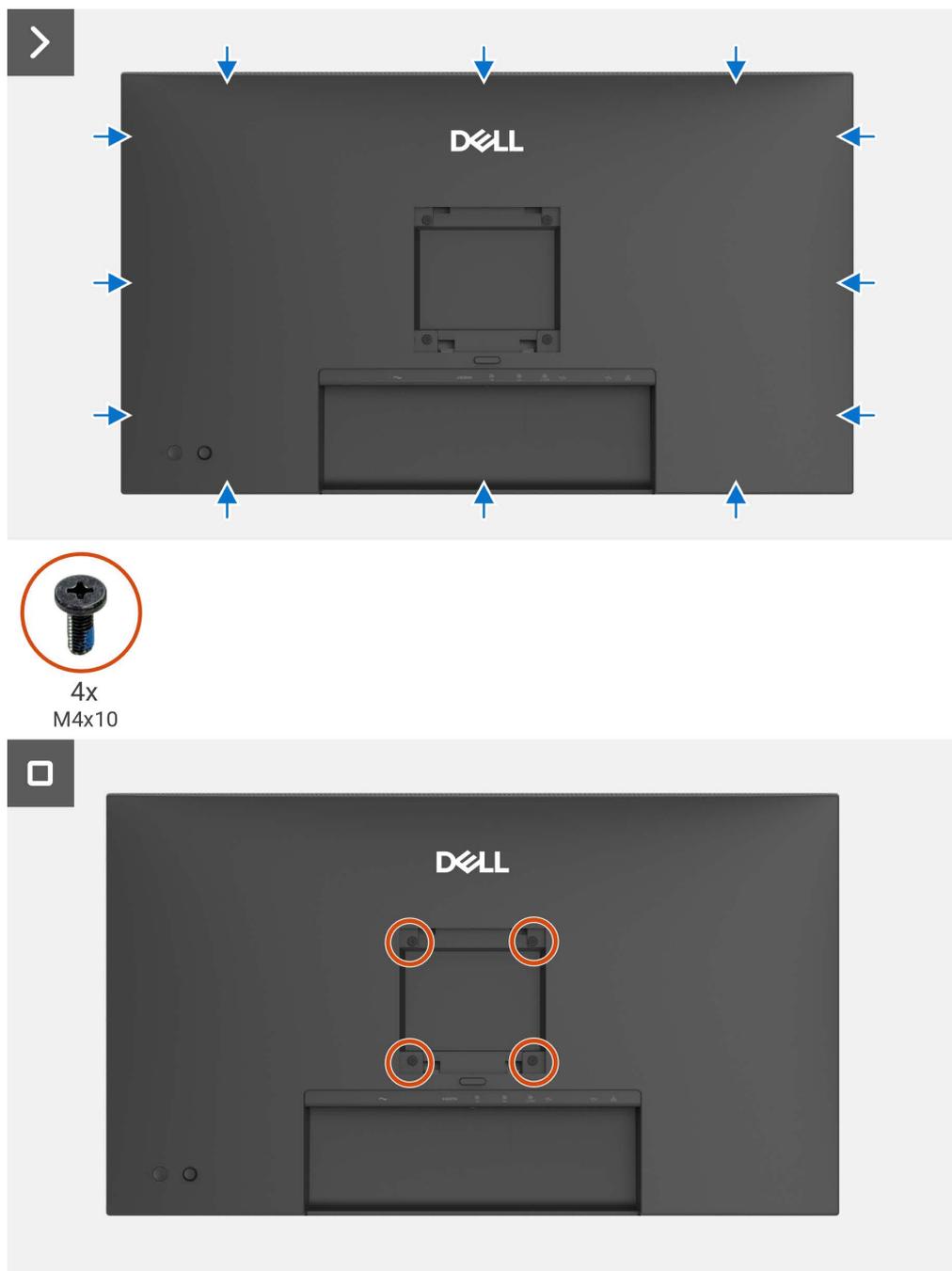
## Installing the back cover

### Steps

1. Lift the back cover up above the chassis, connect the keypad cable to the connector on the interface board, and attach the side mylar to the chassis.
2. Align the slots on the back cover with the slots on the main chassis, then press along the sides to snap the back cover into place.
3. Replace the four screws (M4x10) to secure the back cover to the monitor.



**Figure 19.** Installing the back cover



**Figure 20.** Installing the back cover

**Next steps**

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

# Keypad board

## Removing the keypad board

### Prerequisites

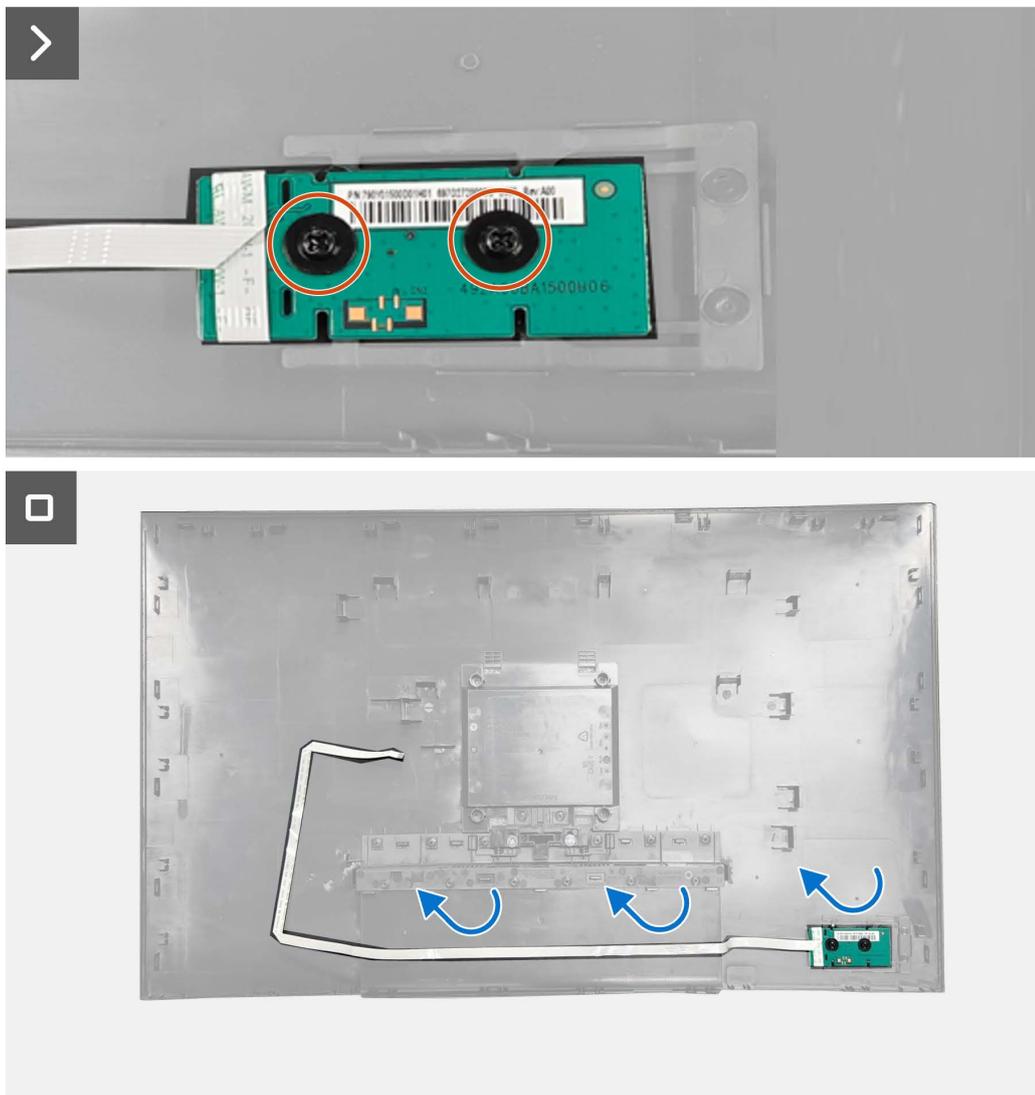
1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).

### Steps

1. Remove the two screws (T3x6) that secure the keypad board to the back cover.
2. Peel the keypad cable and remove the keypad board from the back cover.



2x  
T3x6



**Figure 21. Removing the keypad board**

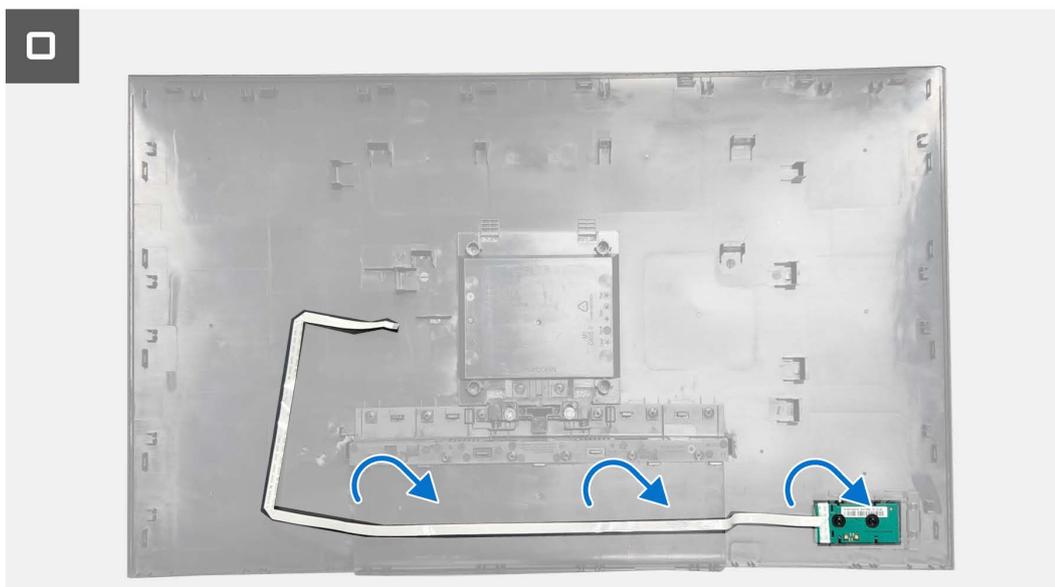
## Installing the keypad board

### Steps

1. Align and place the keypad board on the back cover.
2. Replace the two screws (T3x6) to secure the keypad board to the back cover.
3. Adhere the keypad cable to the back cover.



