

Dell Pro 32 Plus QHD USB-C Hub Monitor **P3225DE**

Simplified Service Manual

Notes, cautions, and warnings

- ① **NOTE:** A NOTE indicates important information that helps you make better use of your product.
- ⚠ **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
- ⚠ **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Safety instructions

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

① **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

⚠ **WARNING: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.**

⚠ **CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on monitor that supports it) can 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 press with a sharp object.
 - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
 - Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
 - Connect the power cable from the monitor to a wall outlet that is near and accessible. See Connecting your monitor.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

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

Before working inside your monitor

Steps

1. Save and close all open files and exit all open applications.
2. Turn off your monitor.
3. Disconnect your monitor and all attached devices from their electrical outlets.
4. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and dock from your monitor
- ⚠ **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 your monitor.**

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.

View of P3225DE monitor

Front view

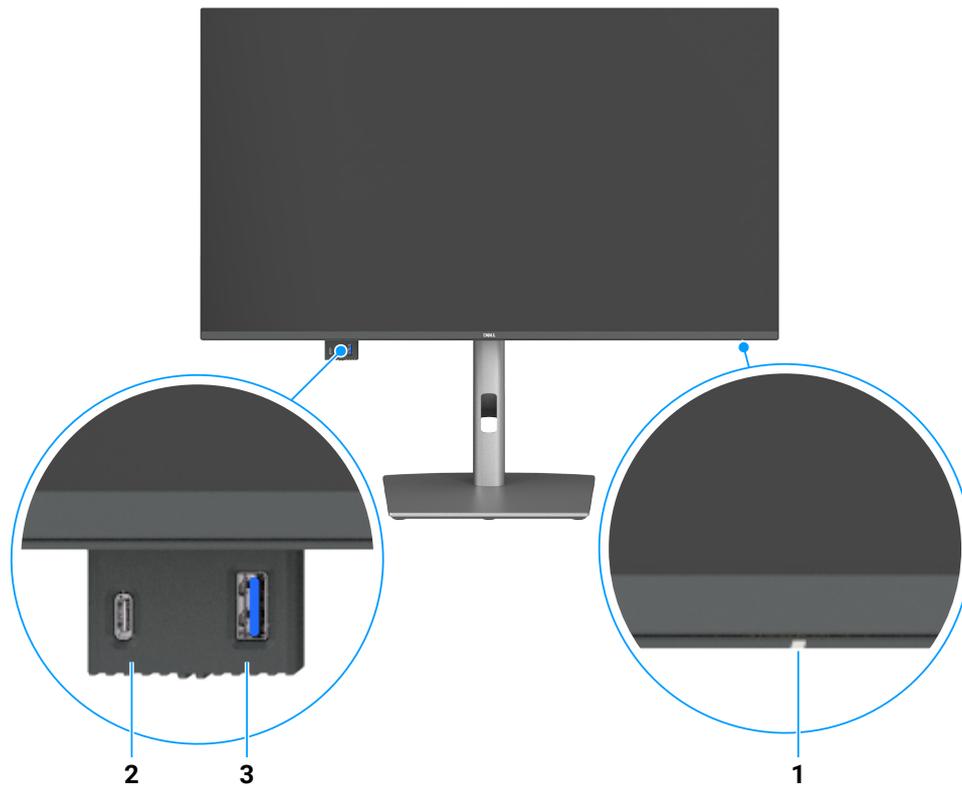


Figure 1. Front view of the monitor

Table 1. Front view 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. |
| 2 | USB-C 5Gbps downstream port | Connect your USB device. The USB-C port supports 5 V/3 A. |
| 3 | USB 5Gbps Type-A downstream port | Connect your USB device. The USB Type-A port supports 5 V/0.9 A. |

NOTE: You can use this port only after you have connected the USB Type-C to Type-A or USB-C to C cable to the USB-C upstream port at the rear of the monitor to the computer.

Back view

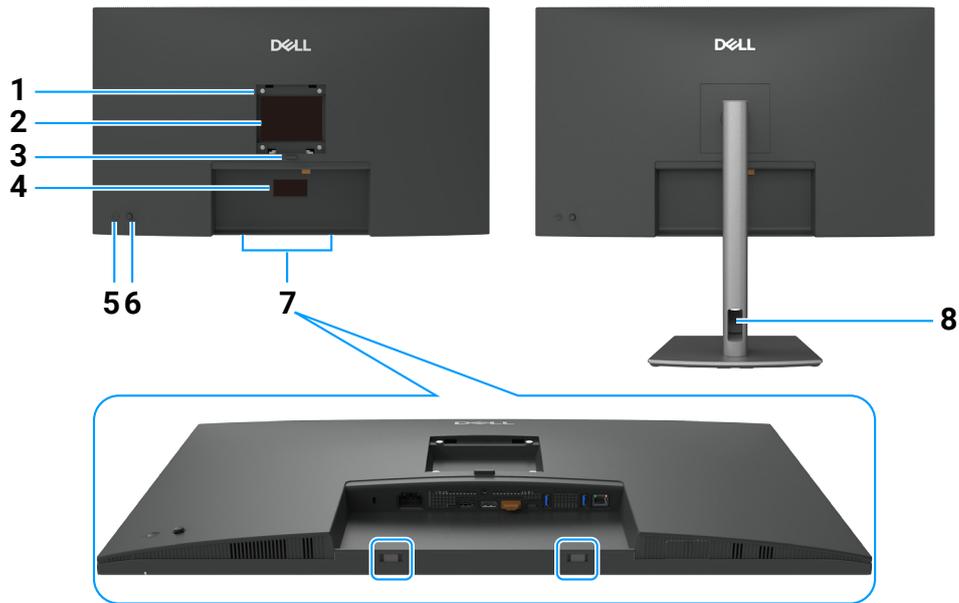


Figure 2. Back view of the monitor

Table 2. Back view descriptions.

| Label | Description | Function |
|-------|---|--|
| 1 | VESA mounting holes (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 | Regulatory label (including Mac address, Barcode, 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. |
| 5 | Power button | To turn the monitor on or off. |
| 6 | Joystick | Use it to control the OSD menu. |
| 7 | Dell soundbar mounting slots | Attaches the optional Dell soundbar. |
| 8 | Cable-management slot | Use to organize cables by routing them through the slot. |

Side view



Figure 3. Side view of the monitor

Bottom view

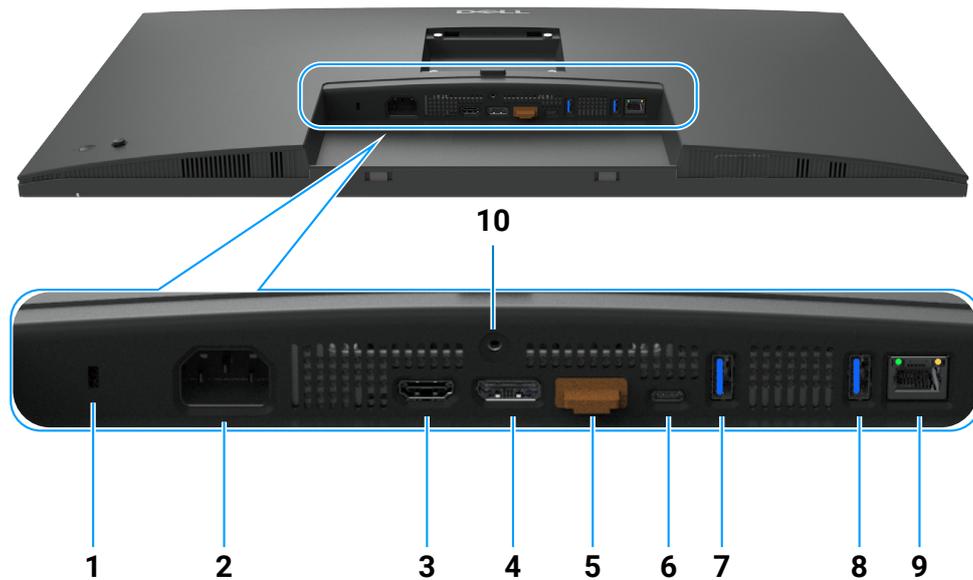


Figure 4. Bottom view of the monitor

Table 3. Bottom view 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 | HDMI HDMI port | Connects your computer with the HDMI cable. |
| 4 |  DisplayPort (in) | Connects your computer with the DisplayPort cable. |
| 5 |  DisplayPort (out)  | DP output for MST (Multi-Stream Transport) capable monitor. To enable MST, see the instruction on section Connecting the monitor for DP MST function . NOTE: Remove the rubber plug when using DP out connector. |
| 6 |  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 2560 x 1440 at 100 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. NOTE: USB-C is not supported on Windows versions older than Windows 10. |
| 7,8 |  Two USB 5Gbps Type-A downstream ports | 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 Internet. You can surf the Internet using RJ45 only after you have connected the USB Type-C to Type-A or USB-C to C cable from the computer to the monitor. |
| 10 | Stand lock | Lock the stand to the monitor using a M3 x 6 mm screw (screw not included). |

Major components of P3225DE monitor

The following image shows the major components of P3225DE.

