

Dell 27 Plus QHD USB-C Monitor S2725DC

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 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 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-mounted section of the User's Guide.

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

Before working inside your monitor

Steps

1. Save and close all open files and exit all open applications.
 2. Turn off your monitor.
 3. Disconnect your monitor and all attached devices from their electrical outlets.
 4. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and dock from your monitor.
- CAUTION:** To disconnect a network cable, first unplug the cable from your monitor and then unplug the cable from the network device.
5. Remove any media card and optical disc from your monitor, if applicable.

After working inside your monitor

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

Steps

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

Views of S2725DC monitor

Front view

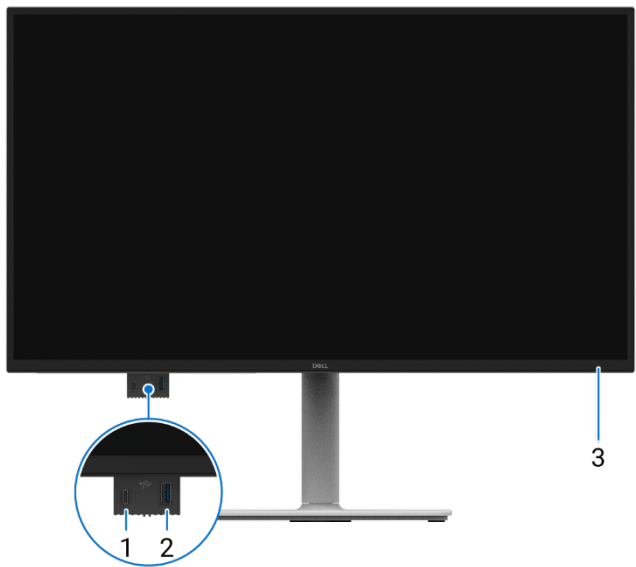


Figure 1. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Use
1	 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.
2	 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.
3	Power LED indicator	Solid white light indicates that the monitor is turned on and is functioning normally. Blinking white light indicates that the monitor is in Standby Mode.

* 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

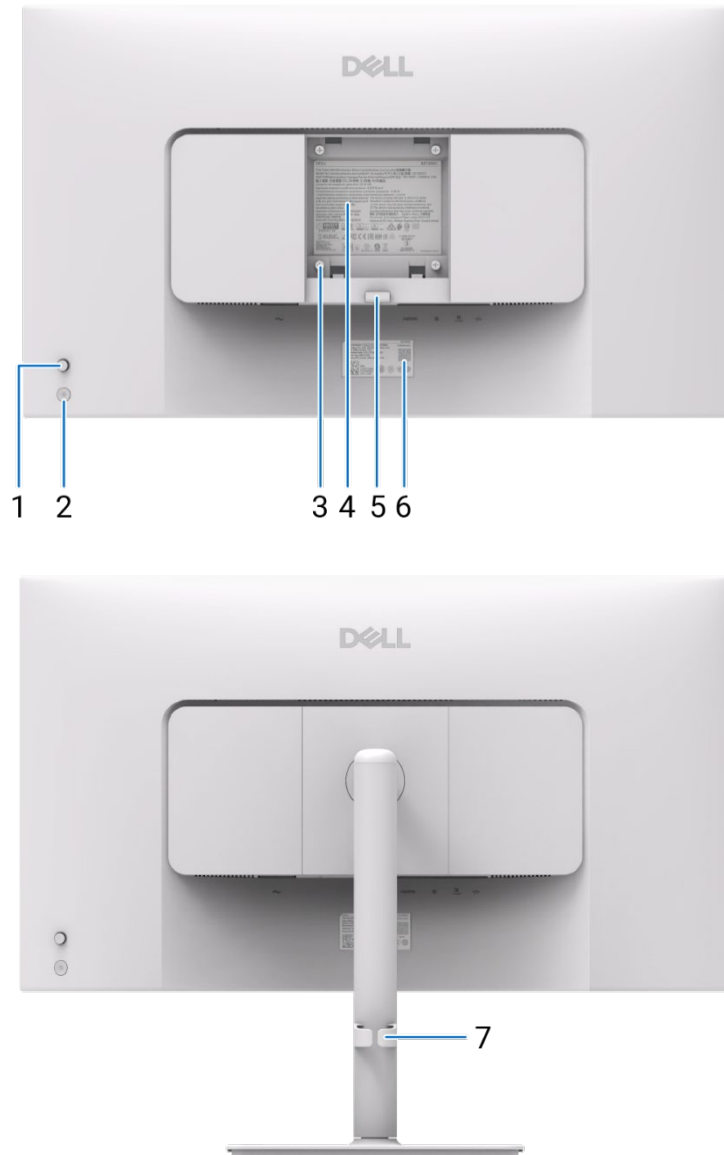


Figure 2. Back view of the monitor

Table 2. Components and descriptions.

Label	Description	Use
1	Joystick	Use it to control the On-Screen Display (OSD) menu.
2	Power button	To turn the monitor on or off.
3	VESA mounting holes (4) (100 mm x 100 mm) - behind attached VESA cover.	Wall-mount monitor using VESA-compatible wall-mounted kit. NOTE: Wall-mount kit is not shipped with your monitor and is sold separately.
4	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.
5	Stand release button	Releases stand from the monitor.
6	Regulatory information label	Lists the regulatory approvals.
7	Cable-management guide	Use to organize cables by routing them through the guide.

Side view



Figure 3. Side view of the monitor

Bottom view

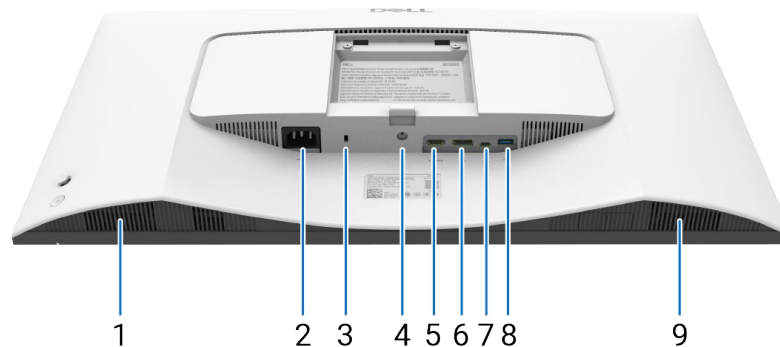


Figure 4. Bottom view of the monitor

Table 3. Components and descriptions.

Label	Description	Use
1	Right speaker	Provides audio output.
2	 Power connector	Connect the power cable (shipped with your monitor).
3	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
4	Stand-lock feature	Lock the stand to the monitor using a M3x6 mm screw (screw not included).
5	 HDMI port	Connect your computer with the HDMI cable (purchased separately).
6	 DisplayPort	Connect your computer with the DisplayPort cable (purchased separately).
7	 USB-C port	Connect to your computer using the USB-C to USB-C cable. The Alternate mode with DP 1.4 supports the maximum resolution of 2560 x 1440 at 144 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.
8	 USB 5Gbps Type-A downstream port	Port with icon supports 5 V/0.9 A. 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 ports. 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.
9	Left speaker	Provides audio output.

Major components of S2725DC monitor

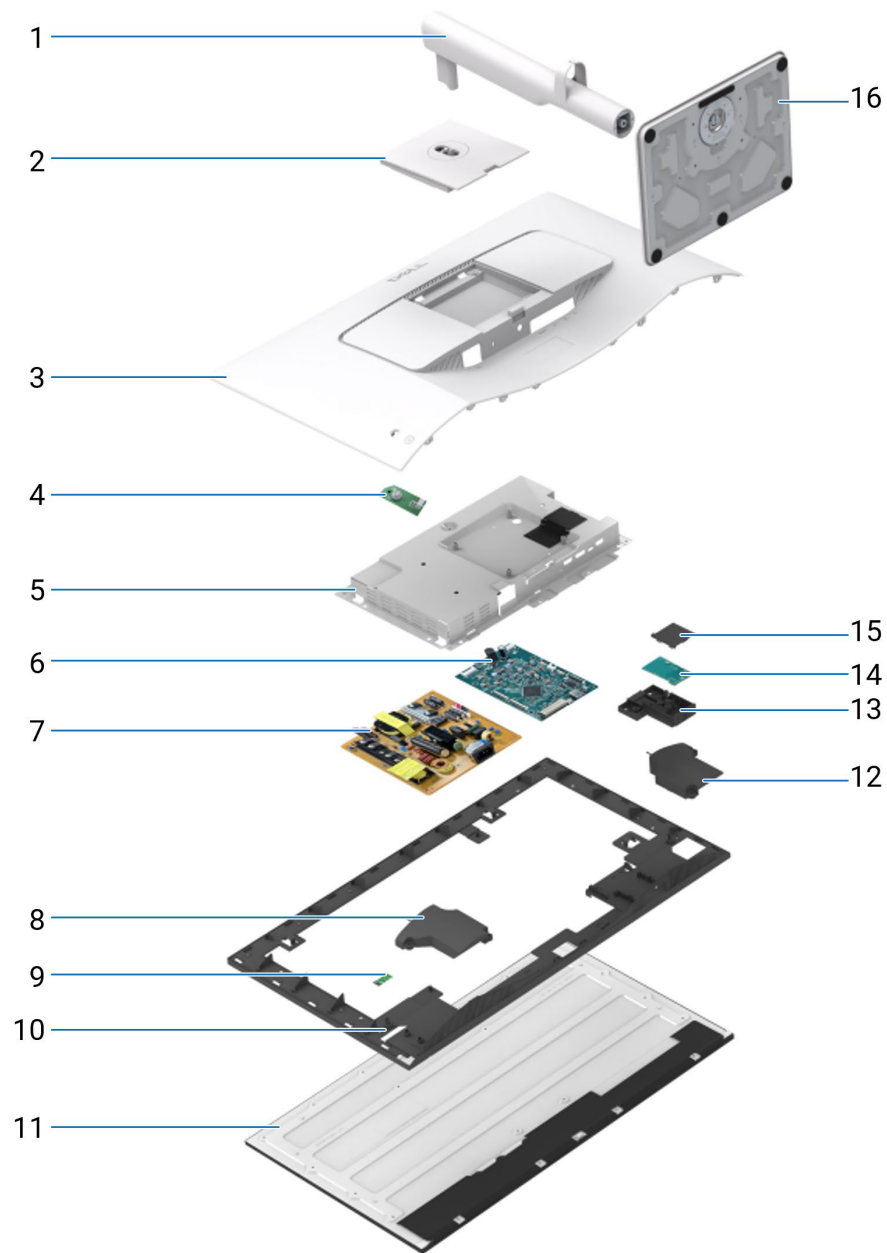


Figure 5. Major components

Table 4. Components.

Item	Description
1	Stand riser
2	VESA cover
3	Back cover
4	Keypad board
5	Chassis
6	Interface board
7	Power board
8	Speakers right
9	LED board
10	Display middle-frame
11	Display panel
12	Speaker left
13	QuickAccess port module
14	QuickAccess port board
15	QuickAccess port back cover
16	Stand base

Wiring connectivity diagram

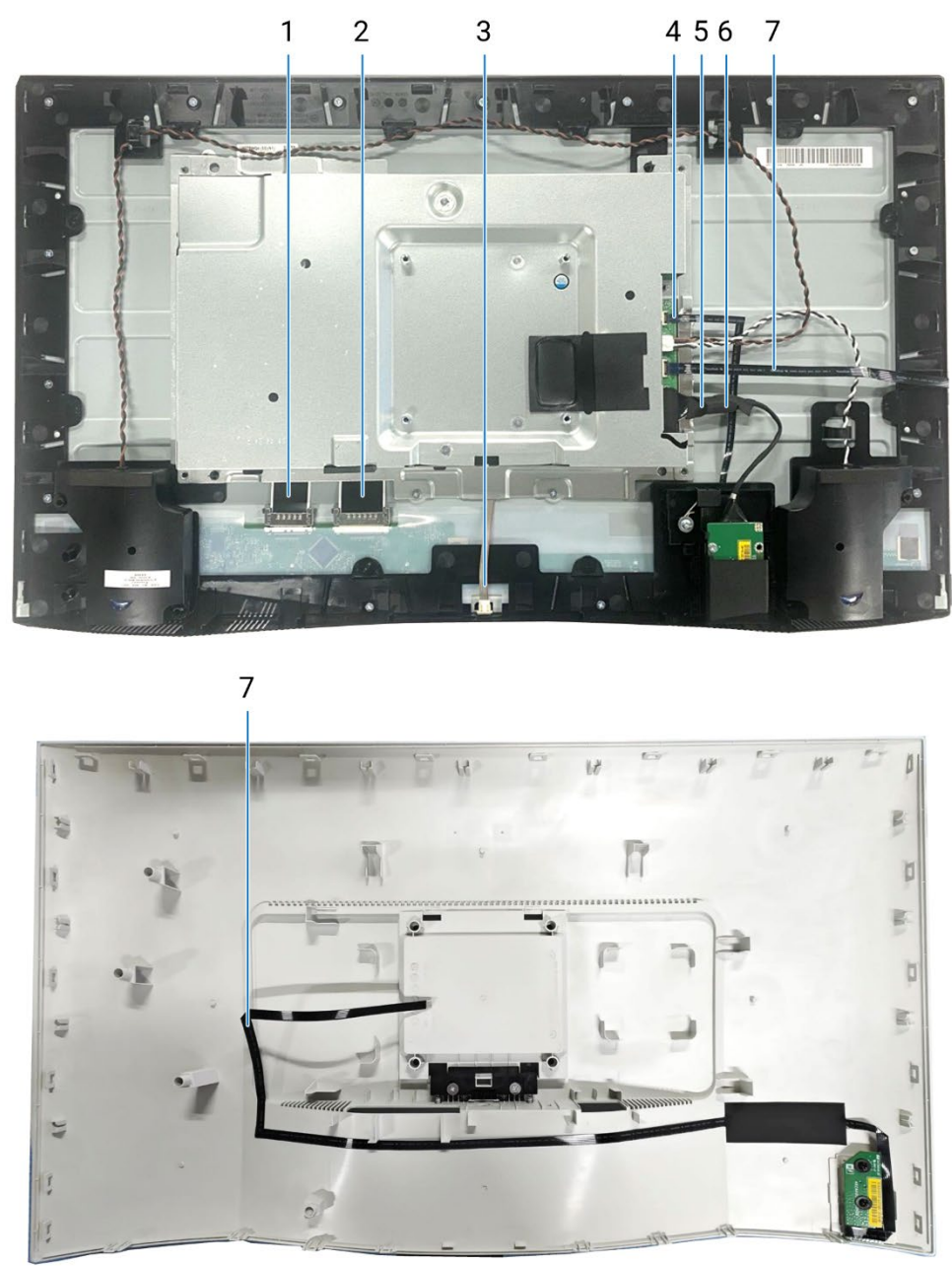


Figure 6. Wiring connectivity diagram

Table 5. Cables.

Item	Description
1	Lightbar cable
2	Low-Voltage Differential Signaling (LVDS) cable
3	Low-Voltage Differential Signaling (LVDS) cable
4	LED cable
5	QAP cable
6	Speaker cable
7	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 cable has to be used with this equipment. The relevant national installation and/or equipment regulations shall be considered. A certified power supply cable 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.

ℹ NOTE: Do not connect all cables to the computer at the same time. It is recommended to route the cables through the cable-management guide 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.

ℹ NOTE: The graphics are used 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, HDMI or DisplayPort cable (purchased separately) from your monitor to the computer.
3. Switch on your monitor.
4. Select the correct input source at the monitor OSD Menu and turn on your computer.

Connecting the USB-C to USB-C cable

The USB-C port on your monitor:

- Can be used as USB-C or DisplayPort 1.4, alternatively.
- Supports USB Power Delivery (PD), with profiles up to 65 W.

