Dell 34 Plus 4K Monitor
S3425DW
Simplified Service Manual

Model: S3425DW
Regulatory Model: S3425DWc
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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 included in this document assumes that you have read the safety information that is 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 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 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 the cables.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

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

Before working inside your monitor

Steps

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

CAUTION: To disconnect a network cable, first unplug the cable from your monitor and then unplug the cable from the network device.

5. Remove any media card and optical disc from your monitor, if applicable.

After working inside your monitor

CAUTION: Leaving stray or loose screws inside your monitor may severely damage your monitor.

Steps

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

Views of S3425DW monitor

Front view

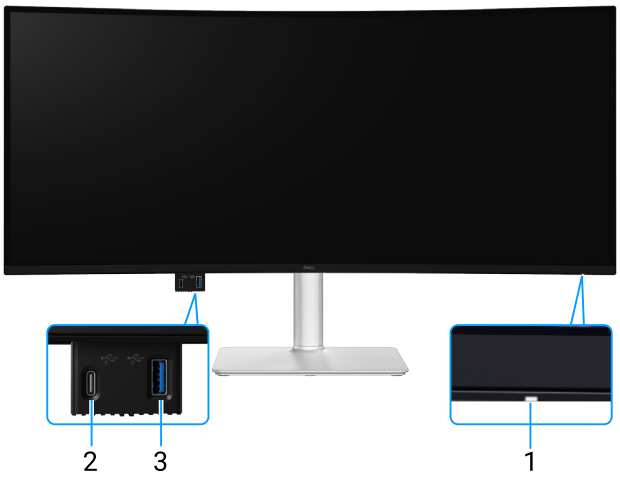


Figure 1. Front view of the monitor

Table 1. Front view of the monitor.

No.	Description	Use
1	Power LED indicator	Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.
2	Quick Access Port: USB-C 5Gbps downstream port (data only)	Connect your USB device* or charge your device. **NOTE:** To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer.
3	Quick Access Port: USB 5Gbps Type-A downstream port	Connect your USB device* or charge your device. **NOTE:** To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer.

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

Back view

Figure 2. Back view of the monitor

Table 2. Back view of the monitor.

No.	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA cover)	Wall mount the monitor using VESA-compatible wall mount kit. **NOTE:** Wall-mount kit is not shipped with your monitor and is sold separately.
2	Regulatory information label	Lists the regulatory approvals.
3	Regulatory label (including MyDell QR code, serial number, and Service Tag label)	See this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your monitor and access warranty information.
4	Joystick	Use to control the OSD menu. For more Information, see Operating the monitor in the User's Guide of S3425DW.
5	Power button	To turn the monitor on or off.
6	Stand release button	Releases the stand from the monitor.
7	Side I/O cover	Use to cover side I/O.
8	Cable management guide	Use to organize cables by routing them through the slot.

Side view

Figure 3. Side view of the monitor

Bottom view

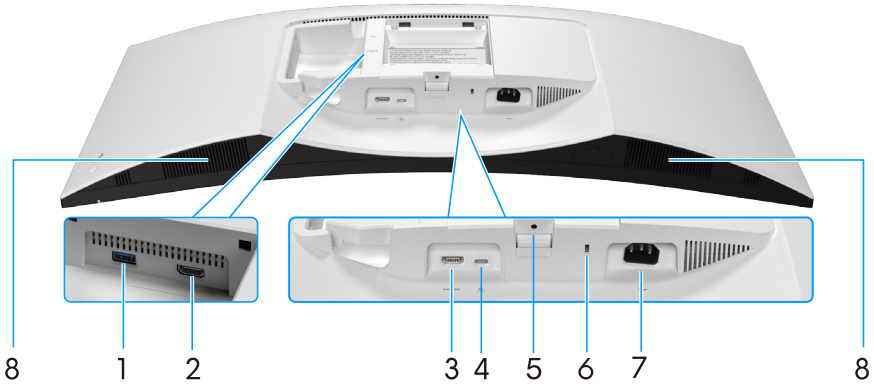


Figure 4. Bottom view of the monitor

Table 3. Bottom view of the monitor.

No.	Description	Use
1	USB 5Gbps Type-A downstream port	Connect your USB device or charge your device. **NOTE:** To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer.
2	HDMI 2 port	Connect your computer with the HDMI cable (purchased separately).
3	HDMI 1 port	Connect your computer with the HDMI cable (purchased separately).
4	USB-C 5Gbps upstream port (Power Delivery up to 65 W)	Connect the USB-C cable that came with your monitor to the computer or mobile device. This port supports Video, Power, and Data. The USB-C 5Gbps upstream port supports DisplayPort 1.4 Alternate Mode with a maximum resolution of 3440 x 1440 at 120 Hz, PD 20 V/ 3.25 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. **NOTE:** USB-C is not supported on versions of Windows prior to Windows 10.
5	Stand-lock feature	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
6	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
7	Power connector	Connect the power cable (shipped with your monitor).
8	Built-in speakers	Provides audio output.

Major components of S3425DW

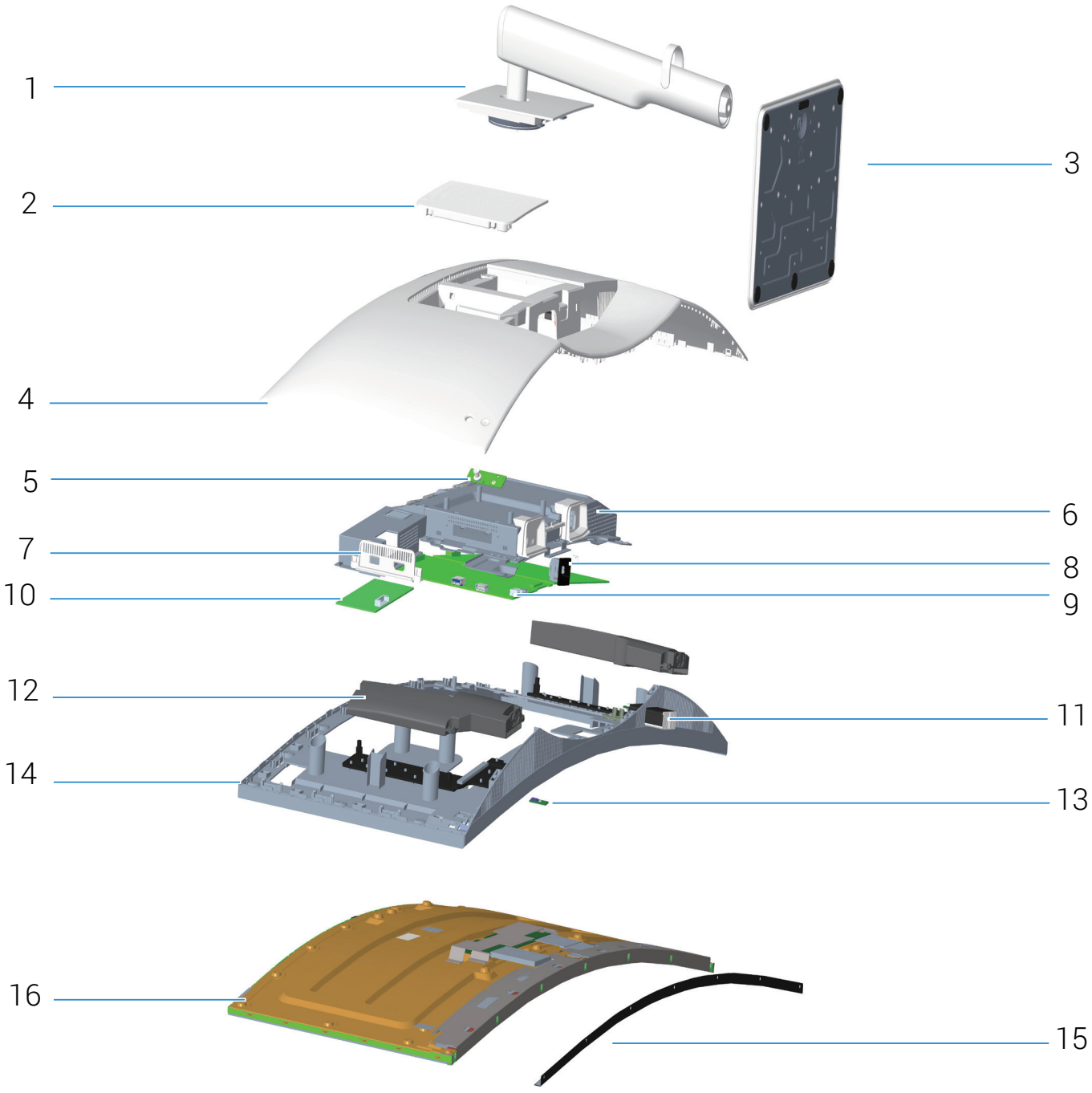


Figure 5. **Major components of S3425DW**

Table 4. Major components of S3425DW.

No.	Description
1	Stand riser
2	Side I/O cover
3	Stand base
4	Back cover
5	Keypad board
6	Metal shield
7	Metal shield I/O cover
8	Power board
9	System board
10	Converter board
11	USB board
12	Speaker
13	Lens board
14	Middle frame
15	Front trim
16	Display panel

Note

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

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

Wiring connectivity diagram

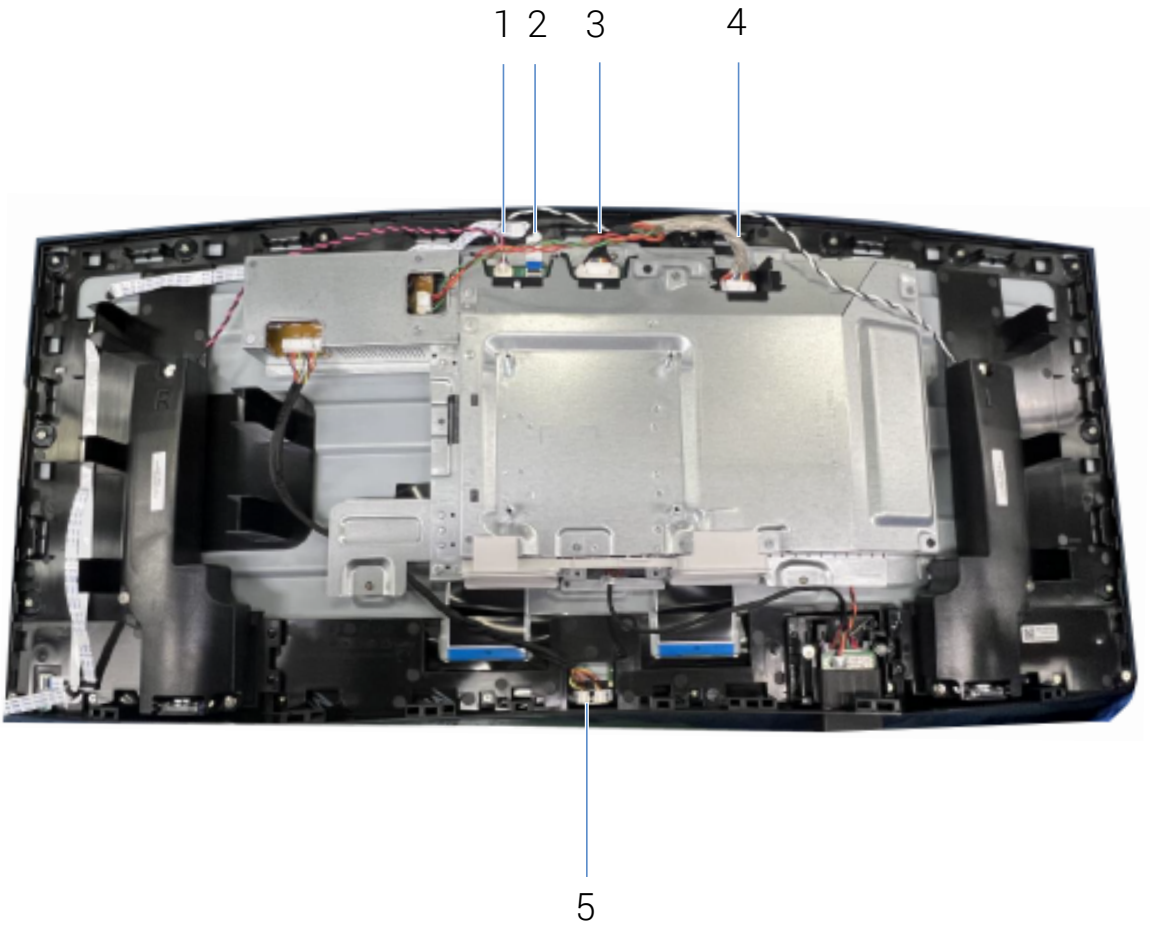


Figure 6. **Wiring connectivity diagram**

Table 5. **Wire connectivity diagram.**

No.	Description
1	Speaker cable
2	Keypad board cable
3	System board-power board cable
4	Power board cable
5	Lightbar cable

Connecting the cables

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

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

NOTE: Route the cables through the cable management guide 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 USB-C or HDMI cable (purchased separately) from your monitor to the computer.