2x  
T3x6



**Figure 22.** Installing the keypad board

### Next steps

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

# QAP board

## Removing the QAP 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](#).

### Steps

1. Peel the black tape from the QAP PW cable.
2. Disconnect the QAP PW cable from the connector on the QAP board.
3. Disconnect the QAP cable from the connector on the QAP board.
4. Remove the screw (T3x6) that secure the QAP board to the middle-frame.
5. Lift the QAP board from the display middle-frame.

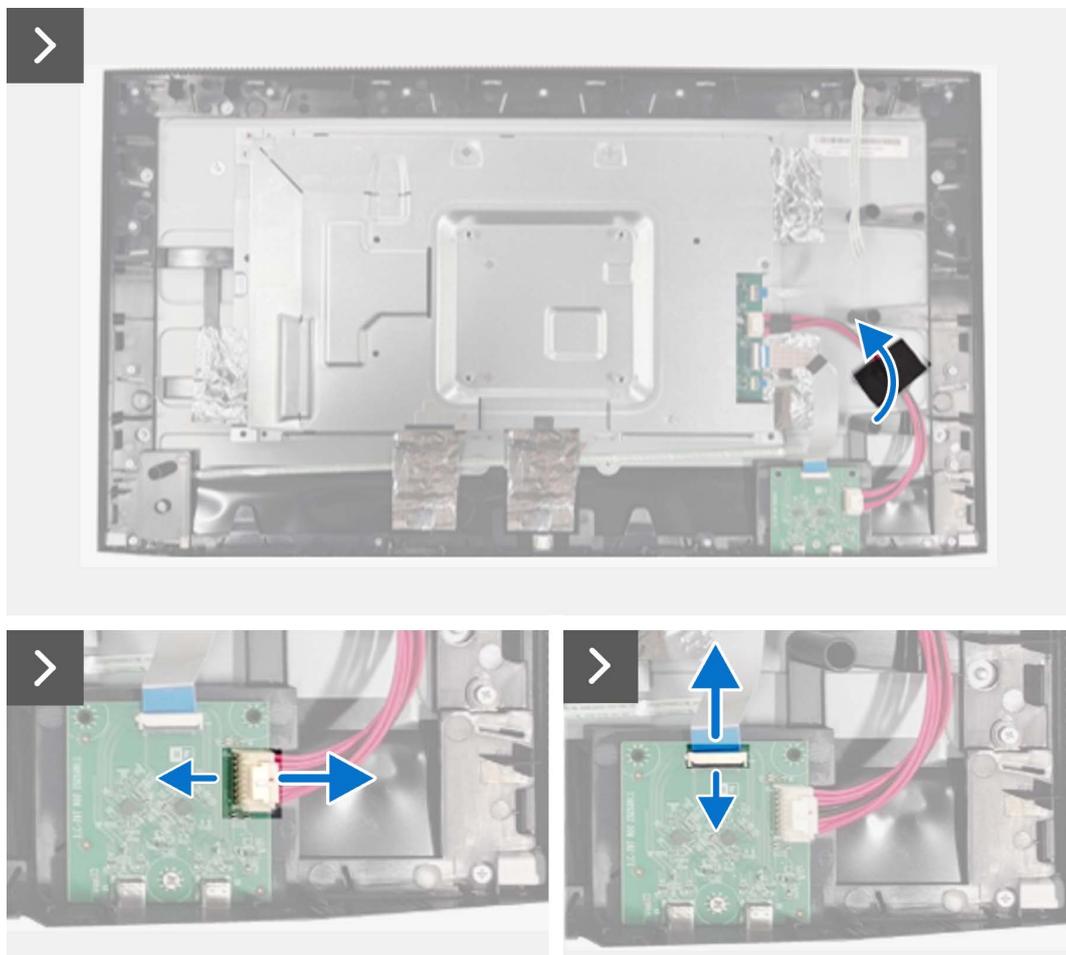
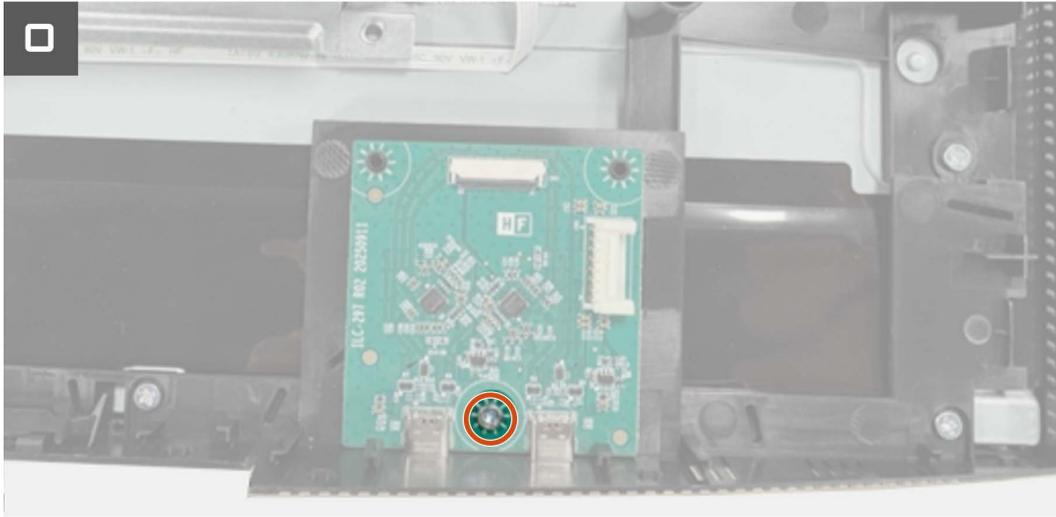