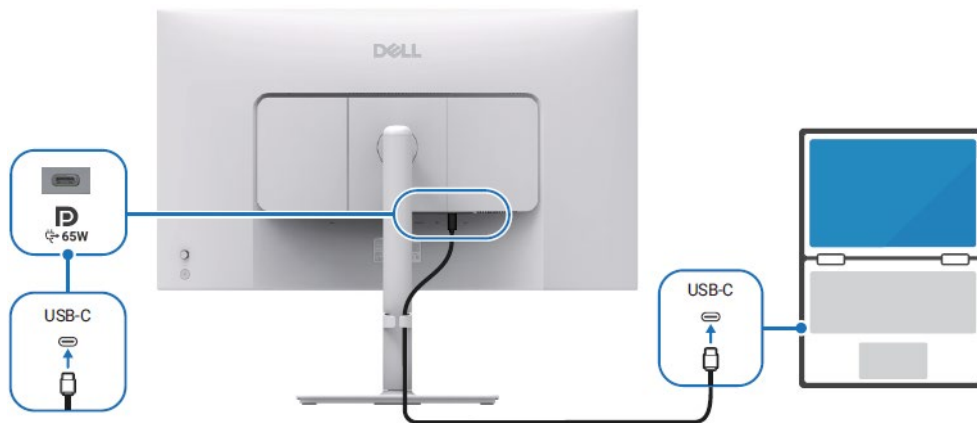


Figure 7. Connecting the USB-C to USB-C cable

Connecting the HDMI cable (purchased separately)

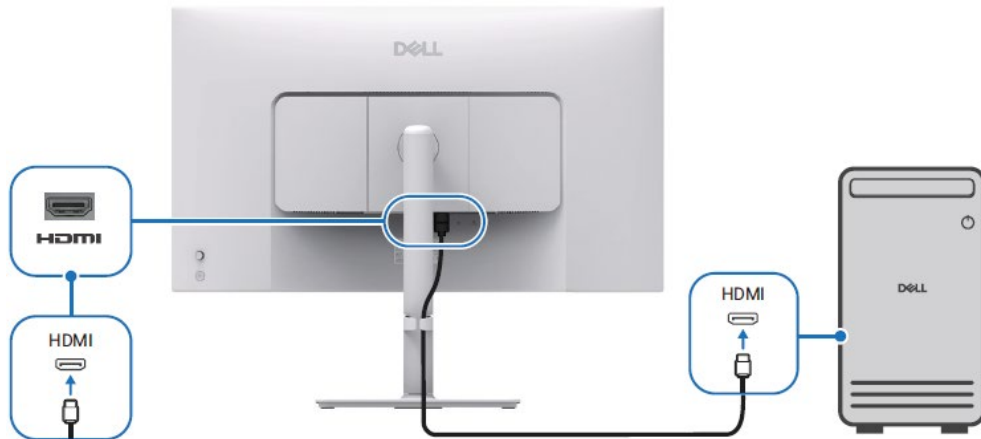


Figure 8. Connecting the HDMI cable

Connecting the DisplayPort cable (purchased separately)

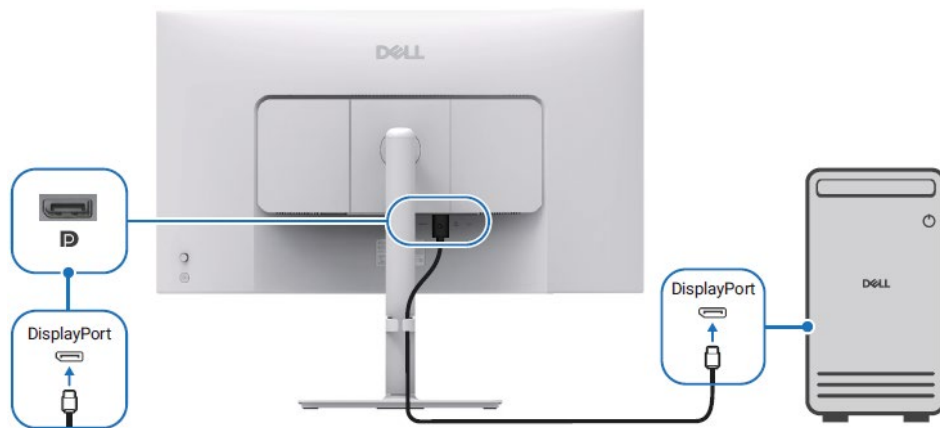


Figure 9. Connecting the DisplayPort cable

Connecting the power cable

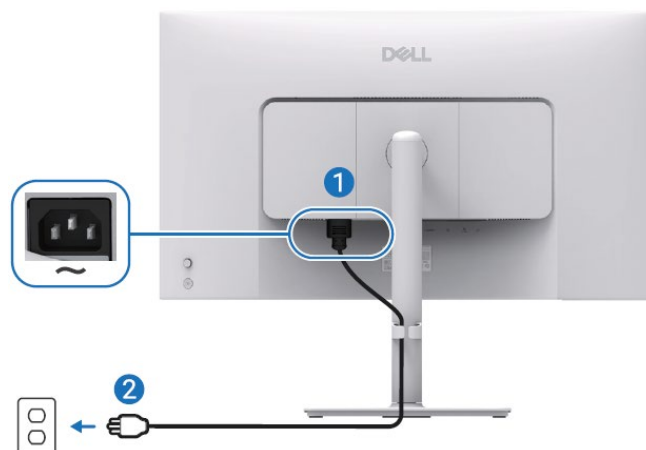


Figure 10. Connecting the power cable

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

- Phillips screwdriver #00
- 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 VESA	M4x10	4	
Interface board	M3x6	4	
Power board	M3x6	3	
Power-board grounding	M4x9	1	
Display middle-frame	M3x4	17	
Chassis	M3x3	2	
Keypad	T3x6	2	
QAP board	T3x6	2	
LED board	T2x3	1	

Stand

Removing the stand

Prerequisites

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

Steps

1. Press the release button and tilt the stand upwards till the stand is separated from the monitor head.
2. Open the screw handle at the bottom of the stand base, then loosen the screw by turning it anti-clockwise.
3. Remove the stand riser from the stand base.
4. Tilt the VESA cover back so that it sits flush with the thumbscrew to allow easy loosening.
5. Open the screw handle at the front of the VESA cover, then loosen the screw by turning it anti-clockwise.
6. Remove the VESA cover from the stand riser.

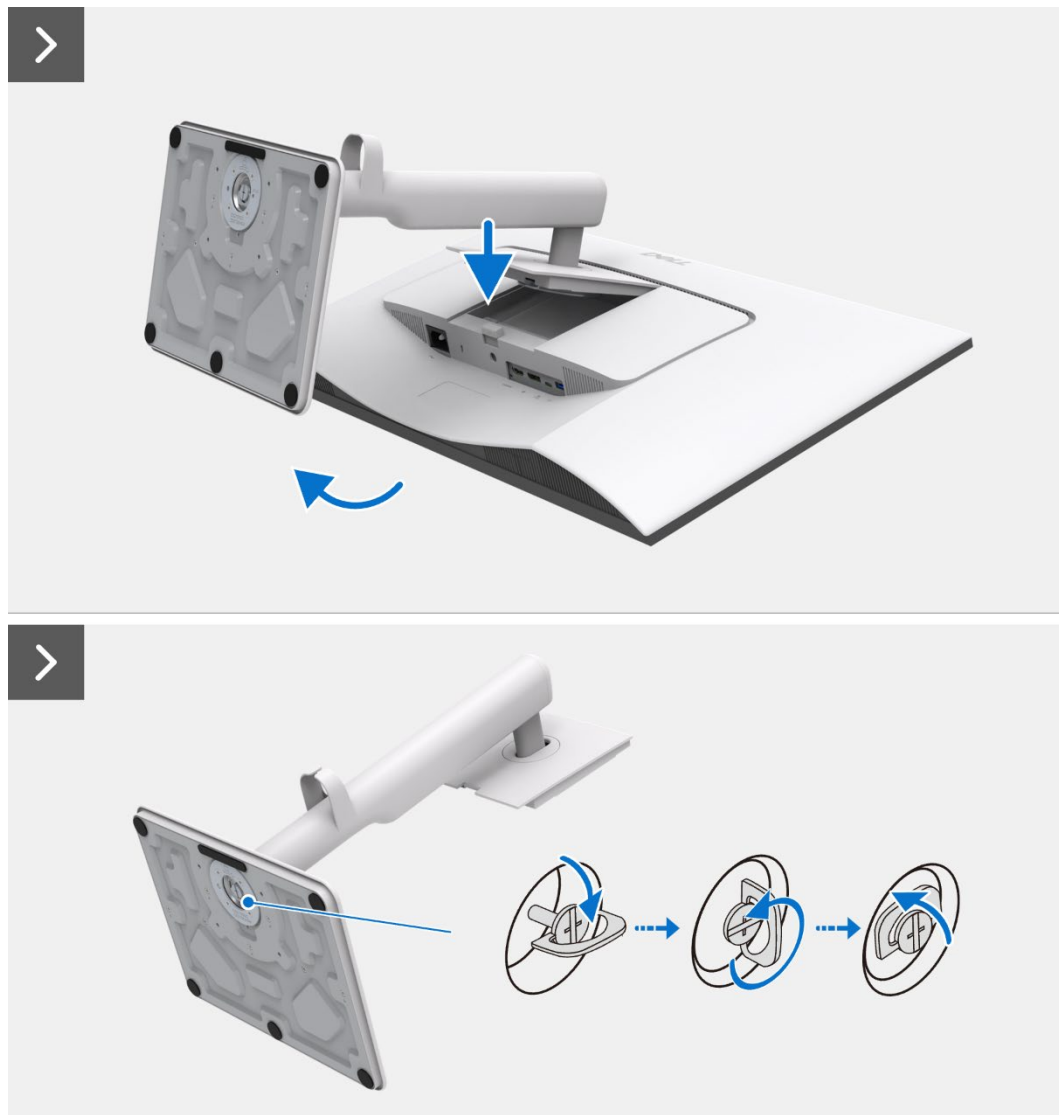


Figure 11. Removing the stand



Figure 12. Removing the stand

Installing the stand

Steps

1. Align and place the VESA cover onto the stand riser. Insert the VESA blocks fully into the stand riser slot.
2. Tilt the VESA cover back so that it sits flush with the thumbscrew for ease of tightening.
3. Open the screw handle at the front of the VESA cover and turn it clockwise to secure the hinge assembly.
4. Close the screw handle at the front of the VESA cover.
5. Align and place the stand riser on the stand base.
6. Open the screw handle at the bottom of the stand, then turn the screw clockwise to secure the stand riser to the stand base.
7. Close the screw handle at the bottom of the stand.
8. Attach the stand to the monitor.

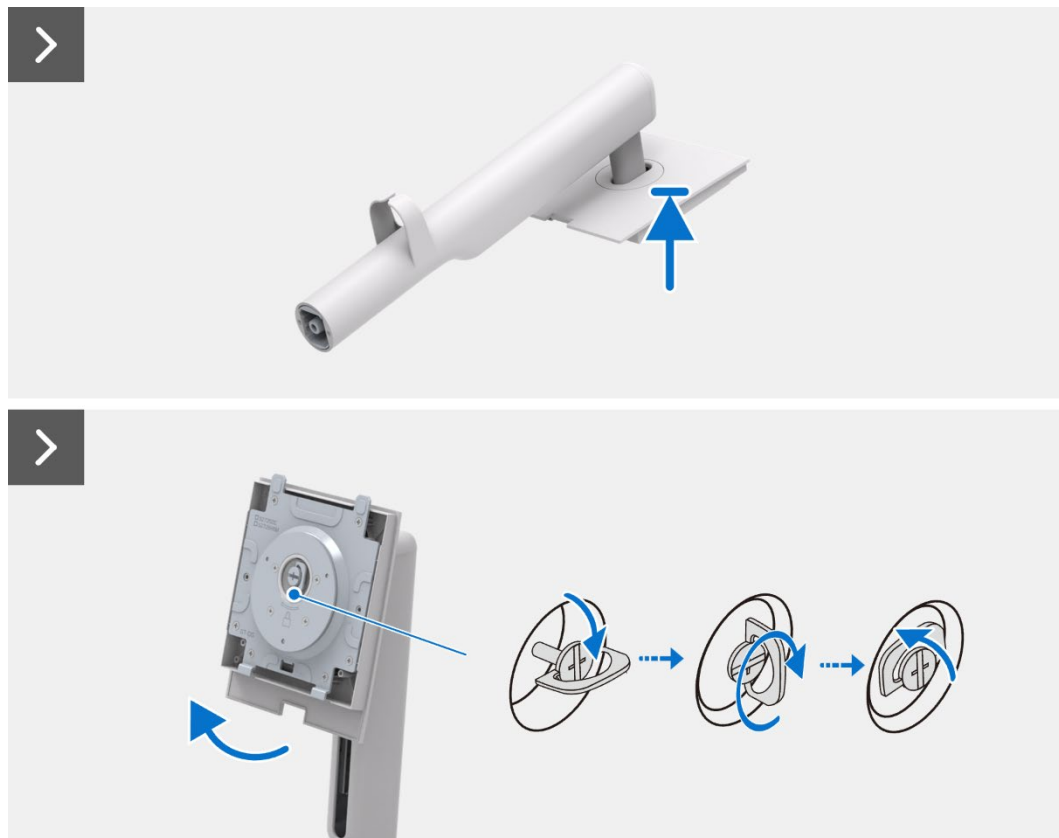


Figure 13. Installing the stand

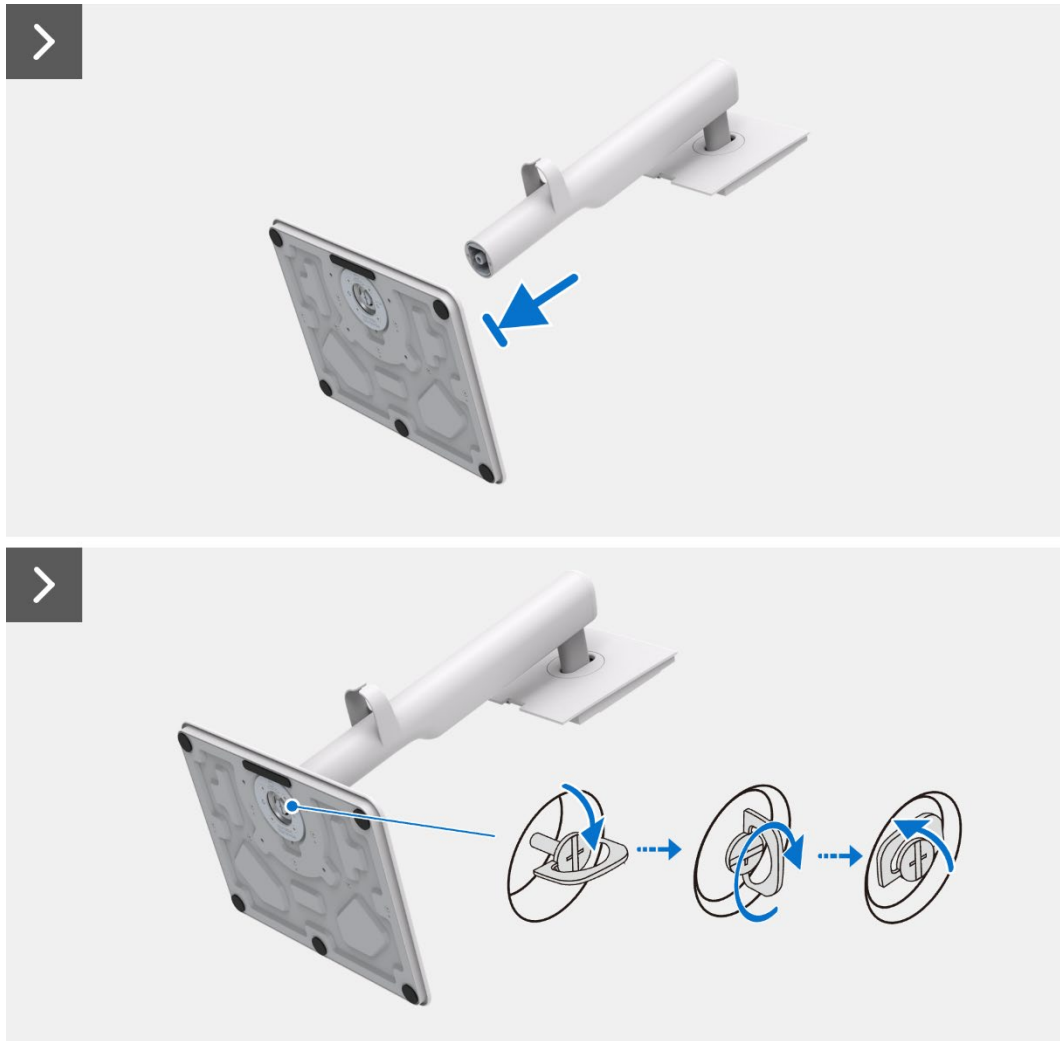


Figure 14. Installing the stand



Figure 15. Installing the stand

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

Steps

1. Remove the four screws (M4x10) that secure the back cover to the chassis assembly.
2. Pry the back cover up, starting from the top edge of the monitor.
3. Lift and hold on the back cover, remove the side mylar from the chassis, disconnect the keypad cable from the connector on the interface board.
4. Remove the back cover away from the monitor.