Connecting the USB-C to C cable

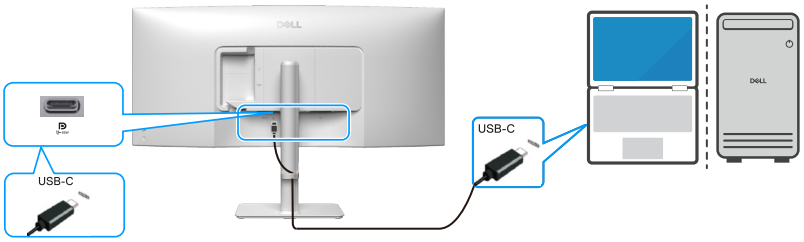


Figure 7. Connecting the USB-C to C cable

Connecting the HDMI cable (purchased separately)

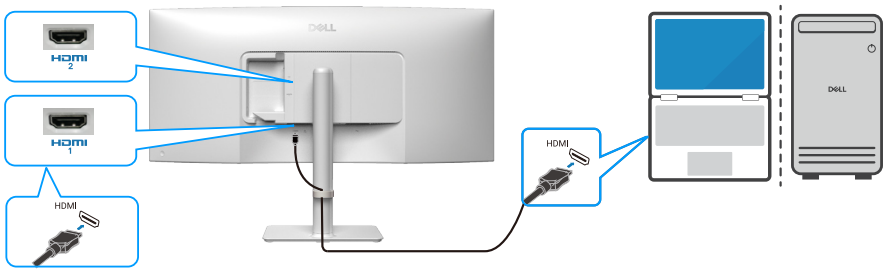


Figure 8. Connecting the HDMI cable

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

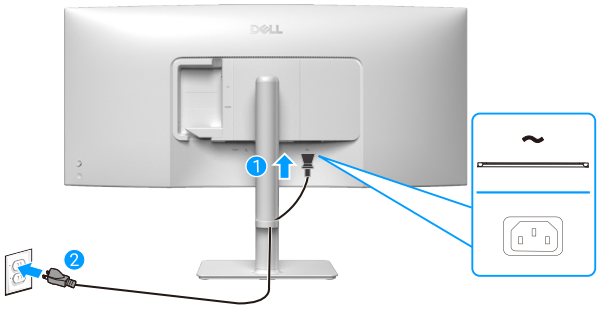


Figure 9. Connecting the power cable

4. Turn on the monitor and the computer.

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

Routing the cable to side I/O (optional)

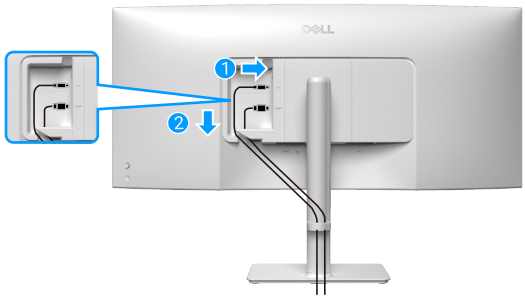


Figure 10. Routing the cable to side I/O

To route the cable to the side I/O:

1. Insert the HDMI cable (purchased separately) and USB cable (purchased separately) into the side I/O connector.
2. Insert and organize the cables under the restraint lever.

Attaching the side I/O-cover

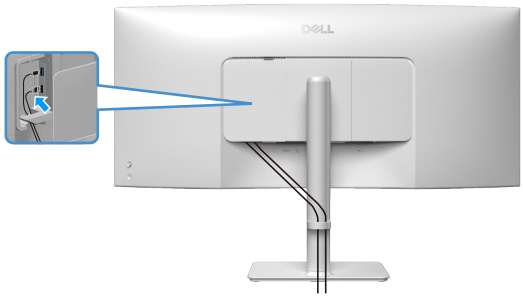


Figure 11. Attaching the side I/O-cover

To attach the side I/O-cover:

1. Align and place the tabs on the side I/O-cover with the slots on the display back-cover.
2. Press the side I/O-cover to snap it into place.

Organizing your cables

Route the cables through the cable management guide on the stand riser.

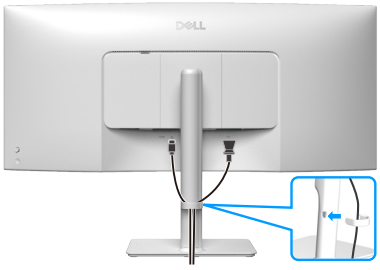


Figure 12. Organizing your cables

After connecting all necessary cables to your monitor and computer, (see Connecting the cables for cable attachment) organize all cables as shown in the image.

If your cable is not able to reach your computer, you may connect directly to the computer without routing through the cable management guide on the monitor stand.

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:

- Screwdriver (Phillips-head, Hexagonal head)
- Plastic scribe

Screw list

ⓘ **NOTE:** When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.

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

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

Table 6. Screw list.

Component	Screw types	Quantity	Screw images
Back cover	M4x10	4	
Speaker	M3x6	6	
Metal shield	M3x4	6	
System board	D3x6	4	
Power board	D3x6	4	
	M4x6	1	
Converter board	D3x6	4	
Middle frame	M3x4	20	
Front trim	M2x2	7	
Lens board	Q2x2.5	1	

Component	Screw types	Quantity	Screw images
USB board	M3x6	2	
	M3x4	1	
Keypad board	Q2x2.5	3	

Stand

Removing the stand

Prerequisites

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

About the task

The following image indicates the location of the stand and provides a visual representation of the removal procedure.

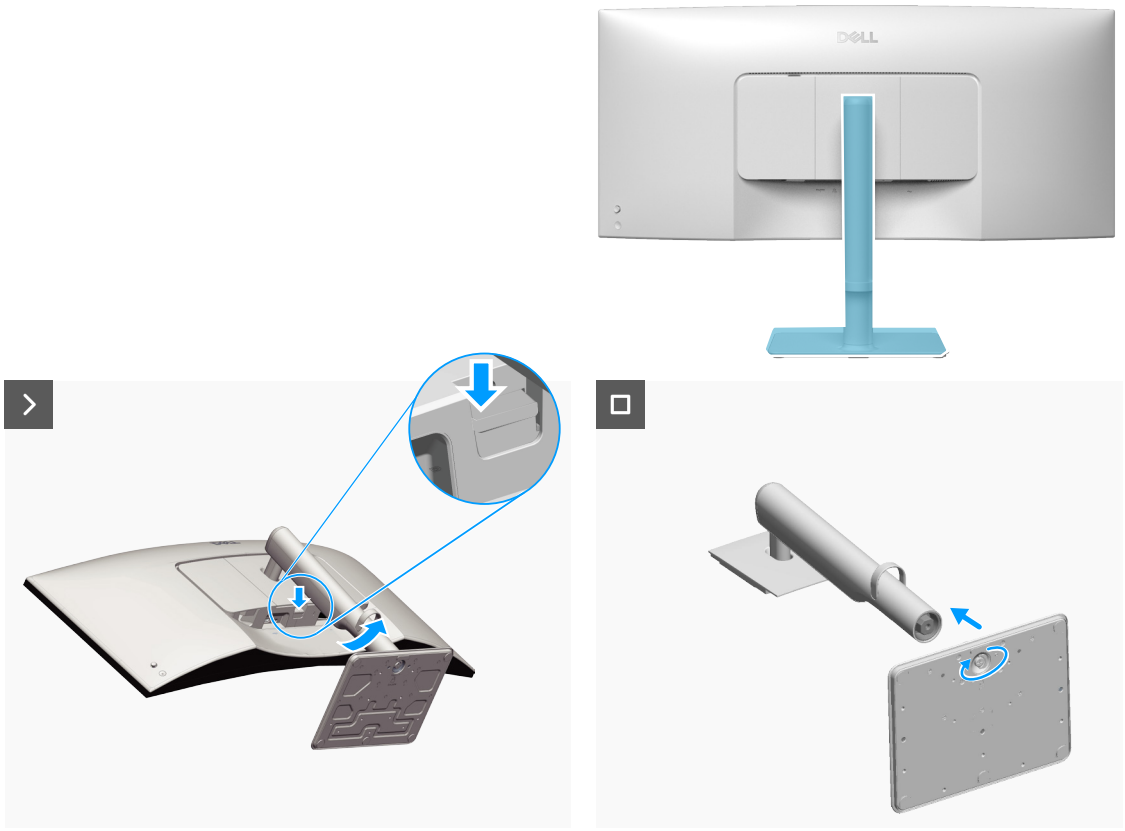


Figure 13. Removing the stand

Steps

1. Place the monitor on a clean, flat surface on a soft cloth or cushion.
2. Press the release button and pull the stand assembly away from the monitor.
3. Open the screw handle at the bottom of the stand base and turn it anti-clockwise to unlock the riser from the base.
4. Detach the stand riser from the stand base.

Installing the stand

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the stand and provides a visual representation of the installation procedure.

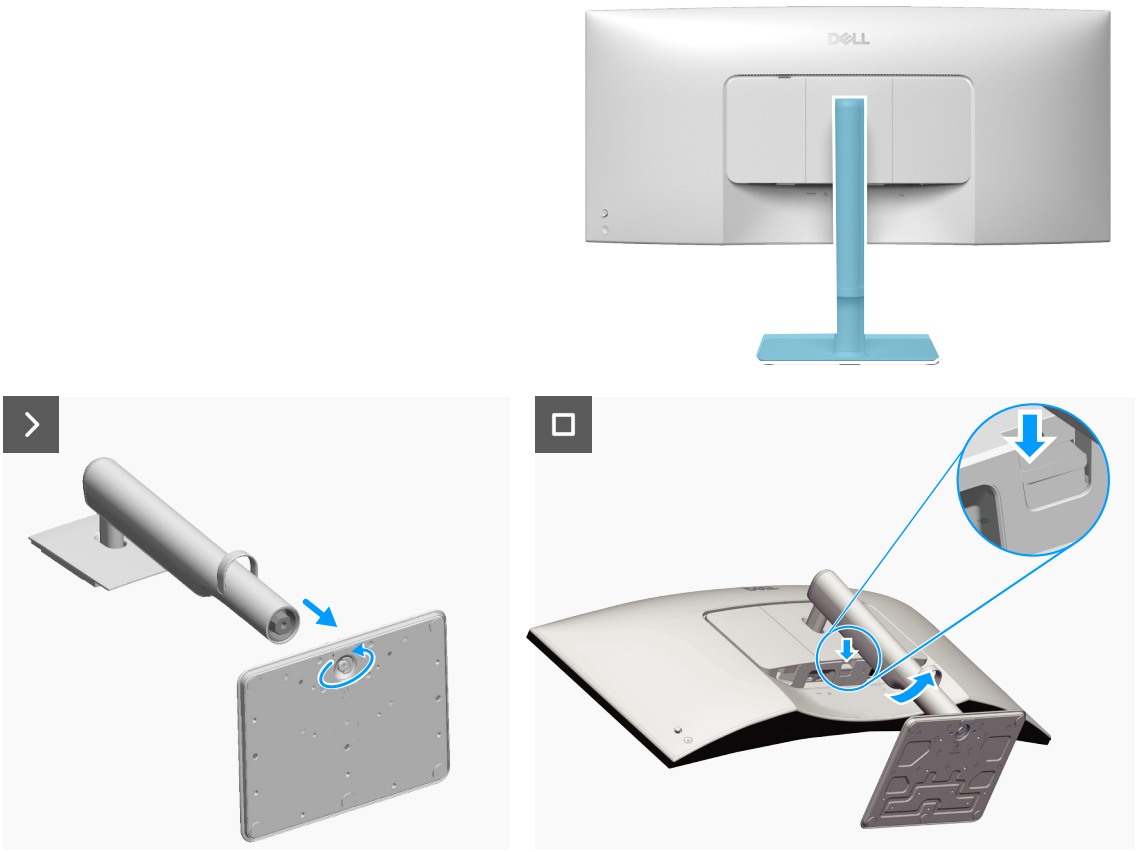


Figure 14. Installing the stand

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-riser bracket with the grooves at the back of the monitor.
5. Slide and gently press the stand assembly until it snaps into 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.

About the task

The following image indicates the location of the back cover and provides a visual representation of the removal procedure.