Figure 23. Removing the QAP board



2x  
T3x6



**Figure 24.** Removing the QAP board

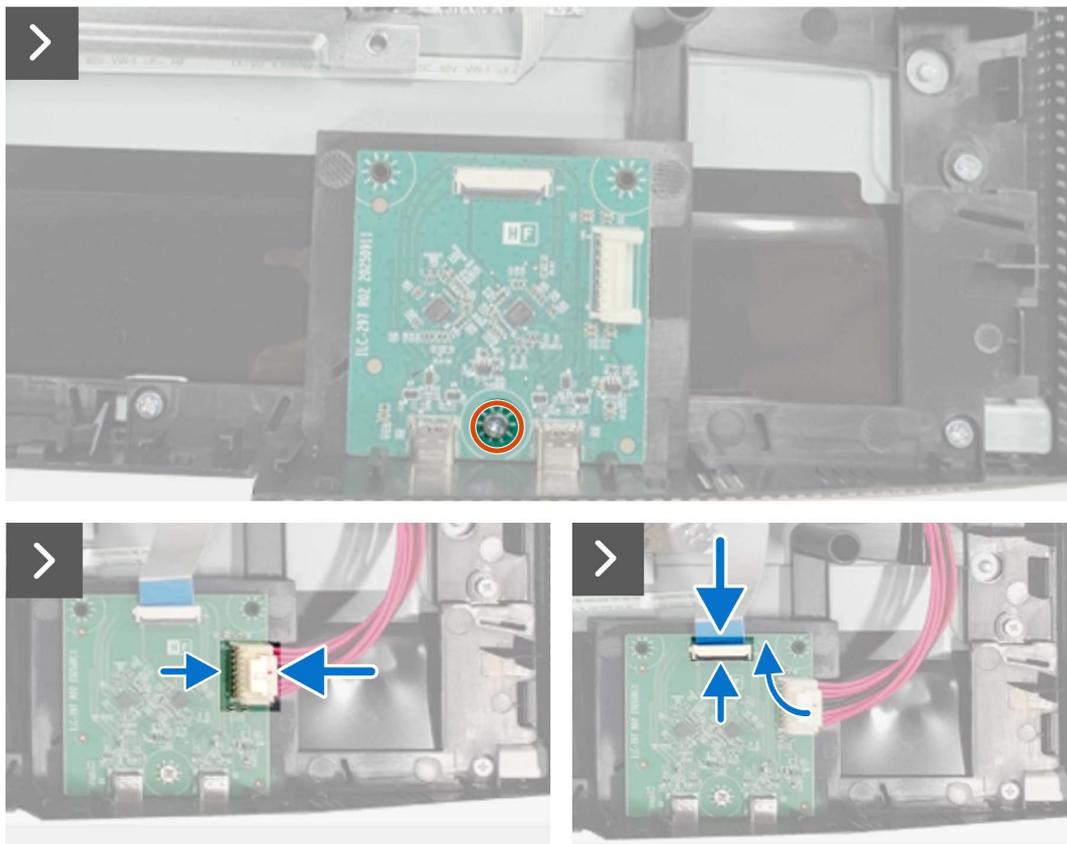
## Installing the QAP board

### Steps

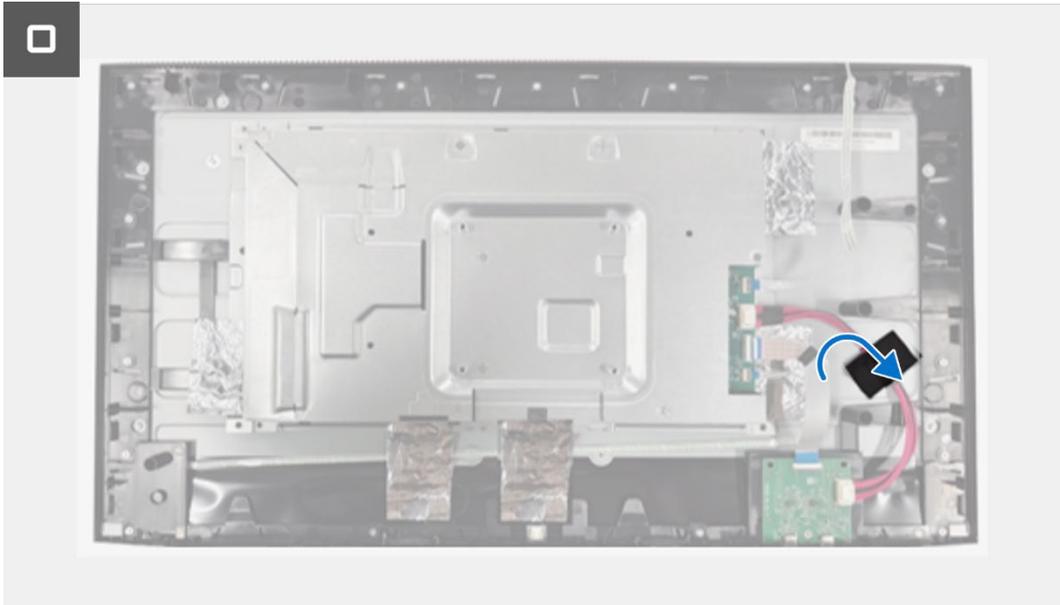
1. Place the QAP board to the display middle-frame.
2. Place the screw (T3x6) to secure the QAP board to the display middle-frame.
3. Connect the QAP PW cable to the connector on the QAP board.
4. Connect the QAP cable to the connector on the QAP board.
5. Adhere the black tape to secure the QAP PW cable.



2x  
T3x6



**Figure 25.** Installing the QAP board



**Figure 26.** Installing the QAP board

**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](#).

# Chassis assembly

## Removing the chassis assembly

### 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 [QAP board](#).

### Steps

1. Disconnect the QPA PW cable from the connector on the interface board.
2. Disconnect the QPA cable from the connector on the interface board.
3. Disconnect the LED cable from the connector on the interface board.
4. Peel the aluminum foils from the display panel and chassis assembly.
5. Disconnect the LVDS cable from the connector on the display panel.
6. Disconnect the lightbar cable from the connector on the display panel.
7. Remove the chassis assembly from the display panel.

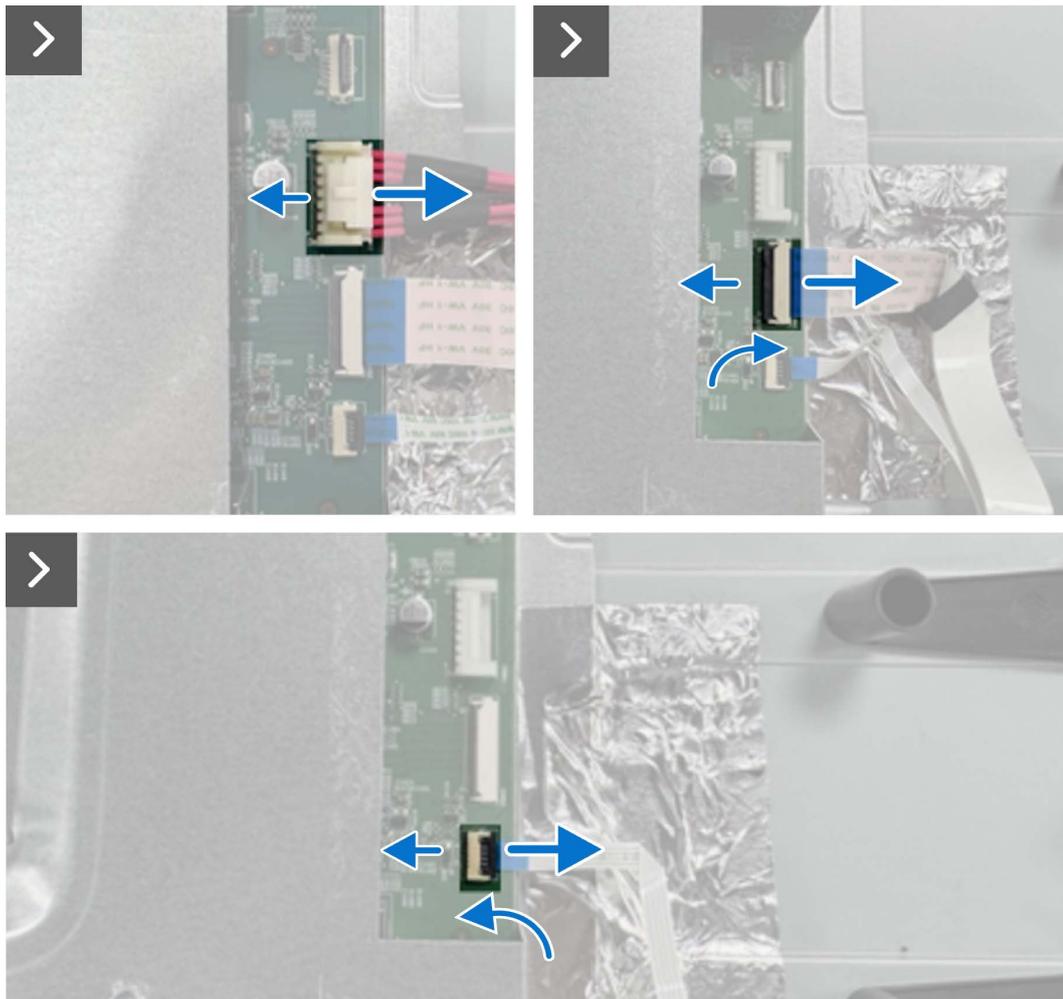
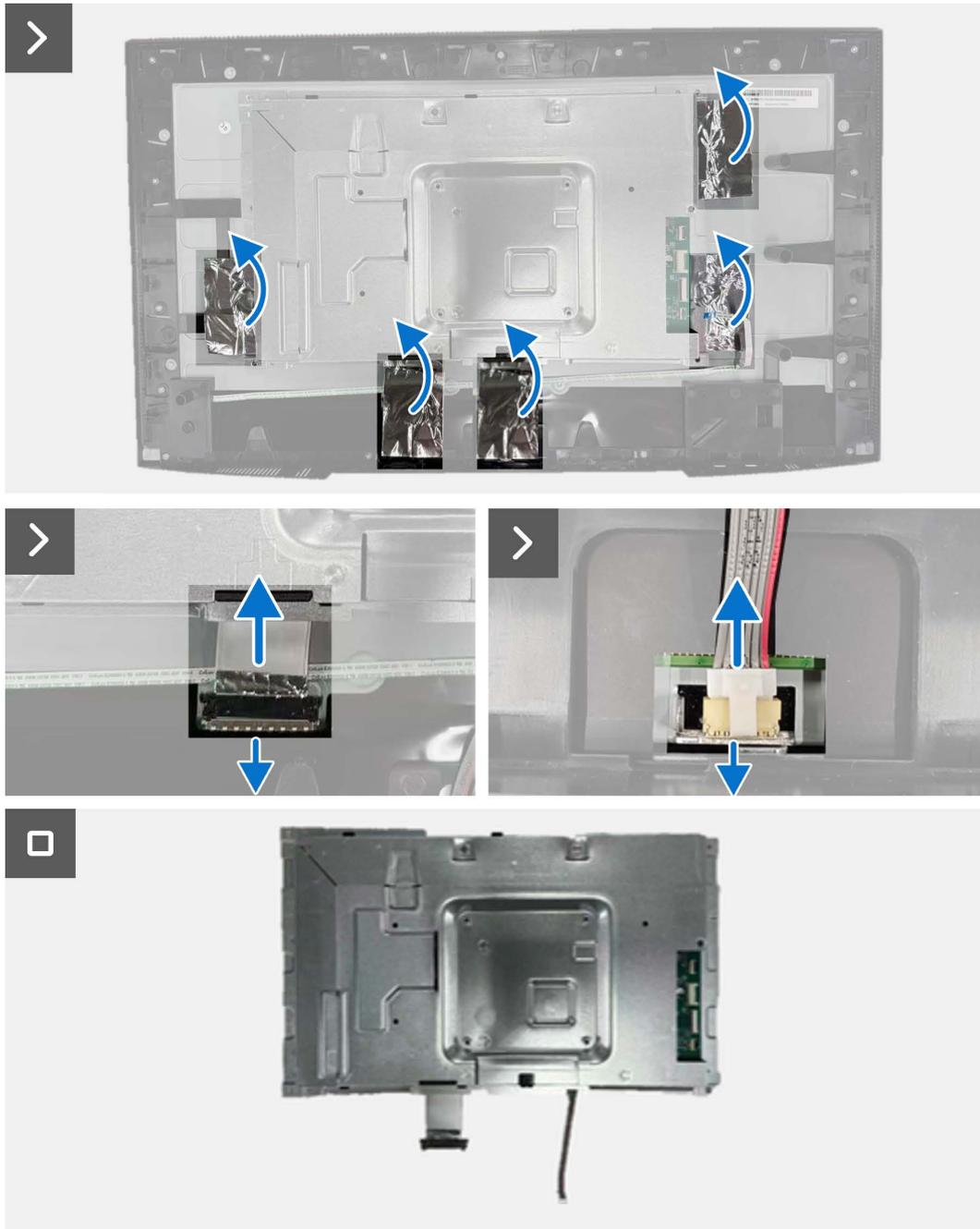