Figure 16. Removing the back cover

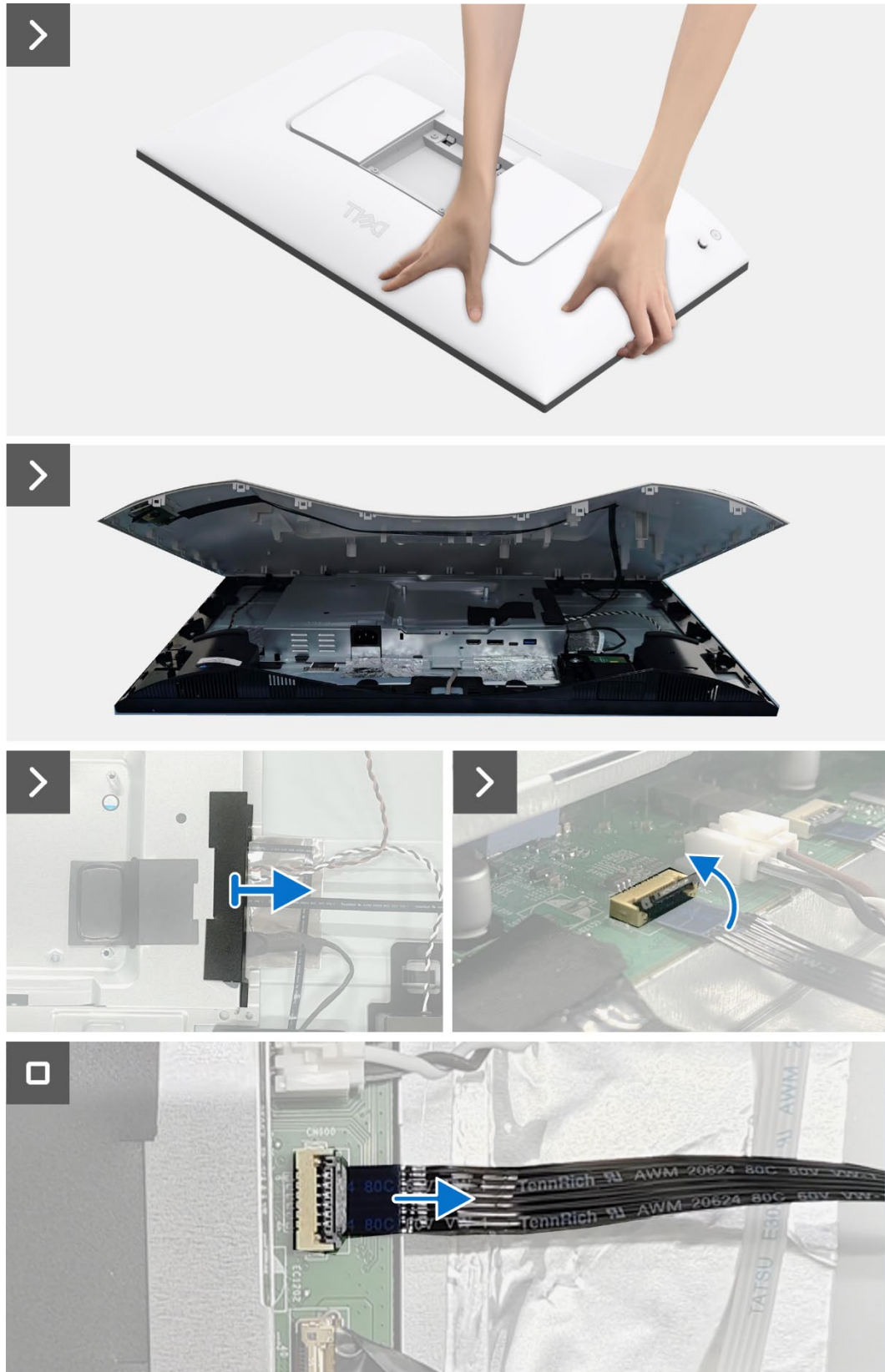


Figure 17. Removing the back cover

Installing the back cover

Steps

1. Lift the back cover up above the chassis, connect the keypad cable to the connector on the interface board, and attach the side mylar to the chassis.
2. Place and snap the back cover into place on the chassis assembly.
NOTE: Align the screw holes on the back cover with the screw holes on the chassis assembly before applying slight pressure to the back cover.
3. Replace the four screws (M4x10) to secure the back cover to the monitor.

