

Dell 27 Plus 4K USB-C Monitor

S2725QC

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 shipped with your monitor.

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

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

CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on monitor that support it) may cause damage to your hearing ability.

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

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

Before working inside your monitor

Steps

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

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

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

After working inside your monitor

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

Steps

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

Views of S2725QC monitor

Side view



Figure 1. Side view

Front view

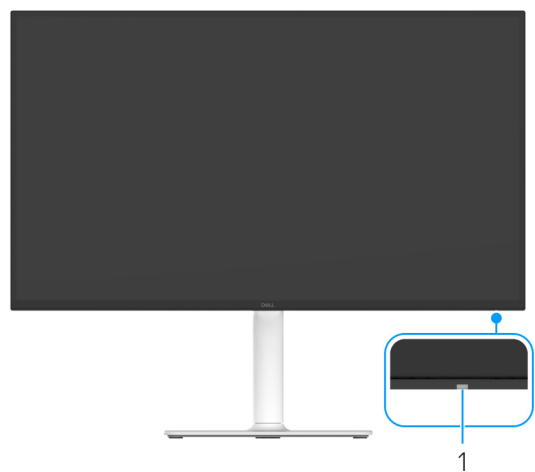




Figure 2. Front view with monitor stand



Figure 3. Front view with monitor stand

Table 1. Components and descriptions

Label	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 (Power Delivery up to 15 W)	Connect your USB device* or charge your device. NOTE: To use this port, you must connect the USB-C cable that came 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 with Battery Charging 1.2	Connect your USB device* or charge your device. NOTE: To use this port, you must connect the USB-C cable that came 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

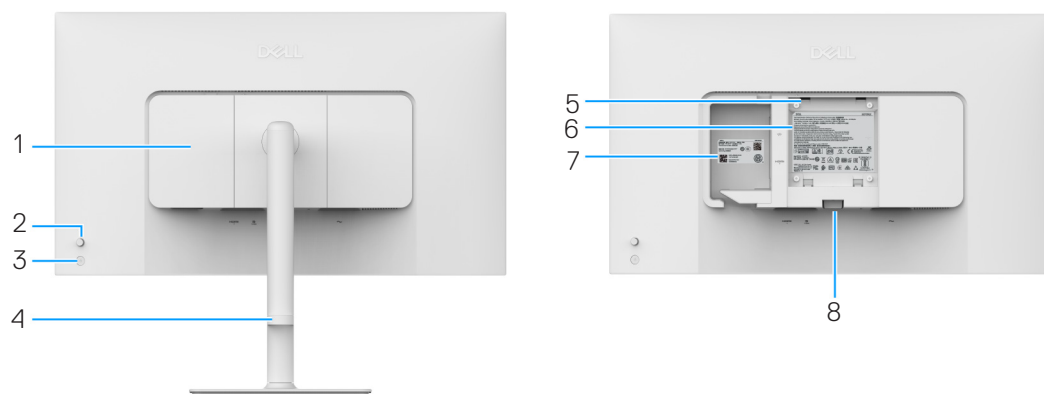


Figure 4. Back view

Table 2. Components and descriptions

Label	Description	Use
1	Side I/O-cover	Use to cover side I/O.
2	Joystick	Use to control the OSD menu. (For more information, see Operating the monitor in the User's Guide.)
3	Power button	To turn the monitor on or off.
4	Cable management guide	Use to organize the cables by routing them through the guide.
5	VESA mounting holes (100 mm x 100 mm - behind the VESA cover)	Wall-mount the monitor using VESA-compatible wall mount kit (100 mm x 100 mm). i NOTE: Wall-mount kit is not shipped with your monitor and is sold separately.
6	Regulatory label	Lists the regulatory approvals.
7	MyDell QR code, serial number, and Service Tag label	Refer to this label if you must contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your monitor and access warranty information.
8	Stand-release button	Releases the stand from the monitor.

Bottom view

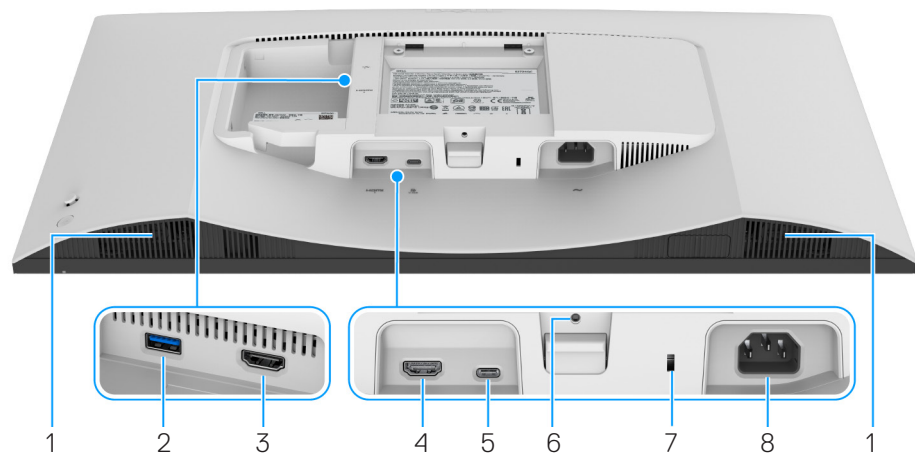







Figure 5. Bottom view without monitor stand

Table 3. Components and descriptions

Label	Description	Use
1	Speakers	Provides audio output.
2	 USB 5Gbps Type-A downstream port	Connect your USB device. NOTE: To use this port, you must connect the USB-C cable that came with your monitor to the USB-C upstream port on the monitor and to your computer.
3	 HDMI port (HDMI 2)	Connect your computer with the HDMI cable (sold separately).
4	 HDMI port (HDMI 1)	Connect your computer with the HDMI cable (sold separately).
5	 USB-C 5Gbps upstream port (DisplayPort 1.4 Alternate Mode, Power Delivery up to 65 W)	Connect the USB-C to C 10Gbps 100W cable that came with your monitor to the computer. This port supports USB Power Delivery, Data, and DisplayPort video signal. This port supports DisplayPort 1.4 Alternate Mode with a maximum resolution of 3840 x 2160 at 120 Hz, PD 20 V/3.25 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. Once this cable is connected, you can use the USB connectors on the monitor. NOTE: USB-C is not supported on versions of Windows prior to Windows 10.
6	Stand-lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
7	Security-lock slot (based on Kensington Security Slot)	Secures the monitor with a security lock (purchased separately) to prevent unauthorized movement of your monitor.
8	 Power port	Connect the power cable (shipped with your monitor).

Major components of your monitor

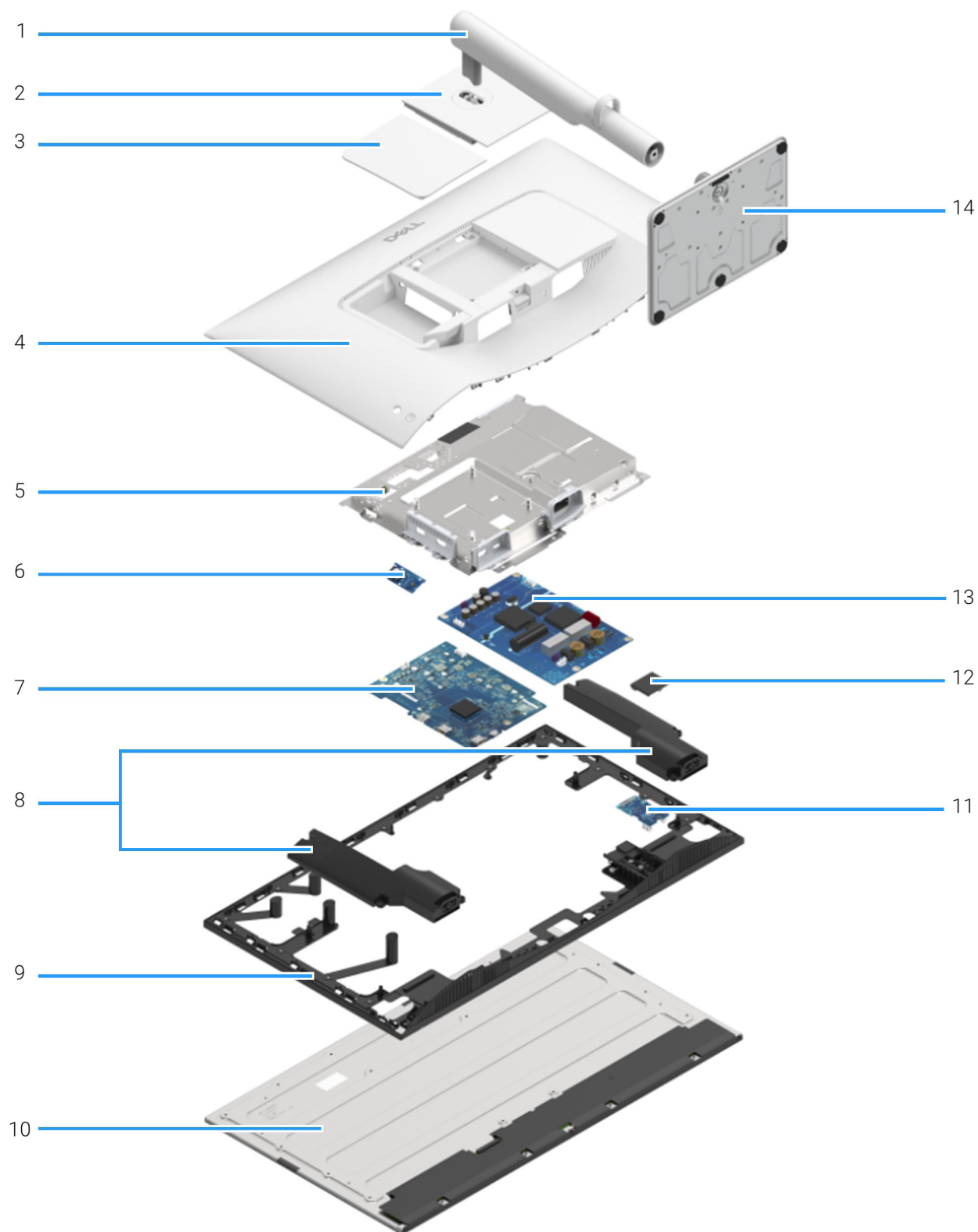


Figure 6. Major components

Table 4. Components

Item	Description
1	Stand riser
2	VESA cover
3	Side I/O-cover
4	Rear cover
5	Chassis
6	Control board
7	Interface board
8	Speakers (2)
9	Middle frame
10	Panel
11	USB board
12	Quick access port cover
13	Power board
14	Stand base