Figure 27. Removing the chassis assembly



**Figure 28.** Removing the chassis assembly

## Installing the chassis assembly

### Steps

1. Place the chassis assembly on the display panel.
  - NOTE:** Align the cross rib on the display middle-frame to the holes on the chassis assembly.
2. Connect the lightbar cable to the connector on the display panel.
3. Connect the LVDS cable to the connector on the display panel.
4. Adhere aluminum foils to the chassis assembly and display panel.
5. Connect the LED cable to the connector on the interface board.
6. Connect the QAP cable to the connector on the interface board.
7. Connect the QAP PW cable to the connector on the interface board.

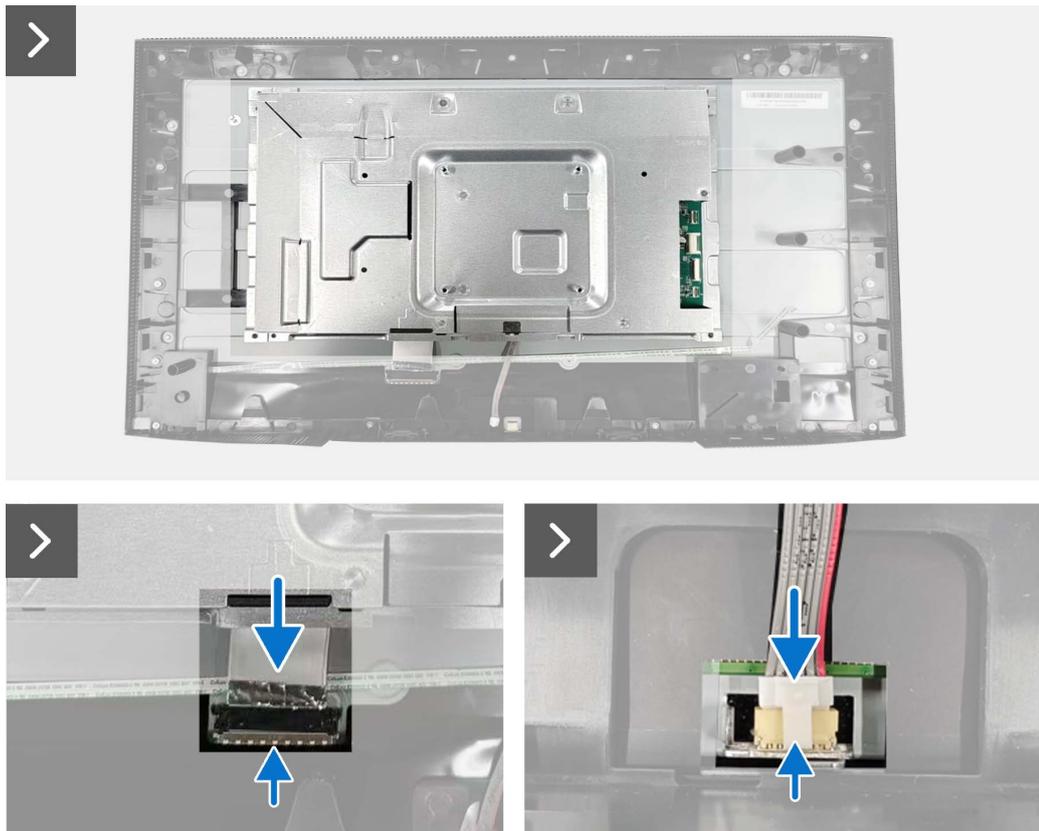
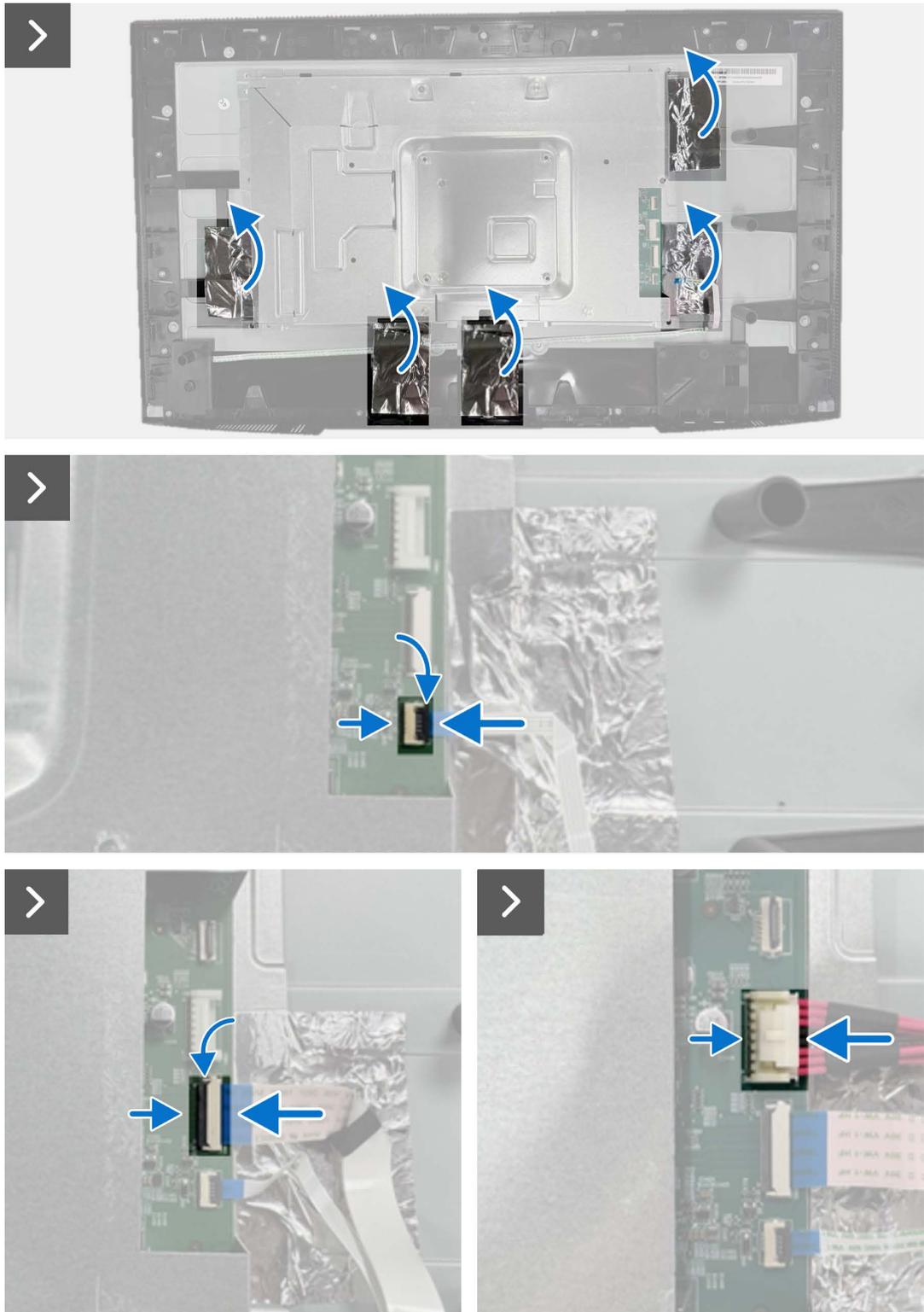


Figure 29. Installing the chassis assembly



**Figure 30. Installing the chassis assembly**

**Next steps**

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

# Interface board

## Removing the interface 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 [QAP board](#).
6. Remove the [chassis assembly](#).

### Steps

1. Remove the mylar that covers the power board.
2. Remove the seven screws (M3x6) that secure the interface board and power board to the chassis assembly.
3. Remove the screw (M4x9) that secures the power board to the chassis assembly.
4. Lift the interface board and power board out from the chassis assembly.
5. Disconnect the power cable from the connector on the interface board.
6. Disconnect the LVDS cables from the connector on the interface board.