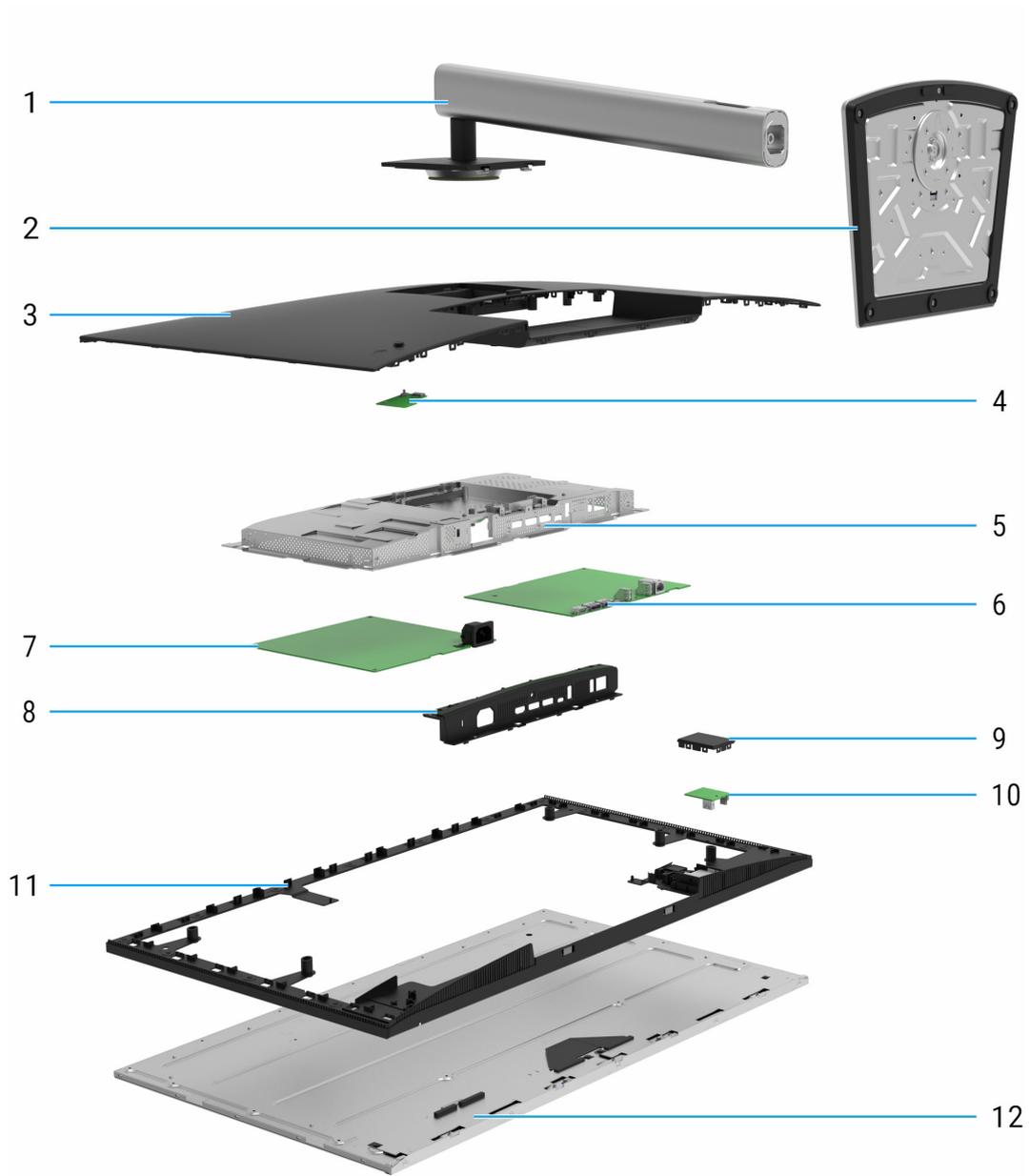


Figure 5. Major components of P3225DE monitor

Table 4. Major components.

| Callout | Description |
|---------|---------------|
| 1 | Stand riser |
| 2 | Stand base |
| 3 | Back cover |
| 4 | Keypad board |
| 5 | Main chassis |
| 6 | Main board |
| 7 | Power board |
| 8 | I/O cover |
| 9 | QAP cover |
| 10 | USB board |
| 11 | Middle frame |
| 12 | Display panel |

NOTE:

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

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

Wiring connectivity diagram

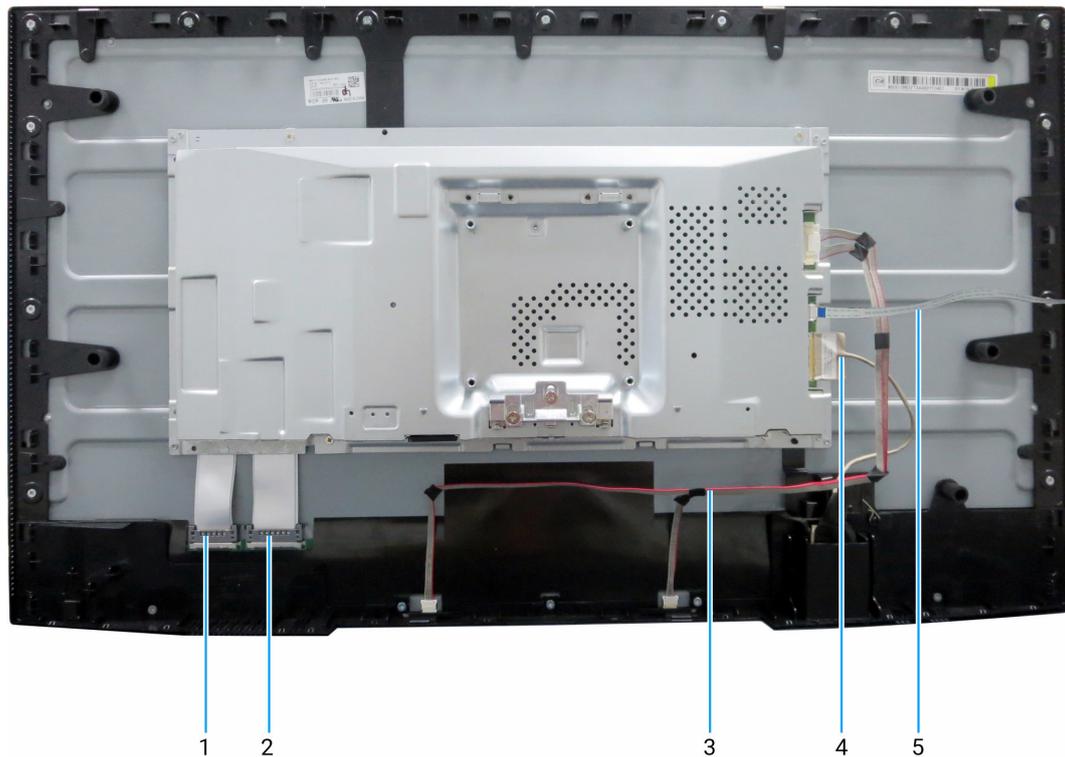


Figure 6. Wiring connectivity diagram

Table 5. Wiring connectivity diagram.

| Callout | Description |
|---------|---|
| 1 | Low Voltage Differential Signaling (LVDS) cable 1 |
| 2 | LVDS cable 2 |
| 3 | Lightbar cable |
| 4 | USB cable |
| 5 | Keypad cable |

Connecting the cables

⚠ **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.

⚠ **WARNING:** A certified power supply cord has to be used with this equipment. The relevant national installation and/or equipment regulations shall be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75 mm² or H05VVH2-F2 3G 0.75 mm²) shall be used. An alternative flexible cord is synthetic rubber.

ⓘ **NOTE:** Do not connect all cables to the computer simultaneously. It is recommended to route the cables through the cable-management slot before you connect them to the monitor.

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

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.

⚠ **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.

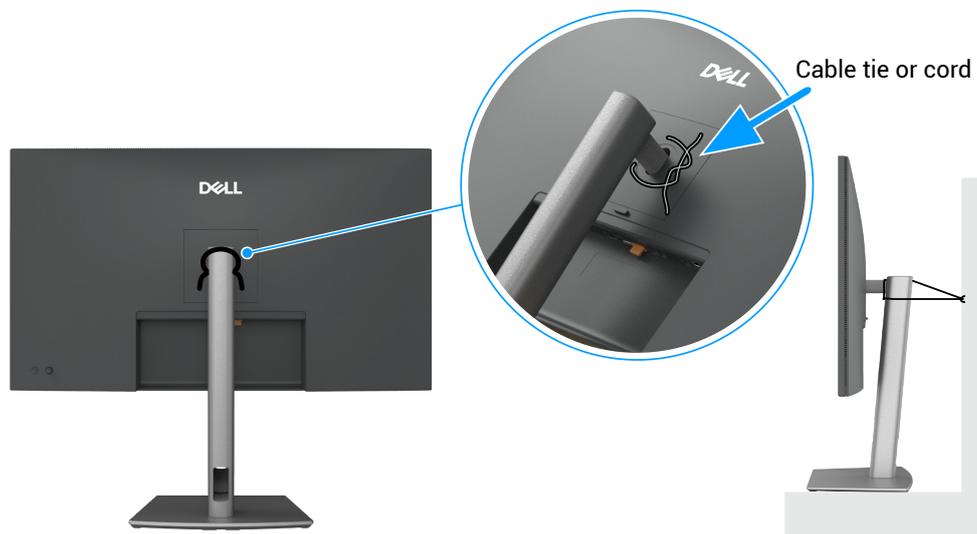


Figure 7. Prevent the monitor from falling

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:** The default setting in P3225DE/P3225QE is DisplayPort 1.4. A DisplayPort 1.1 graphic card may not display normally.

ⓘ **NOTE:** Remove the rubber plug when using DP (out) connector (P3225DE only).