① **NOTE:** For replacement of power cable, connectivity cable and external power supply (if applicable), contact Dell:

1. Go to [Dell Support Website](#).
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

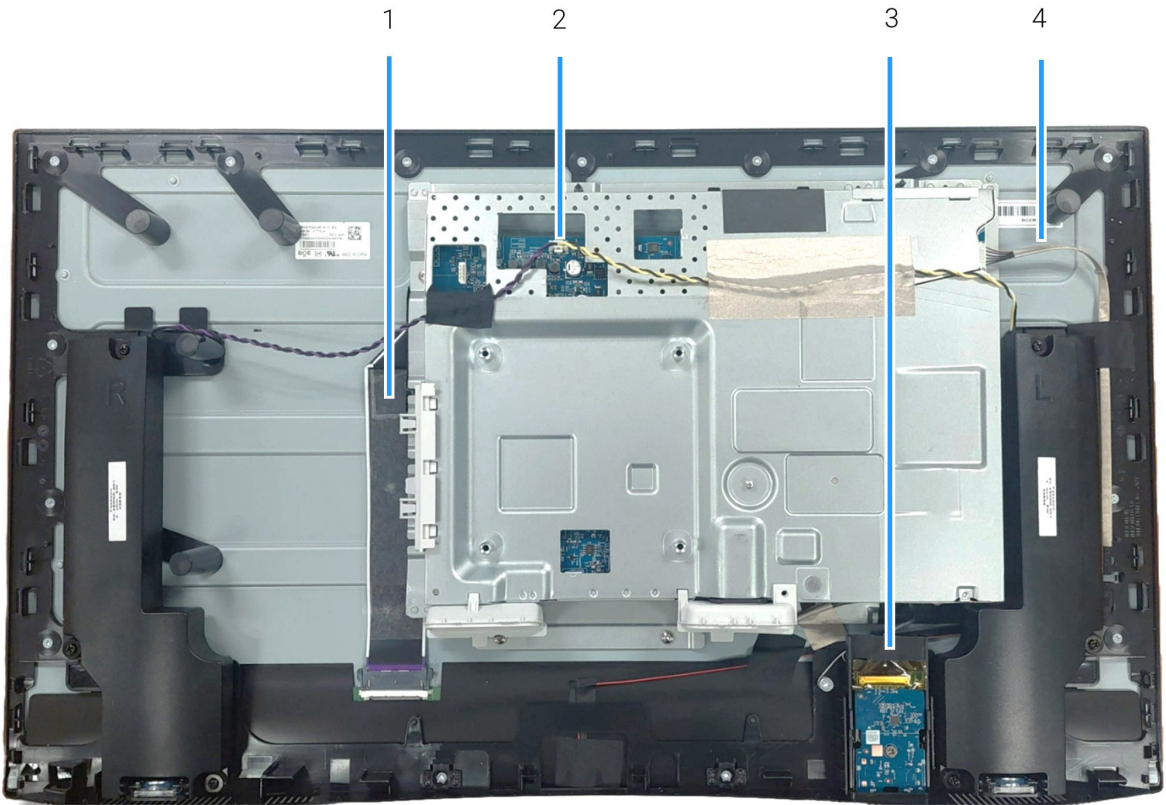


Figure 7. Wiring connectivity diagram

Table 5. Cables

Item	Description
1	LVDS (Low-Voltage Differential Signaling) cable
2	Speaker cable
3	USB board cable
4	Backlight cable

Connecting the cables

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

⚠ WARNING: Ensure that the grounded power outlet for the power cable is accessible to the operator and located close to the equipment. To disconnect power from the equipment, unplug the power cord 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. Use a certified power supply cord meeting IEC 60227 standards (H05VV-F 3G 0.75 mm² or H05VVH2-F2 3G 0.75 mm²). Alternatively, you can consider a synthetic rubber flexible cord.

ℹ 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.

ℹ 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 USB-C cable (shipped with your monitor) or HDMI cable (purchased separately) from your monitor to the computer.
3. Connect the power cables from your computer and the monitor to a power outlet.
4. Turn on the monitor.
5. Select the correct input source from the monitor OSD menu and turn on your computer.

Connecting the USB-C and power cables

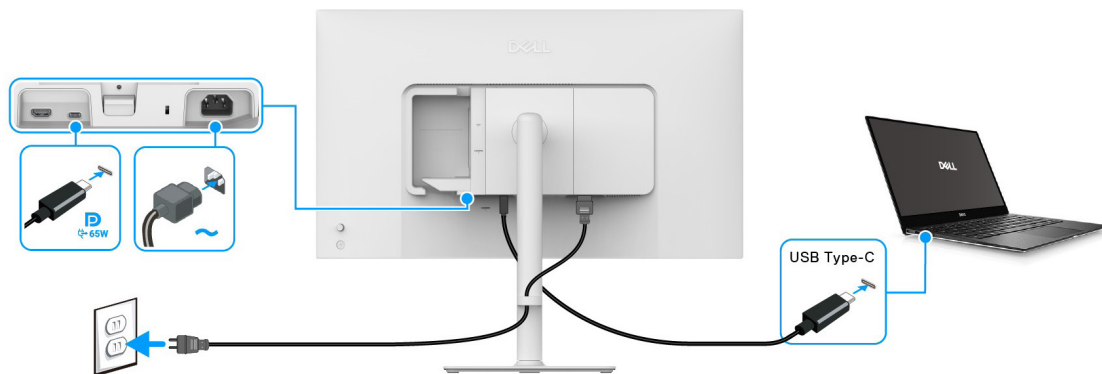


Figure 8. USB-C connection

Connecting the HDMI and power cables (optional)

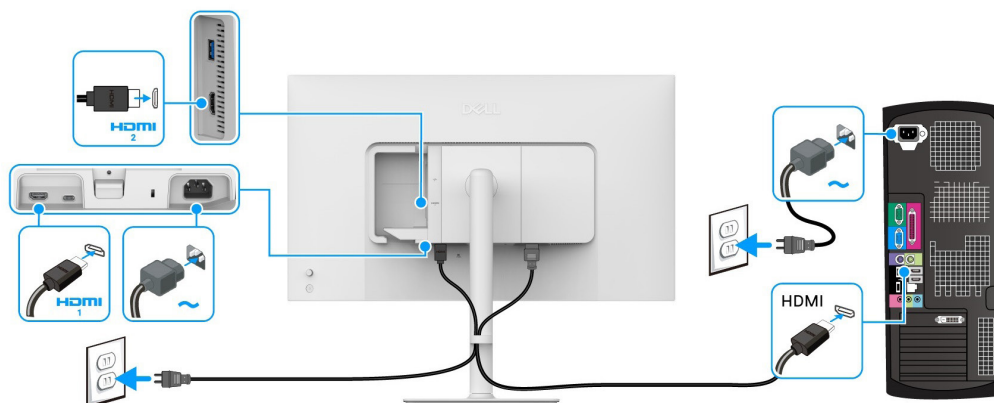


Figure 9. HDMI connection

Disassembly and reassembly

CAUTION: The information in this section is intended for authorized service technicians in the EMEA region. Dell prohibits users from disassembling the monitor, and any damage caused by unauthorized servicing will not be covered under the warranty.