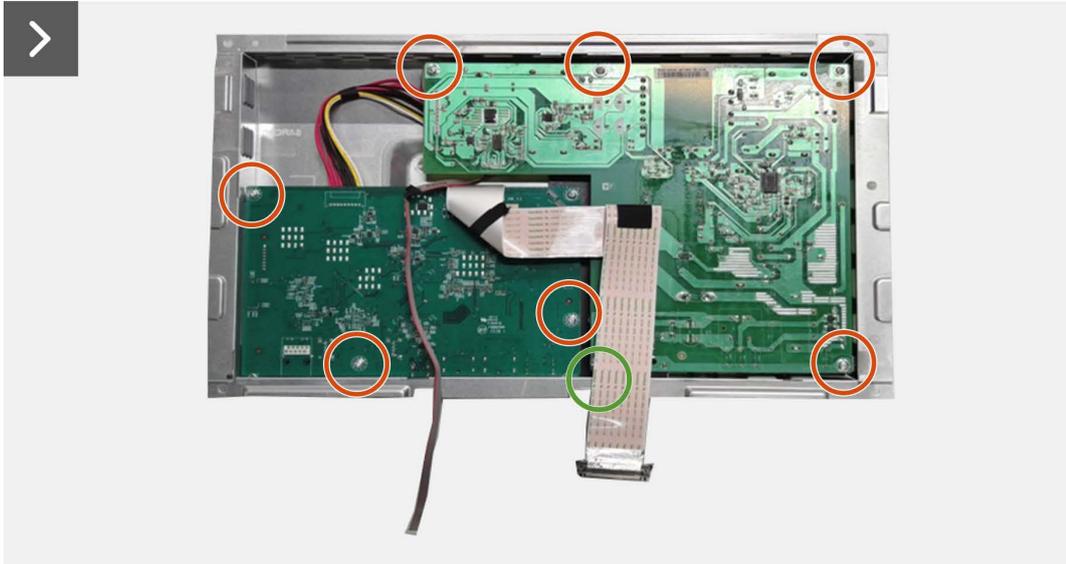
**Figure 31. Removing the interface board**