Connecting the HDMI cable (optional)

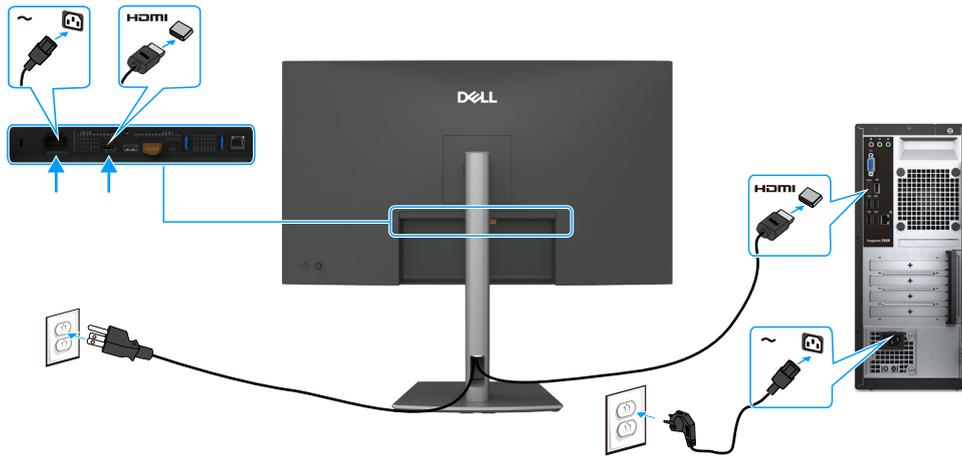


Figure 8. Connecting the HDMI cable

Connecting the DisplayPort cable

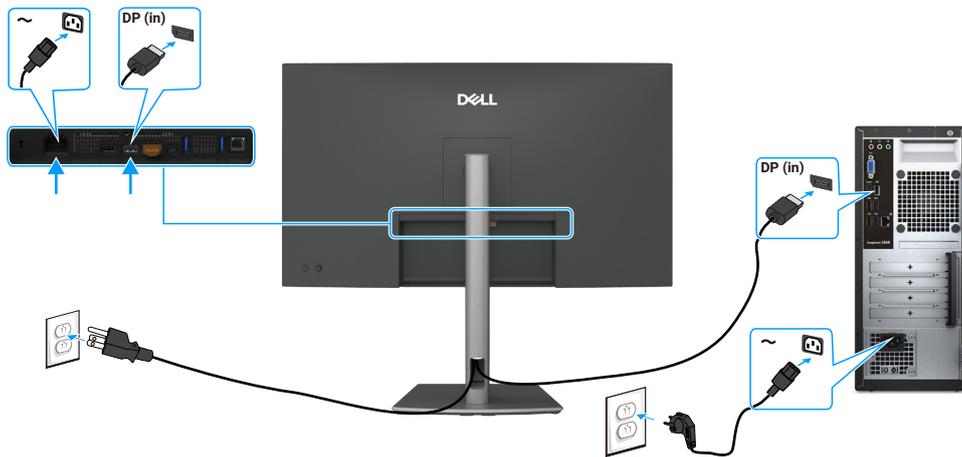


Figure 9. Connecting the DisplayPort cable

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

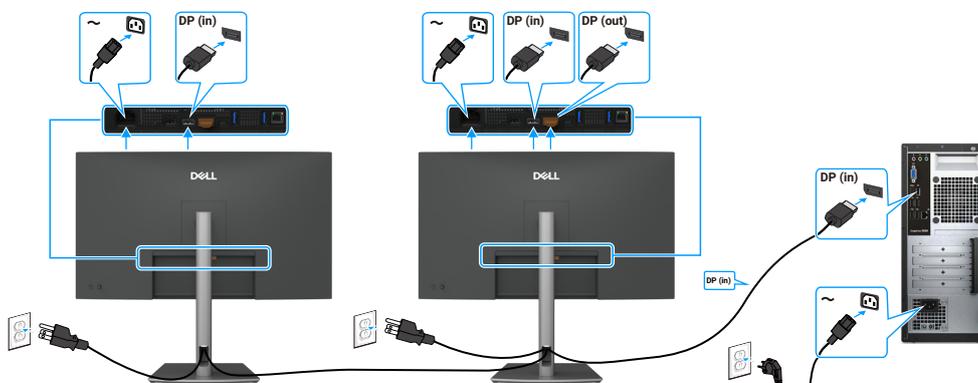


Figure 10. Connecting the monitor for the DP Multi-Stream Transport (MST) function

NOTE: Supports the DP 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 11. Connecting the USB-C to C cable

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

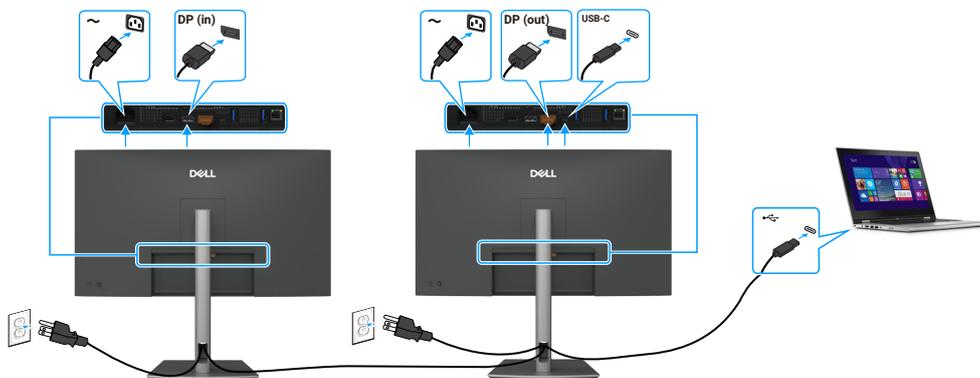


Figure 12. Connecting the Monitor for the USB-C Multi-Stream Transport (MST) function

① **NOTE:** The maximum number of monitors supported by MST depends on the bandwidth of the USB-C source

Connecting the USB Type-C to Type-A cable



Figure 13. Connecting the USB Type-C to Type-A cable

① **NOTE:** This connection supports data only and does not transmit video. An additional video connection for display is needed.

Connecting the monitor for the RJ45 cable (optional)

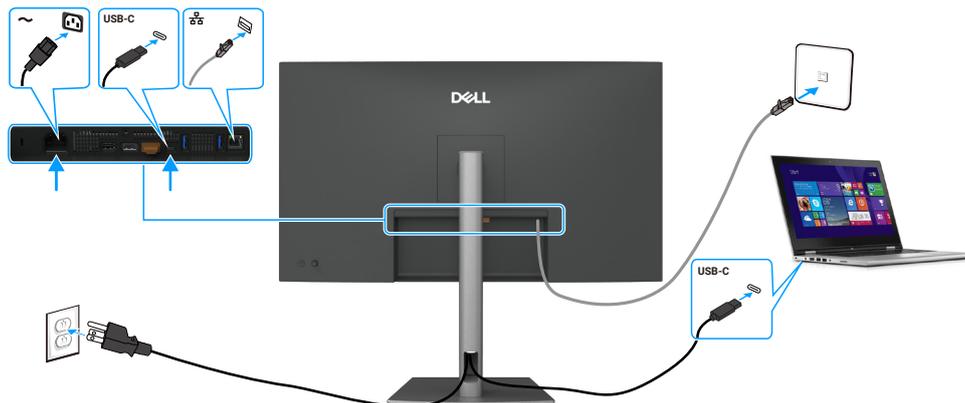


Figure 14. Connecting the monitor for the RJ45 cable

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

The procedures in this document may require the following tools:

- Phillips screwdriver #0
- Phillips screwdriver #2
- Penknife

Screw list

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

Table 6. Screw List

| Component | Screw type | Quantity | Screw image |
|------------------------|------------|----------|---|
| Back cover | M4x10 | 4 |  |
| USB board | M3x6 | 1 |  |
| Main chassis | M3x3 | 4 |  |
| Middle frame | M3x5 | 18 |  |
| 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](#).

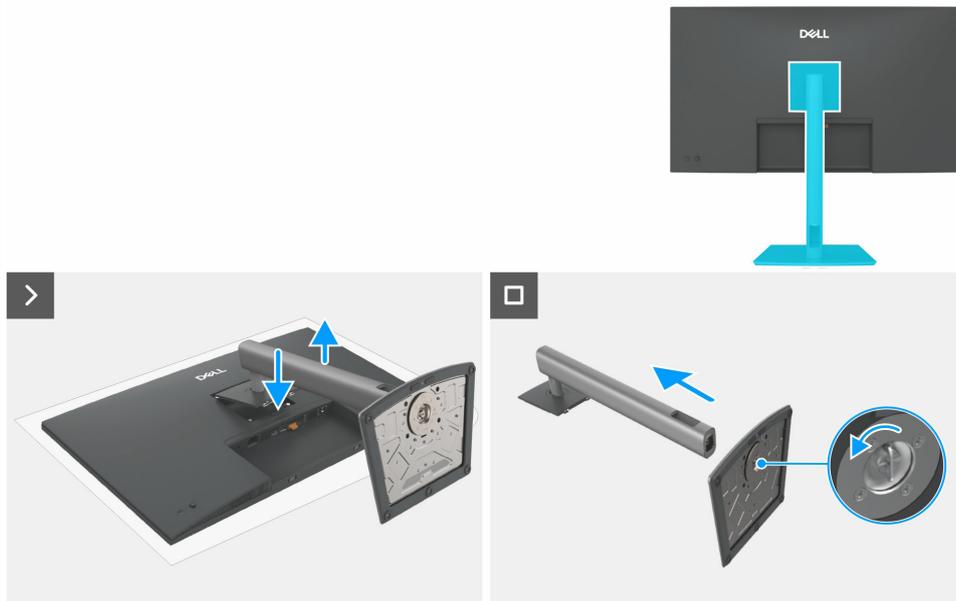


Figure 15. Removing the stand

Steps

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

Installing the stand

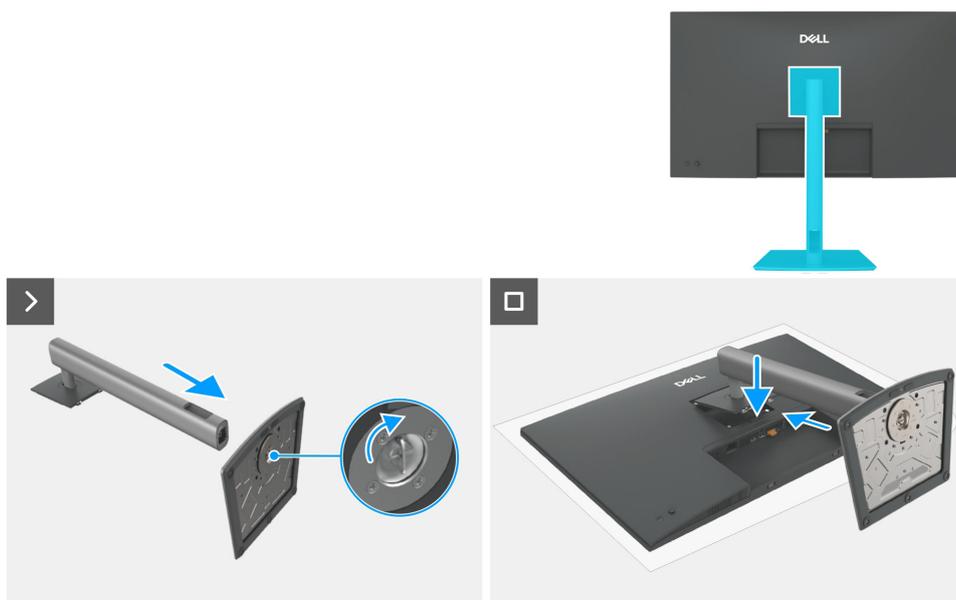


Figure 16. Installing the stand

Steps

1. Align and insert the stand riser into the stand base until it snaps into place.
2. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
3. Close the screw handle.
4. Align the stand assembly to the monitor groove.
5. Insert the stand assembly 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](#).