Recommended tools

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

Screw list

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

Table 6. Screw list

Component	Screw type	Quantity	Screw image
Back cover	M4x10	4	
Chassis	M2x4	3	
Speaker	M3x6	6	
Interface board	M3x9	3	
Power board	M3x9	4	

Stand

Removing the stand

Prerequisites

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

- ① **NOTE:** To prevent the LCD screen from scratches during stand removal, ensure the monitor is positioned on a soft surface and handled carefully.
- ① **NOTE:** The following steps are specific for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

Steps

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

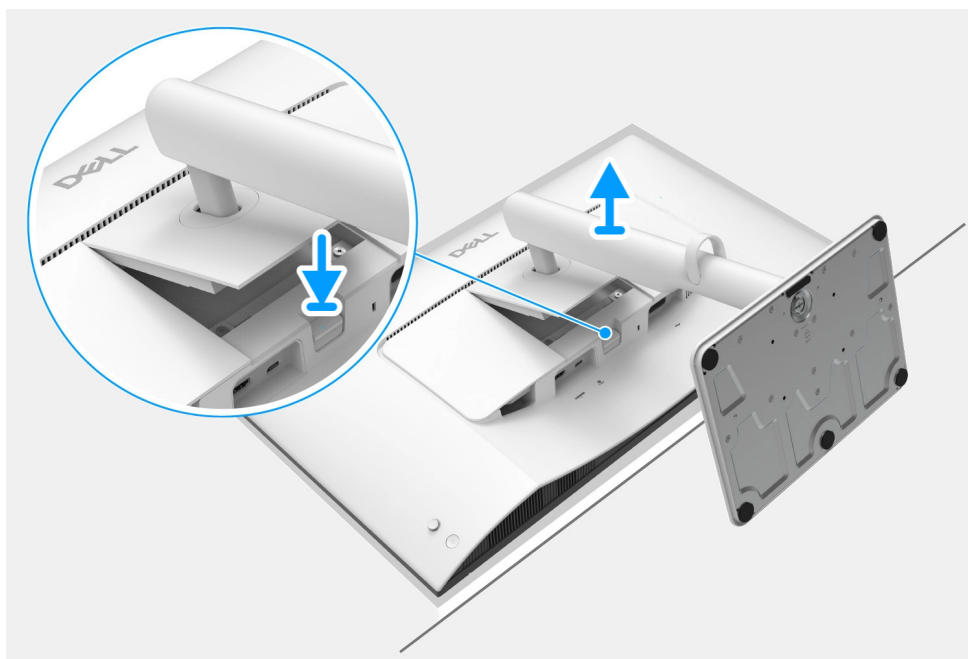


Figure 10. Removing the stand

Installing the stand

Steps

1. Carefully insert the tabs on the stand riser into the slots on the display back cover and press down the stand assembly to snap it into place.

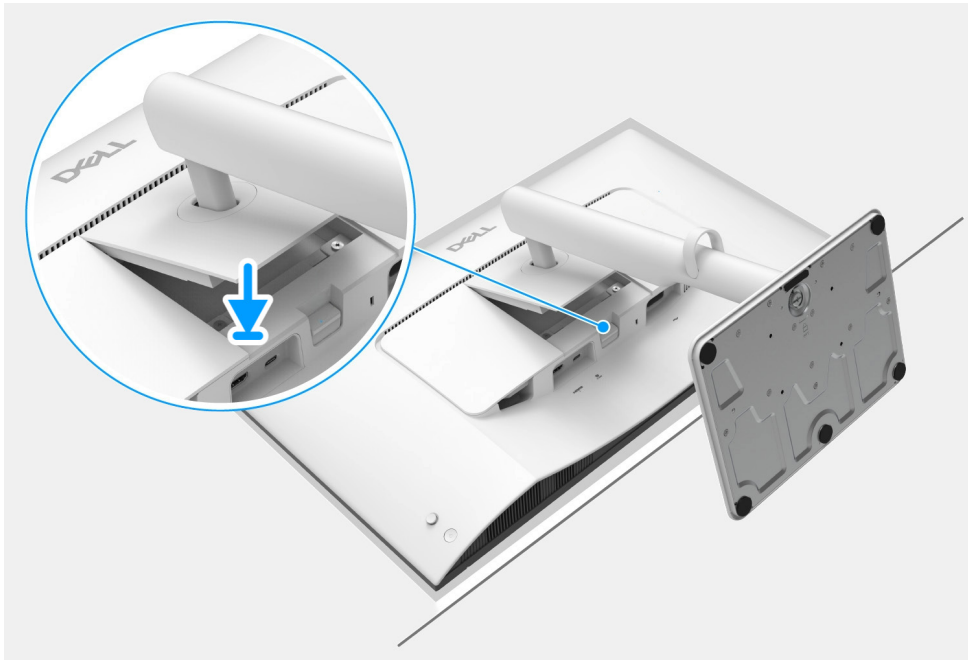


Figure 11. Installing the stand

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 display assembly.
2. Using a plastic scribe, pry the back cover starting from the edge of the monitor.
3. Carefully lift the display back cover and rotate it.
4. Disconnect the control board cable from the connector on the interface board.



4x
M4x10

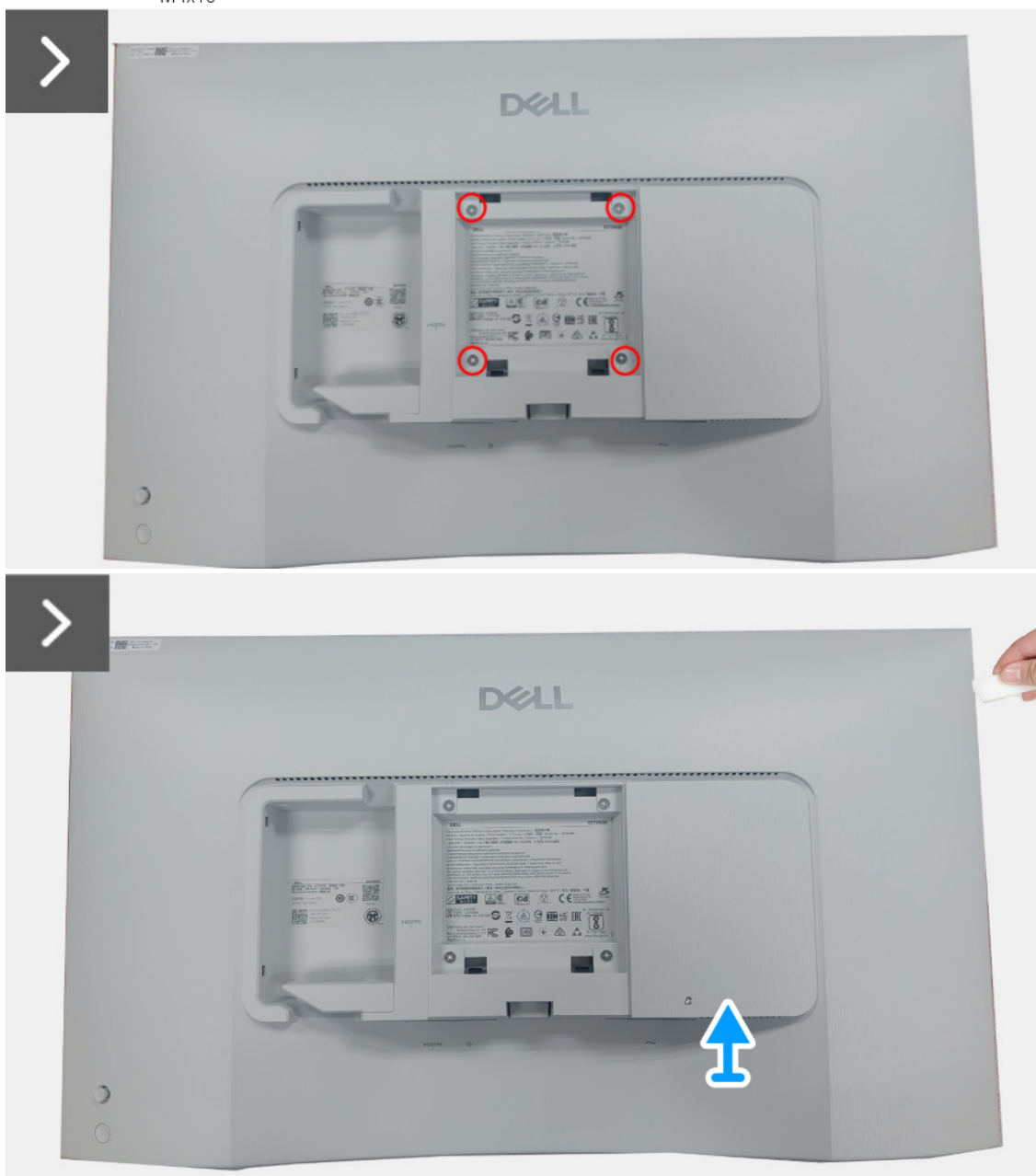


Figure 12. Removing the back cover

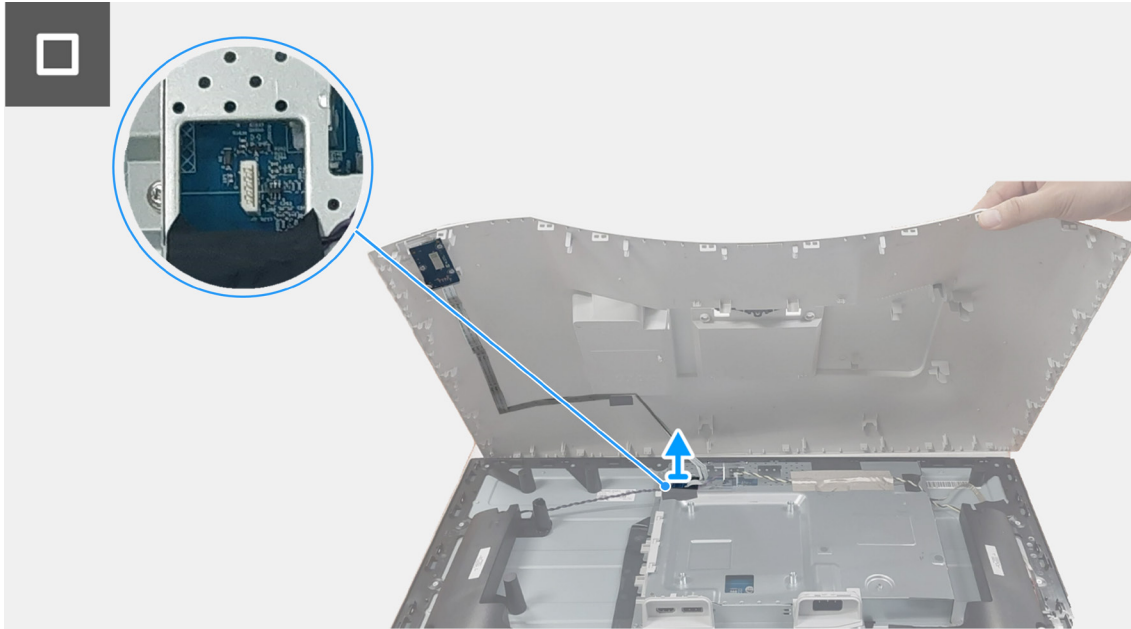


Figure 13. Removing the back cover

Installing the back cover

Steps

1. Connect the control board cable to the connector on the interface board.
2. Align the back cover with the display assembly and snap it into place.
- ① **NOTE:** Align the screw holes on the back cover with the screw holes on the display assembly before applying slight pressure to the back cover.
3. Replace the four screws (M4x10) that secure the back cover to the display assembly.