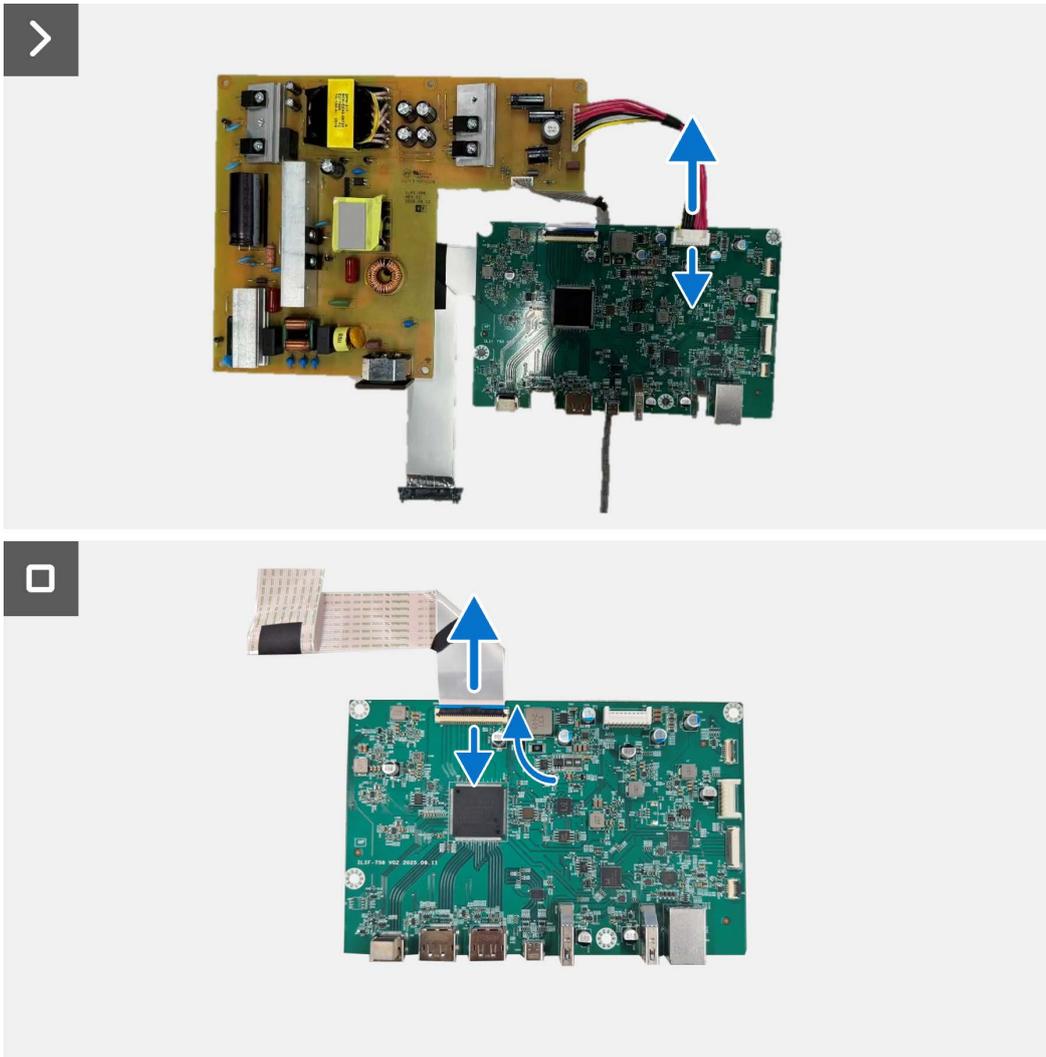
7x  
M3x6



1x  
M4x9



**Figure 32.** Removing the interface board

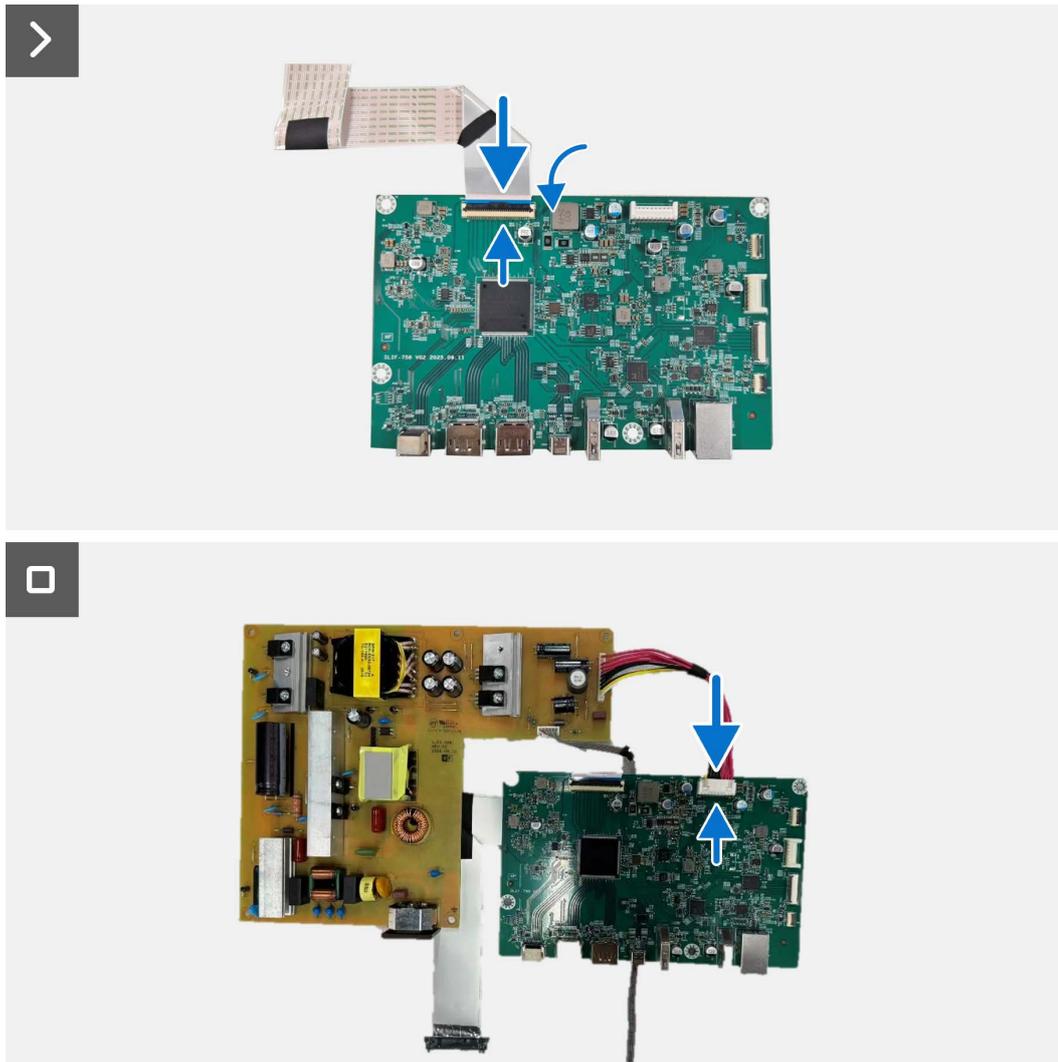


**Figure 33.** Removing the interface board

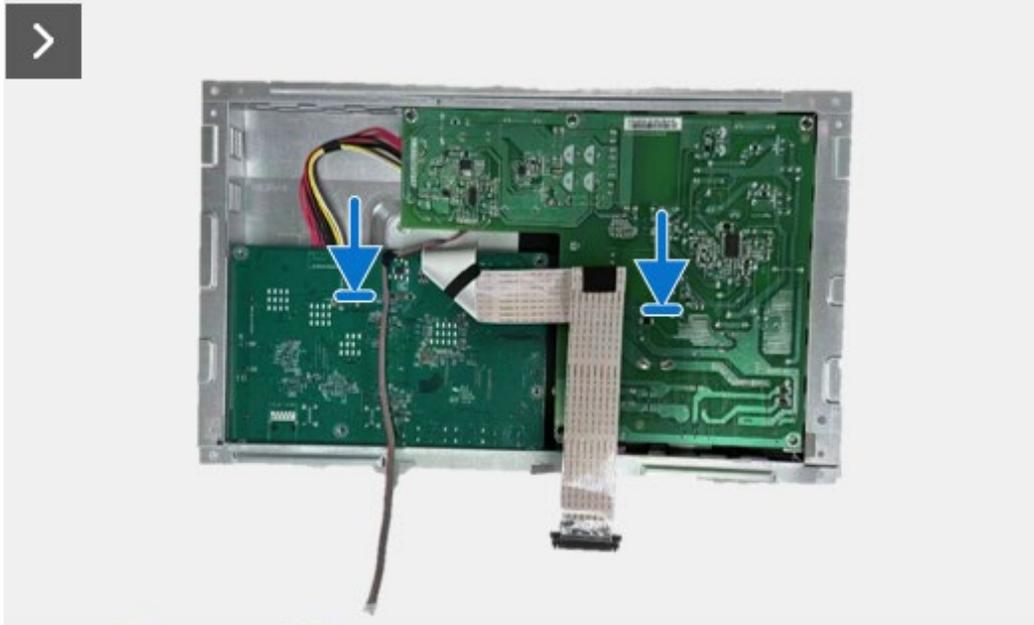
## Installing the interface board

### Steps

1. Connect the LVDS cables to the connector on the interface board.
2. Connect the power cable to the connector on the interface board.
3. Align and place the interface board and power board on the chassis assembly.
4. Replace the eight screws (M3x6) to secure the interface board and power board with the chassis assembly.
5. Replace the screw (M4x9) to secure the power board with the chassis assembly.
6. Place the mylar to the chassis assembly to cover the power board.



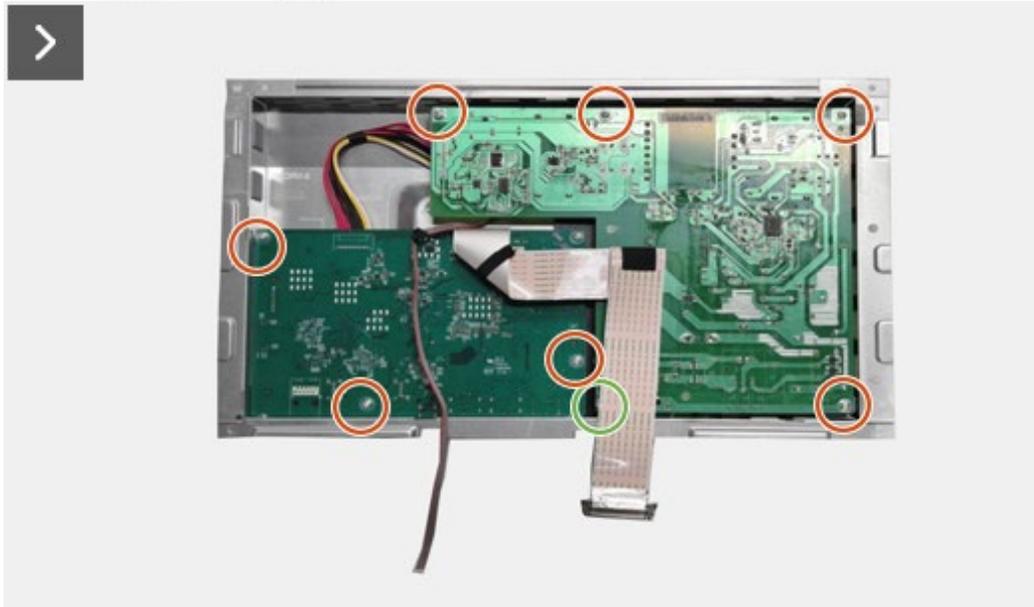
**Figure 34.** Installing the interface board



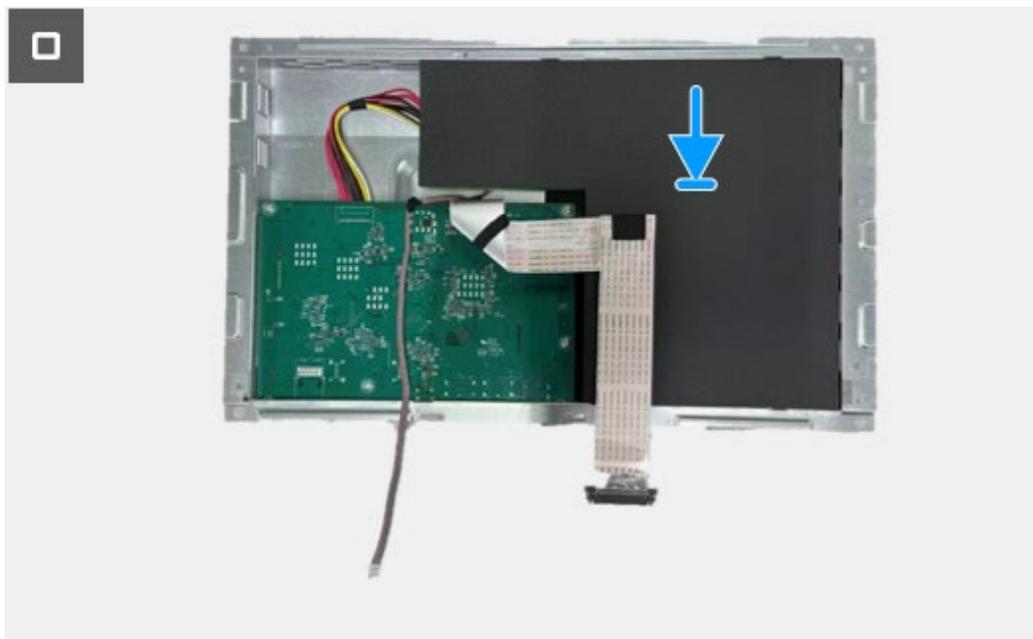
7x  
M3x6



1x  
M4x9



**Figure 35.** Installing the interface board



**Figure 36.** Installing the interface board

**Next steps**

1. Install the [chassis assembly](#).
2. Install the [QAP board](#).
3. Install the [keypad board](#).
4. Install the [back cover](#).
5. Install the [stand](#).
6. Follow the procedure in [After working inside your monitor](#).

# Power board

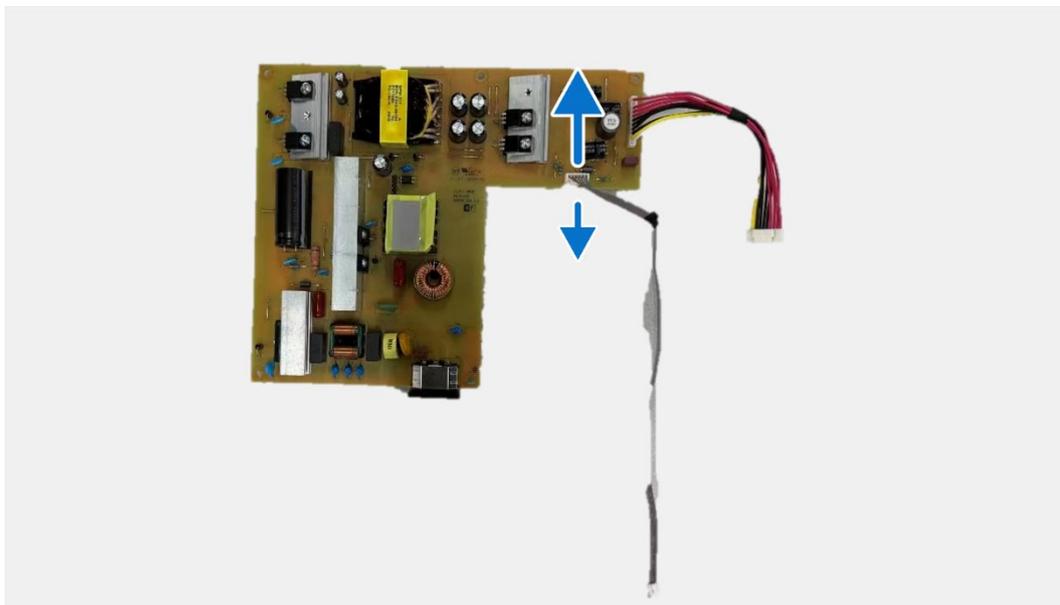
## Removing the power board

### 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 [QAP board](#).
6. Remove the [chassis assembly](#).
7. Remove the [interface board](#).