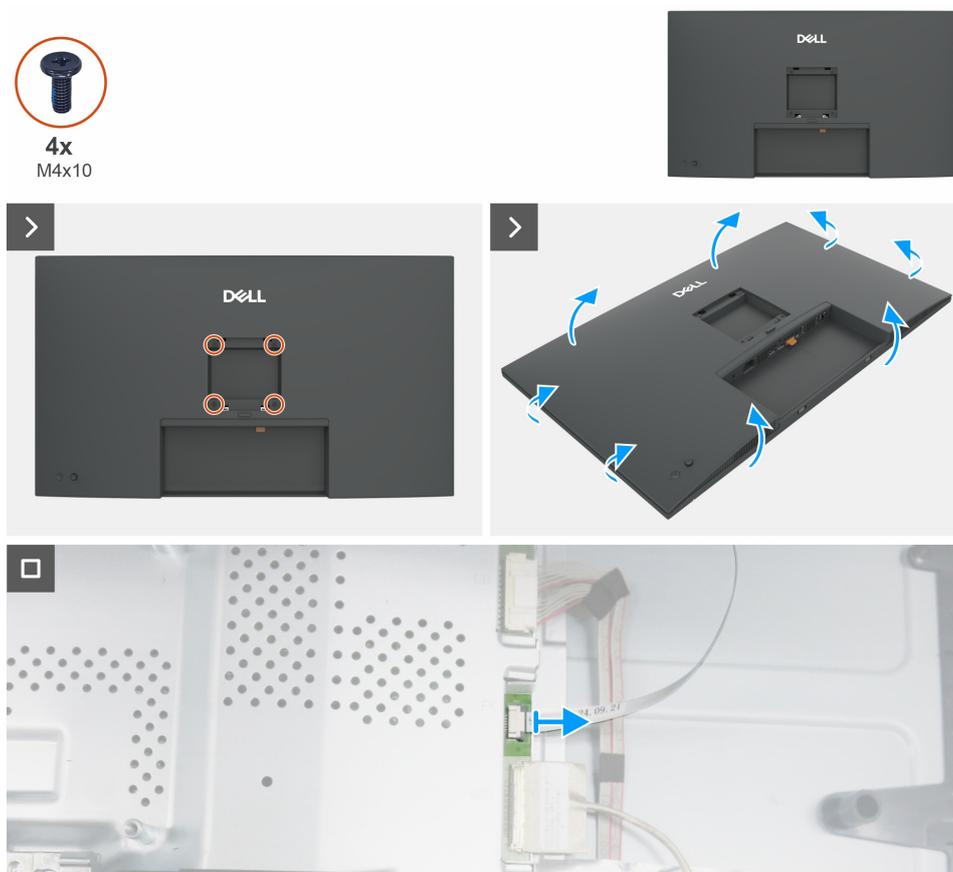


Figure 17. Removing the back cover

Steps

1. Remove four screws (M4x10) to release the back cover.
2. Using both hands, gently pry the back cover off, starting from the left and right sides, then moving to the top and bottom.
3. Lift and remove the back cover away from the monitor.
4. Disconnect the keypad cable from the main board.

Installing the back cover



Figure 18. Installing the back cover

Steps

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

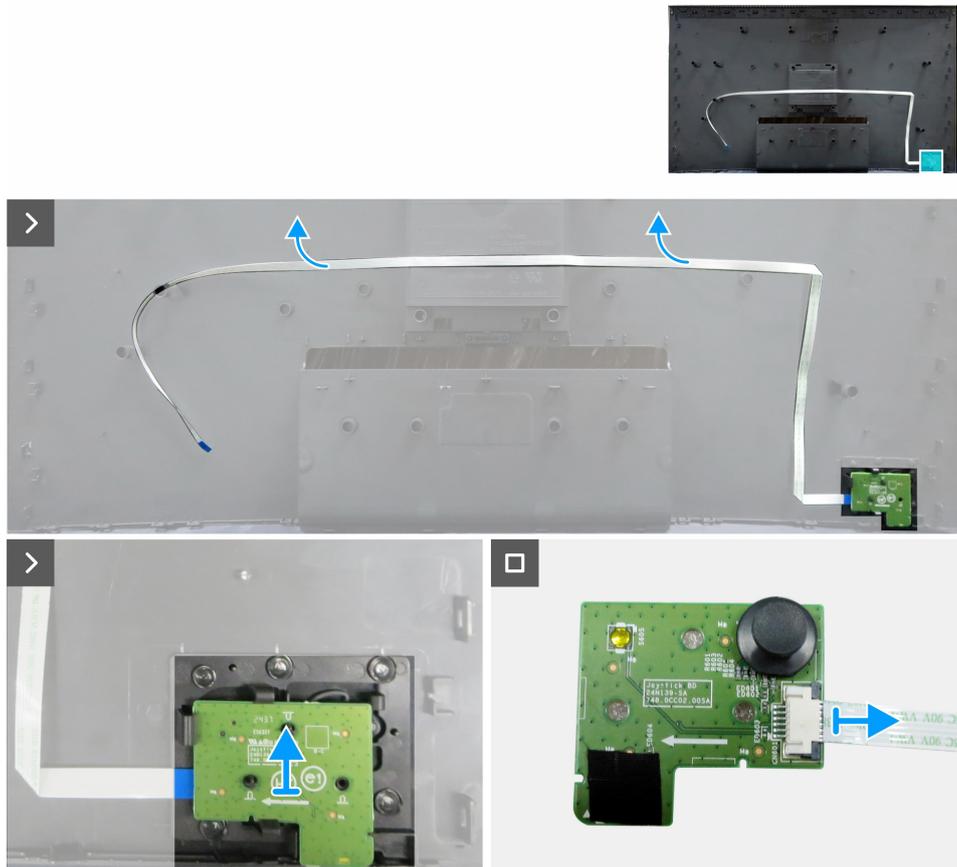


Figure 19. Removing the keypad board

Steps

1. Carefully peel the double-sided tape that secures the keypad cable to the back cover.
2. Remove the keypad board from the slots of the back cover.
3. Disconnect the keypad cable from the keypad board.

Installing the keypad board

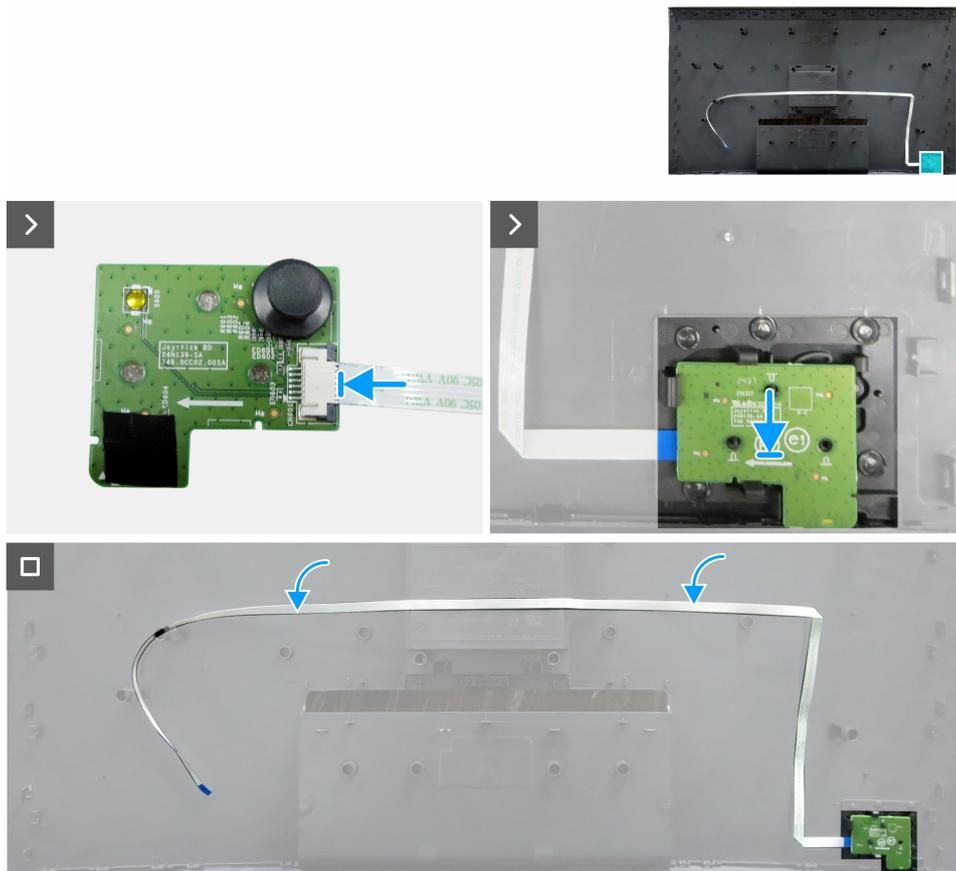


Figure 20. Installing the keypad board

Steps

1. Connect the keypad cable to the keypad board.
2. Align and place the keypad board into its slot on the back cover.
3. Adhere the double-sided tape that secures 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](#).