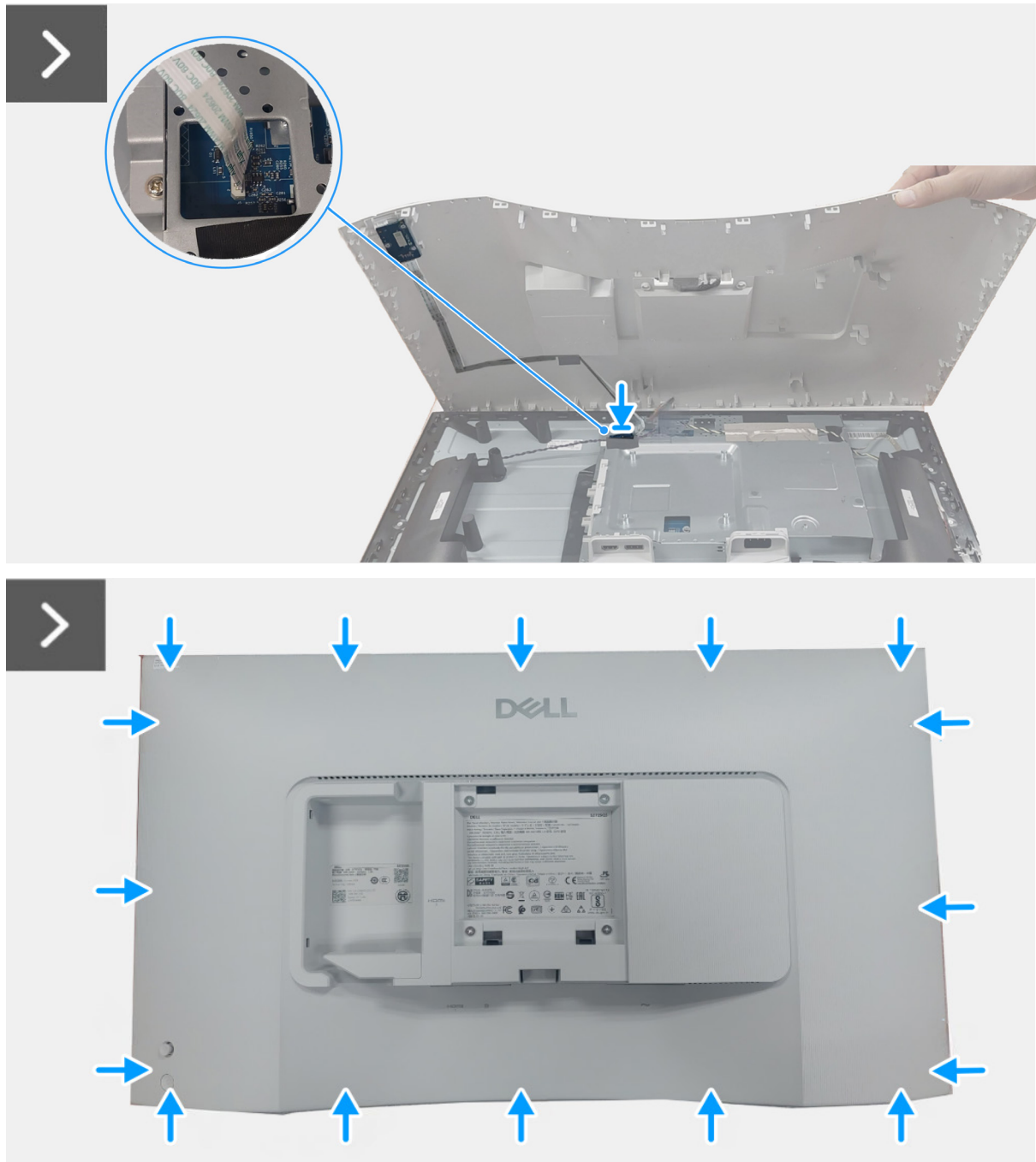


Figure 14. Installing the back cover



4x
M4x10



Figure 15. Installing the back cover

Next steps

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

Interface board assembly

Removing the interface board assembly

Prerequisites

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

Steps

1. Disconnect the speaker cable from the interface board.
2. Peel the tape that secure the speaker cable to the display panel.
3. Remove six screws (M3x6) that secure the speaker assembly to the middle frame.
4. Lift the speaker assembly and set it aside.
5. Peel the tape on the USB board and disconnect the USB board cable from the USB board.
6. Peel the tape on the backlight cable and disconnect the backlight cable from the power board.
7. Release the backlight cable from the routing guide on the middle frame.
8. Peel the tape that secures the LVDS cable connector to the display panel.
9. Open the latch and disconnect the LVDS cable from the connector on the display panel.
10. Remove three screws (M2x4) that secure the interface board assembly to the display panel.
11. Lift and remove the interface board assembly from the display panel.