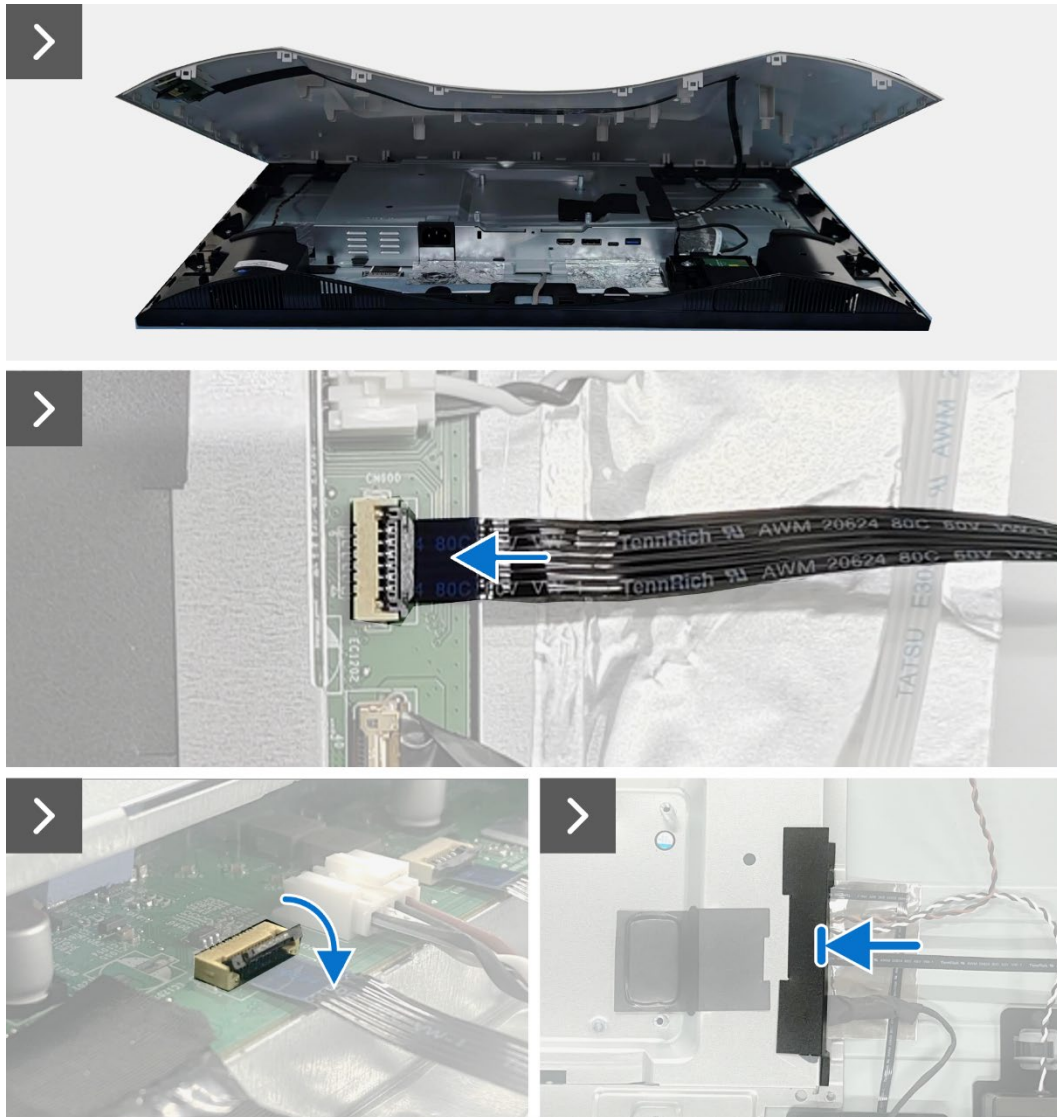


Figure 18. Installing the back cover

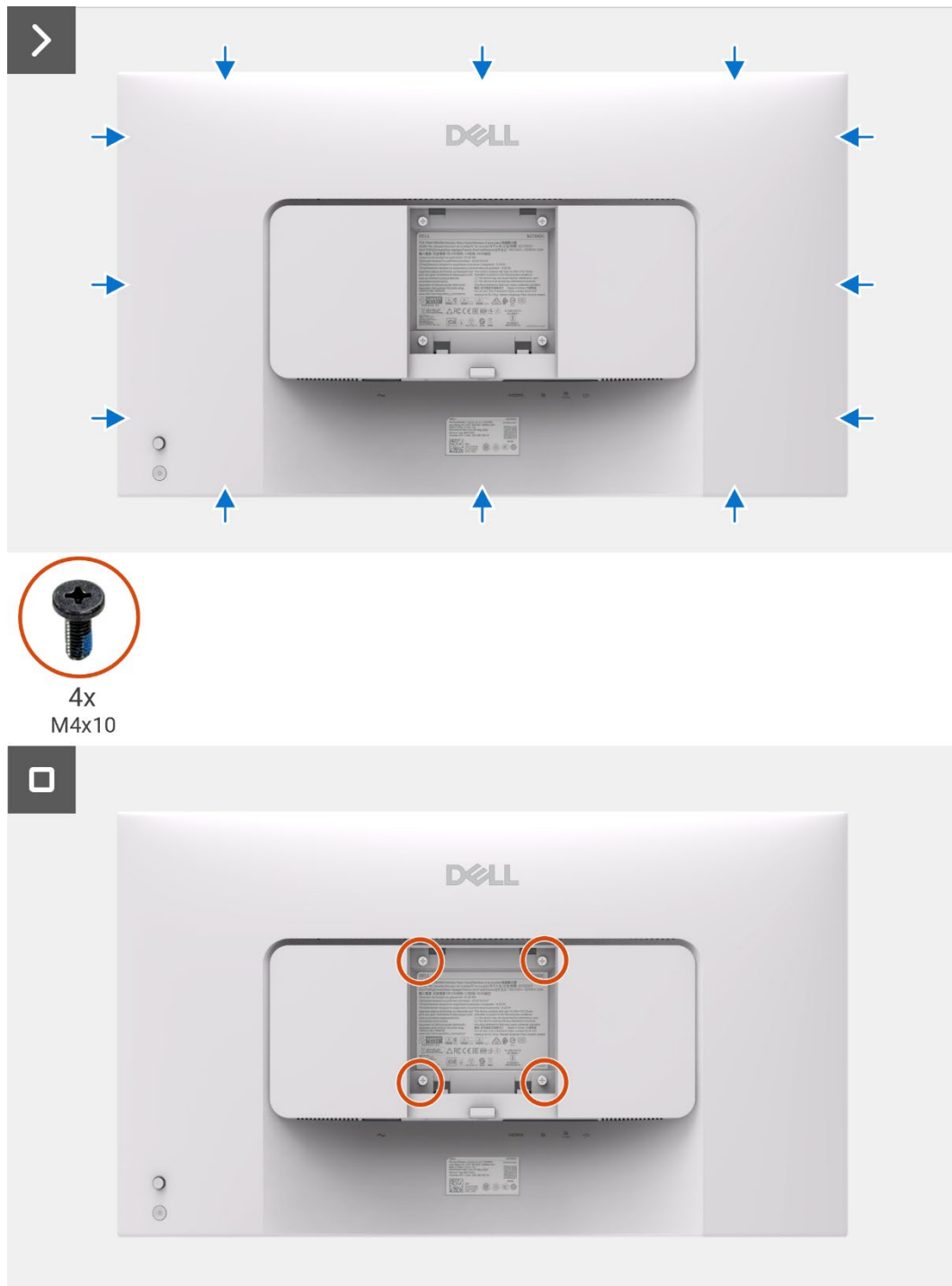


Figure 19. Installing the back cover

Next steps

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

Keypad board

Removing the keypad board

Prerequisites

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

Steps

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

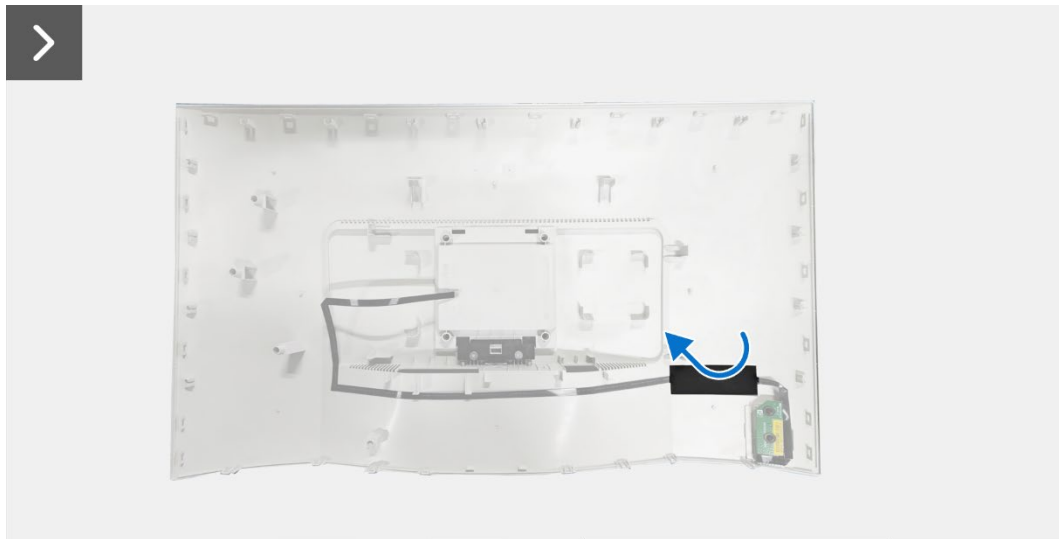


Figure 20. Removing the keypad board



2x
T3x6

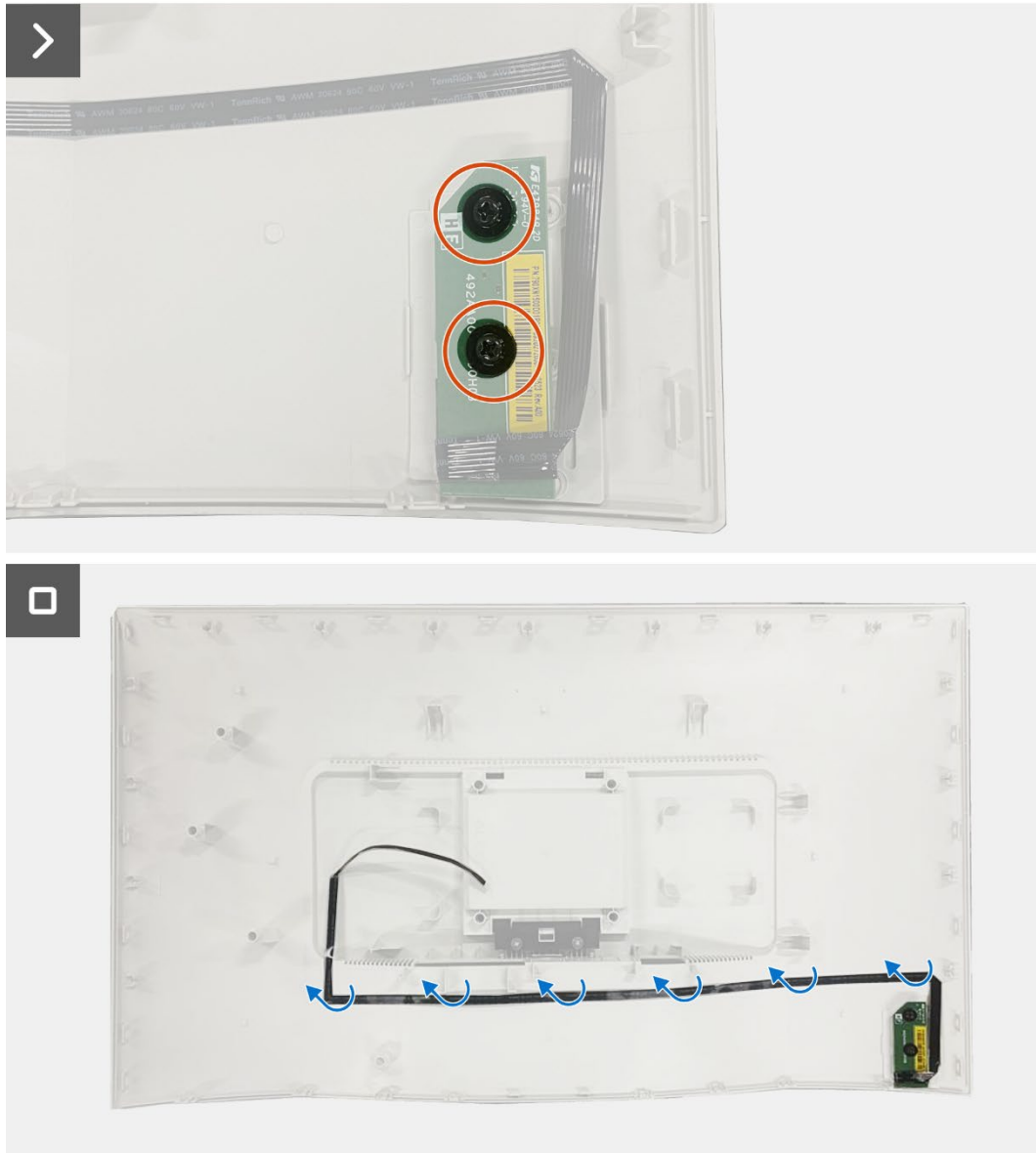


Figure 21. Removing the keypad board

Installing the keypad board

Steps

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



2x
T3x6

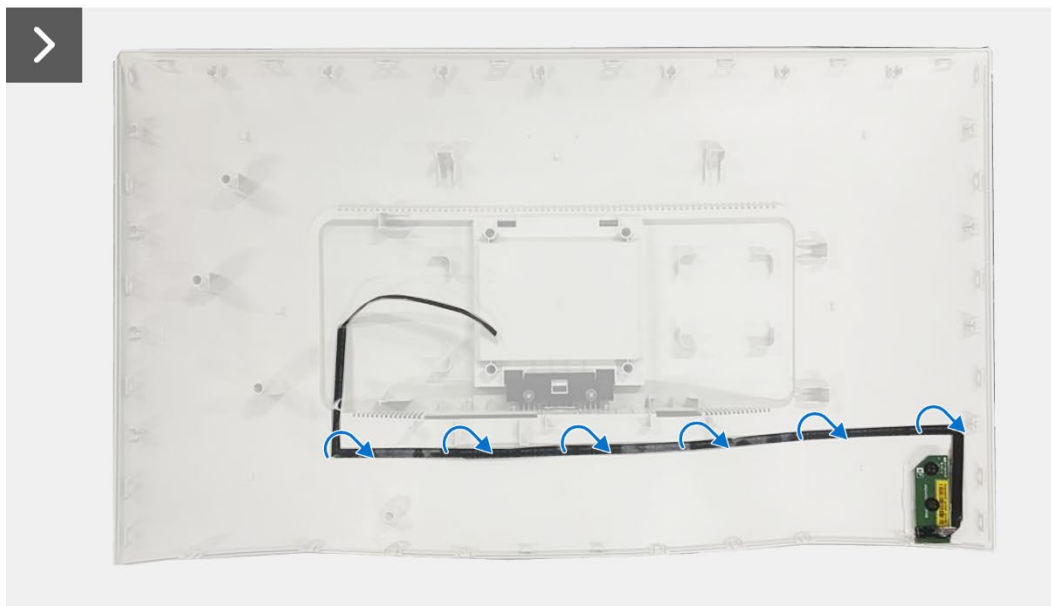
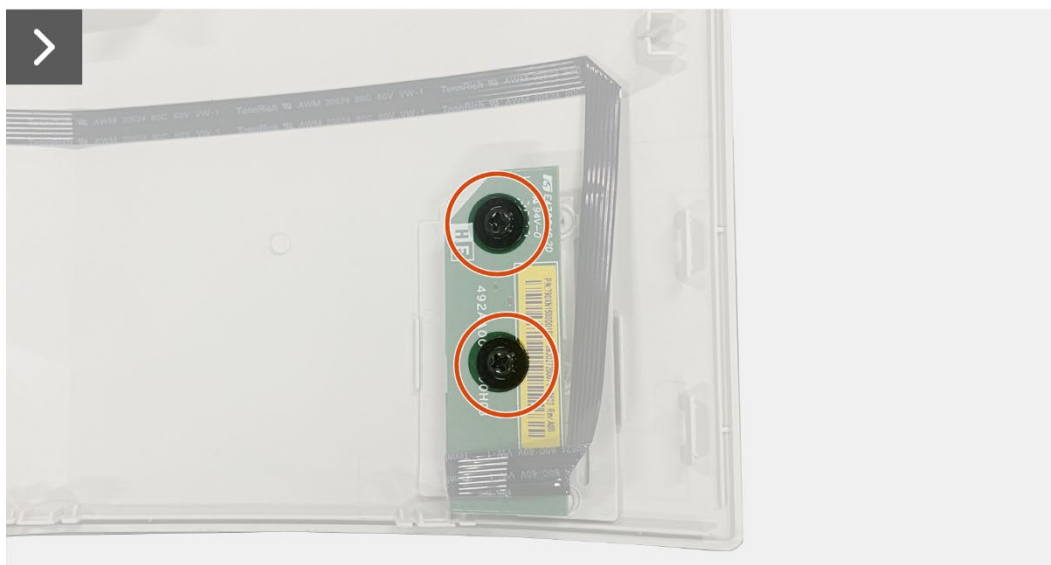


Figure 22. Installing the keypad board



Figure 23. Installing the keypad board

Next steps

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

Speakers

Removing the speakers

Prerequisites

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

Steps

1. Disconnect the speaker cable from the connector on the interface board.
2. Remove the speaker cable from the cable clips on the display middle-frame.
3. Remove the speakers from the display middle-frame.

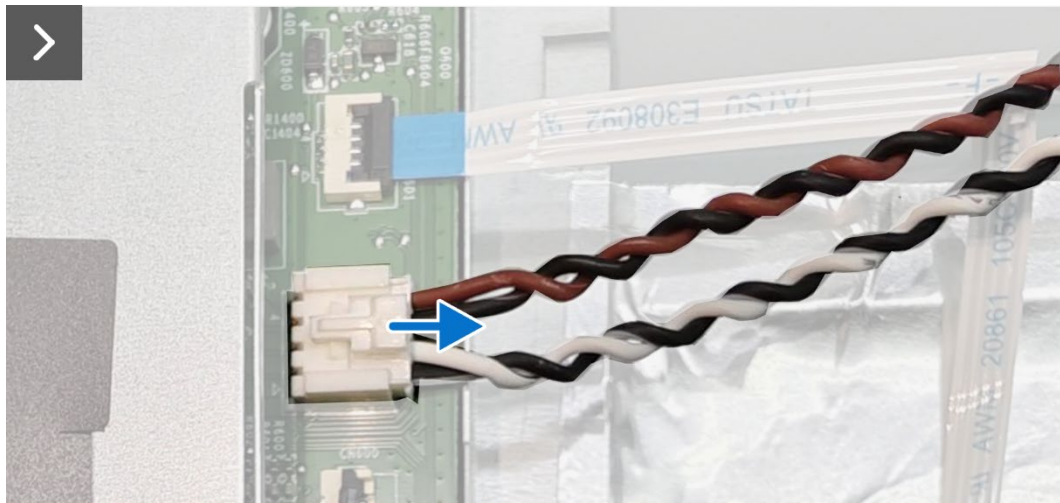


Figure 24. Removing the speakers

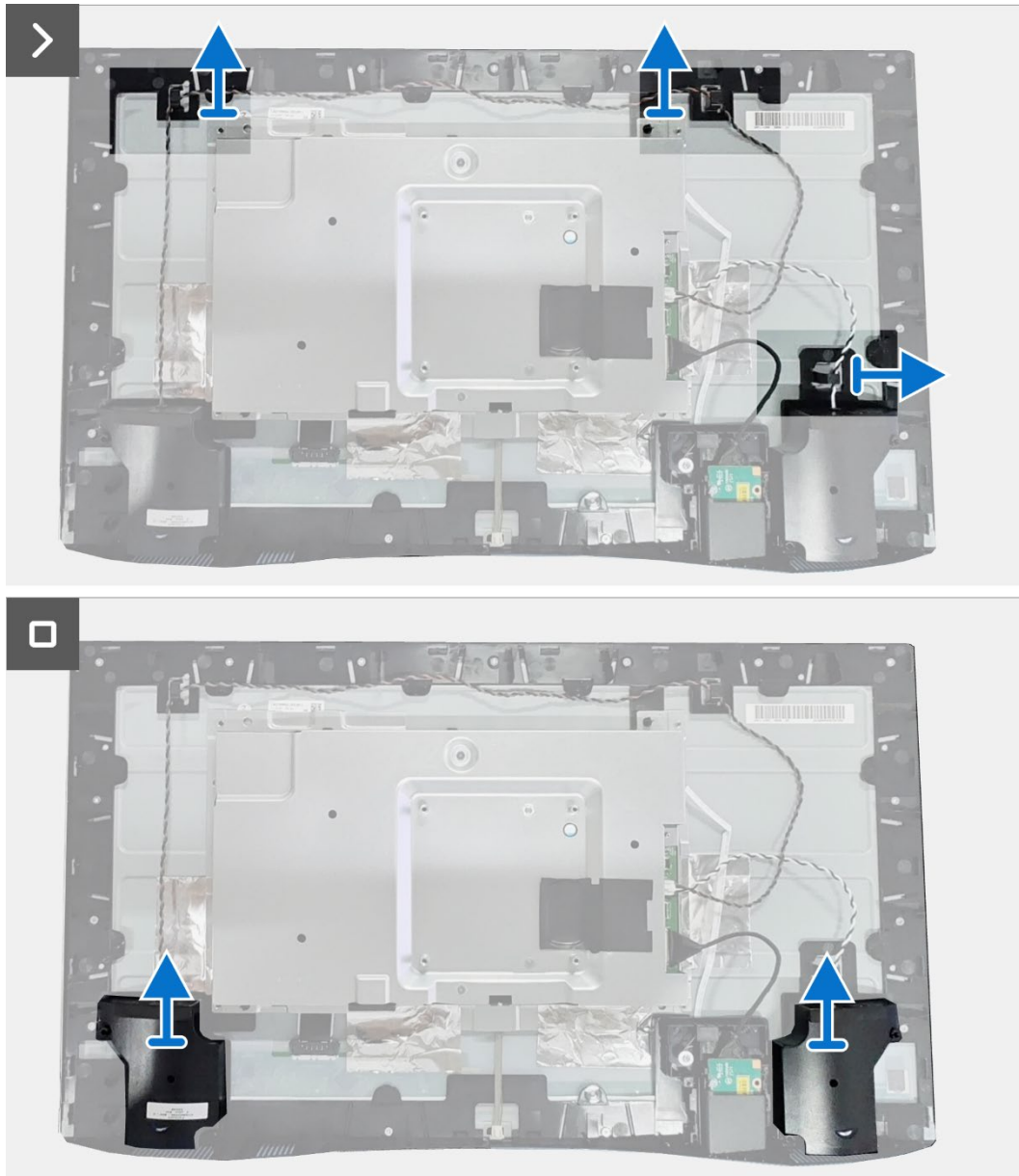


Figure 25. Removing the speakers

Installing the speakers

Steps

1. Align and place the speakers onto the display middle-frame.
2. Route the speaker cable through the cable clips on the display middle-frame.
3. Connect the speaker cable to the connector on the interface board.

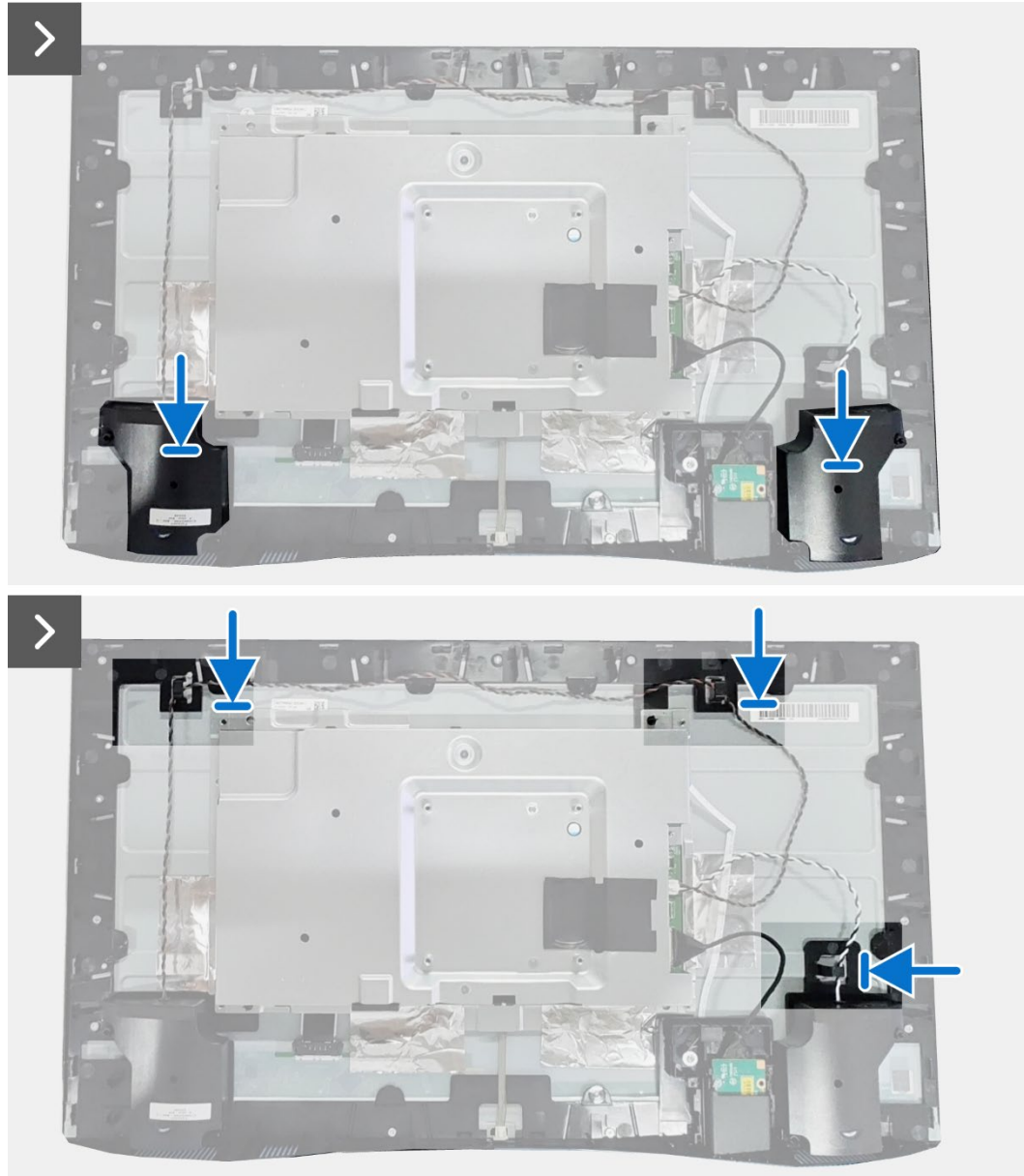


Figure 26. Installing the speakers

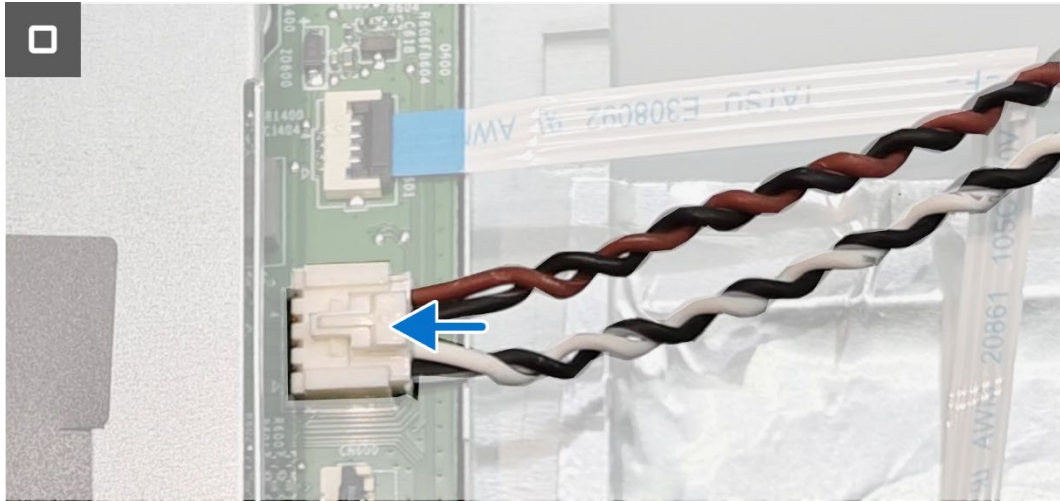


Figure 27. Installing the speakers

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](#).

QAP board

Removing the QAP board

Prerequisites

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

Steps

1. Peel the tape off from the connector on the interface board.
2. Disconnect the QAP cable from the connector on the interface board.
3. Remove the QAP module from the display middle-frame.
4. Remove the QAP back cover from the QAP module.
5. Remove the two screws (T3x6) that secure the QAP board to the QAP module.
6. Lift the QAP board out from the QAP module.
7. Disconnect the QAP cable from the connector on the QAP board.