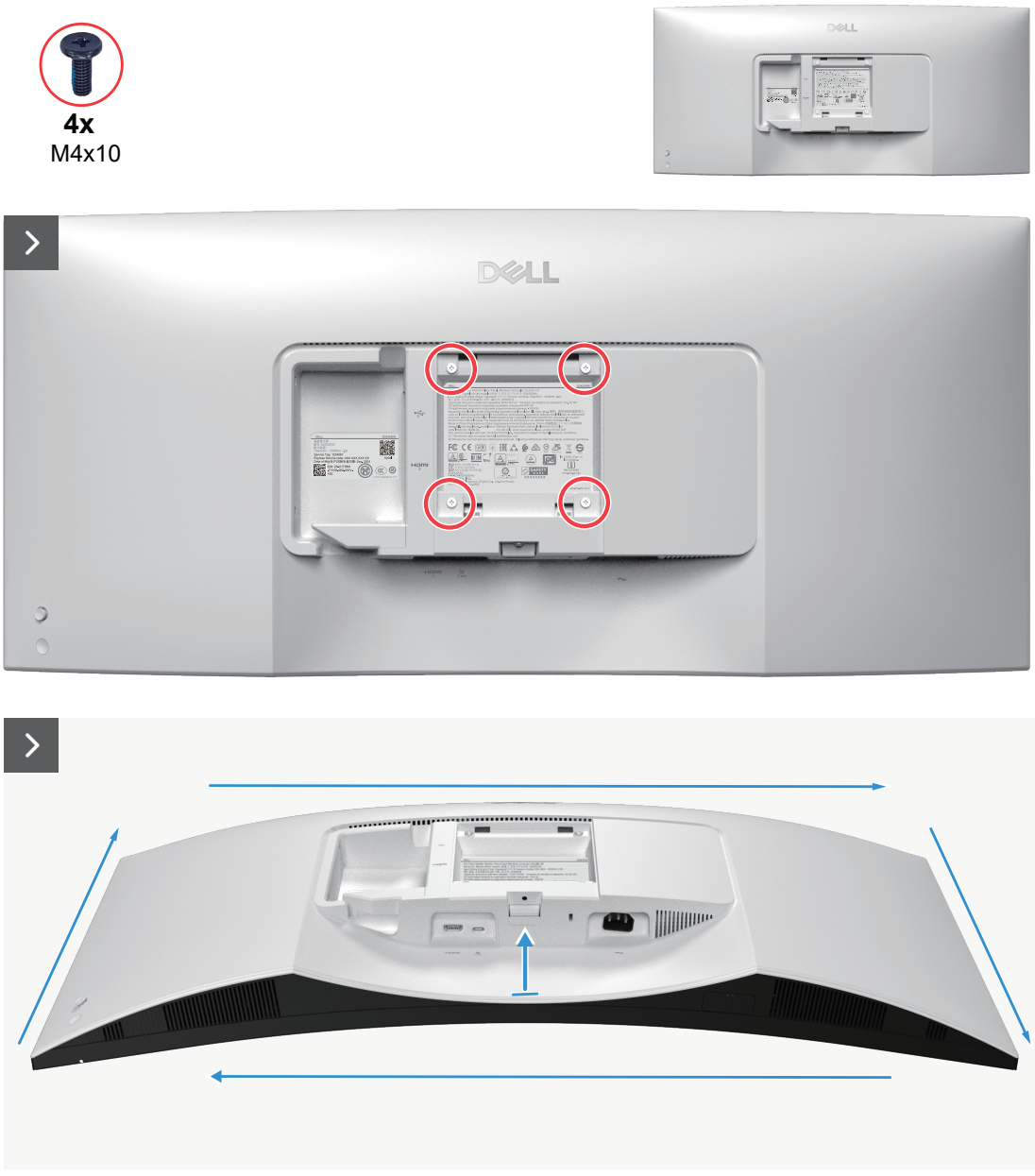


Figure 15. Removing the screws and prying the back cover

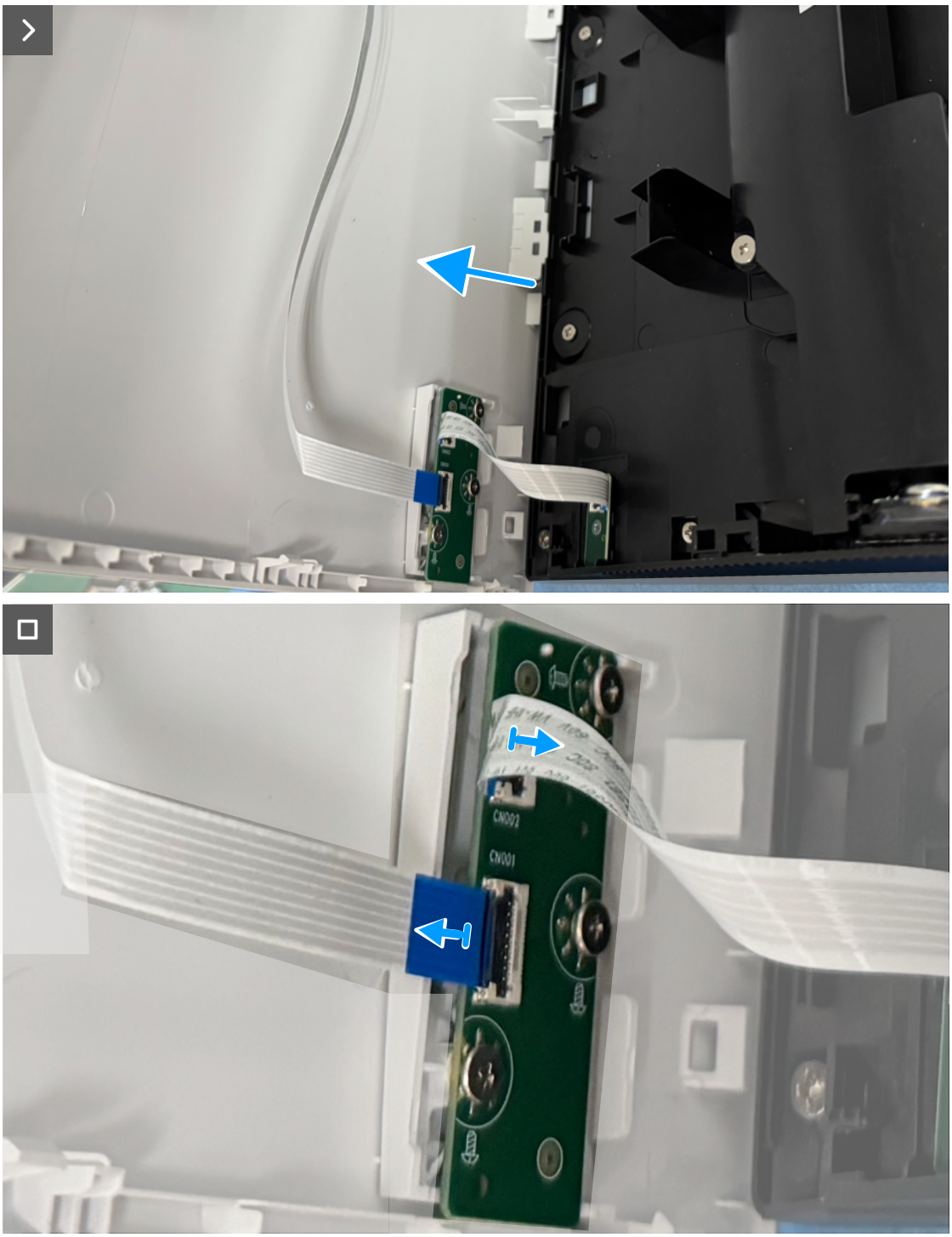


Figure 16. Disconnect the keypad board and Lens board cables

Steps

1. Remove the four screws (M4x10) that secure the back cover to the chassis.
2. Using a plastic scribe, pry the back cover starting from the bottom edge of the monitor.
3. Lift the back cover partially from the right side and disconnect the keypad board cable and Lens board cable from the connectors on the keypad board.

Installing the back cover

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the back cover and provides a visual representation of the installation procedure.

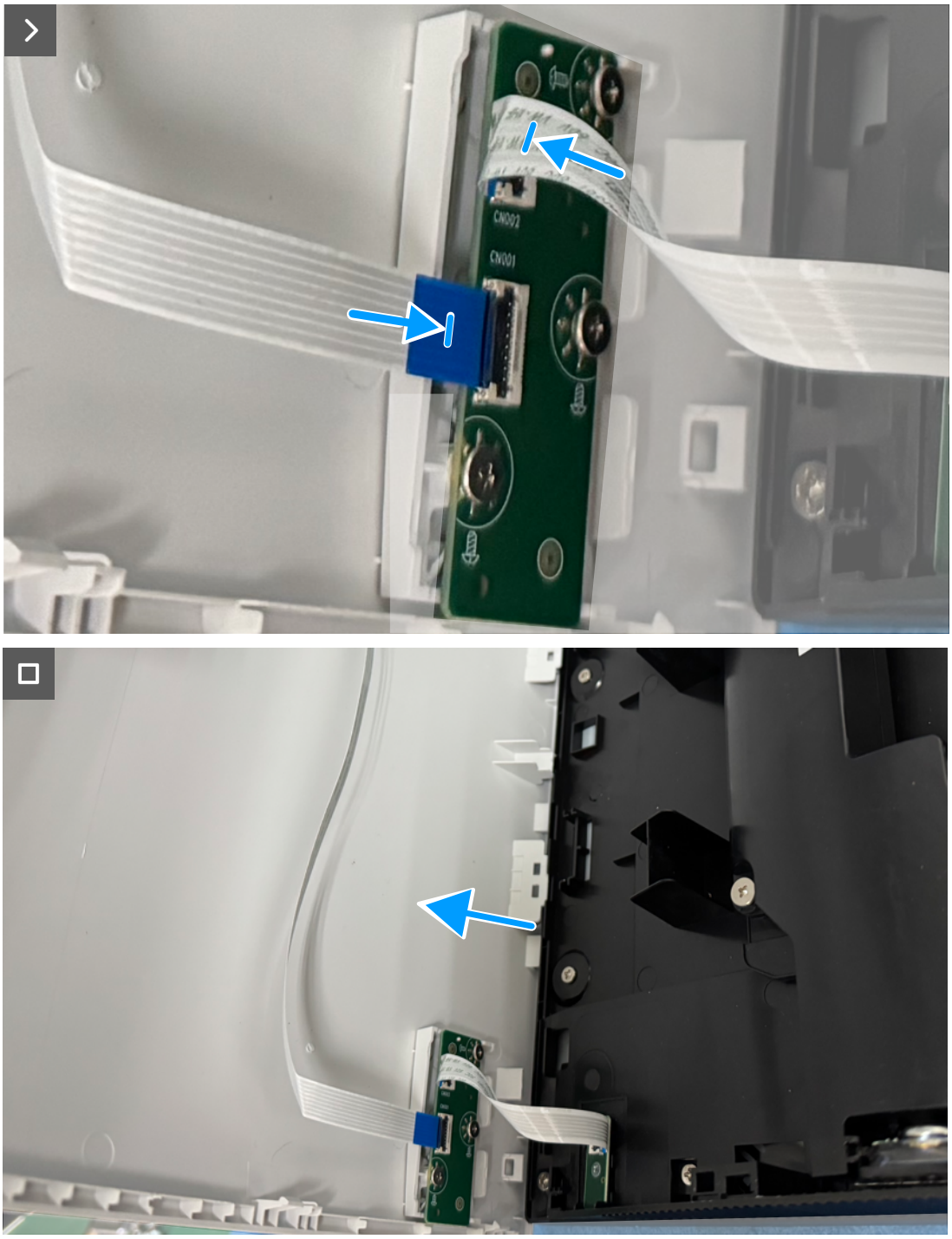


Figure 17. Connect the keypad board and Lens board cables

Figure 18. Replace the screws

Steps

1. Connect the keypad board cable and Lens board cable to the connectors on the keypad board.
2. Align the screw holes on the back cover with the screw holes on the monitor, and gently press along the sides to snap the back cover into place.
3. Replace the four screws (M4x10) to secure the back cover to the chassis.

Next steps

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

Speaker

Removing the speaker

Prerequisites

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

About the task

The following image indicates the location of the speaker and provides a visual representation of the removal procedure.