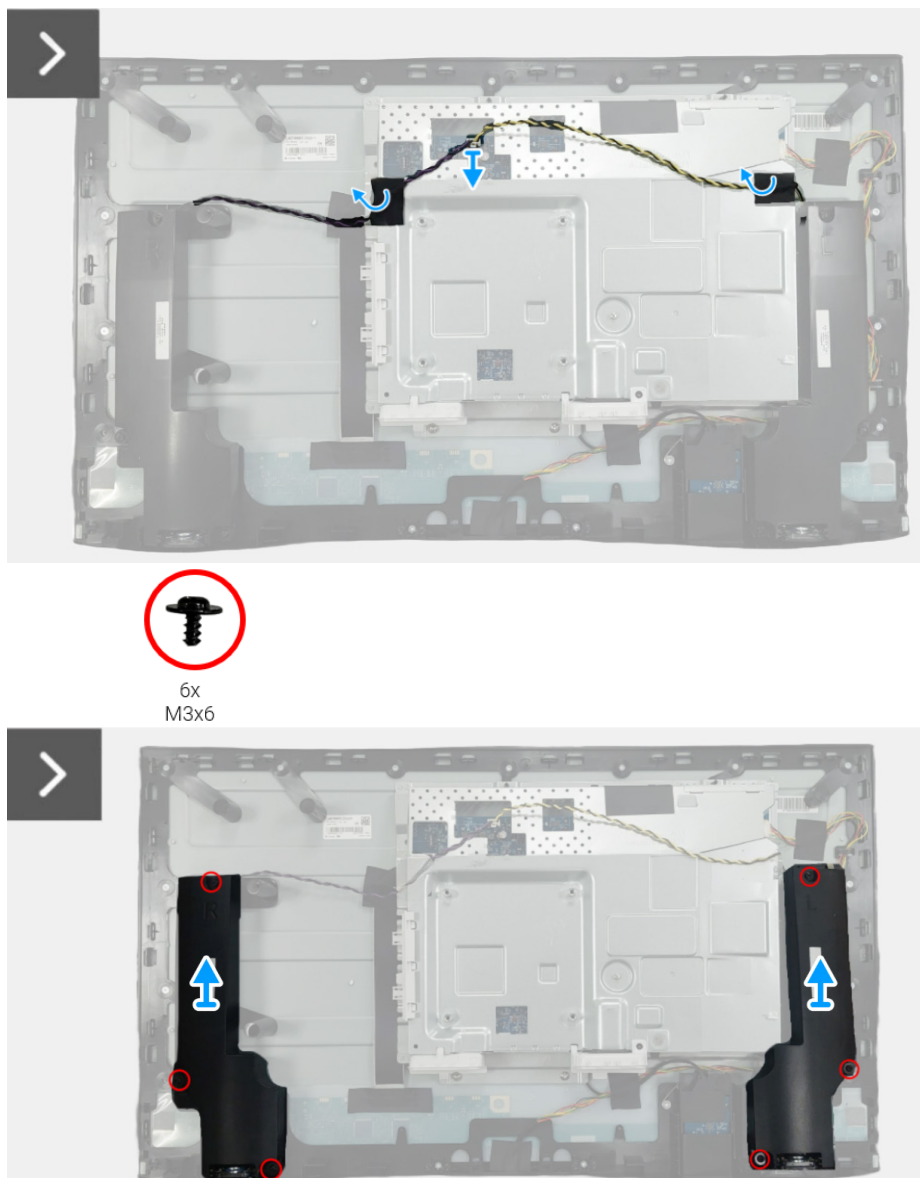


Figure 16. Removing the interface board assembly

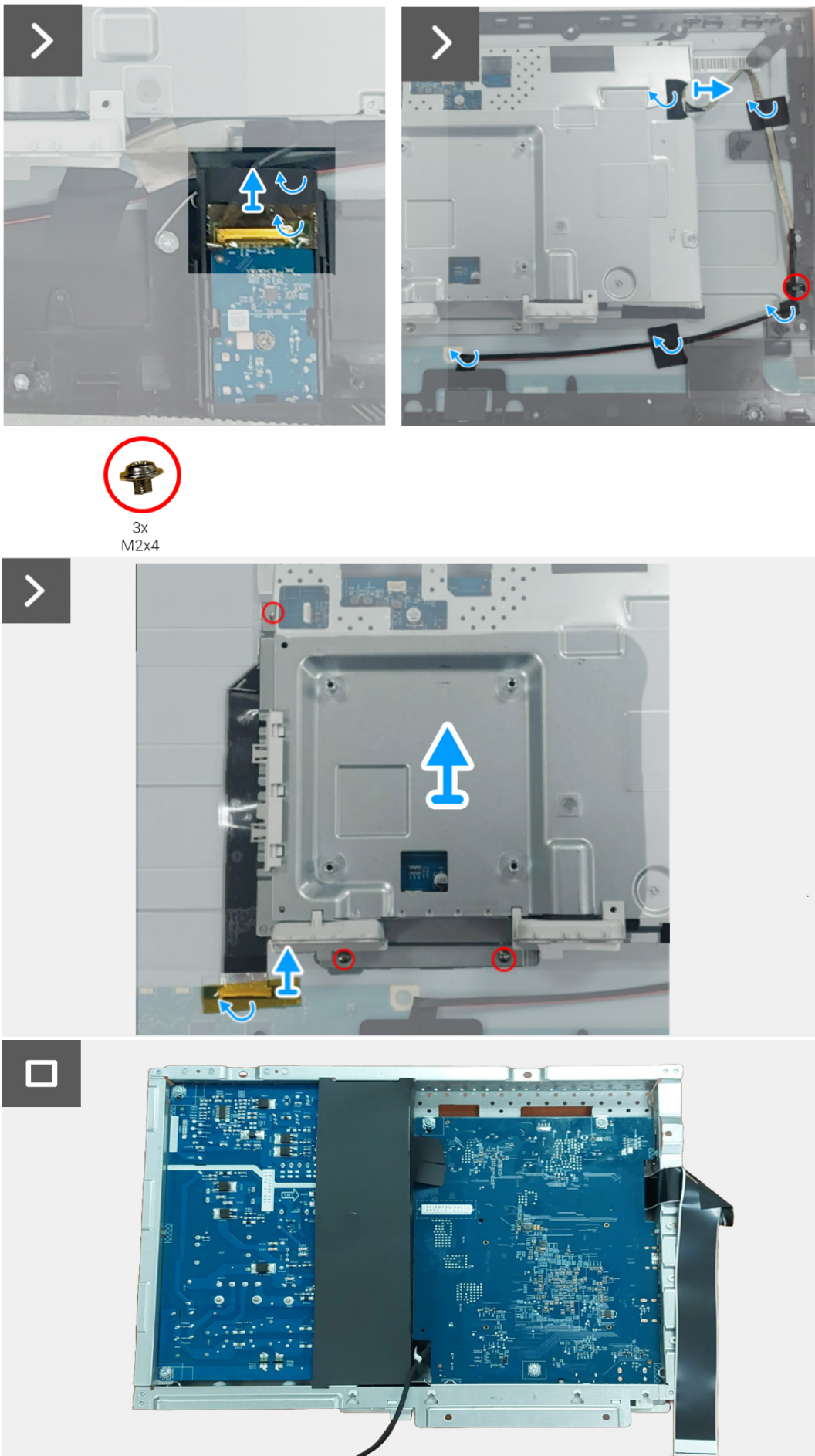


Figure 17. Removing the interface board assembly

Installing the interface board assembly

Steps

1. Slide the LVDS cable into the connector on the display panel and close the latch to secure it in place.
2. Adhere the tape to secure the LVDS cable connector to the display panel.
3. Align and place the interface board assembly on the display panel.
4. Replace three screws (M2x4) that secure the interface board assembly to the display panel.
5. Connect the backlight cable to the connector on the power board.
6. Route the backlight cable through the routing guide on the middle frame.
7. Adhere the tape that secures the backlight cable to the display panel.
8. Connect the USB board cable to the USB board.
9. Adhere the tape that secures the USB board connector.
10. Place the speaker assembly on the middle frame.
11. Replace six screws (M3x6) that secure the speaker assembly to the middle frame.
12. Connect the speaker cable to the connector on the interface board.
13. Adhere the tape that secures the speaker cable to the display panel.