Figure 28. Removing the QAP board

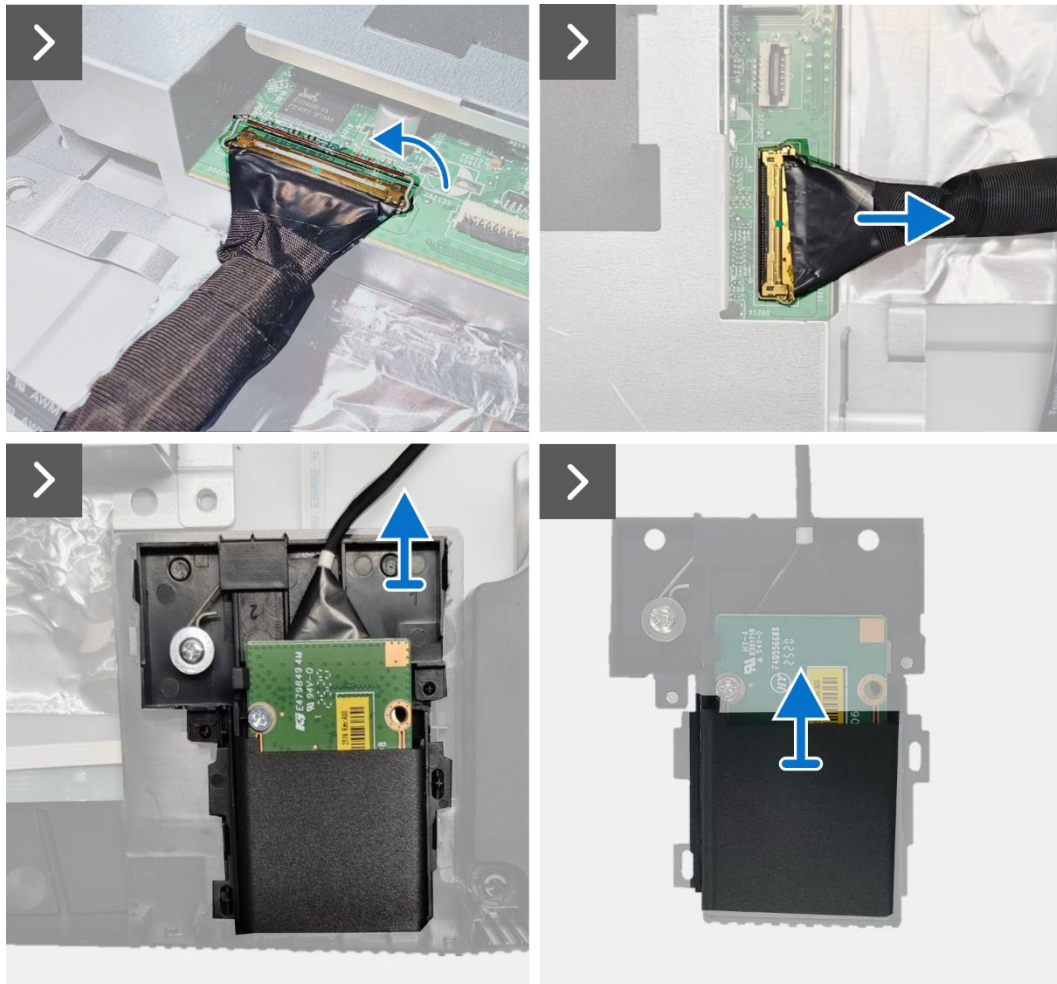


Figure 29. Removing the QAP board



2x
T3x6

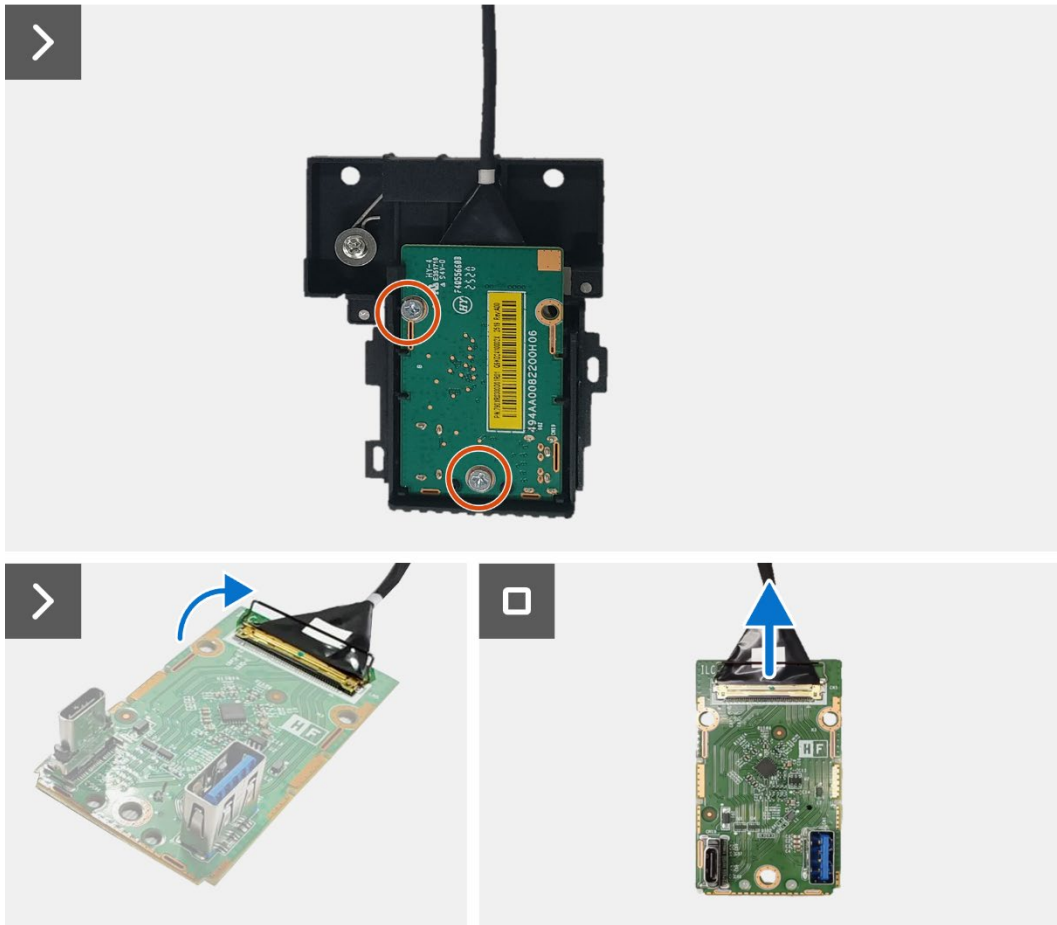


Figure 30. Removing the QAP board

Installing the QAP board

Steps

1. Connect the QAP cable to the connector on the QAP board.
2. Align and place the QAP board onto the QAP module.
3. Replace the two screws (T3x6) to secure the QAP board to the QAP module.
4. Attach the QAP back cover to the QAP module.
5. Attach the QAP module to the display middle-frame.
6. Connect the QAP cable to the connector on the interface board.
7. Adhere the tape on to the connector on the interface board.

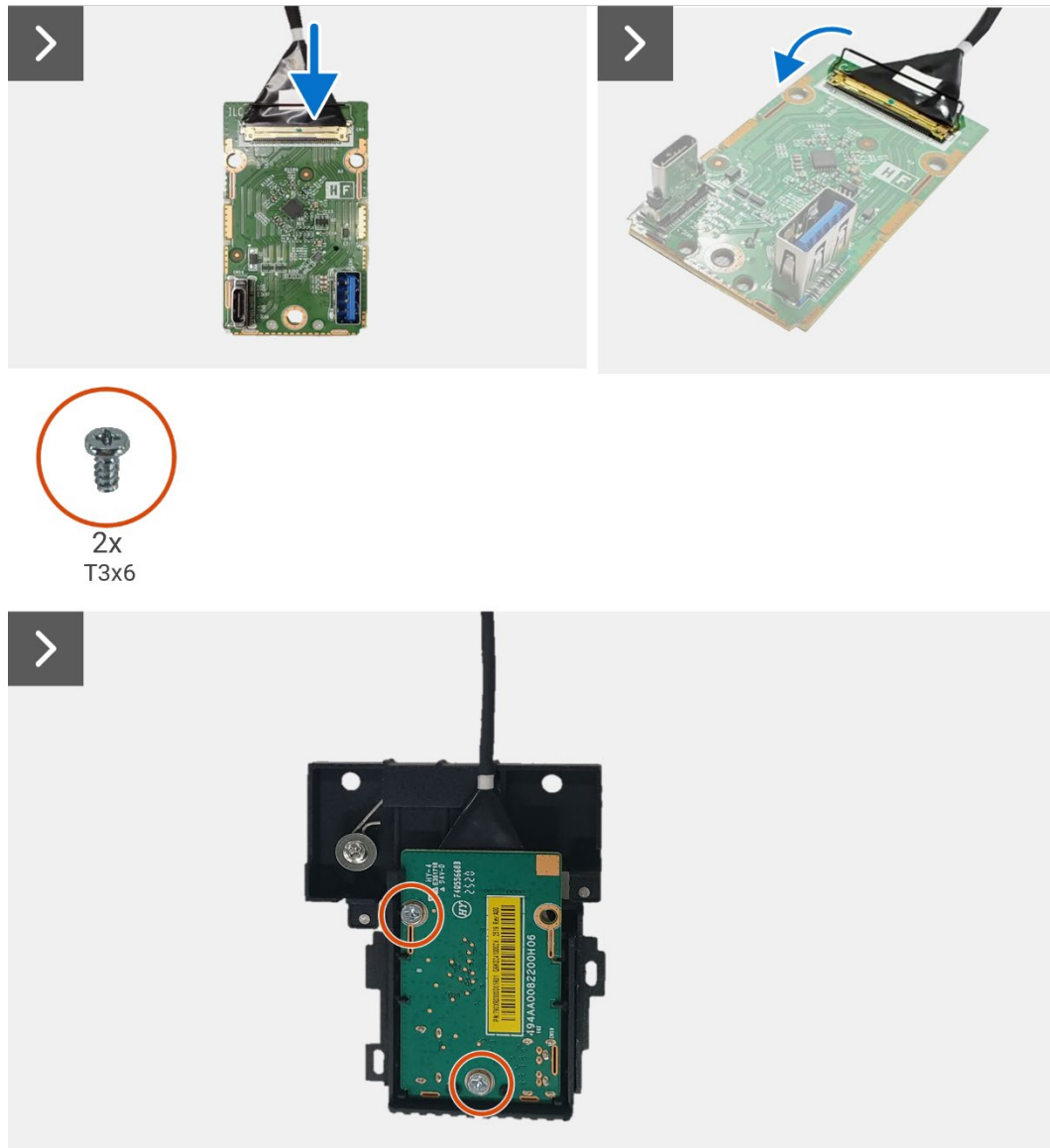


Figure 31. Installing the QAP board

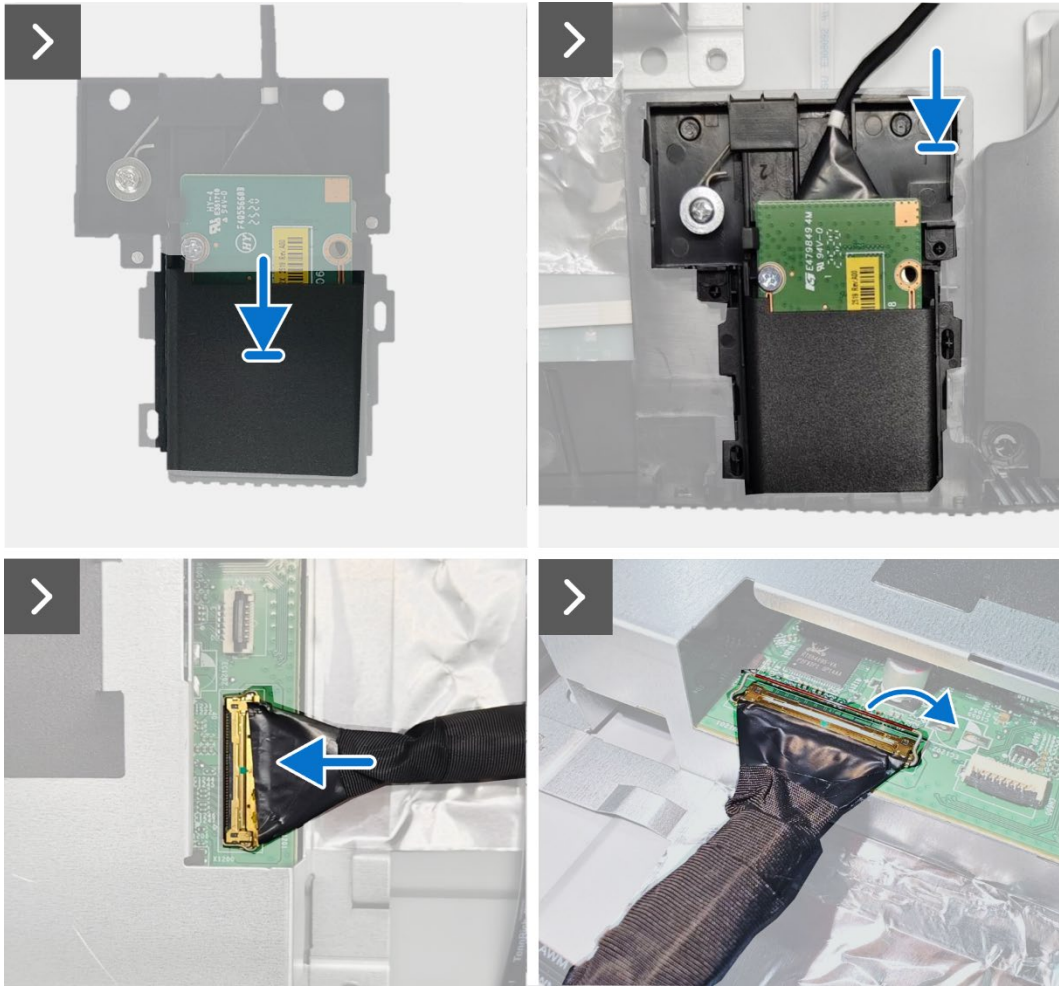


Figure 32. Installing the QAP board



Figure 33. Installing the QAP board

Next steps

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

Chassis assembly

Removing the chassis assembly

Prerequisites

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

Steps

1. Disconnect the LED cable from the connector on the interface board.
2. Disconnect the lightbar cable from the connector on the display panel.
3. Peel off the four aluminum foils from the display panel and chassis assembly.
4. Remove the two screws (M3x3) that secure the chassis assembly to the display panel.
5. Disconnect the LVDS cables from the connector on the display panel.
6. Remove the chassis assembly from the display panel.

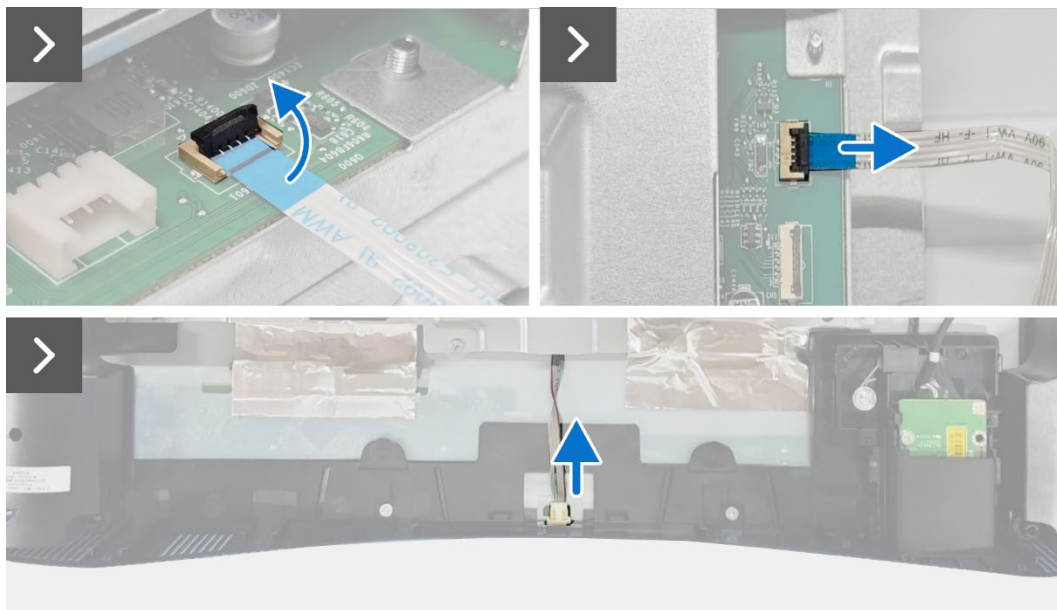
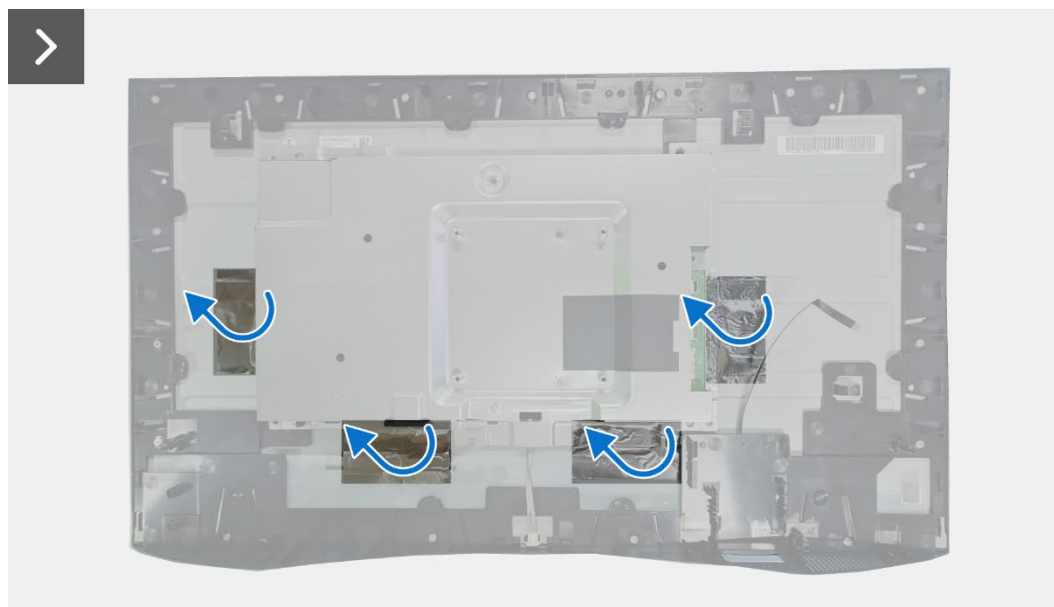