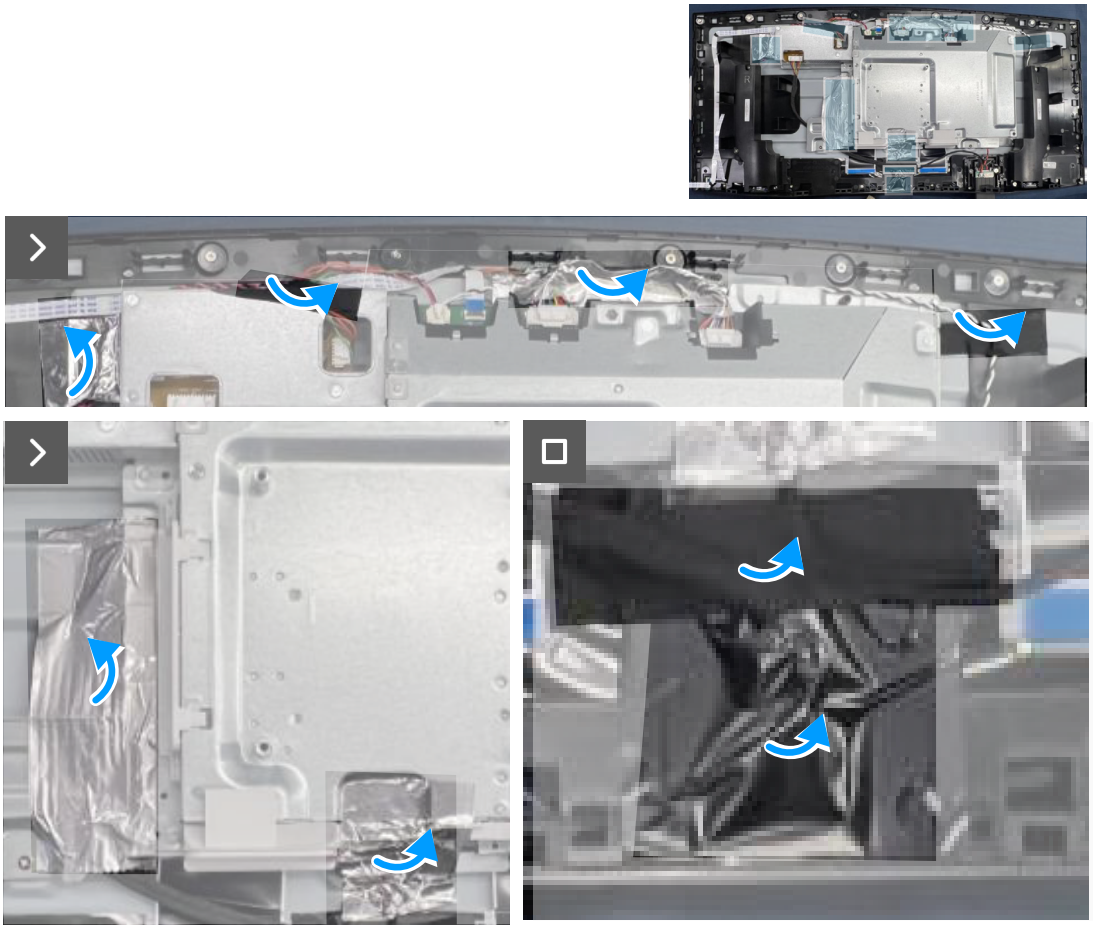


Figure 19. Peel the tapes to secure the cables and metal shield

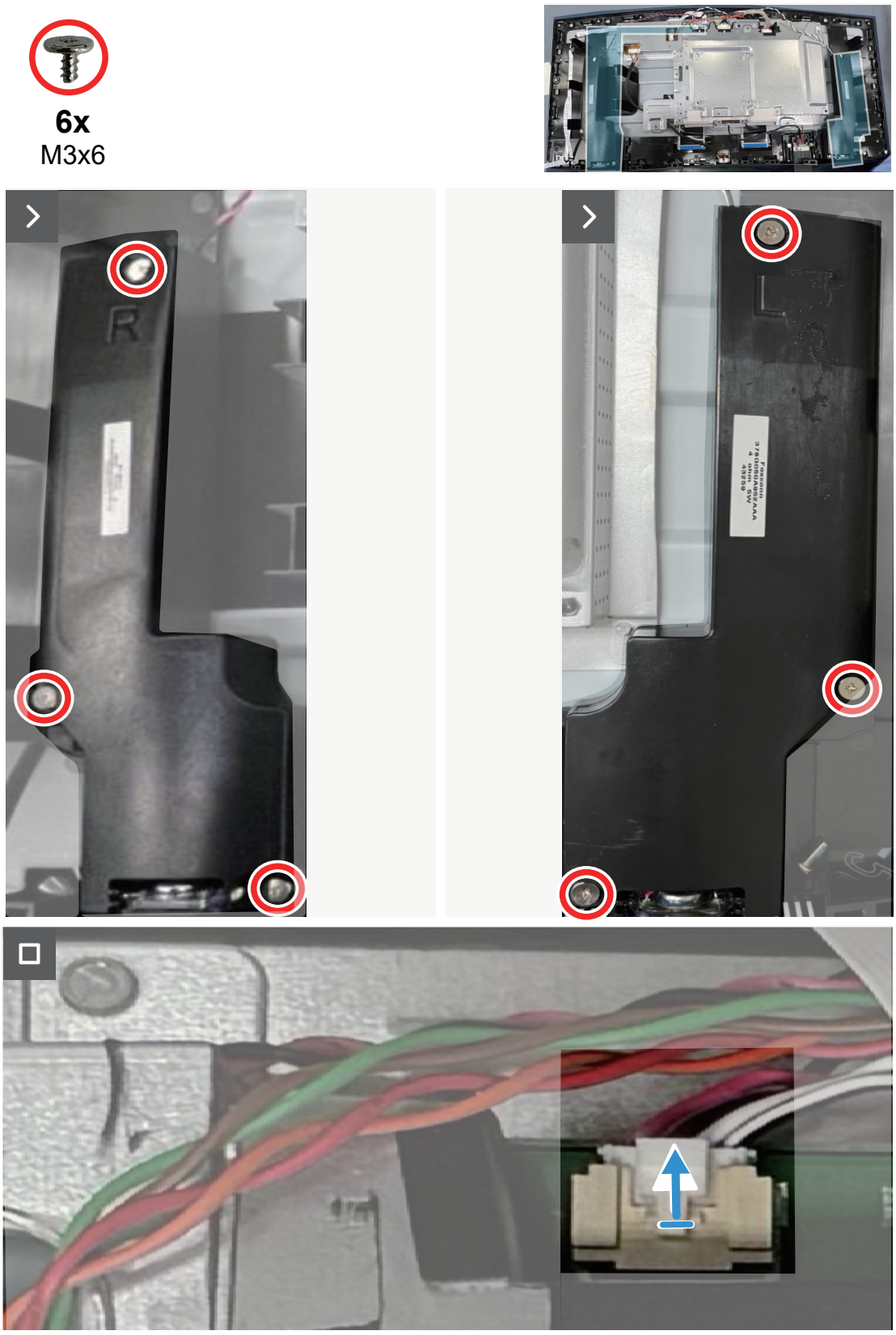


Figure 20. Removing the screws and disconnect the speaker cable

Steps

1. Peel back the tapes that secure the cables and metal shield to the display panel.
2. Remove the six screws (M3x6) that secure the speakers to the middle frame.
3. Disconnect the speaker cable from the connector on the system board.
4. Lift the speakers away from the monitor.

Installing the speaker

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the speaker and provides a visual representation of the installation procedure.

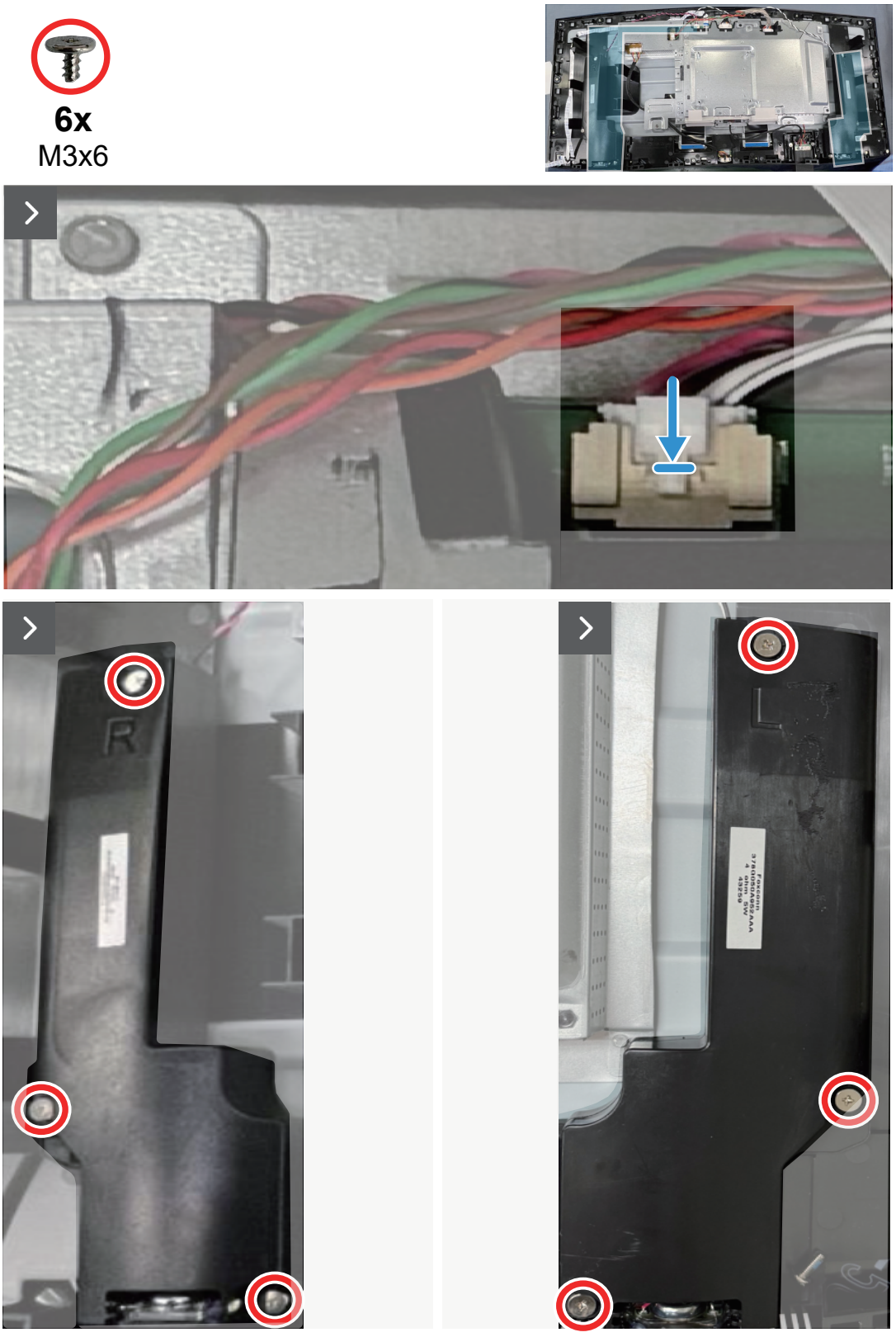


Figure 21. Connect the speaker cable and installing the screws

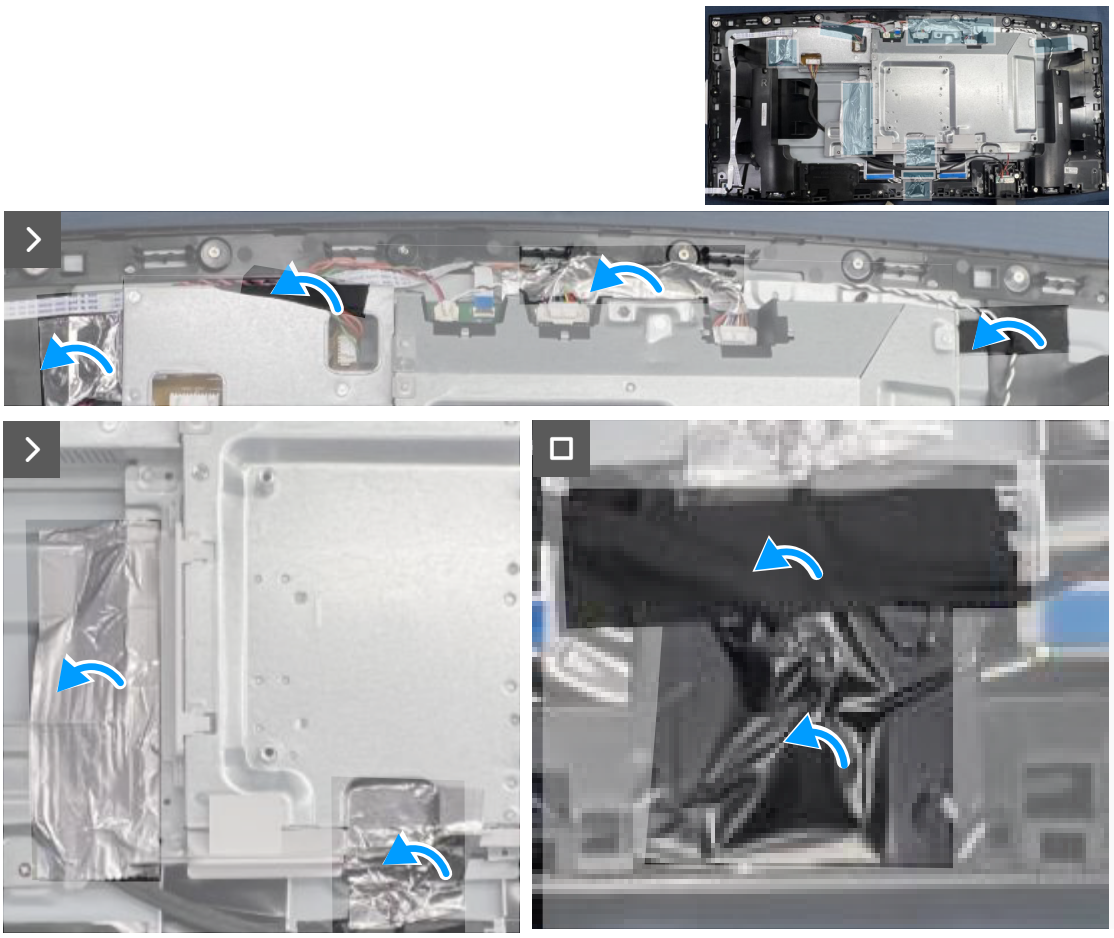


Figure 22. Adhere the tapes to secure the cables and metal shield

Steps

1. Align and place the speakers in the slots on the chassis.
2. Connect the speaker cable to the connector on the system board.
3. Align the screw holes on the speakers with the screw holes on the middle frame.
4. Replace the six screws (M3x6) to secure the speakers to the middle frame.
5. Adhere the tapes to secure the cables and metal shield to the display panel.

Next steps

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

Metal shield

Removing the metal shield

Prerequisites

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

About the task

The following image indicates the location of the metal shield and provides a visual representation of the removal procedure.