3x
M2x4

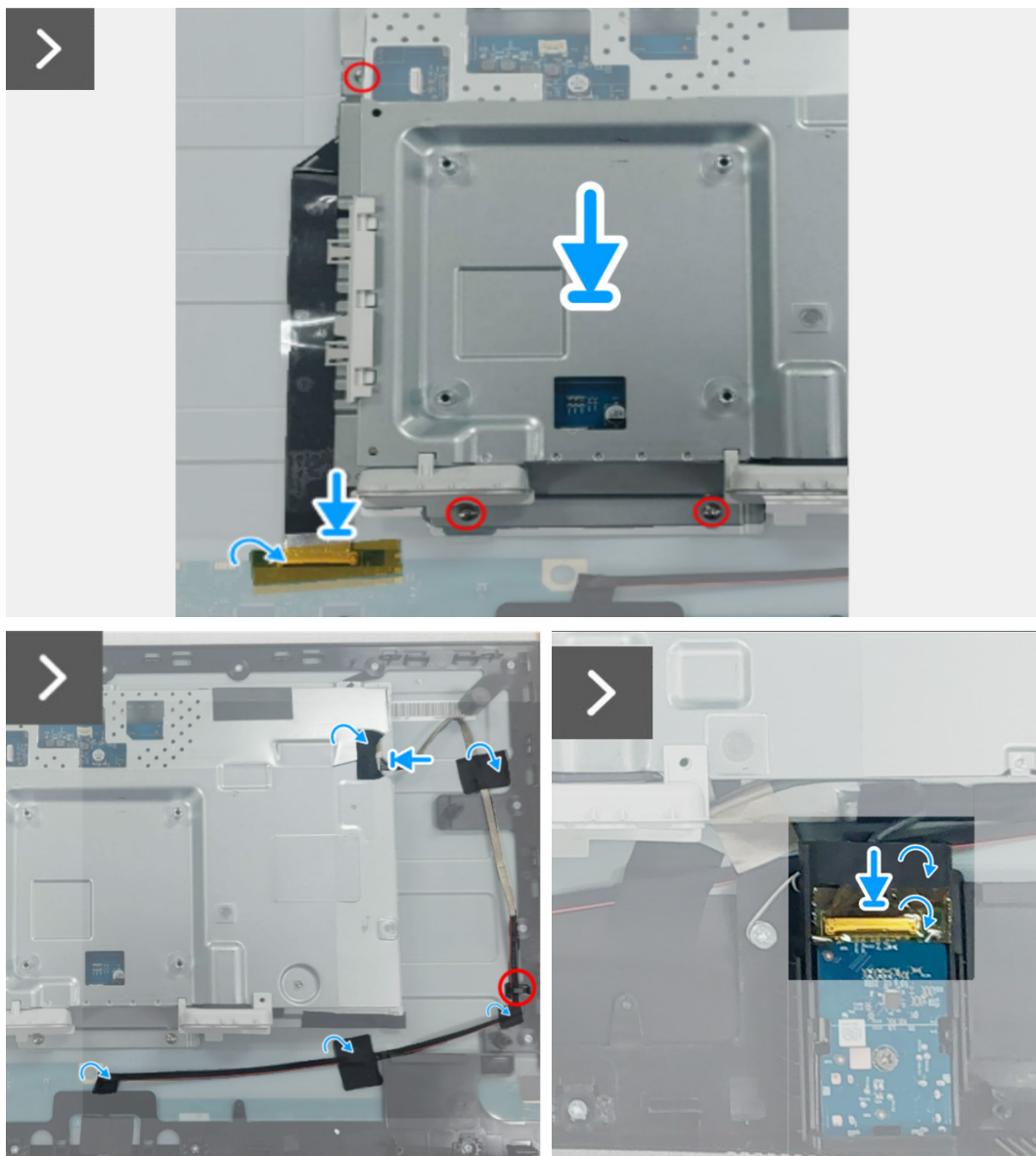


Figure 18. Installing the interface board assembly



6x
M3x6

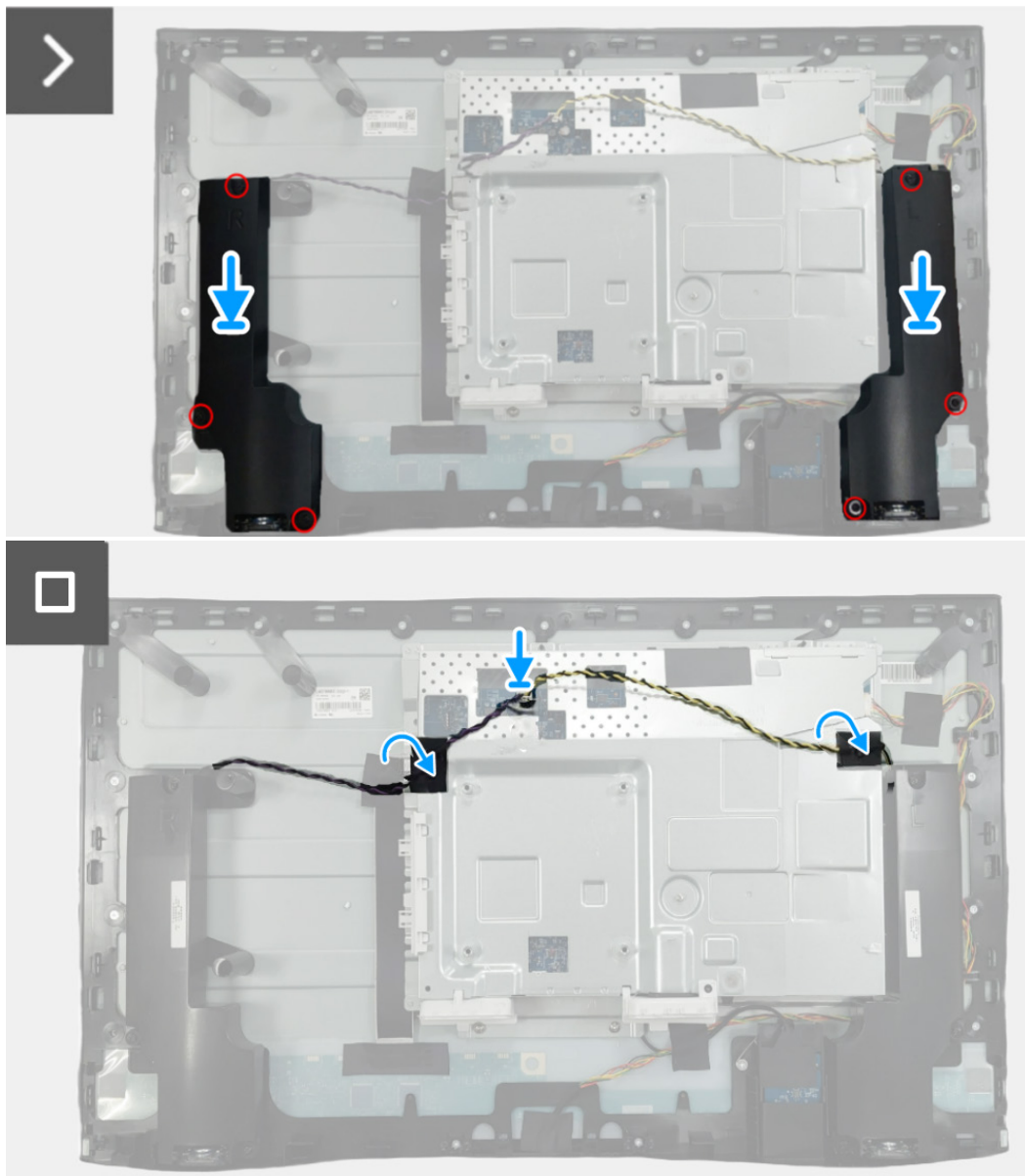


Figure 19. Installing the interface board assembly

Next steps

1. Install the [back cover](#).
2. Install the [stand](#).
3. 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 [interface board assembly.](#)

Steps

1. Peel the mylar from the interface board assembly.
2. Remove seven screws (M3x9) that secure the interface board and the power board to the bracket.
3. Remove the interface board and power board from the bracket.
4. Disconnect the power cable, LVDS cable, and USB board cable from the connectors on the interface board.

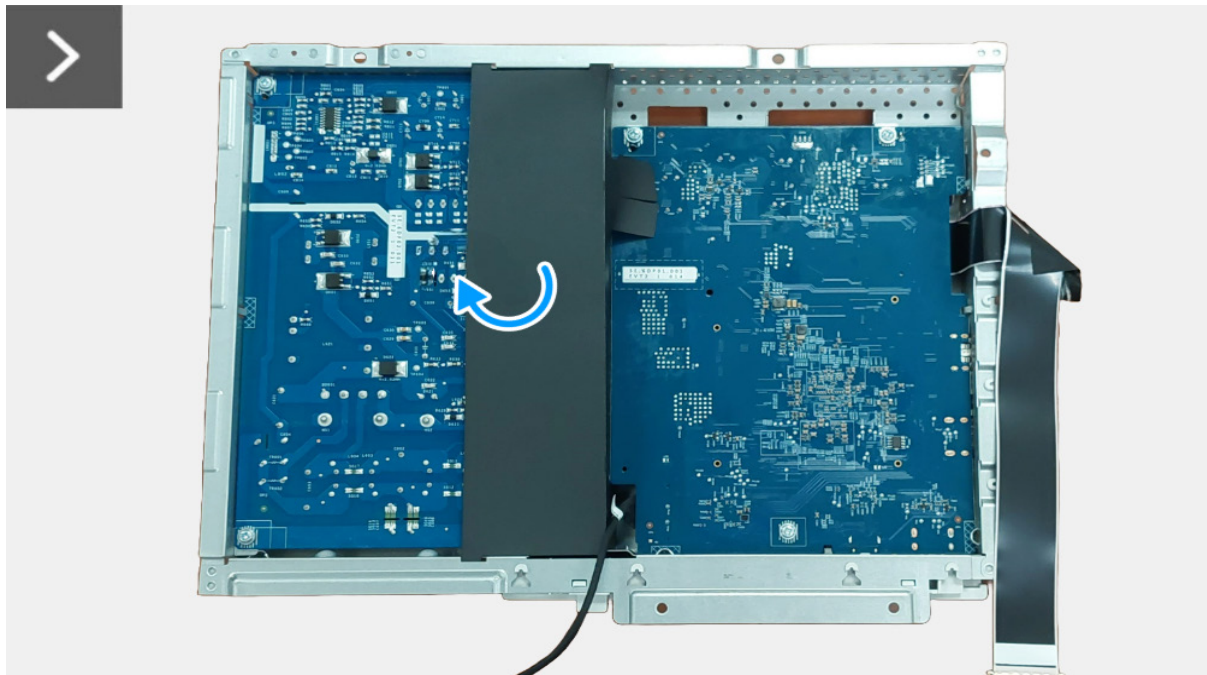


Figure 20. Removing the interface board



7x
M3x9

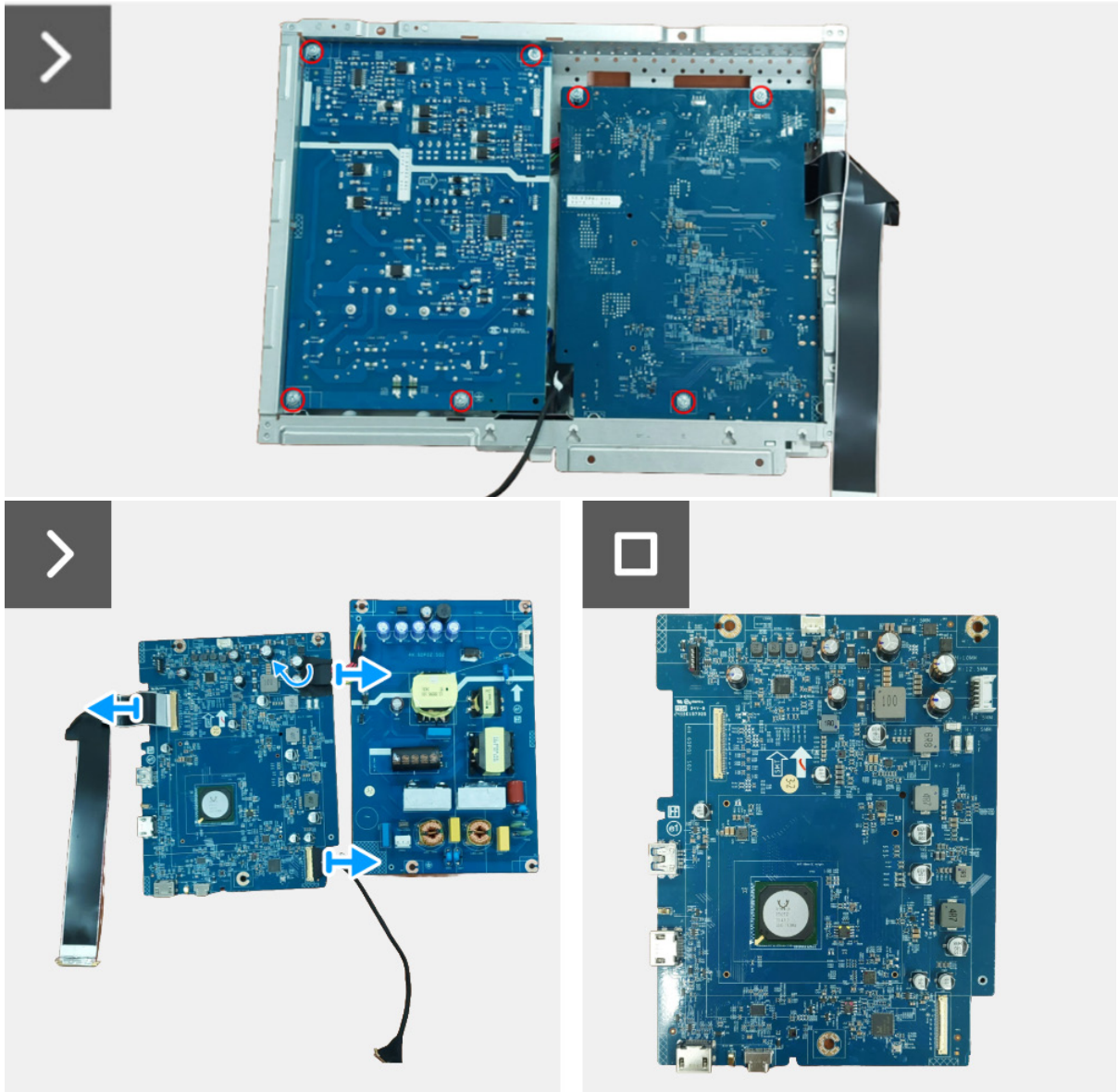


Figure 21. Removing the interface board

Installing the interface board

Steps

1. Connect the power cable, LVDS cable, and USB board cable to the connectors on the interface board.
2. Align and place the power board and interface board to the bracket.
3. Replace the seven screws (M3x9) that secure the power board and interface board to the bracket.
4. Adhere the mylar to the interface board assembly.