Figure 34. Removing the chassis assembly



2x
M3x3

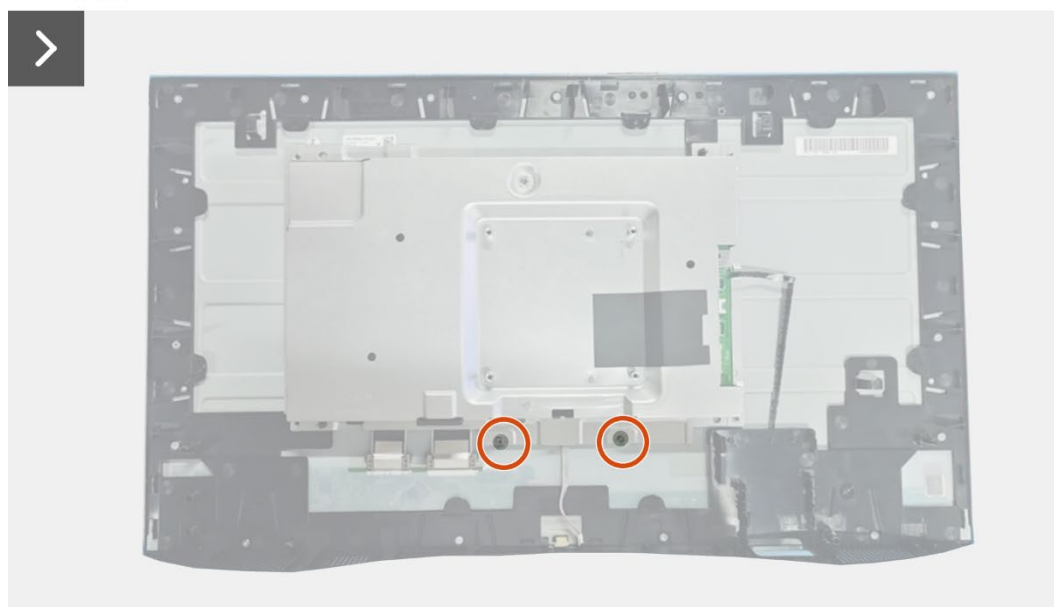


Figure 35. Removing the chassis assembly

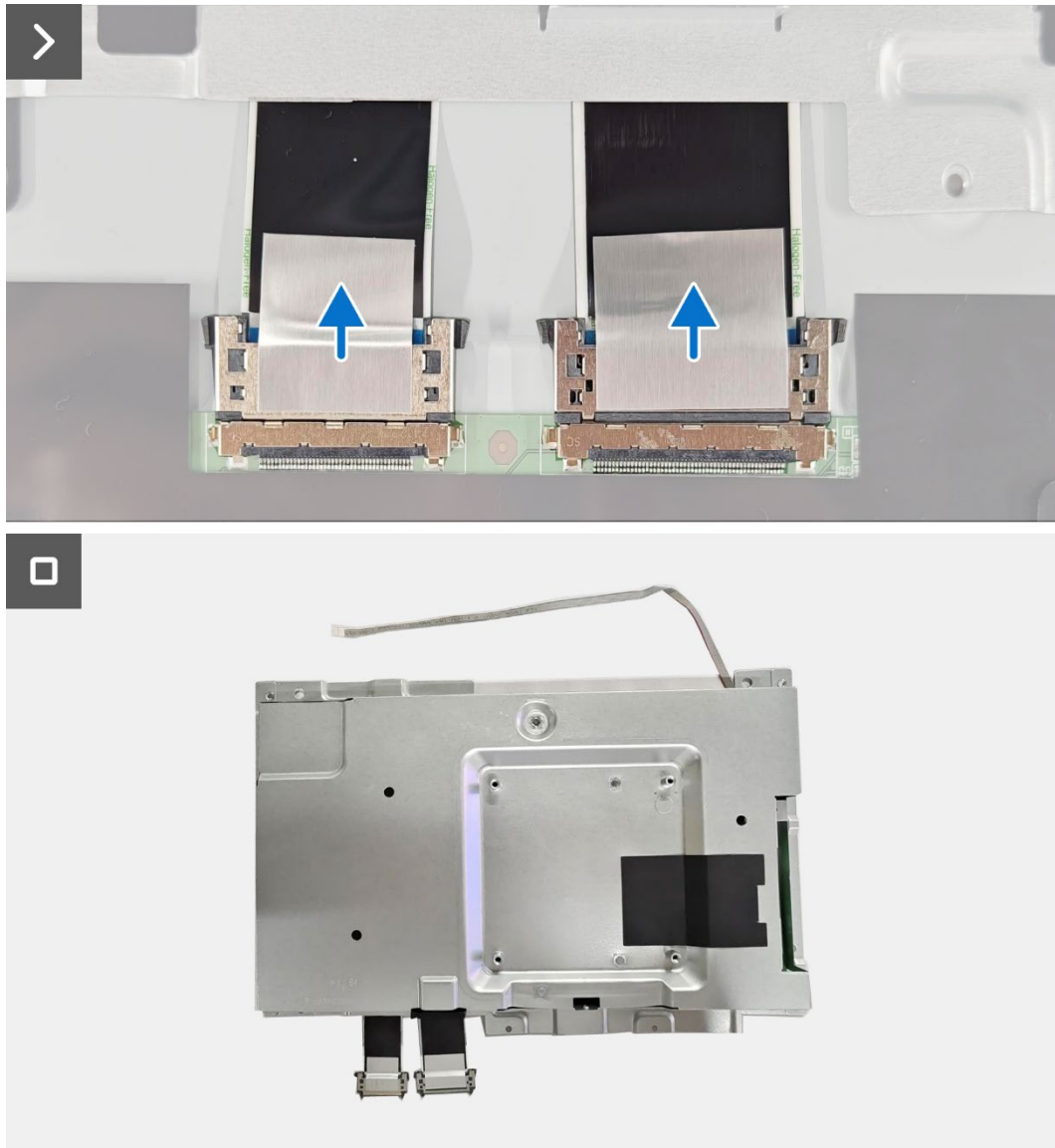


Figure 36. Removing the chassis assembly

Installing the chassis assembly

Steps

1. Place the chassis assembly on the display panel.
NOTE: Align the cross rib on the display middle-frame to the holes on the chassis assembly.
2. Connect the LVDS cables to the connector on the display panel.
3. Replace the two screws (M3x3) to secure the chassis assembly to the display panel.
4. Adhere four aluminum foils to the chassis assembly and display panel.
5. Connect the lightbar cable to the connector on the display panel.
6. Connect the LED cable to the connector on the interface board.

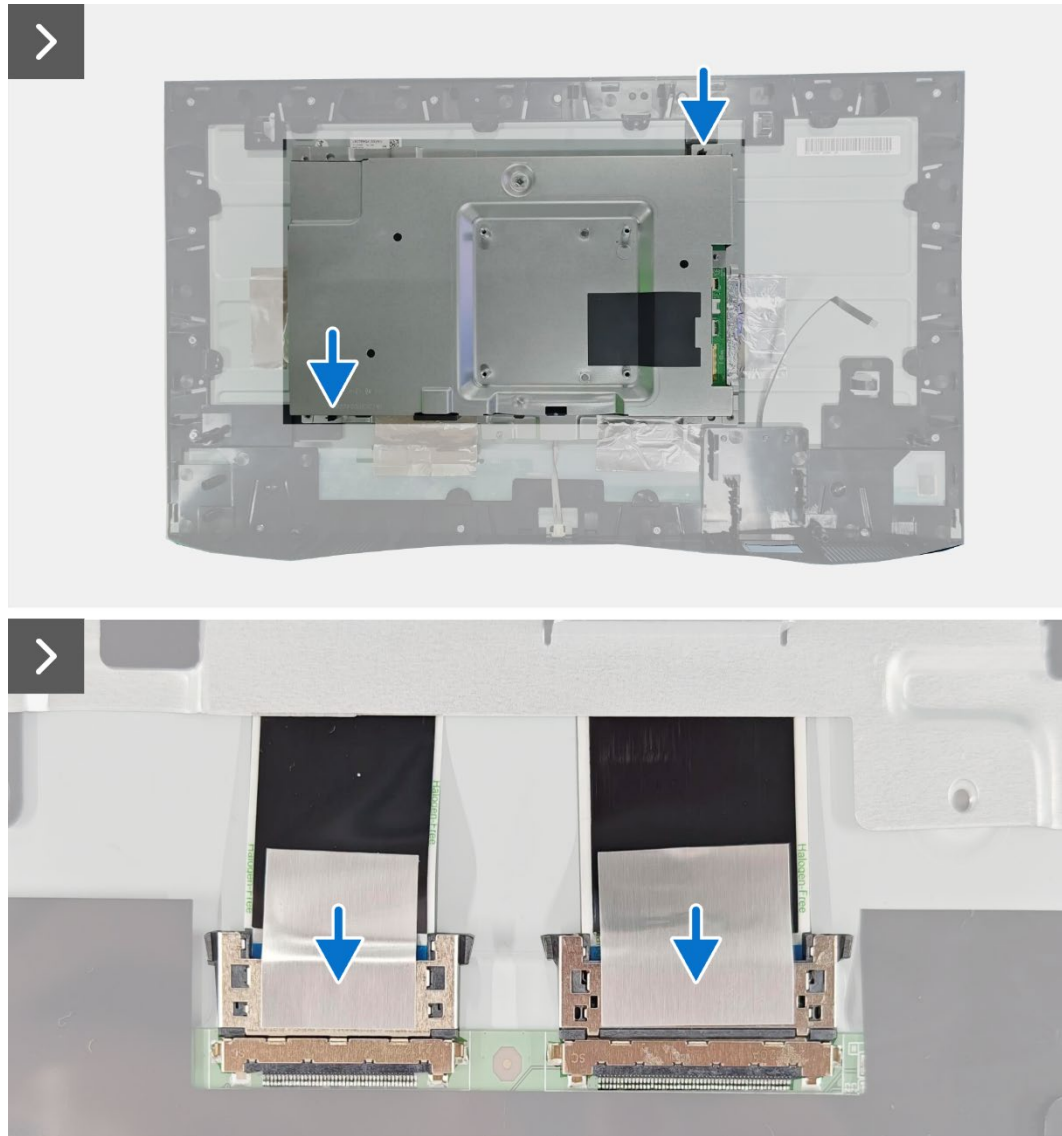


Figure 37. Installing the chassis assembly



2x
M3x3

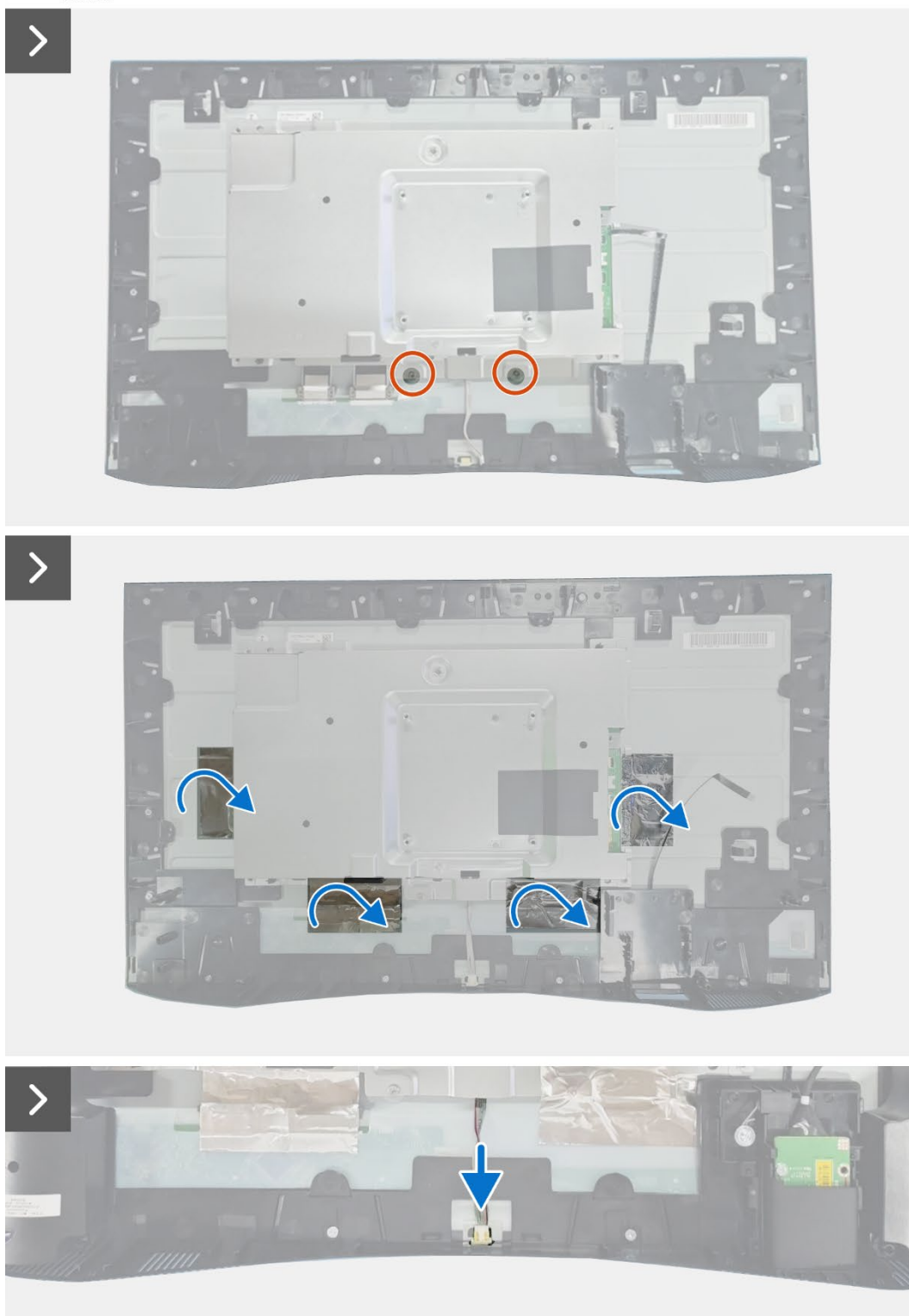


Figure 38. Installing the chassis assembly



Figure 39. Installing the chassis assembly

Next steps

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

Power board

Removing the power board

Prerequisites

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

Steps

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

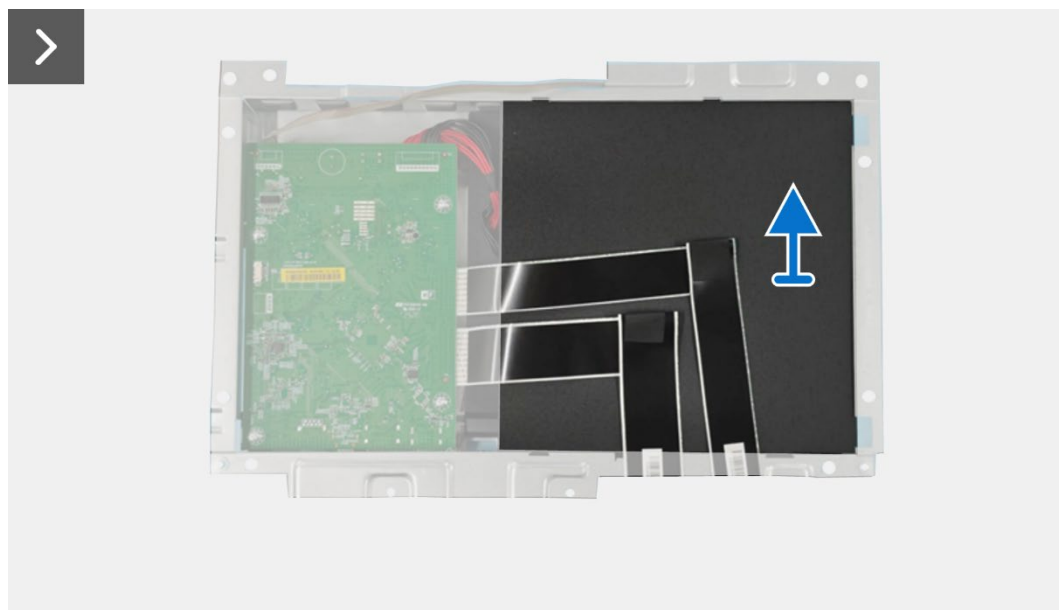


Figure 40. Removing the power board



7x
M3x6



1x
M4x9

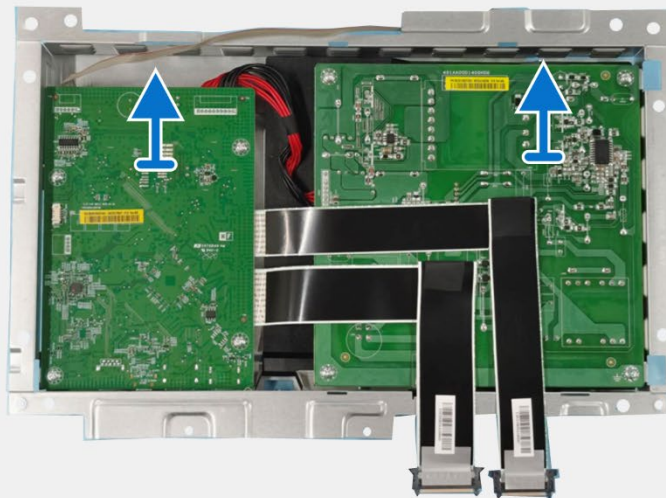
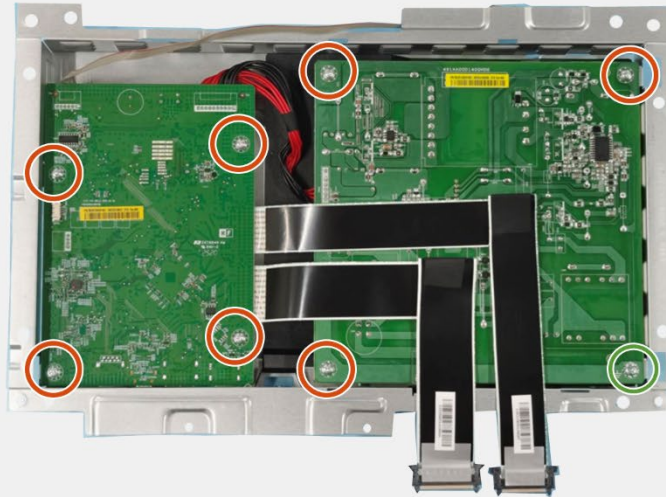