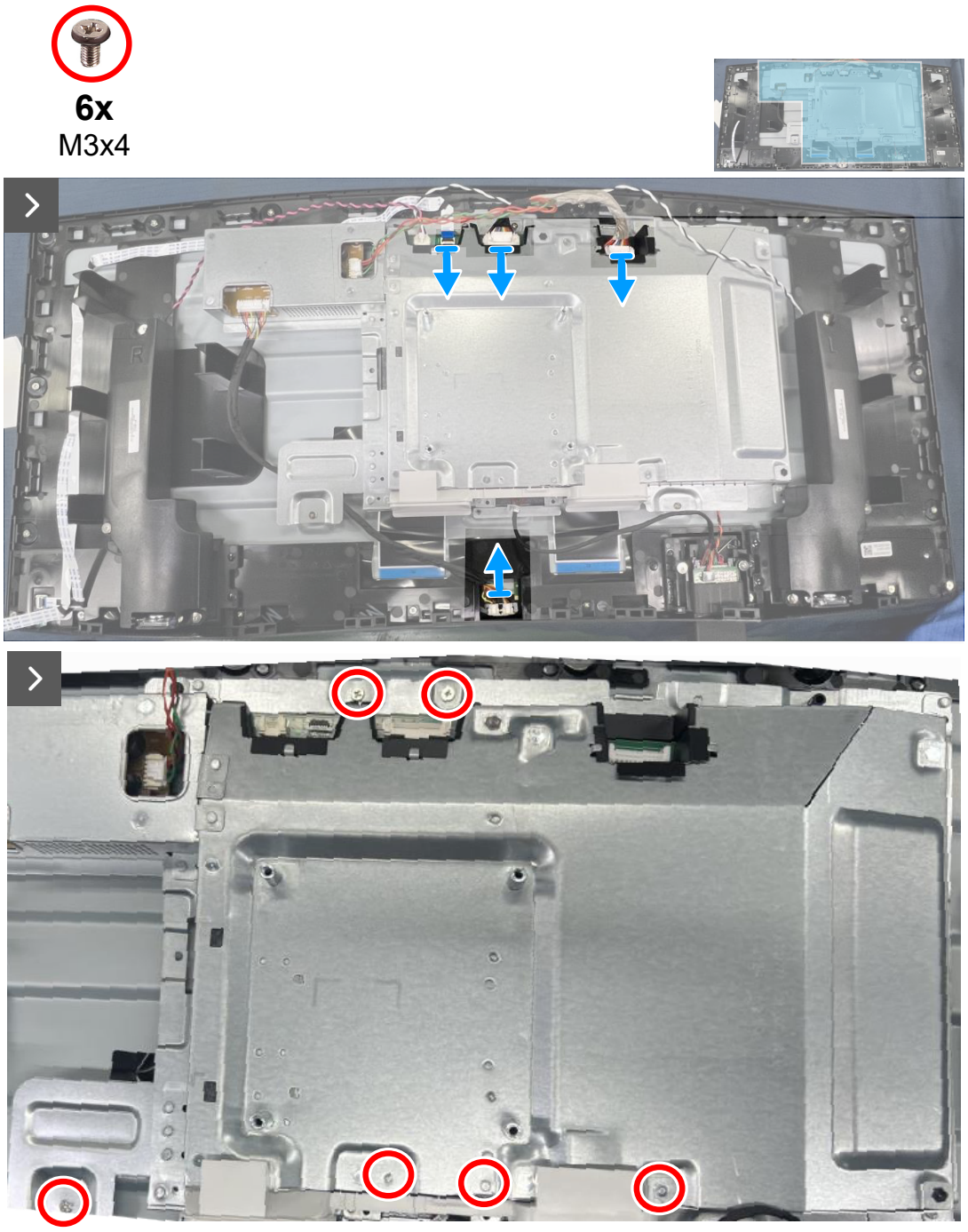


Figure 23. Disconnect the cables and remove the screws

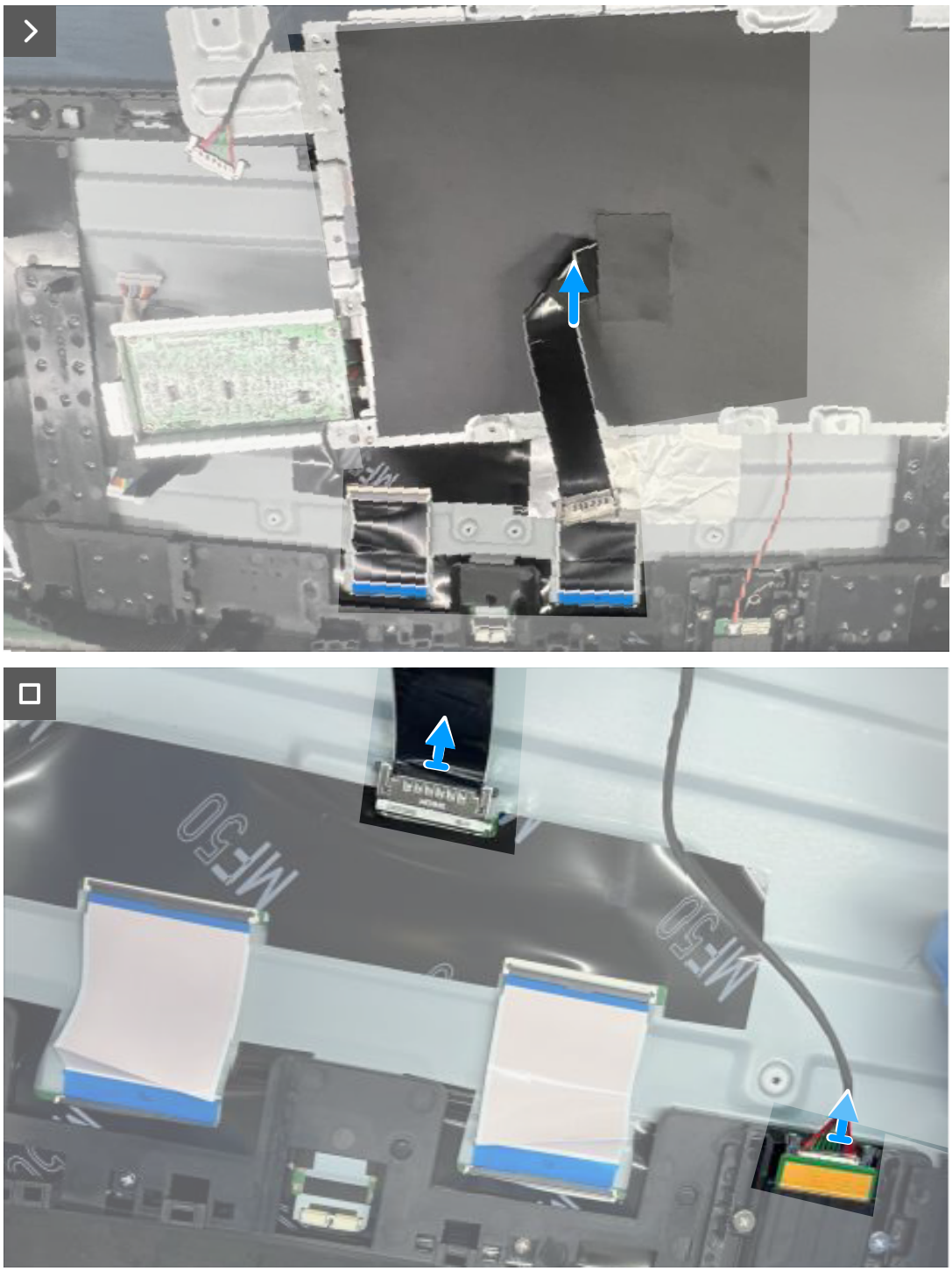


Figure 24. Disconnecting the display cables

Steps

1. Disconnect the keypad board cable, system board cable, power board cable, and lightbar cable from the connectors on the system board and the display panel.
2. Remove the six screws (M3x4) that secure the metal shield to the middle frame.
3. Lift the metal shield partially and disconnect the display cable from the connector on the display panel.

Installing the metal shield

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the metal shield and provides a visual representation of the installation procedure.

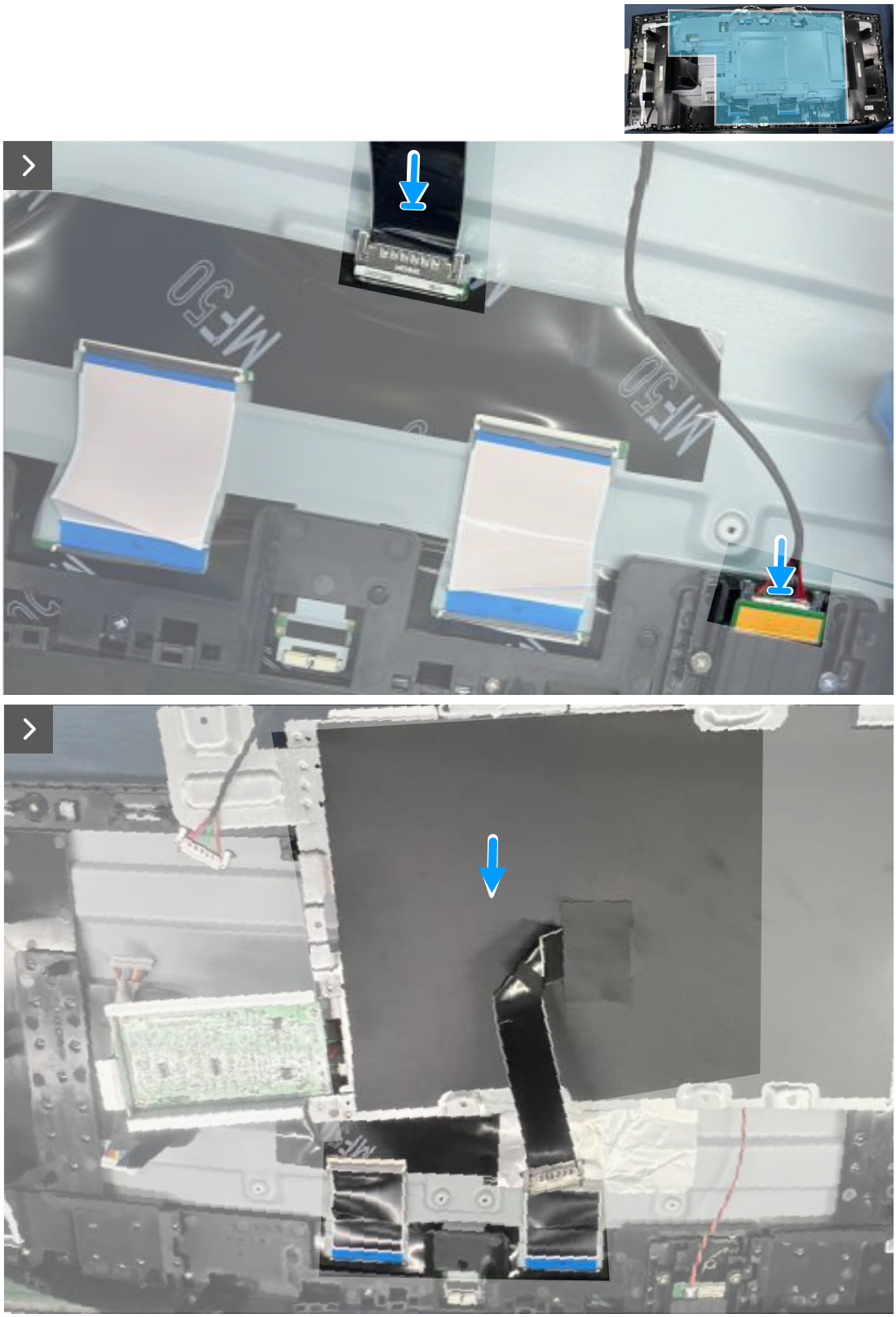


Figure 25. Connecting the display cables

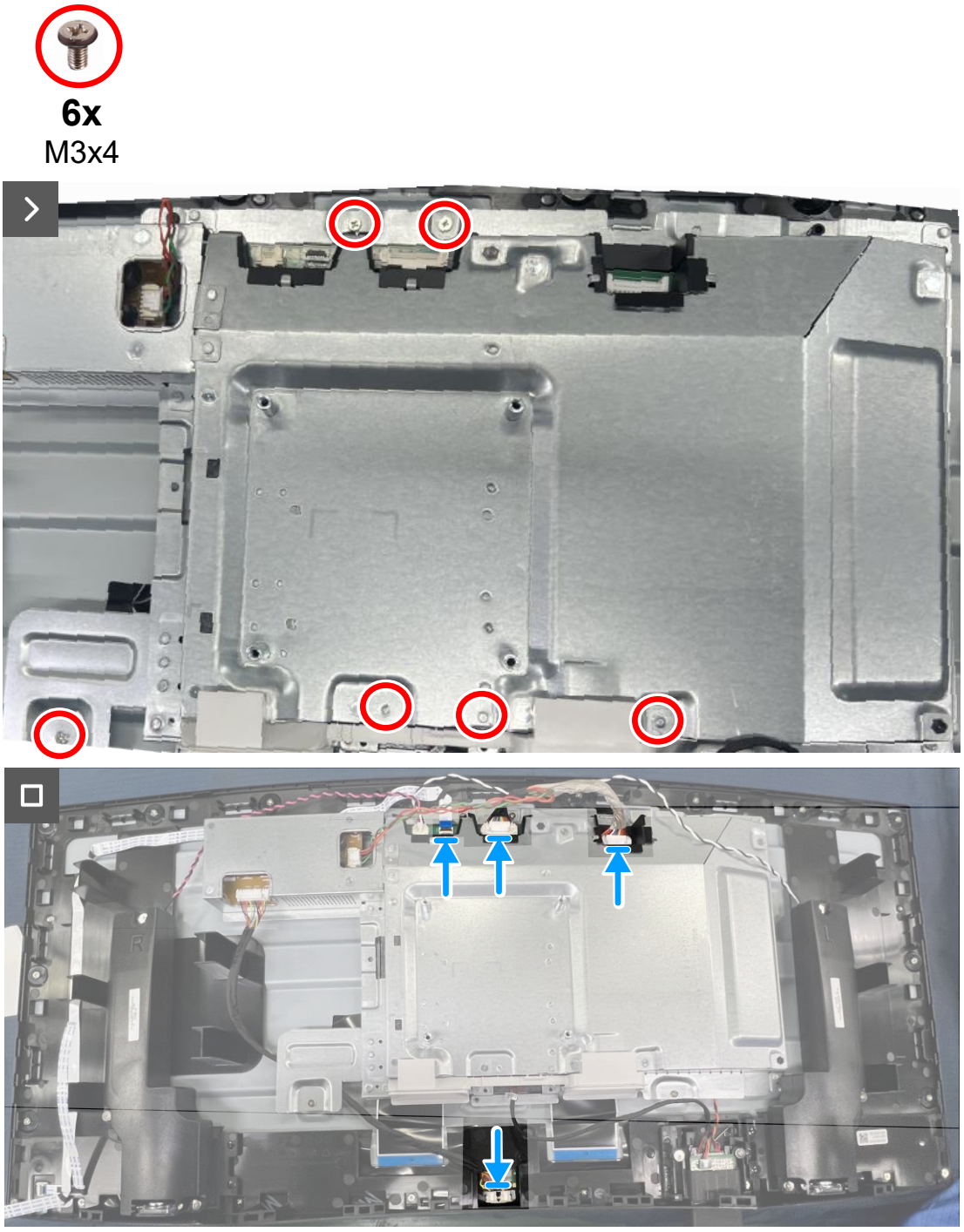


Figure 26. Replacing the screws and disconnecting the cables

Steps

1. Connect the display cables to the connectors on the display panel and lay down the metal shield.
2. Align the screw holes of the metal shield to the screw holes on the display panel.
3. Replace the six screws (M3x4) to secure the metal shield to the display panel.
4. Connect the keypad board cable, system board cable, power board cable, and light bar cable to the connectors on the system board and the display panel.

Next steps

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

System board and power board

Removing the system board and power board

Prerequisites

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

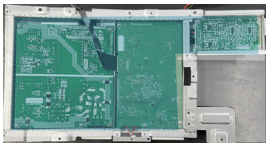
About the task

The following image indicates the location of the system board, power board and provides a visual representation of the removal procedure.