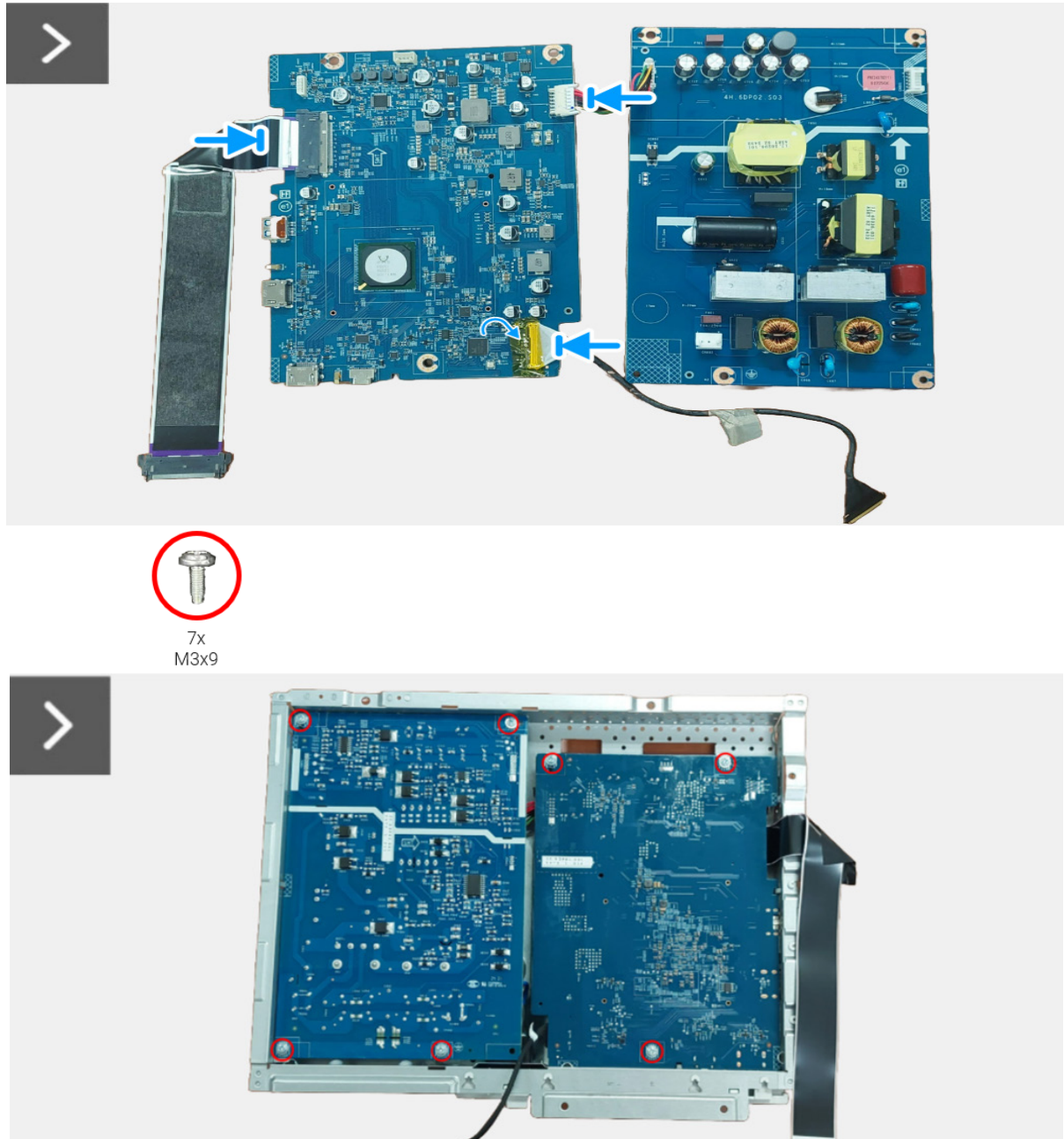


Figure 22. Installing the interface board

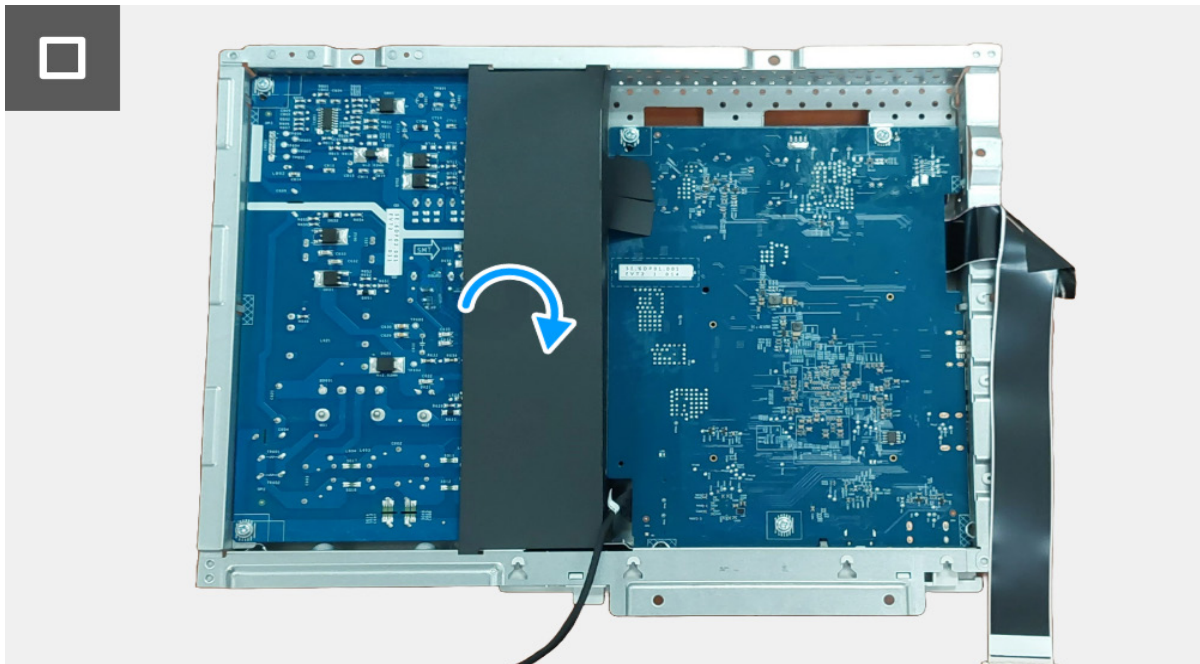


Figure 23. Installing the interface board

Next steps

1. Install the [interface board assembly](#).
2. Install the [back cover](#).
3. Install the [stand](#).
4. 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 [interface board assembly.](#)
5. Remove the [interface board.](#)