Figure 41. Removing the power board

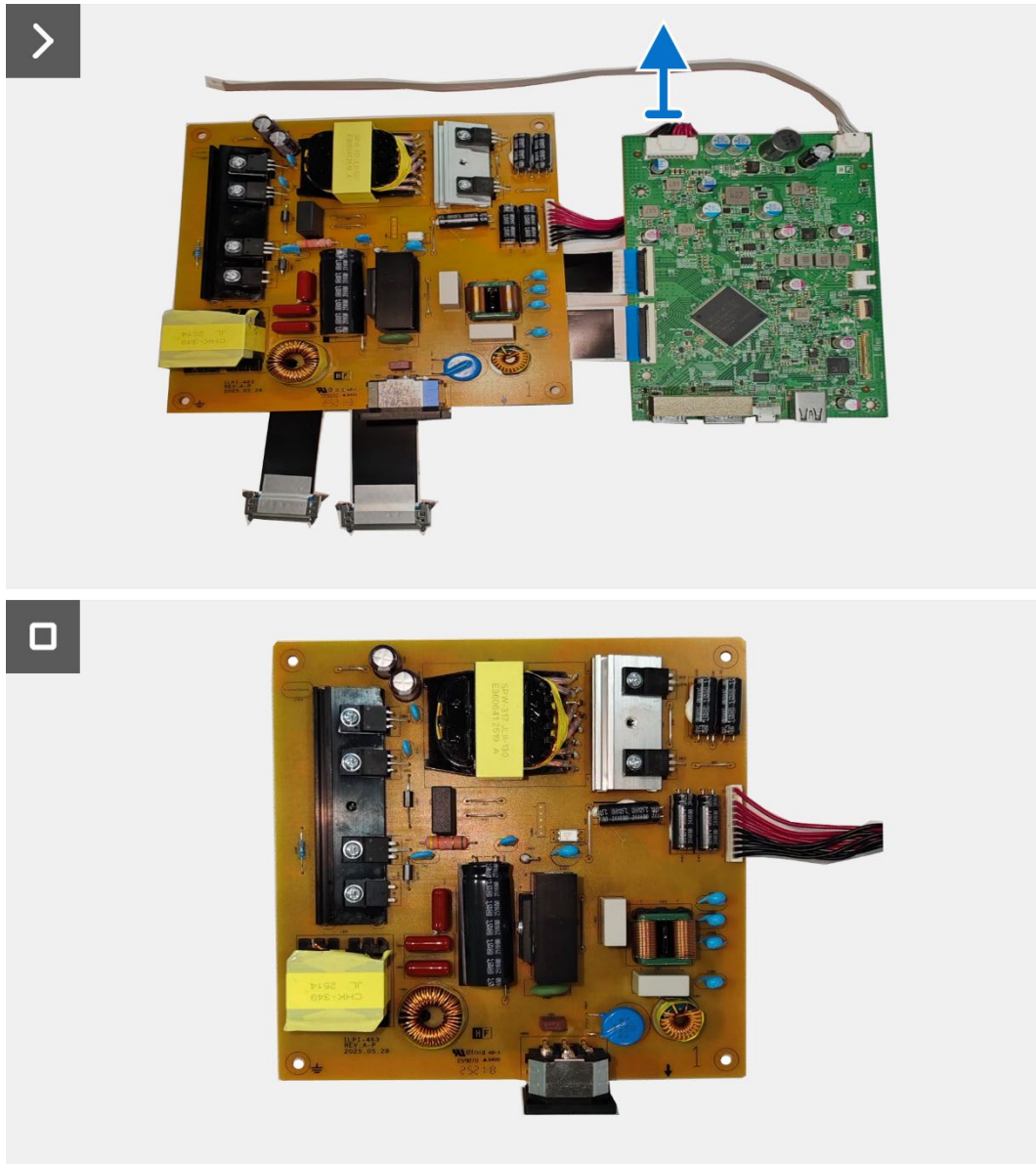


Figure 42. Removing the power board

Installing the power board

Steps

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

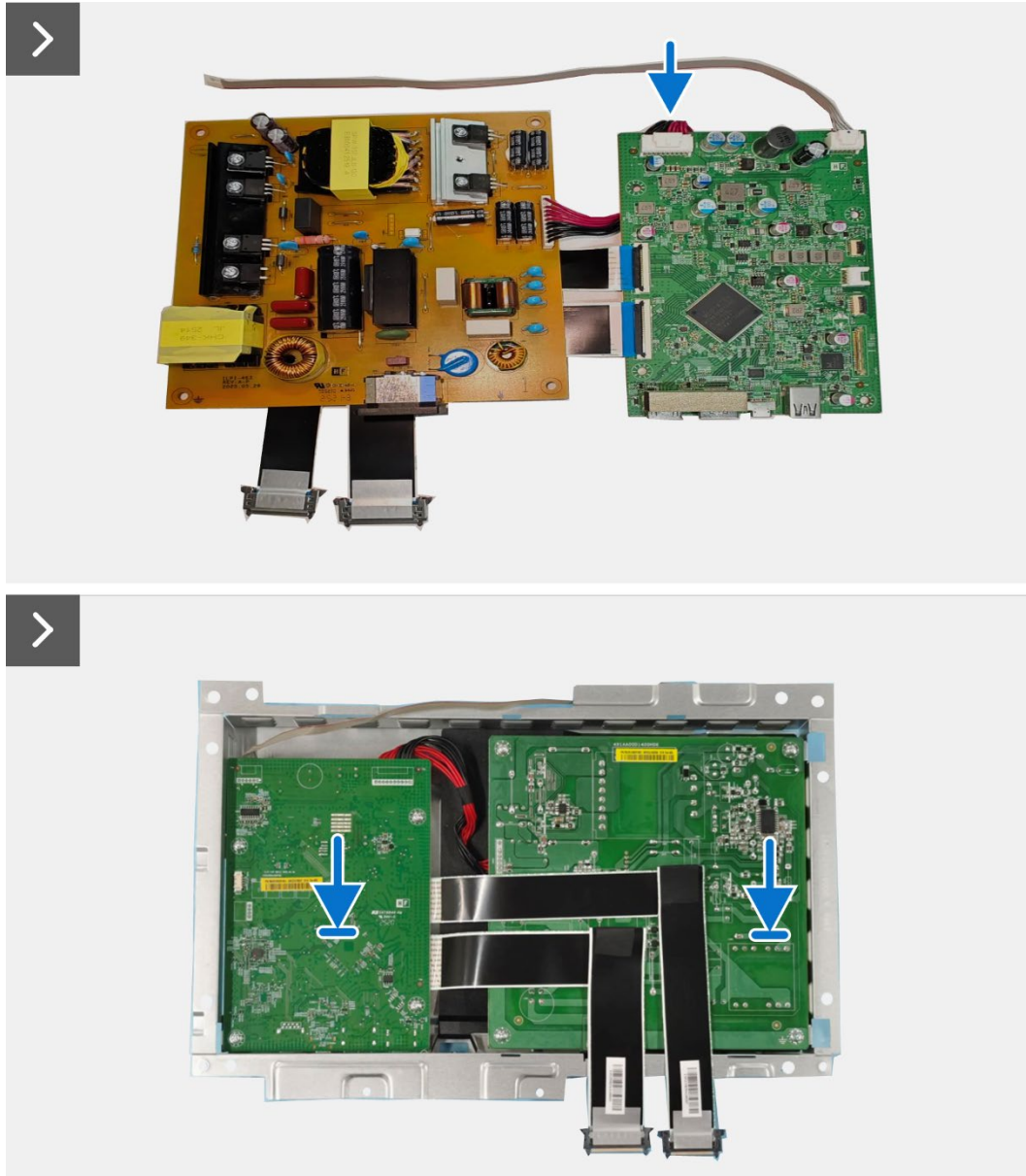


Figure 43. Installing the power board



7x
M3x6



1x
M4x9

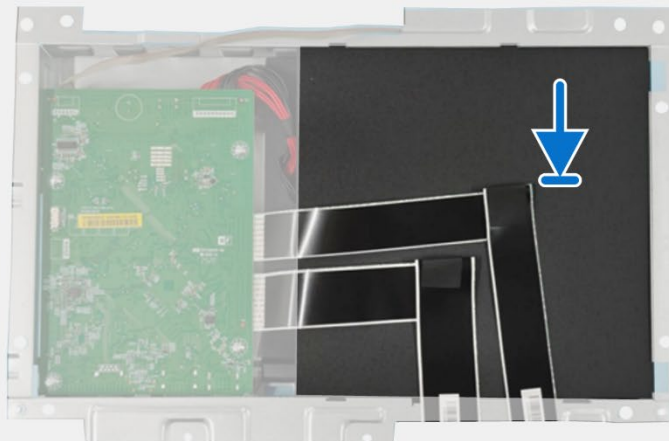
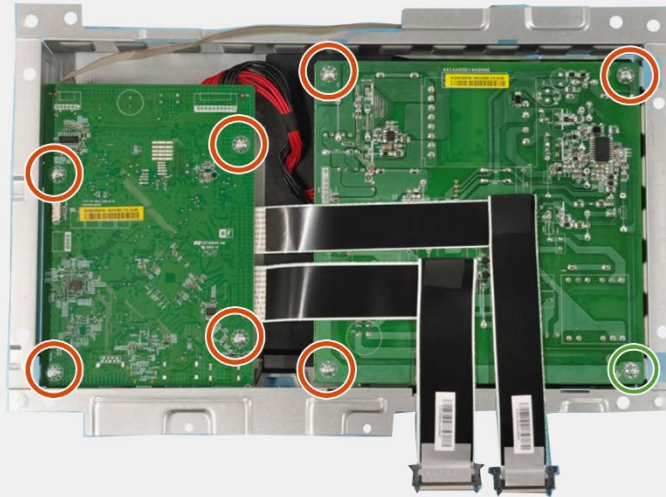


Figure 44. Installing the power board

Next steps

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

Interface board

Removing the interface board

Prerequisites

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

Steps

1. Disconnect the LVDS cables from the connector on the interface board.
2. Disconnect the lightbar cable from the connector on the interface board.

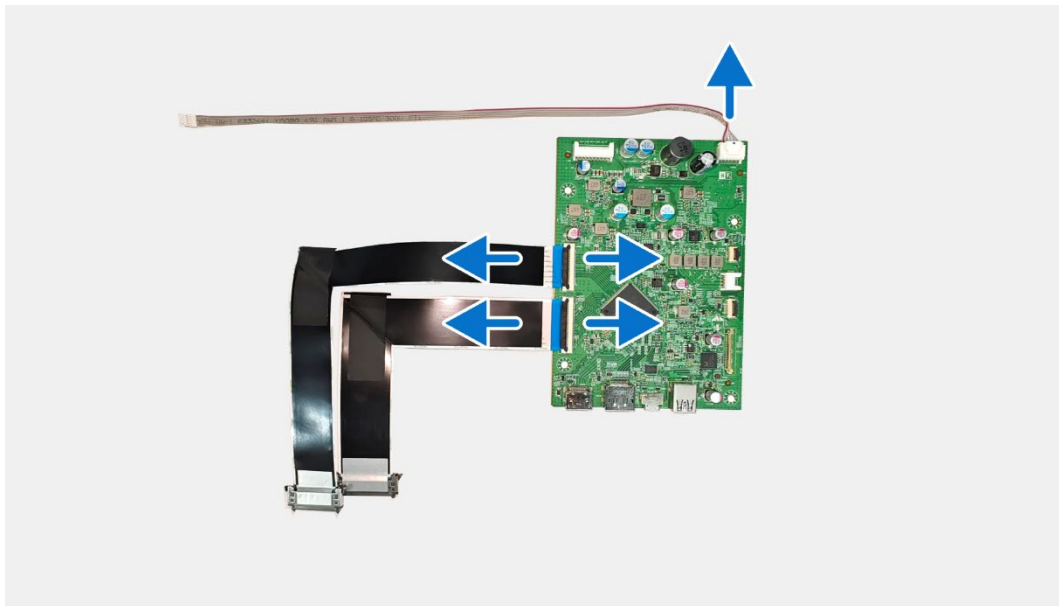


Figure 45. Removing the interface board

Installing the interface board

Steps

1. Connect the lightbar cable to the connector on the interface board.
2. Connect the LVDS cables to the connector on the interface board.

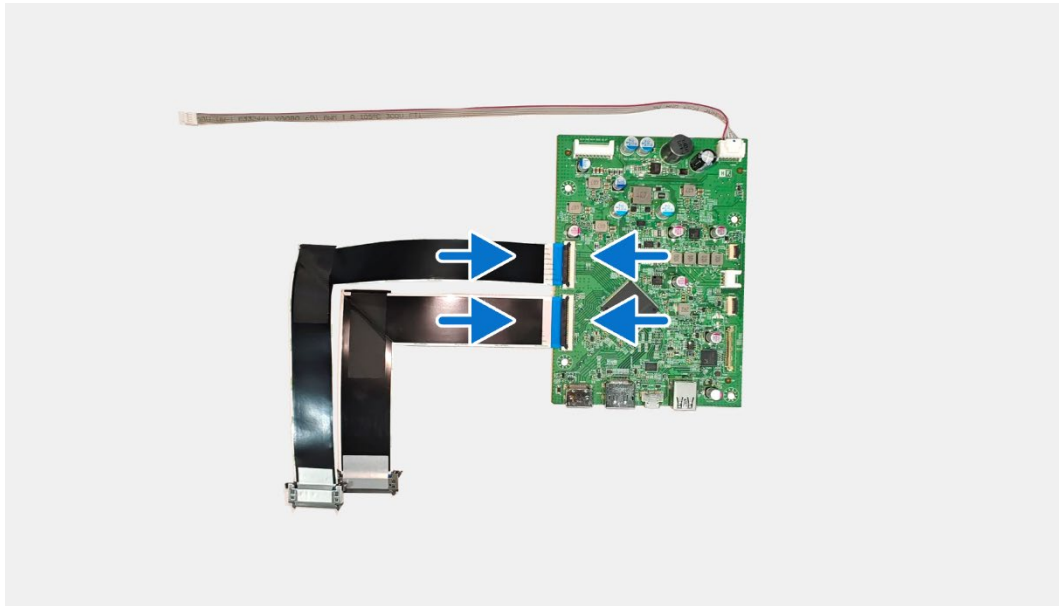


Figure 46. Installing the interface board

Next steps

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

LED board

Removing the LED board

Prerequisites

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

Steps

1. Remove the 17 screws (M3x4) that secure the display middle-frame to the display panel.
2. Remove the display middle-frame from the display panel.
3. Peel the mylar from the display middle-frame that covers the LED board.
4. Remove the screw (T2x3) that secures the LED board to the display middle-frame.
5. Peeling off the LED cable from the display middle-frame.
6. Remove the LED board from the display middle-frame.