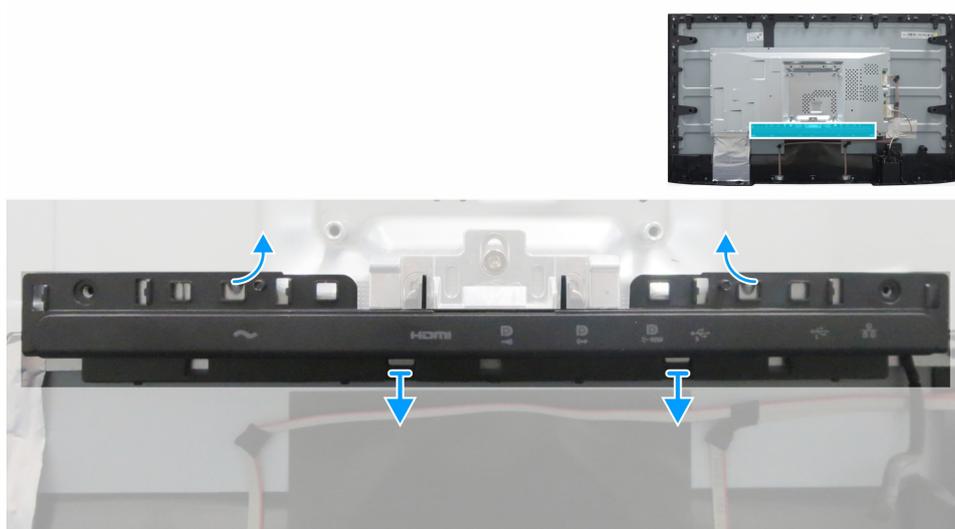


Figure 21. Removing the I/O cover

Steps

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

Installing the I/O cover

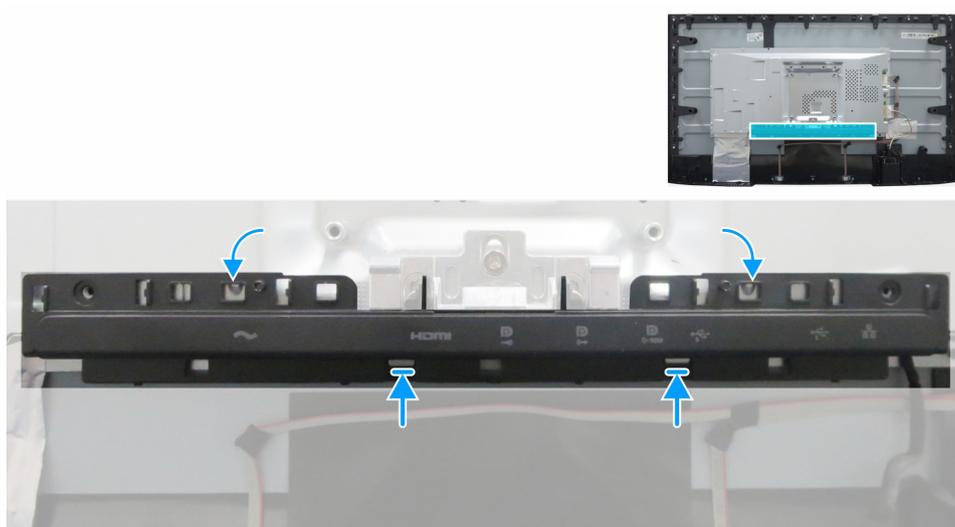


Figure 22. Installing the I/O cover

Steps

1. Align the I/O cover with the tabs on the main chassis.
2. Snap the I/O cover back into place.

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](#).

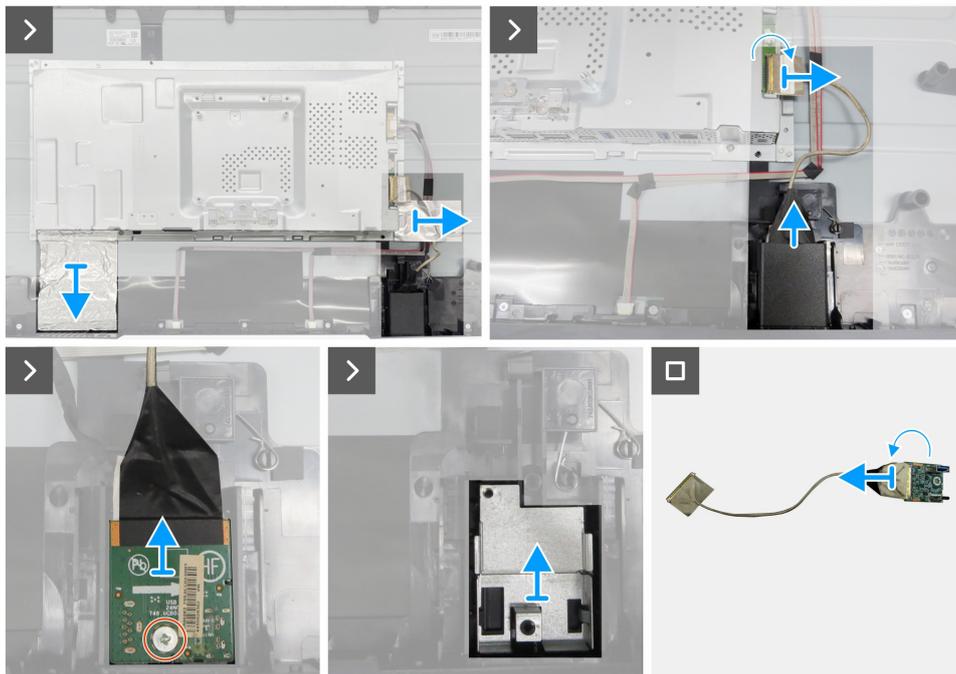


Figure 23. Removing the USB board

Steps

1. Peel the two aluminum foils.
2. Lift the latch and disconnect the USB cable from the main board.
3. Pry the back cover of USB board.
4. Remove one screw (M3x6) that secures the USB board to the bracket.
5. Remove the bracket of the USB board.
6. Open the latch and disconnect the cable from the USB board.

Installing the USB board

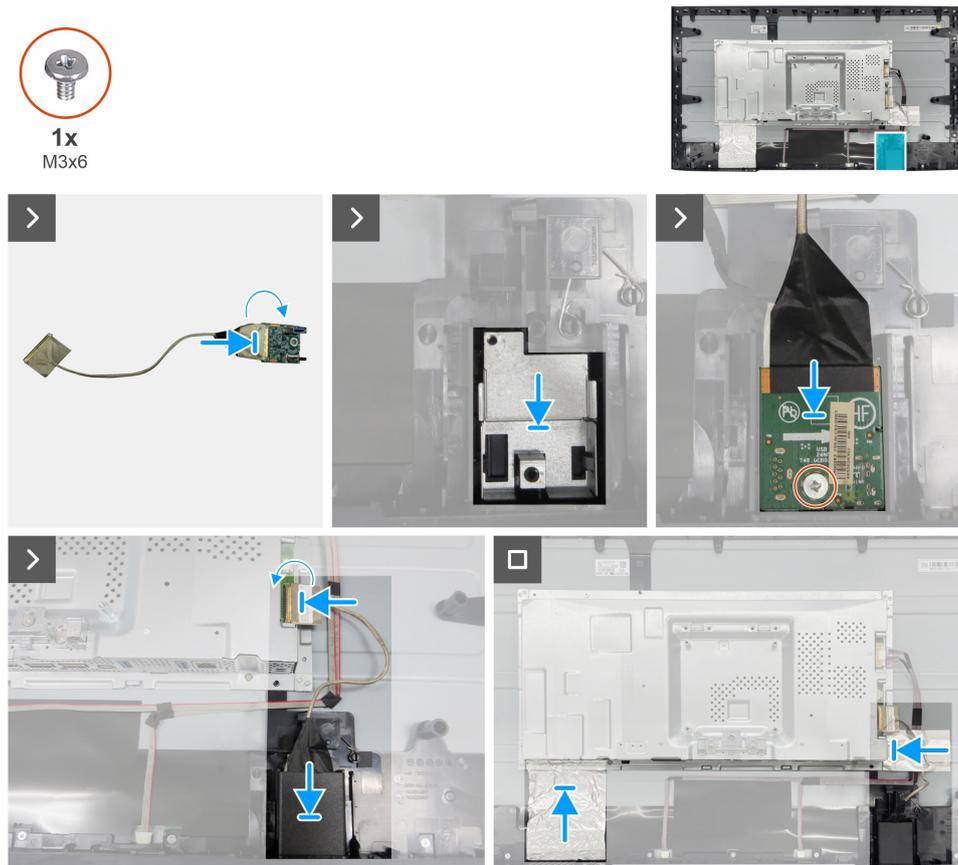


Figure 24. Installing the USB board

Steps

1. Connect the cable to the USB board and close the latch.
2. Assemble the bracket of USB board with the front cover.
3. Replace one screw (M3x6) that secures the USB board and metal to the front cover of USB board.
4. Replace the back cover of the USB board.
5. Connect the USB cable to the main board and close the latch.
6. Adhere the two aluminum foils.

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](#).