Steps

1. Disconnect the AC socket cable from the connector on the power board.

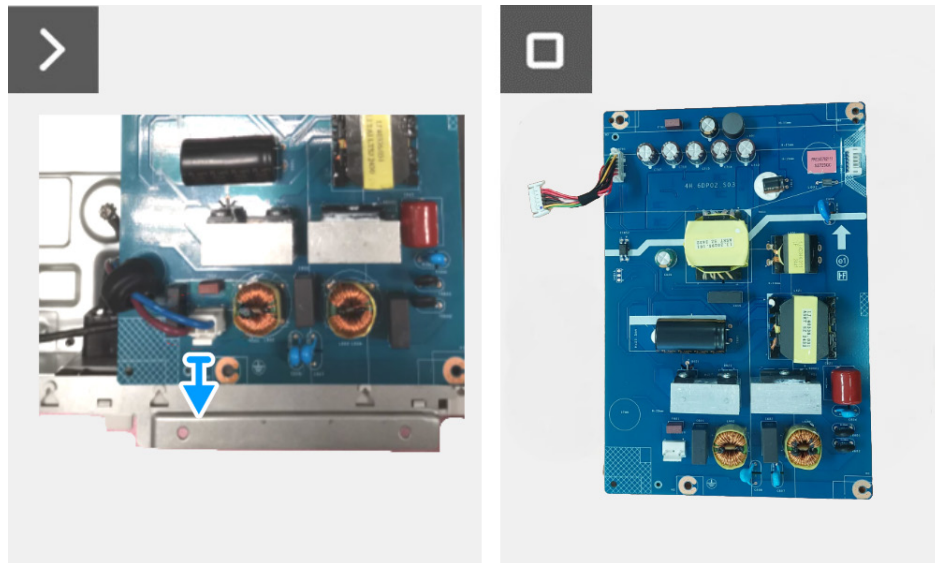


Figure 24. Removing the power board

Installing the power board

Steps

1. Connect the AC socket cable to the connector on the power board.

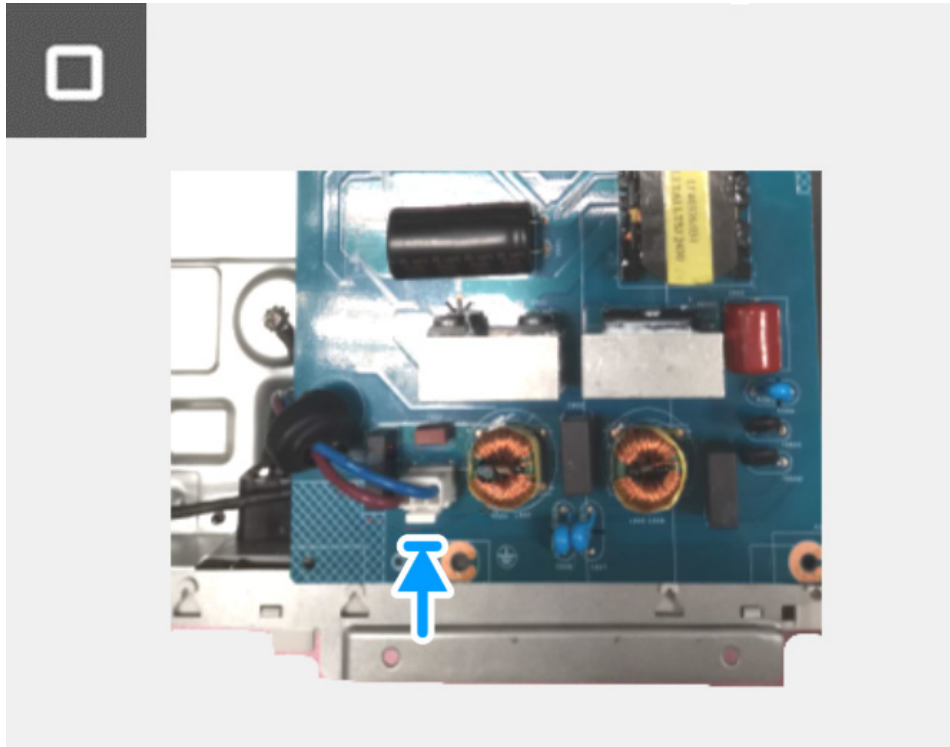


Figure 25. Installing the power board

Next steps

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

Troubleshooting Instructions

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

Self-test

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

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

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

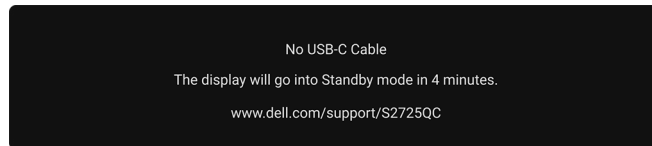


Figure 26. Signal cable disconnected warning message

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

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

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

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

Built-in diagnostics

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

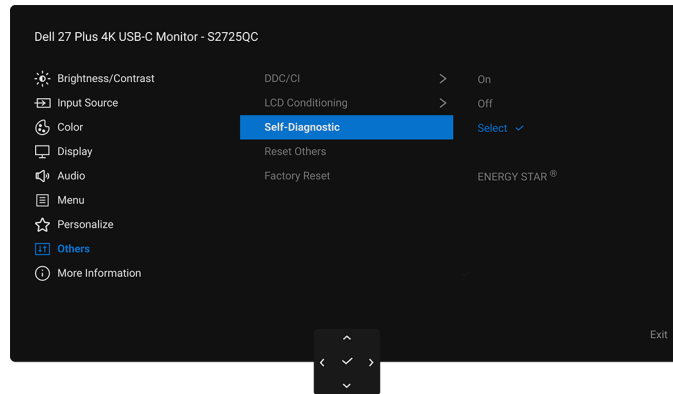



Figure 27. Self-Diagnostic menu

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Move or press the joystick to launch the Menu Launcher.
3. Move the joystick up to select  and open the Main Menu.
4. Using the joystick, navigate on the OSD menu and select **Others > Self-Diagnostic**.
5. Press the joystick button to start the diagnostics. A gray screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Toggle the joystick once again until a red screen is displayed.
8. Observe if the screen has any defects or abnormalities.
9. Repeat steps 7 and 8 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

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

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

Common problems

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

Table 7. Common problems and solutions.

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 in the Brightness/Contrast menu. Perform a monitor self-test feature check. Check for bent or broken pins in the video cable connector. Run the built-in diagnostics. For more information, see Built-in diagnostics. Ensure that the correct input source is selected in the Input Source menu.
Poor focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> Eliminate video extension cables. Reset the monitor to factory settings. For more information, see Factory Reset in the User's Guide. Change the video resolution to the correct aspect ratio.
Shaky/jittery video	Wavy picture or fine movement	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see Factory Reset in the User's Guide. Check environmental factors. Relocate the monitor and test in another room.
Missing pixels	LCD screen has spots	<ul style="list-style-type: none"> Cycle power On-Off. A 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	<ul style="list-style-type: none"> Cycle power On-Off. A 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.
Brightness problems	Picture too dim or too bright	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see Factory Reset in the User's Guide. Adjust brightness and contrast controls using the OSD.
Geometric distortion	The screen is not centered correctly	Reset the monitor to factory settings. For more information, see Factory Reset in the User's Guide.
Horizontal/vertical lines	The screen has one or more lines	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see Factory Reset in the User's Guide. Perform a monitor self-test feature check and determine if these lines are also in self-test mode. Check for bent or broken pins in the video cable connector. Run the built-in diagnostics. For more information, see Built-in diagnostics.

Common symptoms	What you experience	Possible solutions
Synchronization problems	The screen is scrambled or appears torn	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see Factory Reset in the User's Guide. Perform a monitor self-test feature check to determine if the scrambled screen appears in self-test mode. Check for bent or broken pins in the video cable connector. Restart the computer in the safe mode.
Safety related issues	Visible signs of smoke or sparks	<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. For more information, see Factory Reset in the User's Guide. Perform a 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 feature check. Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. Check for bent or broken pins in the video cable connector.
Wrong color	Picture color is not good	<ul style="list-style-type: none"> Reset all settings under the Color menu to the factory defaults using Reset Color. Change the Input Color Format to RGB or YCbCr/YPbPr 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 that is 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.
Image ghosting	Fast-moving images leave a trail of shadow images	Change the Response Time in the Display menu OSD.
Picture quality (Refresh rate of native resolution changes from 60 Hz to 30 Hz; or color depth drops to 18 bits)	Issues of incorrect refresh rate or missing colors	<ul style="list-style-type: none"> Set USB-C Prioritization to High Resolution. Check the resolution settings of your graphic card.

Product-specific problems

Table 8. Product-specific problems and solutions.

Common 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">• Check the Aspect Ratio settings in the Display menu OSD.• Reset the monitor to factory settings. For more information, see Factory Reset in the User's Guide.
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	<ul style="list-style-type: none">• 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.).
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.• 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	<ul style="list-style-type: none">• Due to different video formats (aspect ratio), the monitor may display in full screen.• Run the built-in diagnostics. For more information, see Built-in diagnostics.
No video at HDMI/USB-C port	When connected to some dongle/docking device at the port, there is no video when unplugging/plugging the cable from the notebook	Unplug the HDMI/USB-C cable from dongle/docking device, then plug the docking HDMI/USB-C cable into the notebook.

Universal Serial Bus (USB) specific problems

Table 9. USB specific problems and solutions.

Common symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none">• Check that your monitor is turned on.• Reconnect the upstream cable to your computer.• Reconnect the USB peripherals (downstream connector).• Turn off and then turn on the monitor again.• Reboot your computer.• Some USB devices like an external portable hard drive require a higher electric current; connect the device directly to the computer system.
USB-C port does not supply power	USB peripherals can not be charged	<ul style="list-style-type: none">• Check that the connected device is compliant with the USB-C specification. The USB-C port supports USB 5Gbps and an output of 65 W.• Check that you use the USB-C cable that is shipped with your monitor.
USB 5Gbps interface is slow	USB 5Gbps peripherals working slowly or not working at all	<ul style="list-style-type: none">• Check that your computer is USB 5Gbps-compatible.• Some computers have USB 3.2, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.• Reconnect the upstream cable to your computer.• Reconnect the USB peripherals (downstream connector).• Set USB-C Prioritization to High Data Speed.• Reboot the computer.
Wireless USB peripherals stop working when a USB 5Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between themselves and their receiver decreases	<ul style="list-style-type: none">• Increase the distance between the USB 5Gbps peripherals and the wireless USB receiver.• Position your wireless USB receiver as close as possible to the wireless USB peripherals.• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 5Gbps port.
Wireless USB mouse does not work properly	When plugged into one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	Disconnect the Wireless USB Mouse receiver and reconnect it into an appropriate Quick Access USB port at the bottom of the monitor.

Speakers-specific problems

Table 10. Speakers-specific problems and solutions.

Common symptoms	What you experience	Possible solutions
No sound coming from the speakers	Cannot hear any sound	<ul style="list-style-type: none">• Turn off the monitor, unplug the monitor power cable, replug it, and then turn on the monitor.• Reset the monitor to factory settings. For more information, see Factory Reset in the User's Guide.

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.