### Steps

1. Remove the mylar that covers the power board.

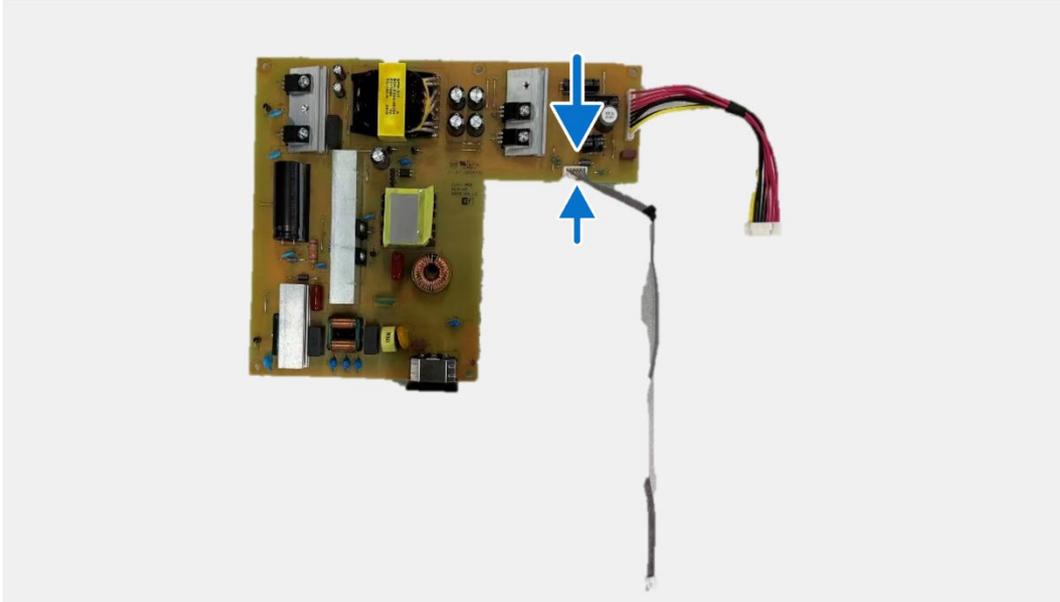


**Figure 37.** Removing the power board

## Installing the power board

### Steps

1. Connect the power cable to the connector on the interface board.



**Figure 38.** Installing the power board

### Next steps

1. Install the [interface board](#).
2. Install the [chassis assembly](#).
3. Install the [QAP board](#).
4. Install the [keypad board](#).
5. Install the [back cover](#).
6. Install the [stand](#).
7. Follow the procedure in [After working inside your monitor](#).

# LED board

## Removing the LED board

### Prerequisites

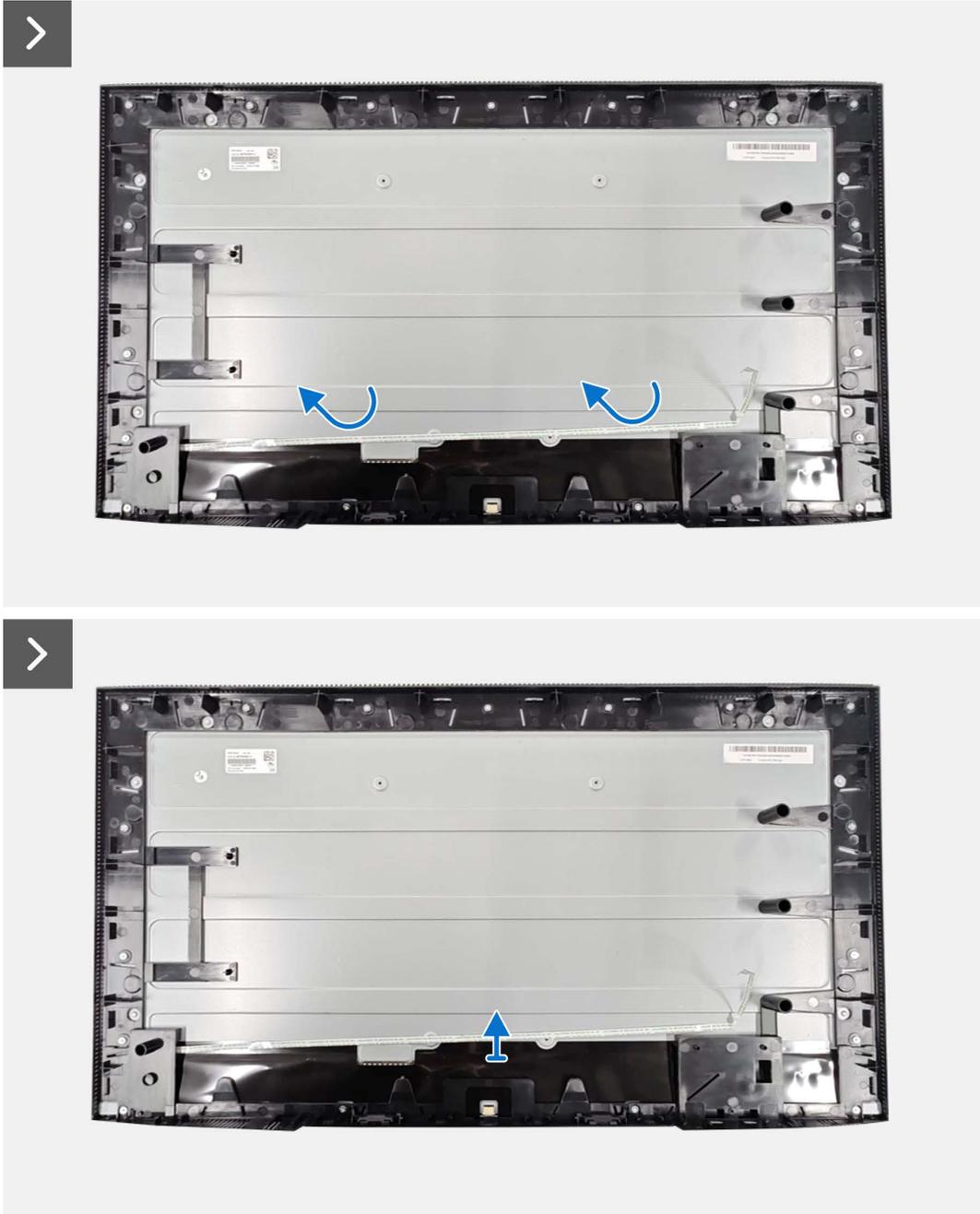
1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [keypad board.](#)
5. Remove the [QAP board.](#)
6. Remove the [chassis assembly.](#)
7. Remove the [interface board.](#)
8. Remove the [power board.](#)

### Steps

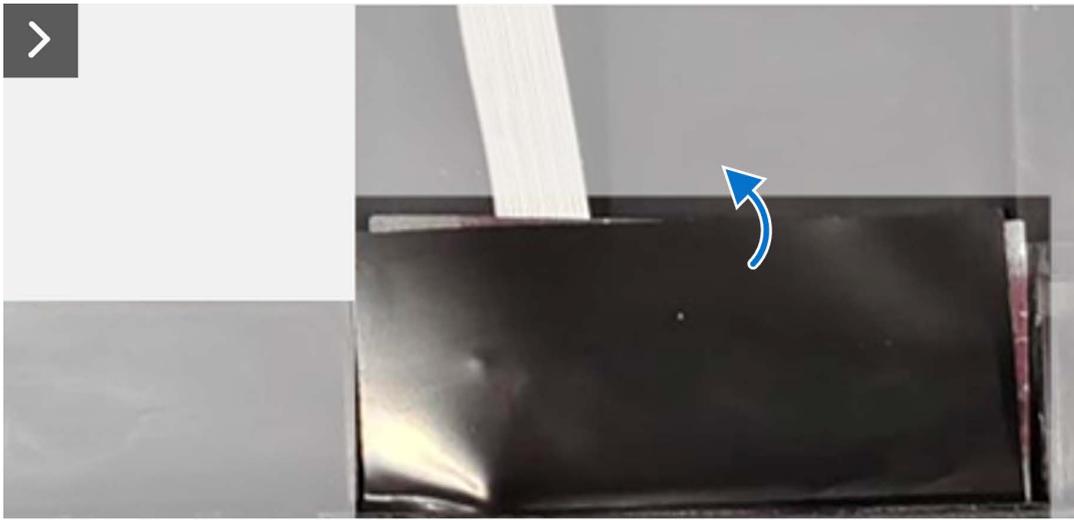
1. Remove the seventeen screws (M3x4) that secure the display middle-frame to the display panel.
2. Peel the LED cable from the display panel.
3. Remove the display middle-frame from the display panel.
4. Peel the mylar tape from the display middle-frame that covers the LED board.
5. Remove the screw (T2x3) that secures the LED board to the display middle-frame.
6. Remove the LED board from the display middle-frame.



**Figure 39.** Removing the LED board



**Figure 40.** Removing the LED board



1x  
T2x3



Figure 41. Removing the LED board

## Installing the LED board

### Steps

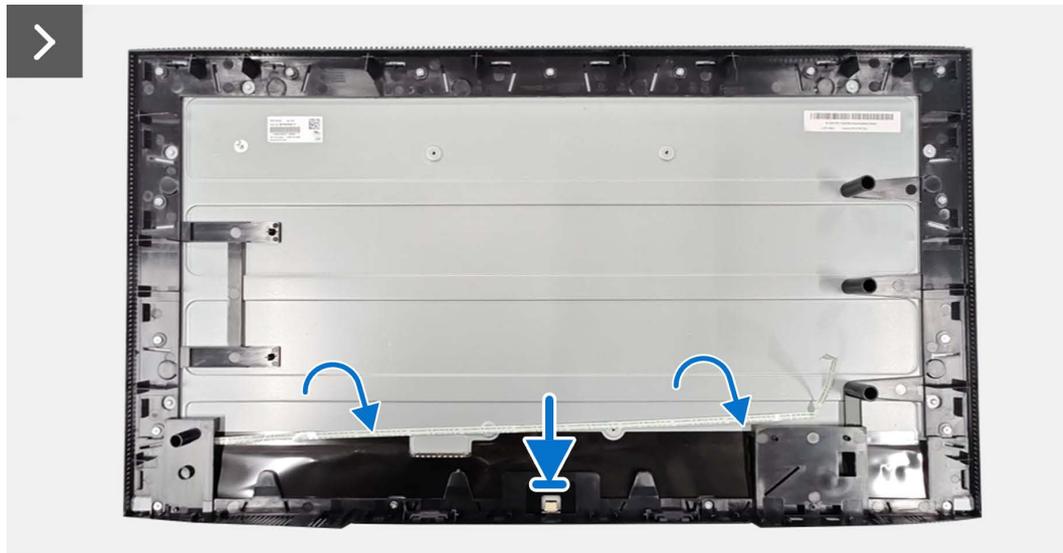
1. Align and place the LED board on the display middle-frame.
2. Replace the screw (T2x3) to secure the LED board to the display middle-frame.
3. Adhere the mylar to cover the LED board.
4. Align and place the display middle-frame on the display panel.
5. Adhere the LED cable to the display panel.
6. Replace the seventeen screws (M3x4) to secure the display middle-frame to the display panel.