4x
M3x3

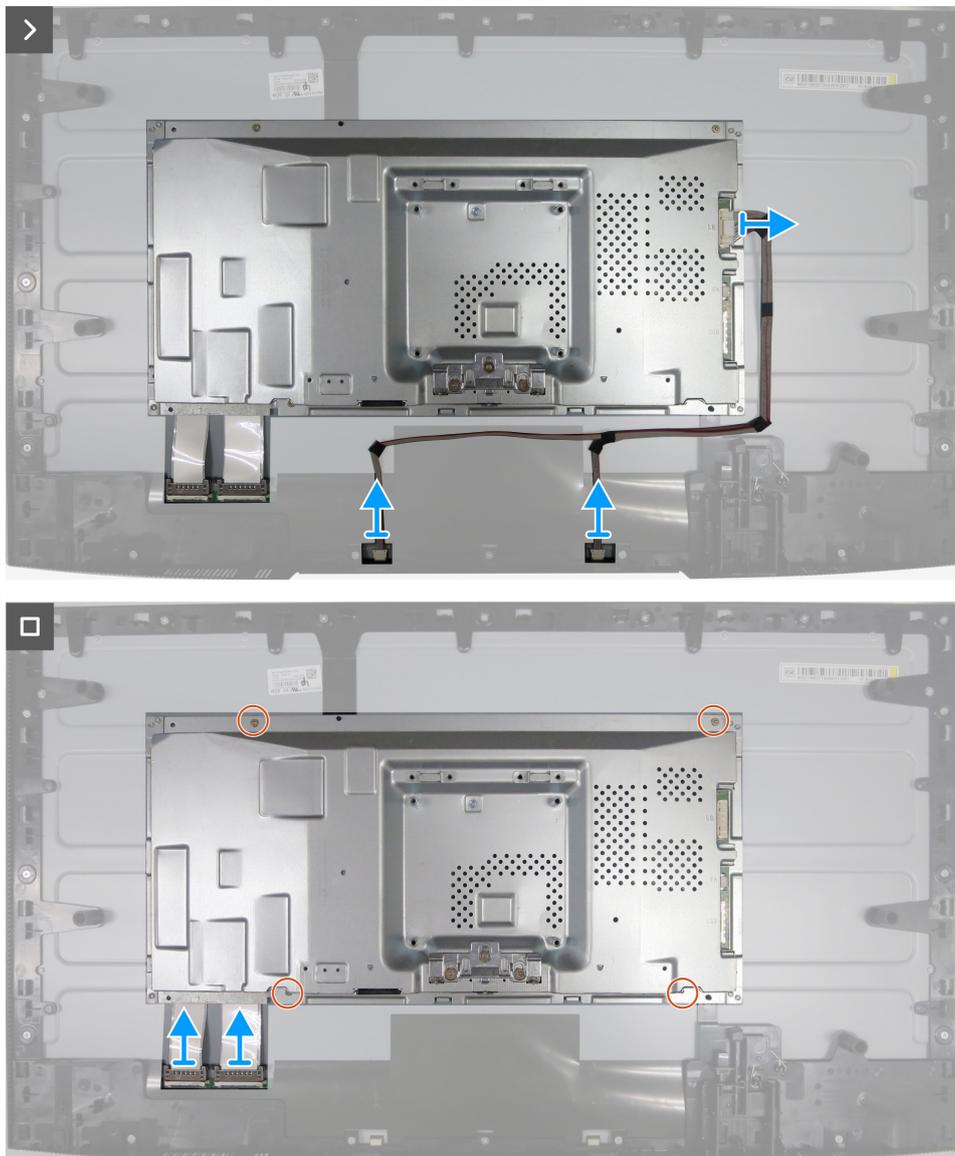


Figure 25. Removing the main chassis

Steps

1. Disconnect the lightbar cable and LVDS cable from its connectors on the display panel and main board.
2. Remove four screws (M3x3) that secure the main chassis to the display panel.
3. Lift and remove the main chassis away from the display panel.

Installing the main chassis

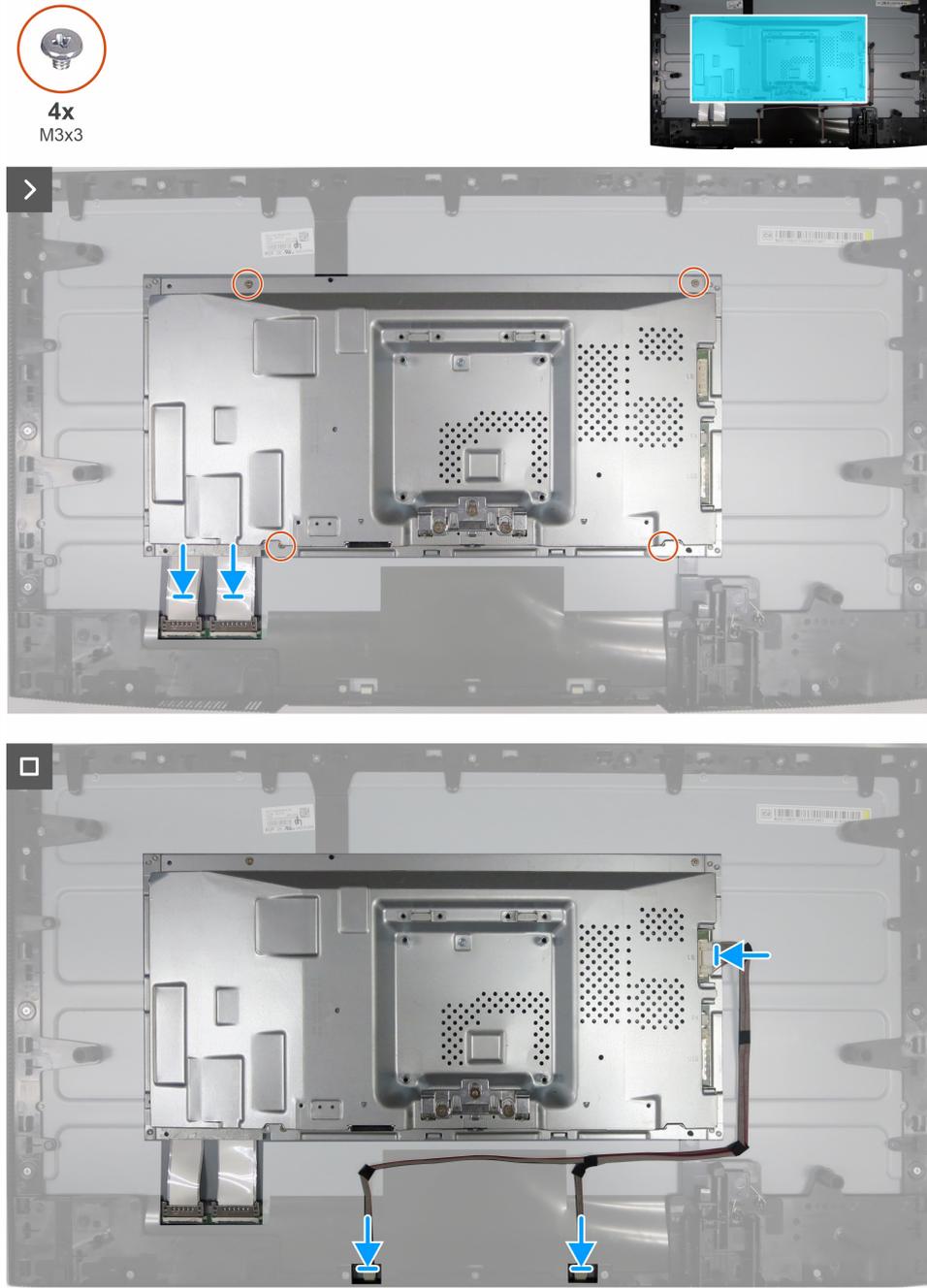


Figure 26. Installing the main chassis

Steps

1. Align the holes on the main chassis with the screw holes on the display panel.
2. Replace four screws (M3x3) to secure the main chassis to the display panel.
3. Connect the LVDS cable and lightbar cable to the connectors of the display panel and main board.

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](#).

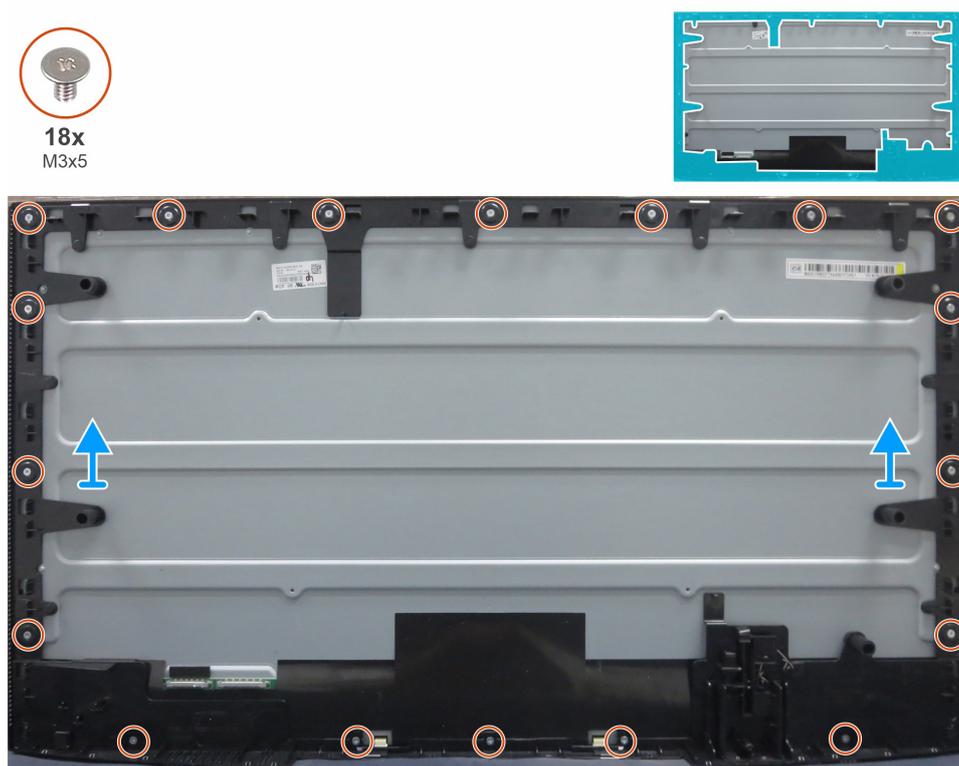


Figure 27. Removing the middle frame

Steps

1. Remove 18 screws (M3x5) 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 28. Installing the middle frame

Steps

1. Align the screw holes of the middle frame with the holes on the display panel.
2. Replace the 18 screws (M3x5) 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 and power board

Removing the main board and power board

Prerequisites

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

Steps

1. Remove one screw (M3x6) on the power board that secures the Mylar sheet and power board to the main chassis.
2. Remove the Mylar sheet from the slots of the main chassis.