Figure 27. Removing the Mylar

Figure 28. Removing the metal shield I/O-cover

12x D3x6 **1x** M4x6



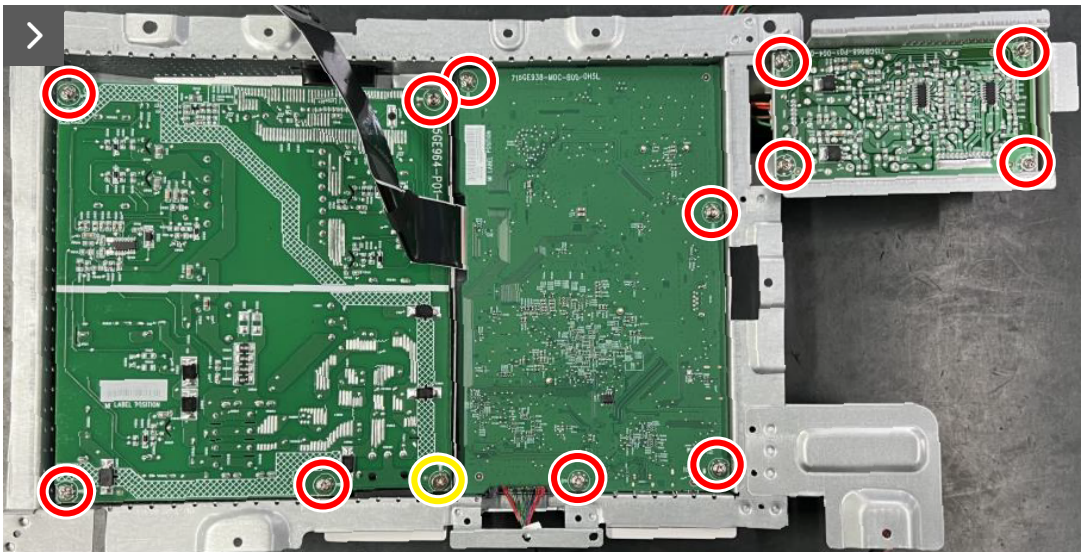
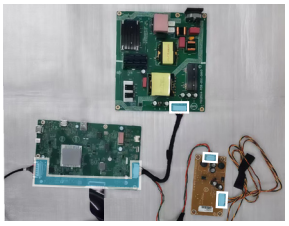


Figure 29. **Removing the screws**



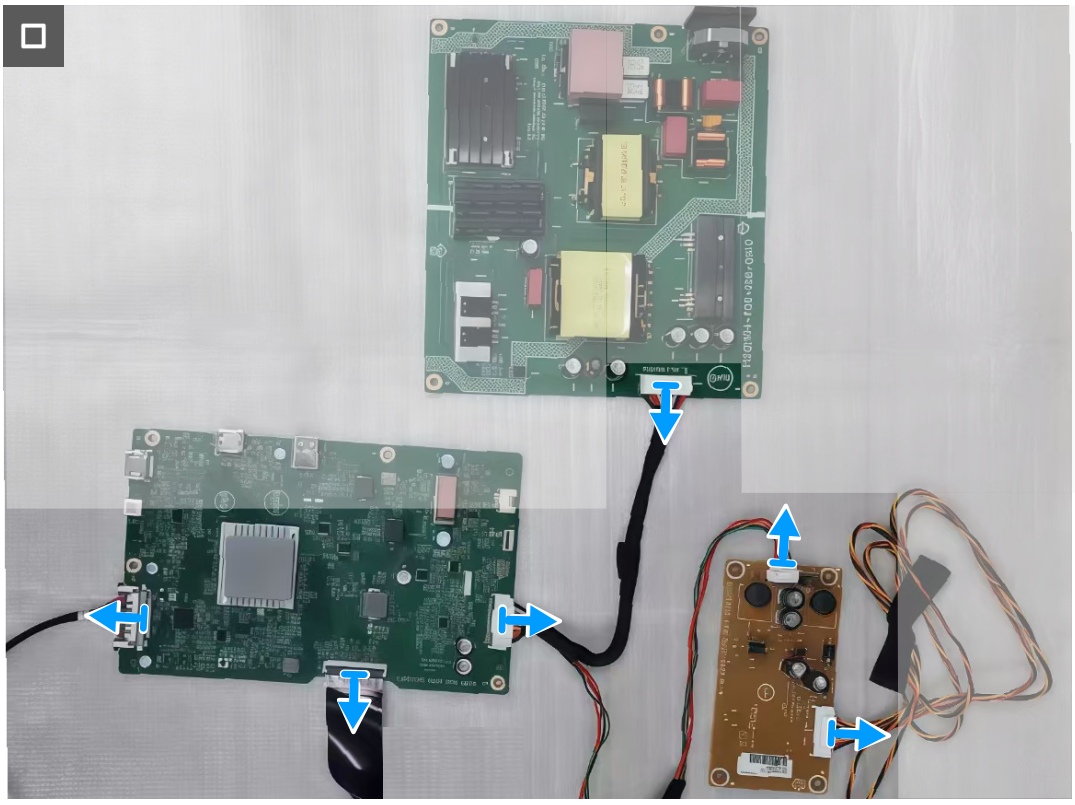


Figure 30. **Disconnecting the cables**

Steps

1. Remove the Mylar sheet from the system board and the power board.
2. Remove the metal shield I/O-cover from the metal shield.
3. Remove the twelve screws (D3x6) and the screw (M4x6) that secure the system board, power board, and converter board to the metal shield.
4. Disconnect the cables from the connectors on the system board, power board, and converter board.

Installing the system board and power board

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the system board, power board, and provides a visual representation of the installation procedure.

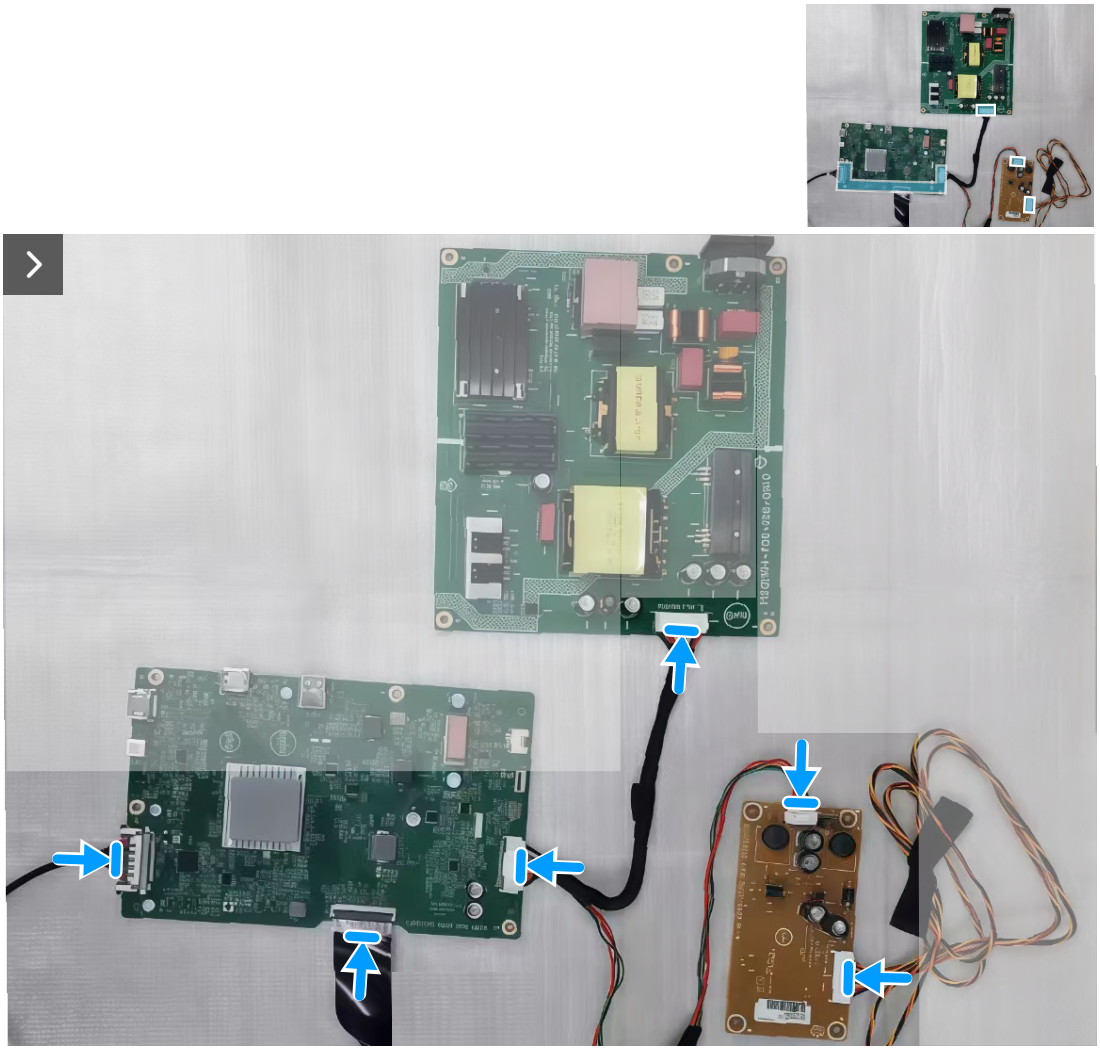


Figure 31. Connecting the cables

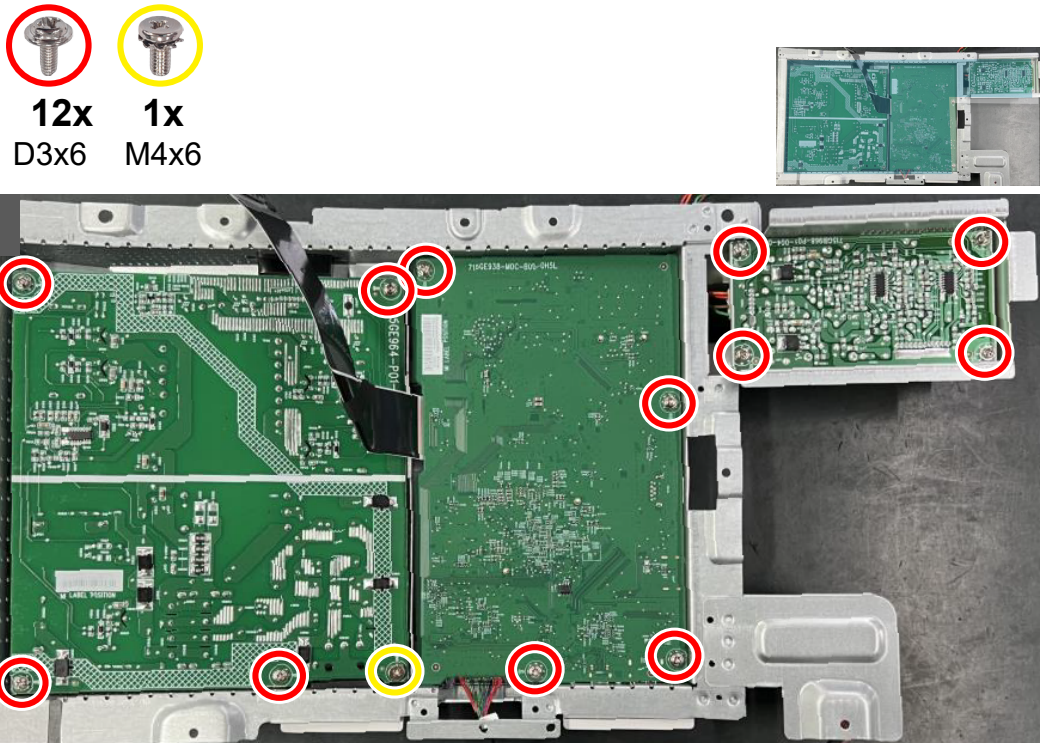


Figure 32. Replace the screws

Figure 33. Replace the metal shield I/O-cover

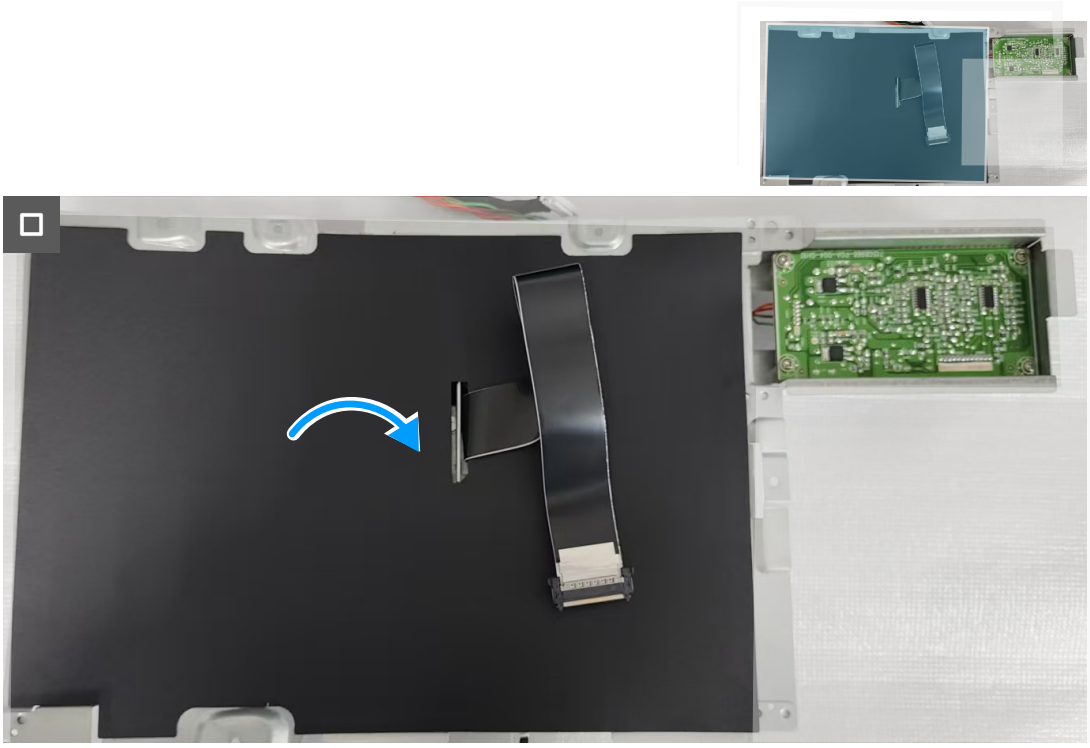


Figure 34. Installing the Mylar

Steps

1. Connect the cables to the connectors on the system board, power board, and converter board.
2. Replace the twelve screws (D3x6) and the screw (M4x6) to secure the system board, power board, and converter board to the metal shield.
3. Replace the metal shield I/O-cover on the metal shield.
4. Place the Mylar sheet on the system board and the power board.

Next steps

1. Install the metal shield.
2. Install the speaker.
3. Install the back cover.
4. Install the stand.
5. 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 speaker.
5. Remove the metal shield.

About the task

The following image indicates the location of the middle frame and provides a visual representation of the removal procedure.