1x  
T2x3



Figure 42. Installing the LED board



17x  
M3X4



**Figure 43.** Installing the LED board

**Next steps**

1. Install the [power board](#).
2. Install the [interface board](#).
3. Install the [chassis assembly](#).
4. Install the [QAP board](#).
5. Install the [keypad board](#).
6. Install the [back cover](#).
7. Install the [stand](#).
8. Follow the procedure in [After working inside your monitor](#).

# Troubleshooting

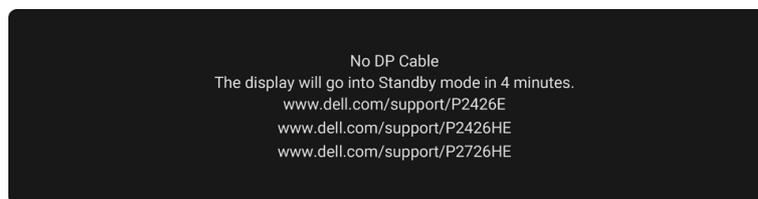
**⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

## Self-test

Your monitor provides a self-test feature that allows you to check if 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.



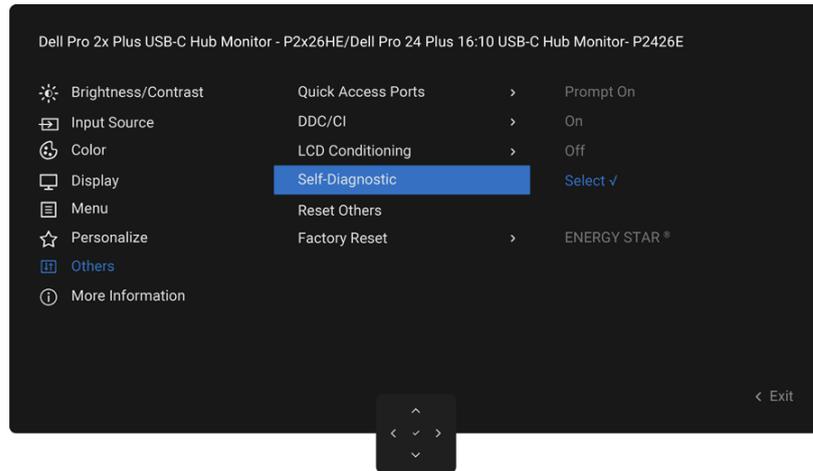
**Figure 44. DisplayPort cable disconnected warning message**

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 45. 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 provides general information about common monitor problems that 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	<ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>Ensure that you have pressed the power button properly.</li> <li>Ensure that the correct input source is selected in the Input Source menu.</li> </ul>
No video/power LED on	No picture or no brightness	<ul style="list-style-type: none"> <li>Increase brightness and contrast controls through OSD.</li> <li>Perform monitor self-test feature check.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the <a href="#">Built-in diagnostics</a>.</li> <li>Ensure that the correct input source is selected in the Input Source menu</li> </ul>
Missing pixels	LCD screen has spots	<ul style="list-style-type: none"> <li>Cycle power On-Off.</li> <li>A pixel that stays permanently off is a common defect in LCD technology.</li> <li>For more information on Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>
Stuck-on pixels	LCD screen has bright spots	<ul style="list-style-type: none"> <li>Cycle power On-Off.</li> <li>Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>For more information on Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>
Brightness problems	Picture too dim or too bright	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Adjust brightness and contrast controls through OSD.</li> </ul>
Safety-related issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>Do not perform any troubleshooting steps.</li> <li>Contact Dell immediately.</li> </ul>
Intermittent problems	Monitor malfunctions on and off	<ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Reset the monitor to factory settings.</li> <li>Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>
Missing color	Picture missing color	<ul style="list-style-type: none"> <li>Perform a monitor self-test.</li> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong color	Picture color is not good	<ul style="list-style-type: none"> <li>Try different <b>Preset Modes</b> in <b>Color</b> settings OSD.</li> <li>Adjust R/G/B value under <b>Custom Color</b> in the Color menu OSD.</li> <li>Change the <b>Input Color Format</b> to <b>RGB</b> or <b>YCbCr</b> in the Color settings OSD.</li> <li>Run the <a href="#">Built-in diagnostics</a>.</li> </ul>
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	<ul style="list-style-type: none"> <li>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.</li> <li>Alternatively, use a dynamically changing screensaver.</li> </ul>

## Product-specific problems

**Table 8. Product-specific problems.**

Specific symptoms	What you experience	Possible solutions
The screen image is too small	The image is centered on the screen, but does not fill the entire viewing area	<ul style="list-style-type: none"> <li>Check the <b>Aspect Ratio</b> setting in the <b>Display</b> settings OSD.</li> <li>Reset the display to factory settings.</li> </ul>
Cannot adjust the monitor with the joystick control on the rear of the monitor	OSD does not appear on the screen	<ul style="list-style-type: none"> <li>Turn off the monitor, unplug the power cable, plug it back, and then turn on the monitor.</li> <li>Check whether the OSD menu is locked. If yes, move and hold the joystick <b>Up, Down, Left, or Right</b> navigation keys for 4 seconds to unlock.</li> </ul>
No input signal when user controls are pressed	No picture, the LED light is white	<ul style="list-style-type: none"> <li>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.</li> <li>Ensure the signal cable is securely connected. If needed, disconnect and reconnect the cable to confirm a proper connection.</li> <li>Reset the computer or video player.</li> </ul>
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> <li>Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>Run the built-in diagnostics.</li> </ul>
No image when using DP connection to the computer	Black screen	<ul style="list-style-type: none"> <li>Verify the DisplayPort (DP) certification (DP 1.1a or DP 1.4) of your graphics card. Download and install the latest graphics card driver.</li> <li>Some DP 1.1a graphics card cannot support DP 1.4 monitors.</li> </ul>
No image when using USB-C connection to computer, laptop, and so on	Black screen	<ul style="list-style-type: none"> <li>Verify if the USB-C interface of the device can support DP alternate mode.</li> <li>Verify if the device requires more than 100 W power charging.</li> <li>USB-C interface of the device cannot support DP alternate mode.</li> <li>Set Windows to Projection mode.</li> <li>Ensure that the USB-C cable is not damaged.</li> </ul>
No charging when using USB-C connection to computer, laptop, and so on	No charging	<ul style="list-style-type: none"> <li>Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles.</li> <li>Verify if the laptop requires a &gt;100 W power adapter.</li> <li>If the laptop requires a &gt;100 W power adapter, it may not charge with the USB-C connection.</li> <li>Ensure that you use only Dell approved adapter or the adapter that comes with the product.</li> <li>Ensure that the USB-C cable is not damaged.</li> </ul>
Intermittent charging when using USB-C connection to computer, laptop, and so on	Intermittent charging	<ul style="list-style-type: none"> <li>Check if the maximum power consumption of the device is over 100 W.</li> <li>Ensure that you use only Dell approved adapter or the adapter that comes with the product.</li> <li>Ensure that the USB-C cable is not damaged.</li> </ul>
No image when using USB-C MST	Black screen or second DUT is not Prime mode	<ul style="list-style-type: none"> <li>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.</li> </ul>
No network connection	Network dropped or intermittent	<ul style="list-style-type: none"> <li>Do not toggle Off/On the power button when network is connected, keeps the power button On.</li> </ul>
The LAN port is not functioning	Operating system setting or cable connection issue	<ul style="list-style-type: none"> <li>Ensure that your computer has the latest BIOS and drivers installed.</li> <li>Ensure that the RealTek Ethernet Controller is installed in the Windows Device Manager.</li> <li>If your BIOS Setup has a LAN/GBE Enabled/ Disabled option, ensure it is set to <b>Enabled</b>.</li> <li>Ensure that the Ethernet cable is connected securely to both the monitor and the hub/router/ firewall.</li> <li>Verify the status LED on the Ethernet cable to ensure it is connected. If the LED is not lit, try reconnecting both ends of the cable.</li> <li>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.</li> </ul>

# 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	<ul style="list-style-type: none"> <li>• Check that your monitor is turned on.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Turn off and then turn on the monitor again.</li> <li>• Reboot your computer.</li> <li>• Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.</li> </ul>
USB 5Gbps interface is slow	USB 5Gbps peripherals working slowly or not working at all	<ul style="list-style-type: none"> <li>• Check that your computer is USB 5Gbps-compatible.</li> <li>• Some computers have USB 3.2, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Reboot the computer.</li> </ul>
Wireless USB peripherals stop working when a USB 5Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between themselves and their receiver decreases	<ul style="list-style-type: none"> <li>• Increase the distance between the USB 5Gbps peripherals and the wireless USB receiver.</li> <li>• Position your wireless USB receiver as close as possible to the wireless USB peripherals.</li> <li>• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 5Gbps port.</li> </ul>
Wireless USB mouse does not work properly	When plugged into one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	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 in 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.