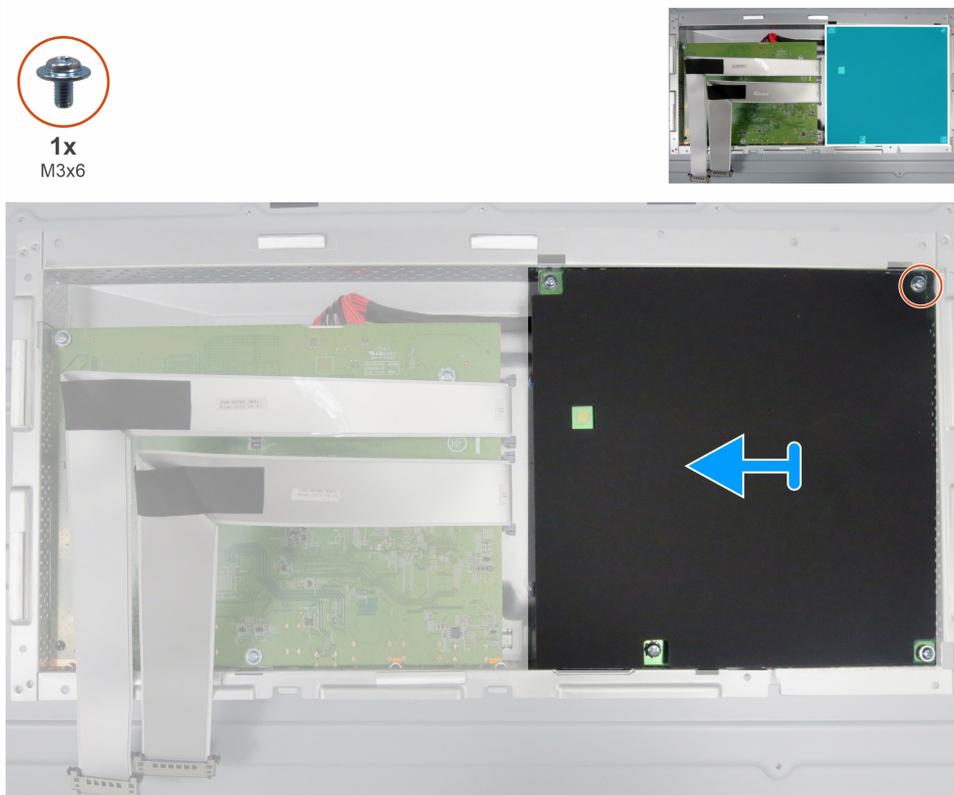


Figure 29. Removing the Mylar sheet

3. Remove five screws (M3x6) and one screw (M4x8) that secure the main board and power board to the chassis.

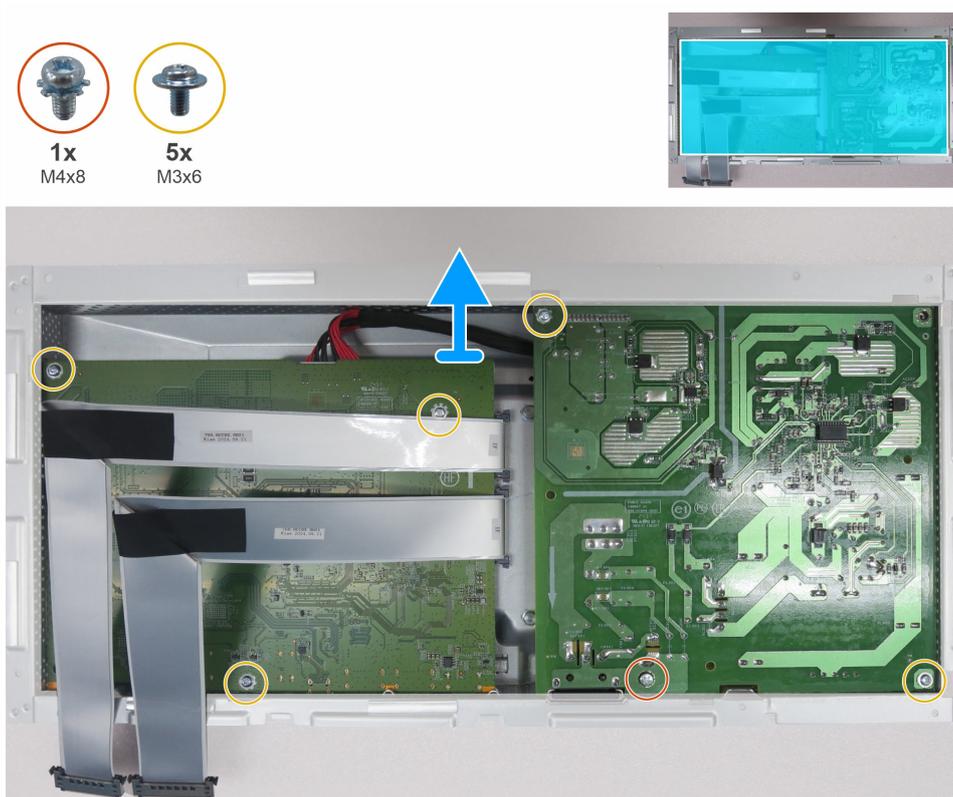


Figure 30. Removing the main board and the power board

4. Remove the main board and power board away from the main chassis.
5. Disconnect the two LVDS cables and connective cable from the connectors on the main board.

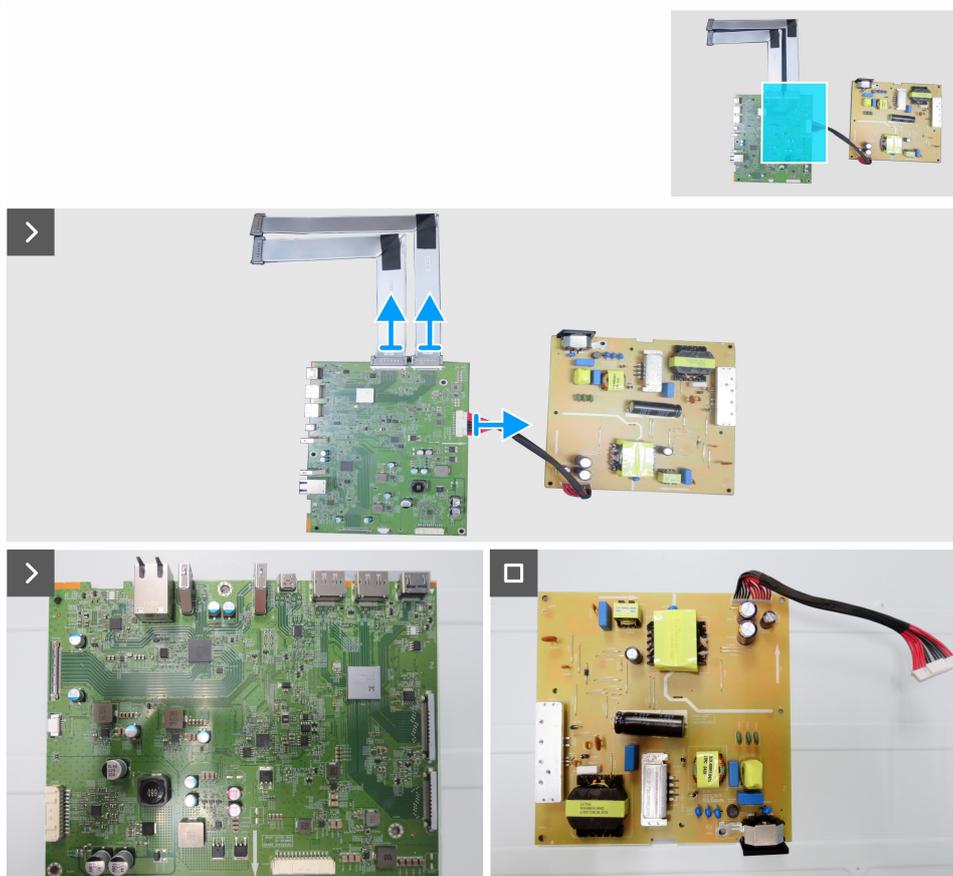


Figure 31. Disconnecting the cables from the main board

Installing the main board and power board

Steps

1. Connect the two LVDS cables and the connective cable to the connectors on the main board.

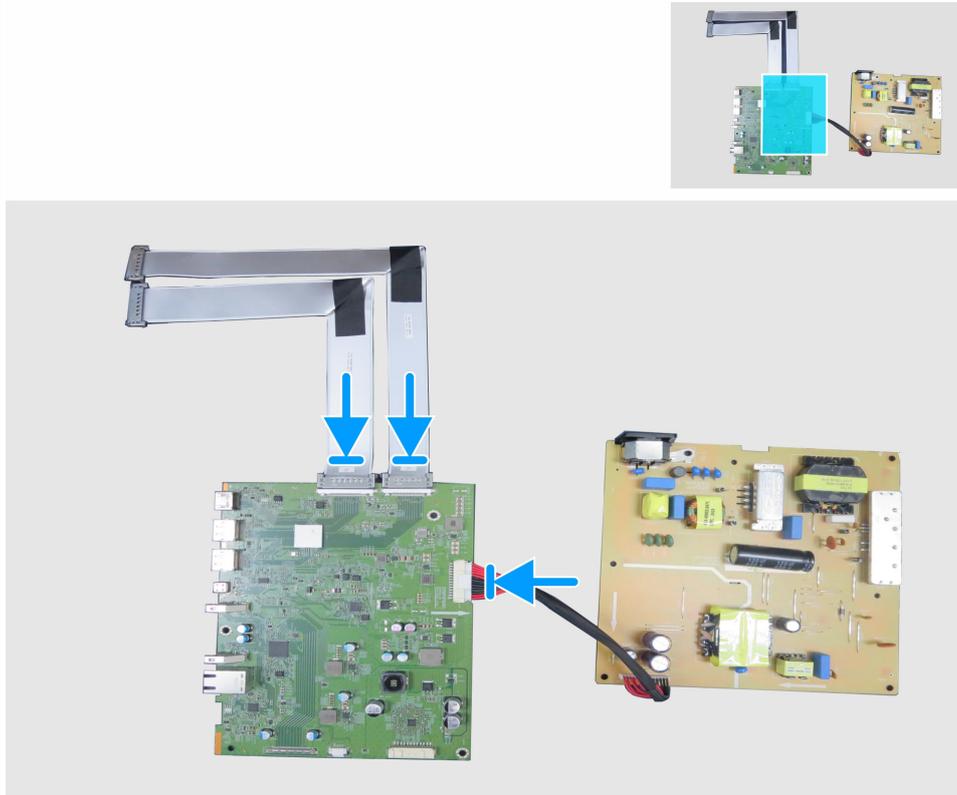


Figure 32. Connecting the cables to the main board

2. Align the screw holes on the main board and power board with the screw holes on the main chassis.
3. Replace five screws (M3x6) and one screw (M4x8) that secure the main board and power board to the main chassis.