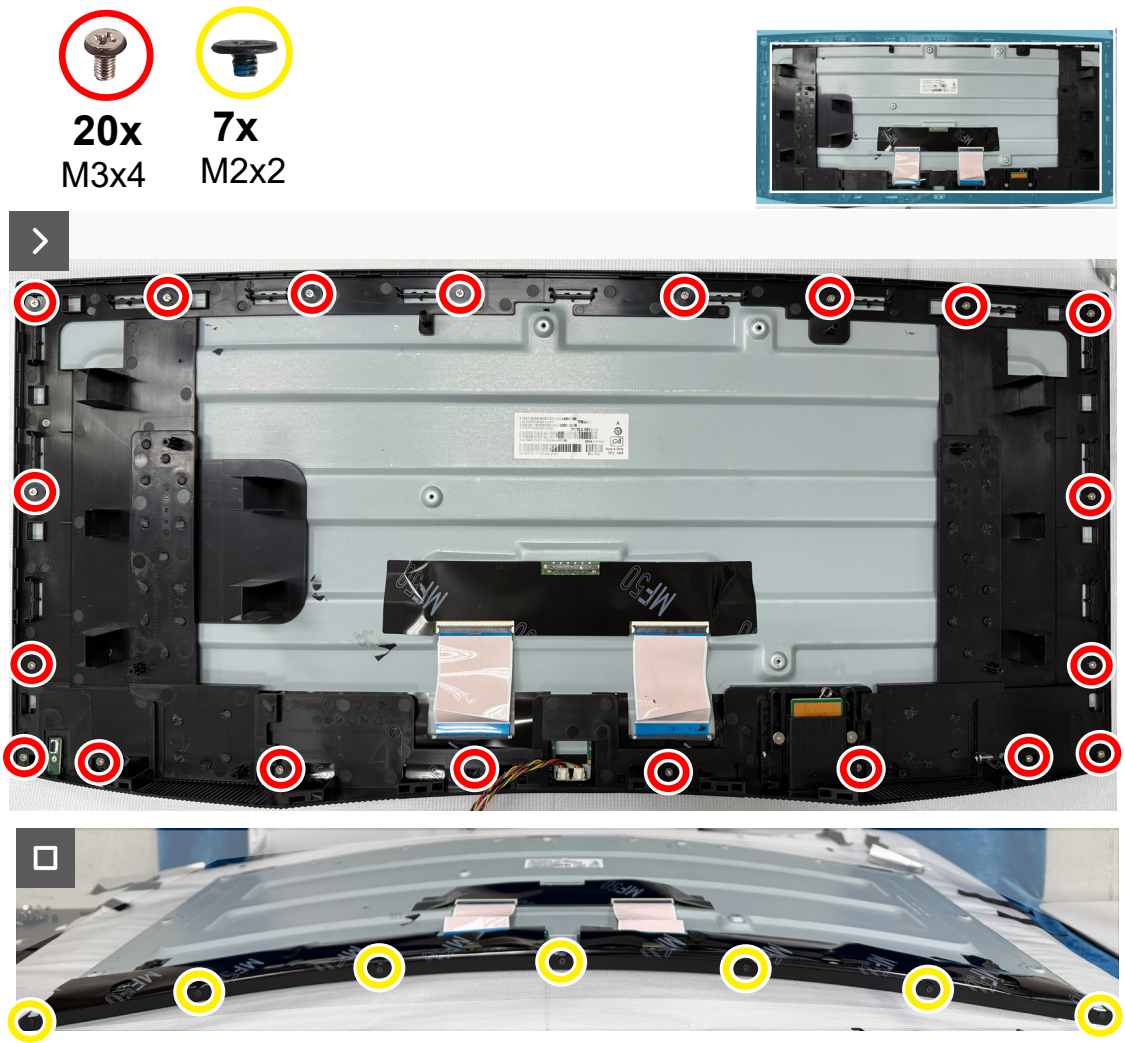


Figure 35. Removing the screws

Steps

1. Remove the twenty screws (M3x4) that secure the middle frame to the display panel.
2. Lift and remove the middle frame away from the display panel.
3. Remove the seven screws (M2x2.0) that secure the front trim to the display panel.
4. Remove the front trim away from the display panel.

Installing the middle frame

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the middle frame and provides a visual representation of the installation procedure.

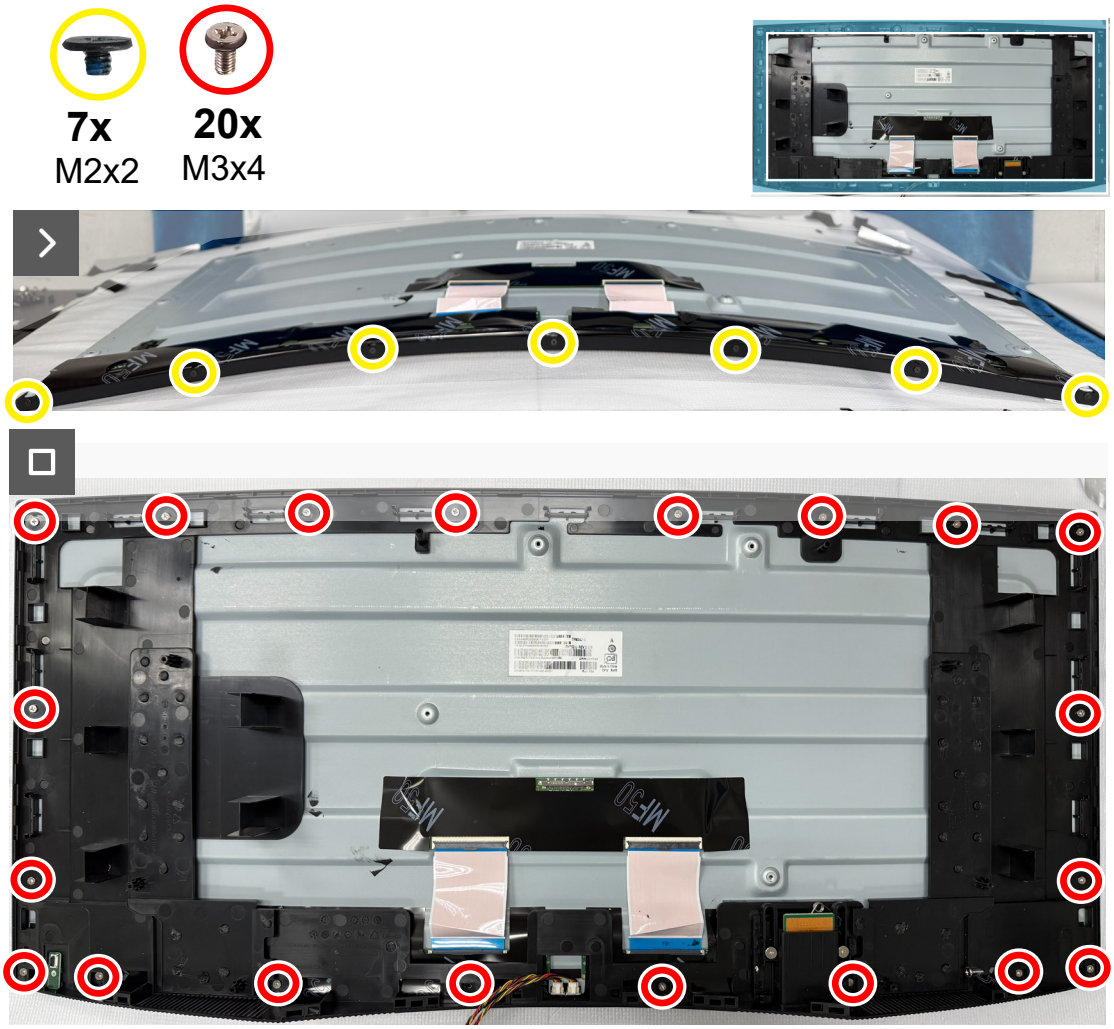


Figure 36. Replace the screws

Steps

1. Align and place the front trim on the display panel.
2. Replace the seven screws (M2X2) to secure the front trim to the display panel.
3. Align the middle frame and display panel.
4. Replace the twenty screws (M3X4) to secure the middle frame to the display panel.

Next steps

1. Install the metal shield.
2. Install the speaker.
3. Install the back cover.
4. Install the stand.
5. Follow the procedure in After working inside your monitor.

Lens board

Removing the Lens board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the speaker.
5. Remove the metal shield.
6. Remove the middle frame.

About the task

The following image indicates the location of the Lens board and provides a visual representation of the removal procedure.

Figure 37. Removing the Lens board

Steps

1. Remove the screw (Q2x2.5) that secure the Lens board to the middle frame.

Installing the Lens board

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the Lens board and provides a visual representation of the installation procedure.

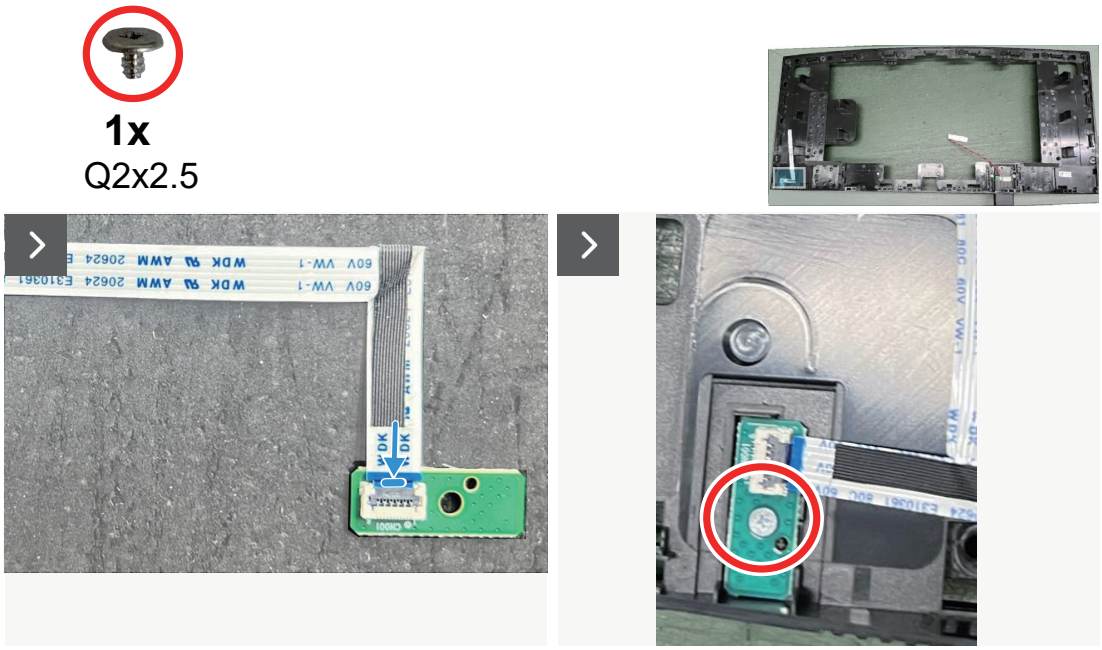


Figure 38. Installing the Lens board

Steps

1. Replace the screw (Q2x2.5) that secure the Lens board to the middle frame.

Next steps

1. Install the middle frame.
2. Install the metal shield.
3. Install the speaker.
4. Install the back cover.
5. Install the stand.
6. 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 speaker.
5. Remove the metal shield.
6. Remove the middle frame.

About the task

The following image indicates the location of the USB board and provides a visual representation of the removal procedure.

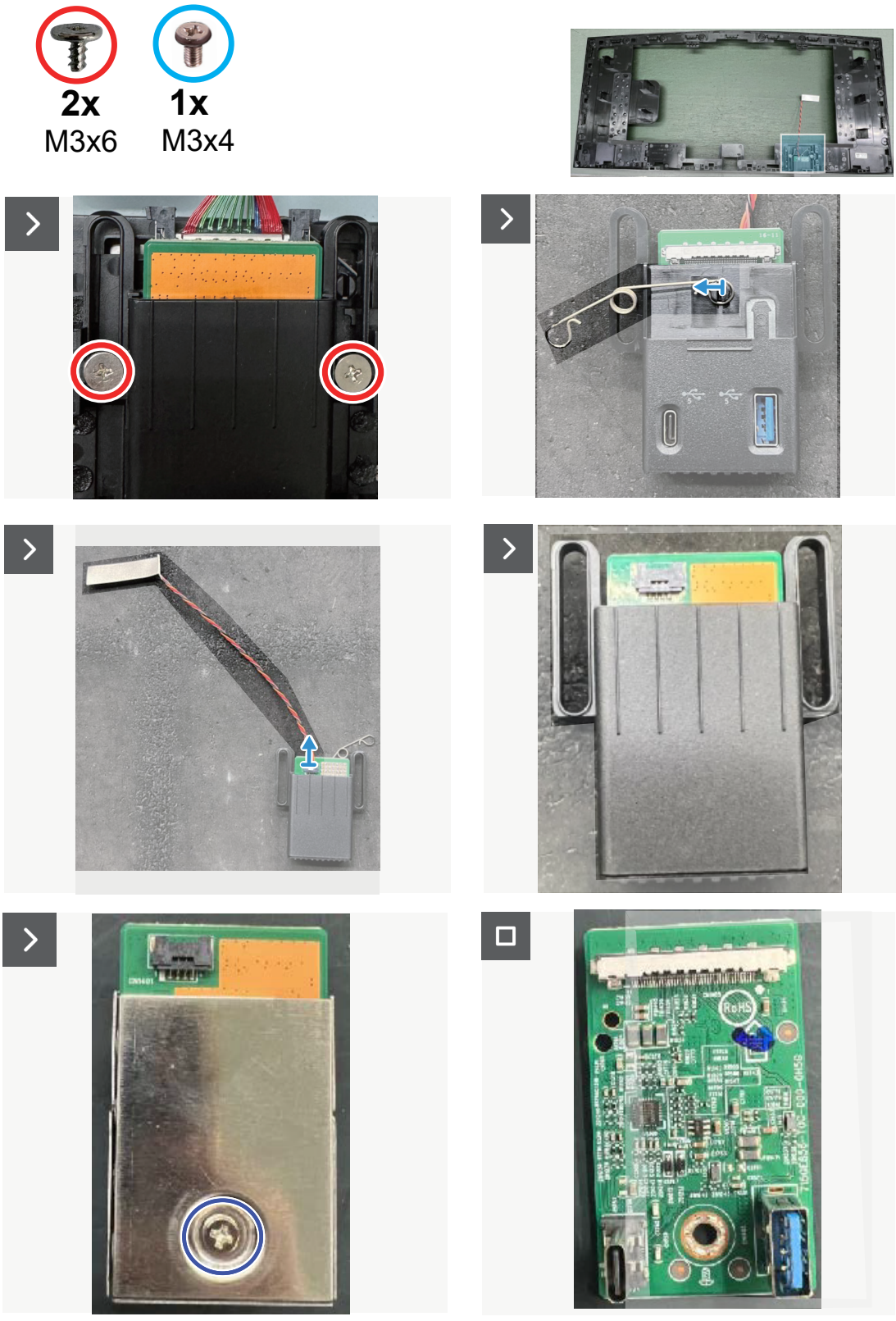


Figure 39. Removing the USB board

Steps

1. Remove the two screws (M3x6) and the screw (M3x4) that secure the USB board to the middle frame.

Installing the USB board

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the USB board and provides a visual representation of the installation procedure.

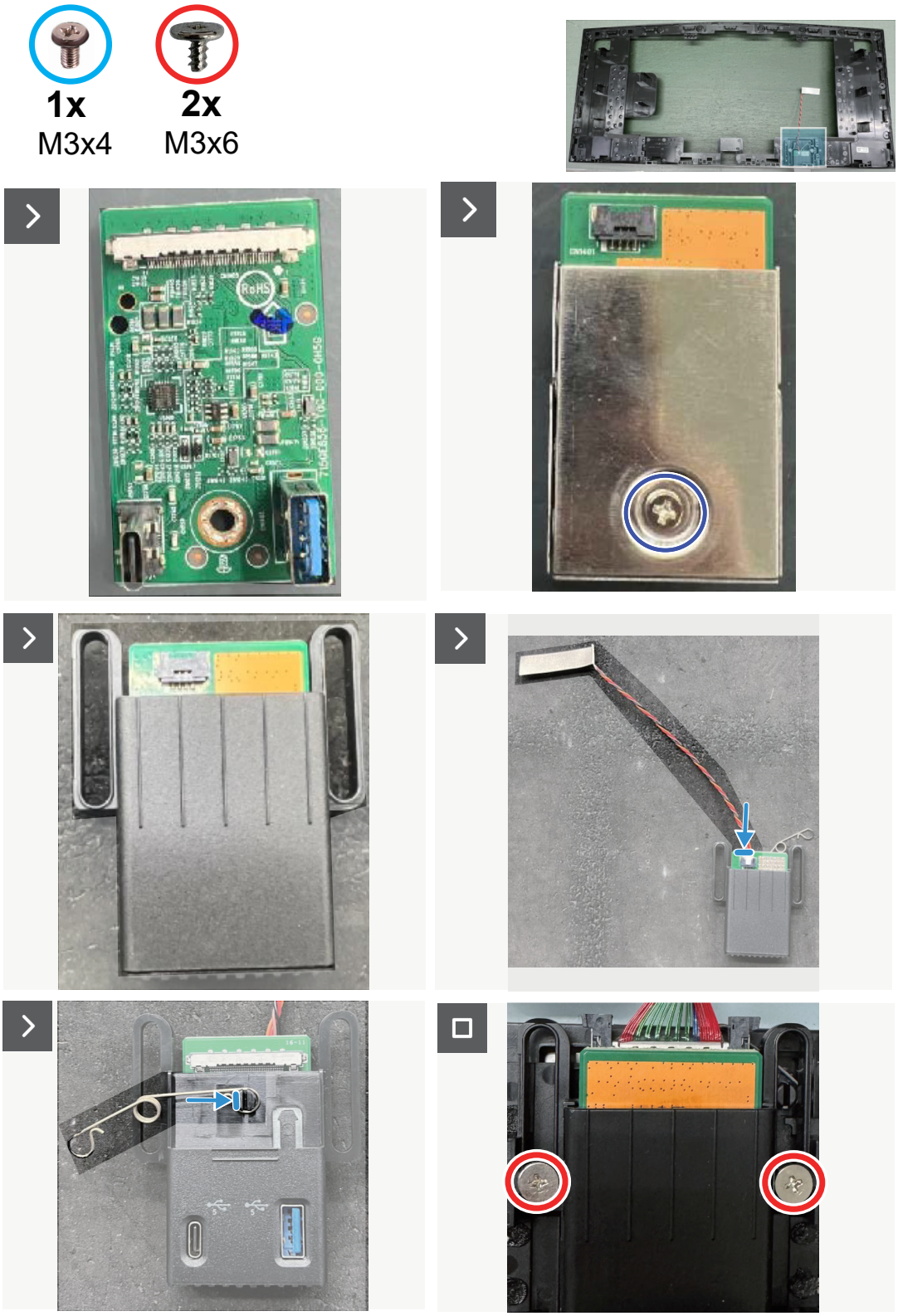


Figure 40. Installing the USB board

Steps

1. Replace the screw (M3x4) and the two screws (M3x6) that secure the USB board to the middle frame.

Next steps

1. Install the middle frame.
2. Install the metal shield.
3. Install the speaker.
4. Install the back cover.
5. Install the stand.
6. 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.

About the task

The following image indicates the location of the keypad board and provides a visual representation of the removal procedure.

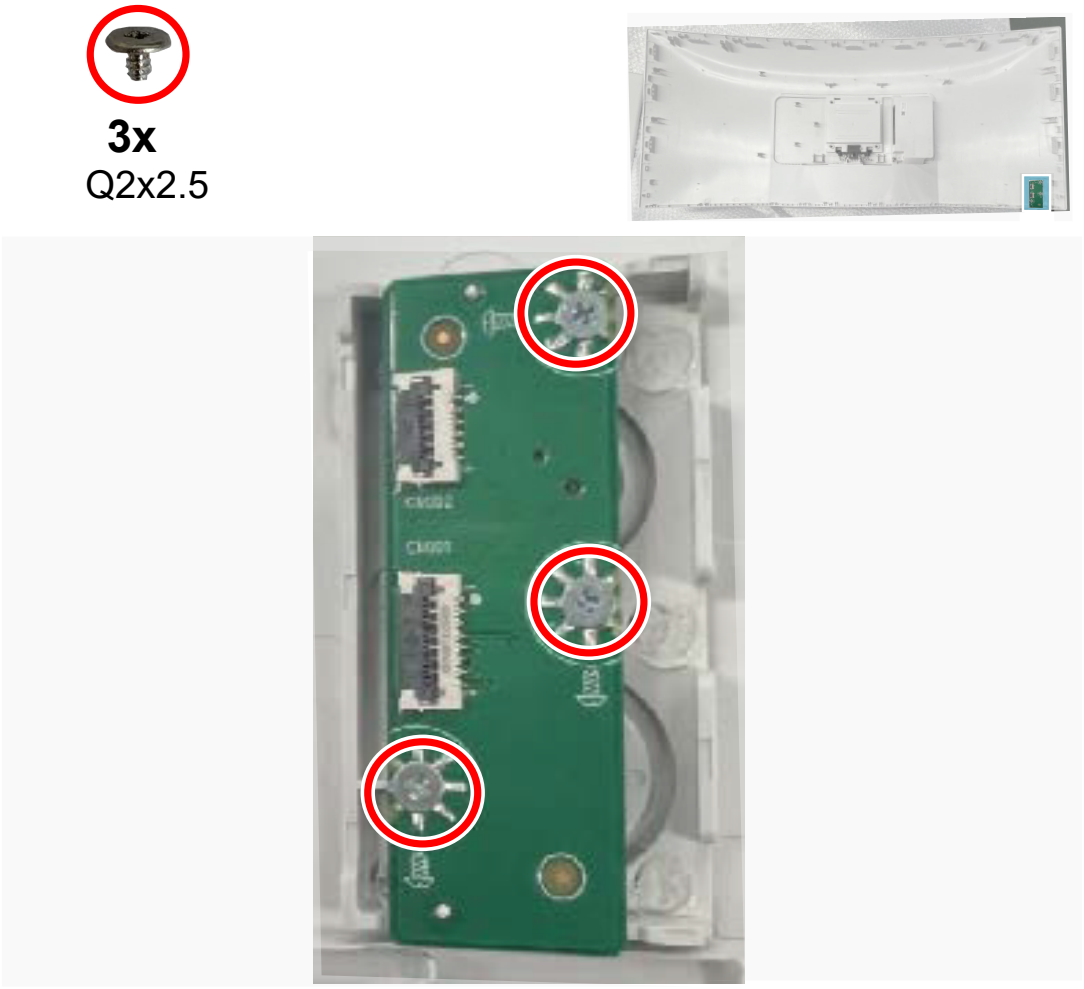


Figure 41. Removing the keypad board

Steps

1. Remove the three screws (Q2X2.5) that secure the keypad board to the back cover.
2. Lift the keypad board away from the back cover.

Installing the keypad board

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the keypad board and provides a visual representation of the installation procedure.

Figure 42. Installing the keypad board

Steps

1. Align and place the keypad board on the back cover.
2. Replace the three screws (Q2x2.5) to secure the keypad board 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.

Troubleshooting

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

Self-Test

Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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

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

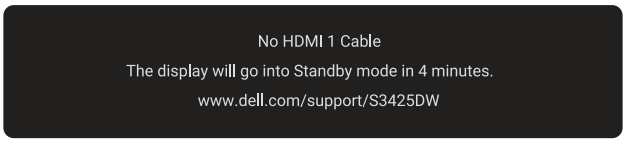


Figure 43. The message of no HDMI 1 cable

or

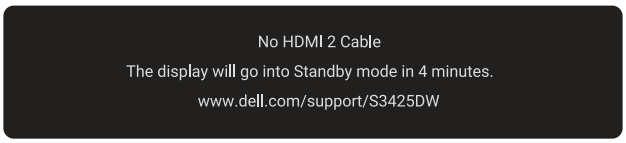


Figure 44. The message of no HDMI 2 cable

or

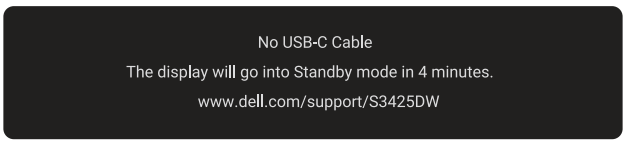


Figure 45. The message of no USB-C cable

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

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

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

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

Built-in diagnostics

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

To run the built-in diagnostics:

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

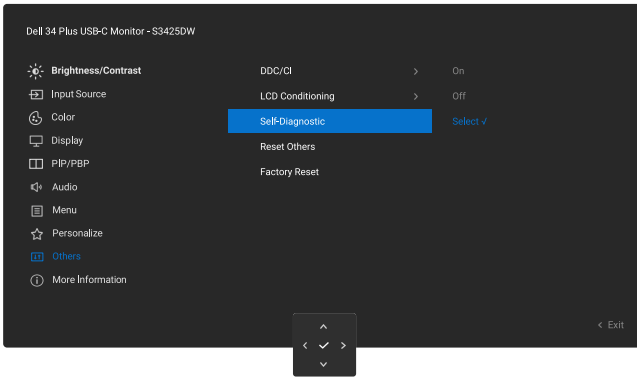


Figure 46. Built-in diagnostics

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

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

Common problems

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

Table 1. 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 the power button is pressed fully. • Ensure that the correct input source is selected. For more information, see the Input Source menu in the User's Guide of S3425DW.
No video/power LED on	No picture	• Increase brightness and contrast controls using the OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. For more information, see Built-in diagnostics. • Ensure that the correct input source is selected. For more information, • see the Input Source menu in the User's Guide of S3425DW.
Poor focus	Picture is fuzzy, blurry, or ghosting	• Eliminate video extension cables. • Reset the monitor to factory settings (**Factory Reset**). • Change the video resolution to the correct aspect ratio.
Shaky/jittery video	Wavy picture or fine movement	• Reset the monitor to factory settings (**Factory Reset**). • Check environmental factors. • Relocate the monitor and test in another room.
Missing pixels	LCD screen has spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see www.dell.com/pixelguidelines.
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 about Dell Monitor Quality and Pixel Policy, see www.dell.com/pixelguidelines.
Geometric distortion	Screen not centered correctly	• Reset the monitor to factory settings (**Factory Reset**).
Horizontal or vertical lines	Screen has one or more lines	• Reset the monitor to factory settings (**Factory Reset**). • Perform a monitor self-test feature check (see Self-Test) and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. For more information, see Built-in diagnostics.
Synchronization problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings (**Factory Reset**). • Perform a monitor self-test feature check (see Self-Test) to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in the safe mode.
Safety-related issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contacting Dell immediately.

Common symptoms	What you experience	Possible solutions
Intermittent problems	Monitor malfunctions on and off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings (**Factory Reset**). • Perform monitor self-test feature check (see Self-Test) to determine if the scrambled screen appears in self-test mode.
Missing color	Picture is missing color	• Perform monitor self-test feature check (see 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 is not good	• Change the settings of the **Preset Modes** in the Color menu OSD depending on the application. • Adjust the R/G/B values 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. For more information, see Built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	A 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.
Video ghosting or overshooting	Video ghosting, shadows, or color smear while scrolling	• Change the **Response Time** in the **Display** menu OSD to **Normal**.
Screen image is too small	The 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 monitor to factory settings (**Factory Reset**).
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	• Turn off the monitor, unplug the power cable, plug it back, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, move and hold the joystick up/down/left/right for 4 seconds to unlock (see Lock and Locking the control buttons in the User's Guide of S3425DW.
No input signal when you press the power button or move the joystick	No picture, the LED light is white	• Check the signal source. Ensure the computer is not in the power-saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Replug the signal cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics. For more information, see Built-in diagnostics.
No video at HDMI port/ USB-C port	When connected to some dongle/docking device at the port, there is no video when unplugging/plugging the cable from the laptop	• Unplug the HDMI/USB-C cable from the dongle/docking device, then plug the HDMI/USB-C cable directly into the laptop.

Universal Serial Bus (USB) specific problems

Common 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 port). • Turn the monitor off and then back on again. • Reboot the computer. • Some USB devices like external portable hard drive require higher electric current; connect the device directly to the computer system.
USB-C port with icon on the rear side of the monitor does not supply power	USB peripherals cannot be charged	• Check that the connected device is compliant with the USB-C specification. The USB-C port (video and data) with icon supports USB 5Gbps and an output of 65 W. • Check that you use the USB-C cable shipped with your monitor.
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 port). • Reboot the computer.
Wireless USB peripherals stop working when a USB 3.2 device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 3.2 peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 port.
Wireless USB mouse does not work properly	When connected to a USB port on the Quick Access panel at the bottom of the monitor, the wireless USB mouse stops responding (or becomes unresponsive) during use.	• Unplug the wireless USB mouse receiver and replug it into the rear side USB port of the monitor.

Regulatory information

FCC notices (U.S. Only) and other regulatory information

For FCC notices and other regulatory information, see the regulatory compliance website at www.dell.com/regulatory_compliance.

EU product database for energy label and product information sheet

S3425DW: https://eprel.ec.europa.eu/qr/2200407

Contacting Dell

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

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

NOTE: If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.