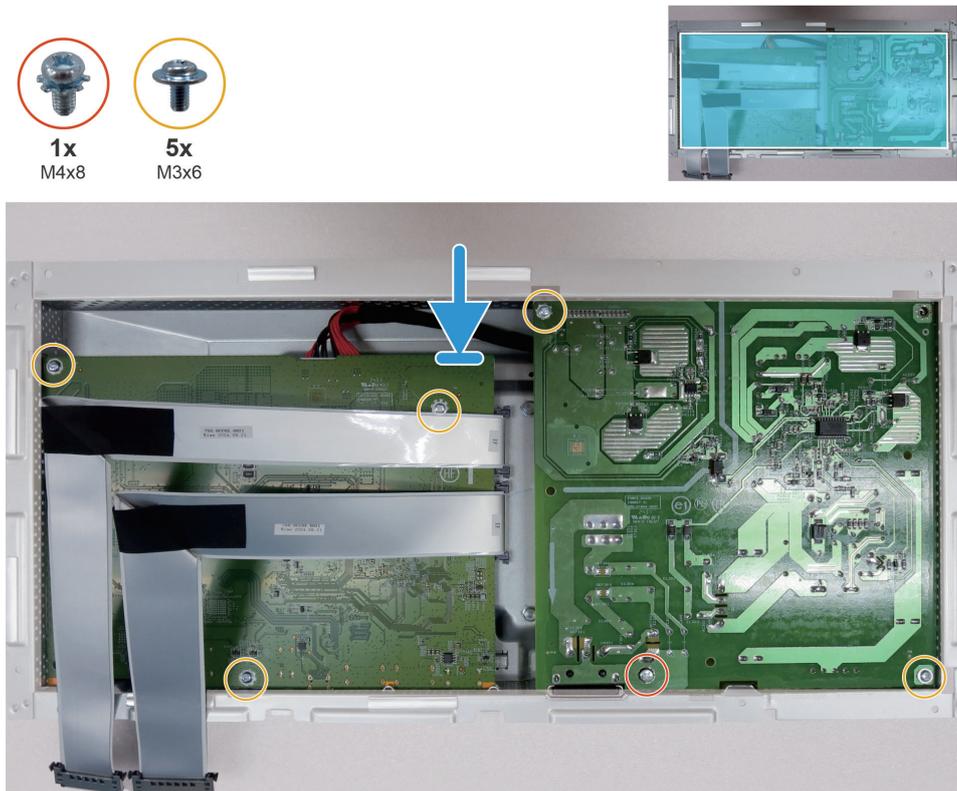


Figure 33. Installing the main board and power board

4. Place the Mylar sheet to cover the power board.
5. Replace one screw (M3x6) that secures the Mylar sheet and the power board to the main chassis.

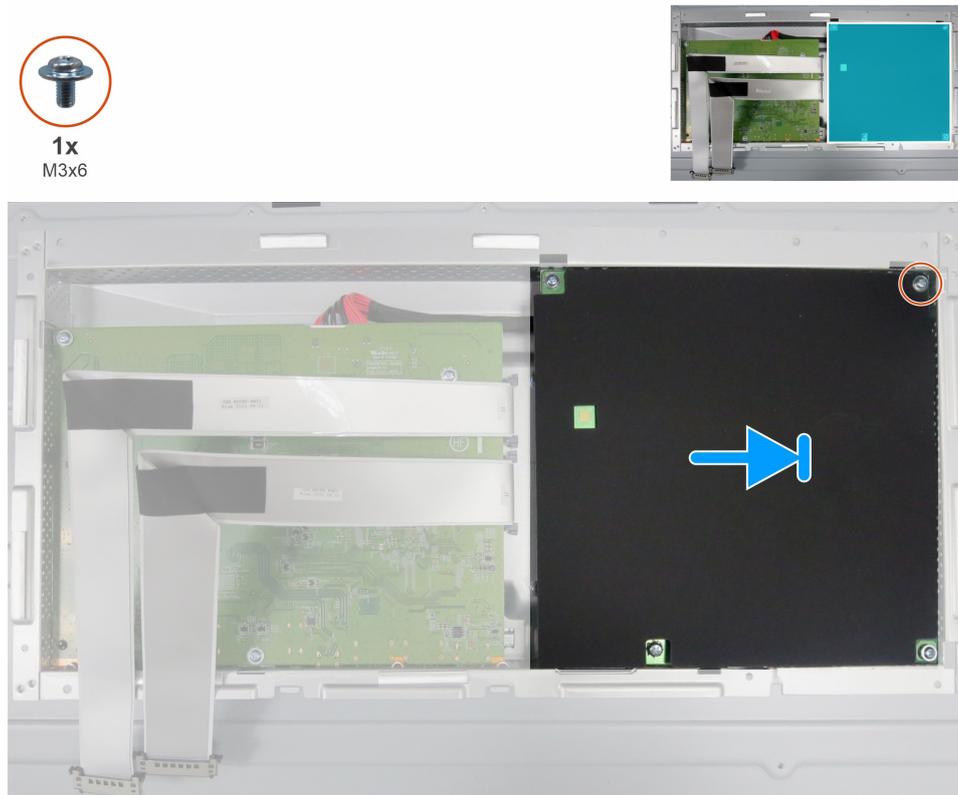


Figure 34. Installing the Mylar sheet

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](#).

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. Disconnect all video cables from the back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of the 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.

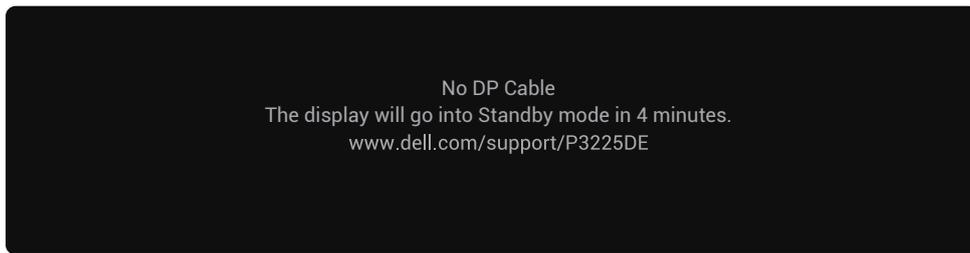


Figure 35. DP cable disconnected warning message

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

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

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

Built-in diagnostics

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

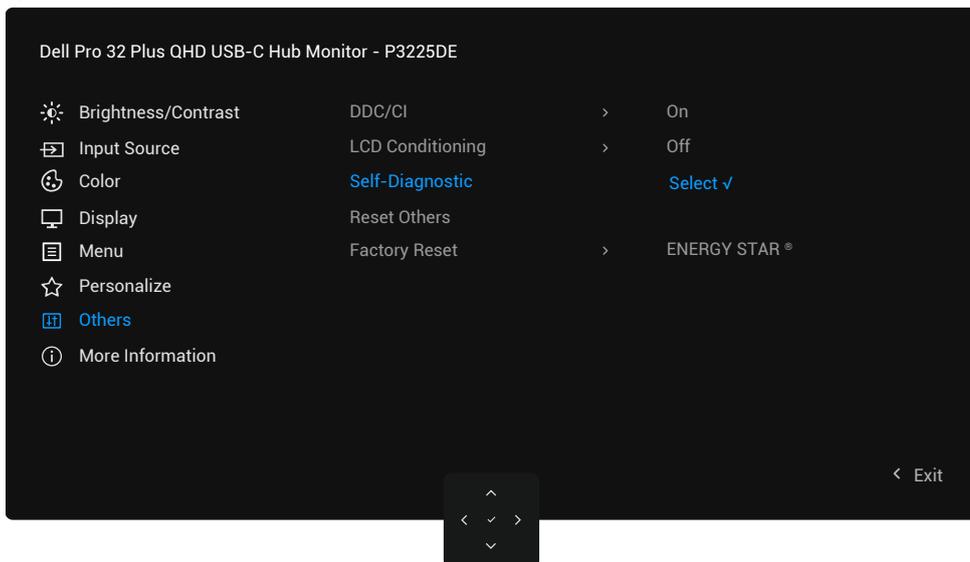


Figure 36. Built-in diagnostics

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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Cycle power on-off. • A pixel that stays permanently off is a common defect in LCD technology. |
| Stuck-on pixels | LCD screen has bright spots | <ul style="list-style-type: none"> • Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. |
| Brightness problems | Picture too dim or too bright | <ul style="list-style-type: none"> • Reset the monitor to factory settings. • Adjust brightness and contrast controls through OSD. |
| Safety-related issues | Visible signs of smoke or sparks | <ul style="list-style-type: none"> • Do not perform any troubleshooting steps. • Contact Dell immediately. |
| Intermittent problems | Monitor malfunctions on and off | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Verify if the USB-C interface of the device can support DP alternate mode. Verify if the device requires more than 90 W 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 | <ul style="list-style-type: none"> Verify if the device can support one of the 5 V/9 V/15 V/20 V charging profiles. Verify if the laptop requires a >90 W power adapter. If the laptop requires a >90 W 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 a computer, laptop, and so on | Intermittent charging | <ul style="list-style-type: none"> Check if the maximum power consumption of the device is over 90 W. 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 (P3225DE only) | Black screen or second DUT is not Prime mode | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Do not toggle Off/On the power button when the network is connected, keeps the power button On. |
| The LAN port is not functioning | Operating system setting or cable connection issue | <ul style="list-style-type: none"> 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 is not lit, try reconnecting both ends of the cable. First, turn off the computer and disconnect the USB-C cable and power cable from the monitor. Next, turn the computer back on and reconnect the monitor's power cable and USB-C cable. |

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

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