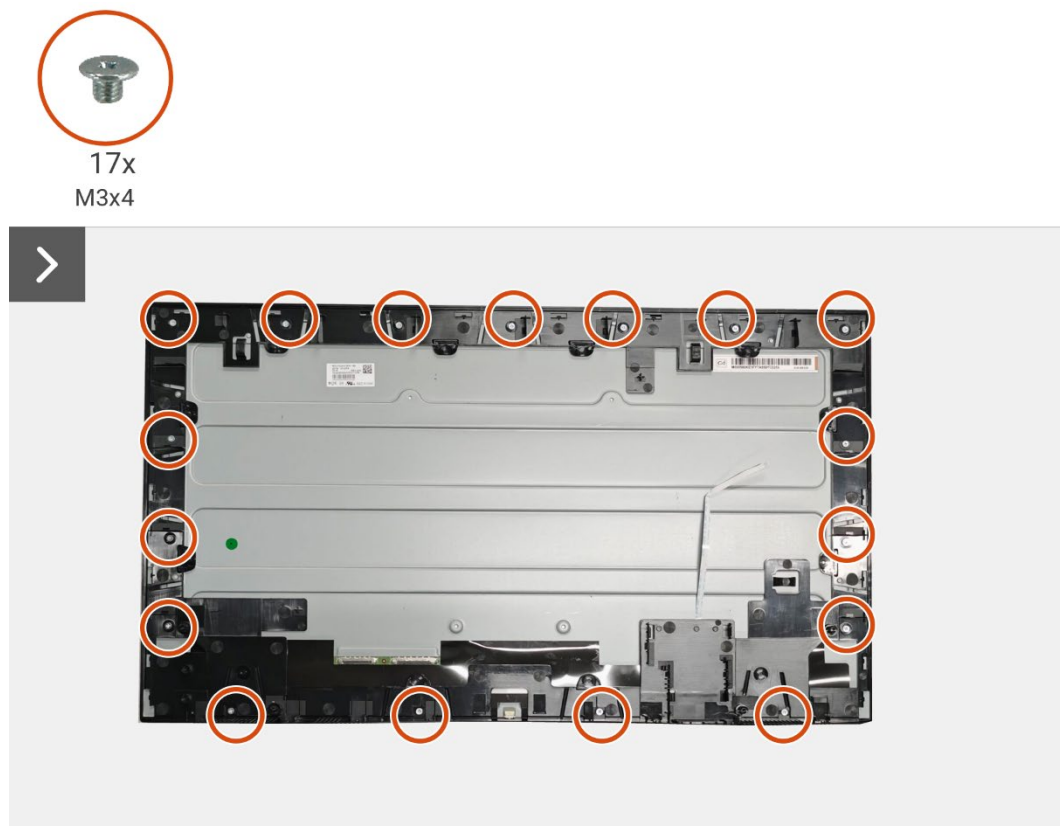


Figure 47. Removing the LED board

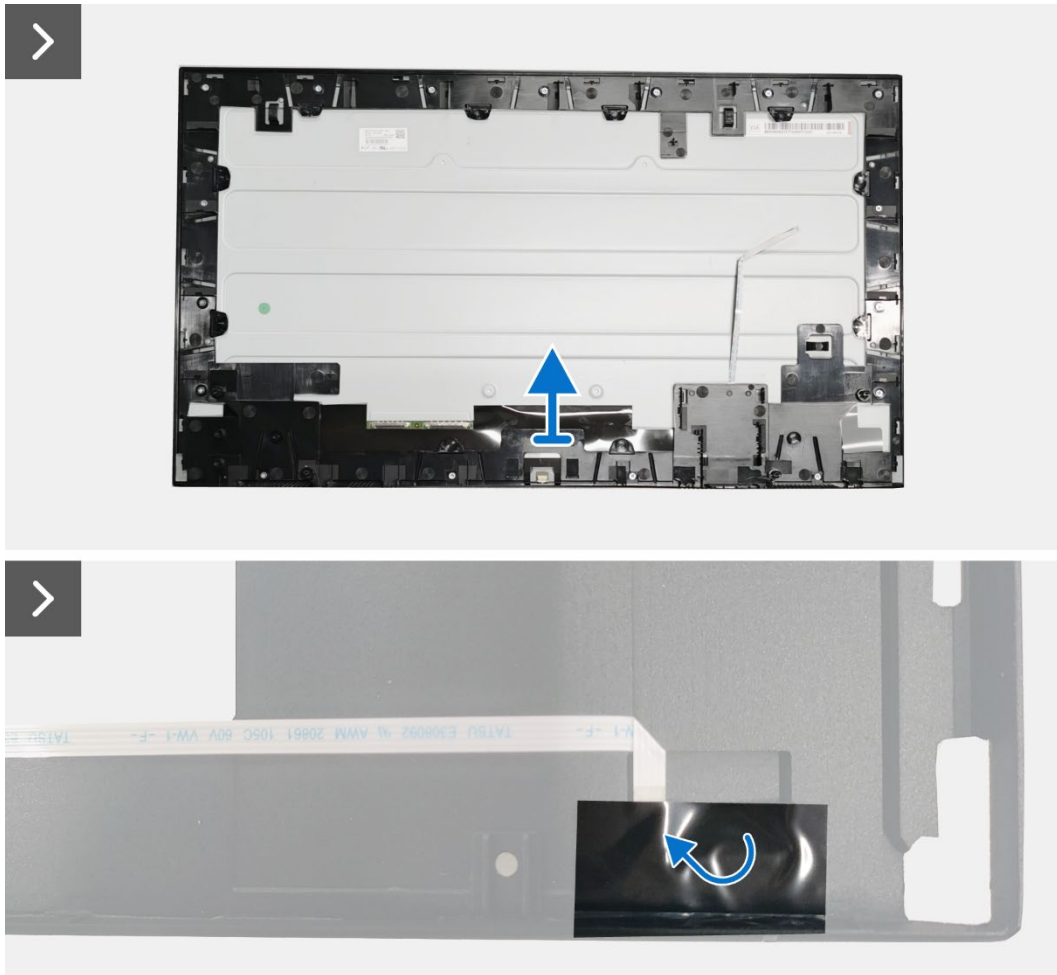


Figure 48. Removing the LED board



Figure 49. Removing the LED board

Installing the LED board

Steps

1. Align and place the LED board on the display middle-frame.
2. Replace the screw (T2x3) to secure the LED board to the display middle-frame.
3. Adhere the LED cable to the display middle-frame.
4. Adhere the mylar to cover the LED board.
5. Align and place the display middle-frame on the display panel.
6. Replace the 17 screws (M3x4) to secure the display middle-frame to the display panel.

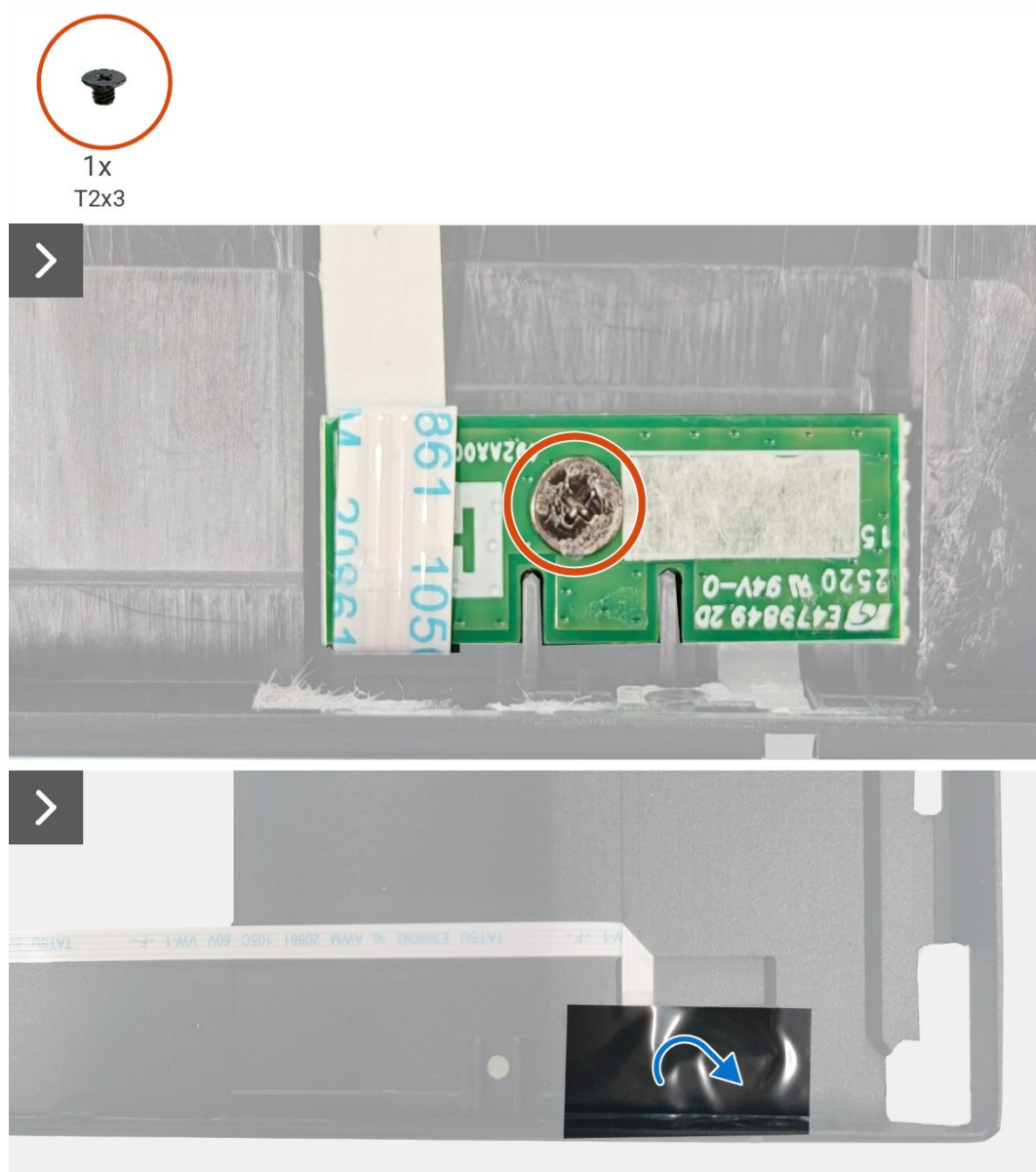


Figure 50. Installing the LED board

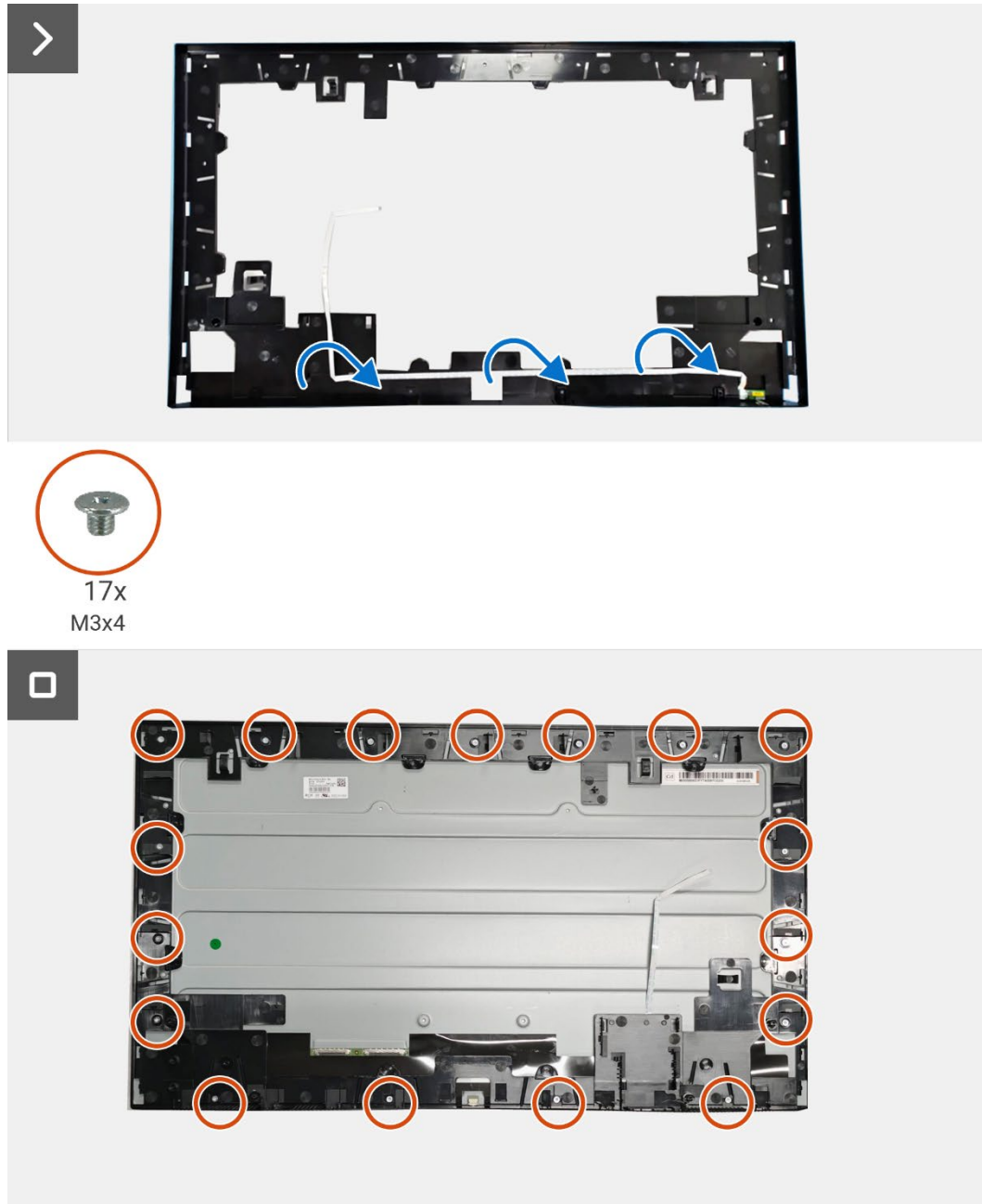


Figure 51. Installing the LED board

Next steps

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

Troubleshooting

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

Self-test

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

1. Turn off both your computer and the monitor.
2. Disconnect all video cables from the monitor. To ensure proper self-test operation, remove all digital cables from the back of the computer.
3. Turn on the monitor.

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

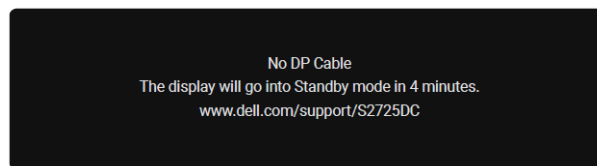


Figure 52. DisplayPort cable disconnected warning message

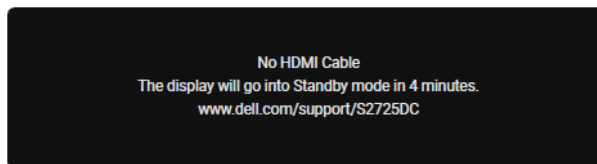


Figure 53. HDMI cable disconnected warning message

- ① **NOTE:** The message may be slightly different according to the connected input signal.
 - ① **NOTE:** A dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white.
 - ① **NOTE:** This message also appears during normal operation, when the video cable is disconnected or damaged.
4. Turn off your monitor and reconnect the video cable; then turn on your computer and the monitor.

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

Built-in diagnostics

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

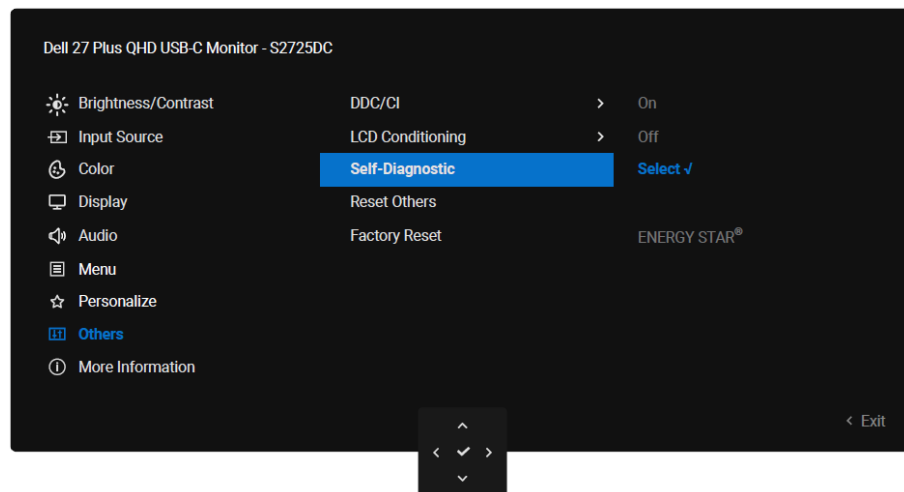


Figure 54. Built-in diagnostics function buttons

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. Move the joystick to navigate and select **Others** and then **Self-Diagnostic**.
5. Press the joystick to initiate the built-in diagnostics. A gray screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Switch 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, switch the joystick control again.

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

Common problems

The following table provides 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	- 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.
No video/power LED on	No picture or no brightness	- 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.
Poor focus	The picture is fuzzy, blurry, or ghosting	- Disconnect 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. - 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 Dell Display Pixel Guidelines.
Stuck-on pixels	LCD screen has bright spots	- 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 Dell Display Pixel Guidelines.
Brightness problems	Picture too dim or too bright	- Reset the monitor to factory settings (Factory Reset). - Adjust brightness and contrast controls using OSD.
Horizontal/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.
Synchronization problems	Screen is scrambled or appears torn	- Reset the monitor to factory settings (Factory Reset). - 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 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 a monitor self-test feature check to (see Self-test) determine if the intermittent problem occurs in self-test mode.
Missing color	Picture 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	• Try different Preset Modes in Color settings OSD. Adjust R/G/B value in Custom Color in Color settings 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	A faint shadow from the static image that is 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 OSD to Extreme, Fast or Normal depending on your application and usage.
The display remains in standby mode or unable to resume from suspend with an attached device(s), for example external streaming dongle	Power LED breathing	• Press Monitor Joystick button on the remote to wake up from sleep mode. • And then enable the Fast Wakeup in the Personalize menu OSD.

Product-specific problems

Table 8. Product-specific problems and solutions.

Specific symptoms	What you experience	Possible solutions
The screen image is too small	The image is centered on the screen, but does not fill the entire viewing area	- Check the Aspect Ratio setting in the Display settings OSD. - Reset the monitor to factory settings (Factory Reset).
Cannot adjust the monitor settings 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.
No input signal when user controls are pressed	No picture, the LED light is white	- Check the signal source. Ensure that the computer is not in Standby Mode by moving the mouse or pressing any key on the keyboard. - Check if the video cable is plugged in properly. Disconnect and reconnect the video 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/DisplayPort/USB-C port	When connected to some dongle/docking device at the port, there is no video when unplugging/plugging the cable from the computer	Unplug the HDMI/DisplayPort/USB-C cable from dongle/docking device, then plug the docking HDMI/DisplayPort/USB-C cable to the notebook.
When a PS console is connected, the monitor is not compatible with the 1080i (interlaced) video timing	A message appears to notify you that the monitor does not support the current input timing	Change the resolution of the PS console in Safe Mode. For the information about setting up the resolution, go to the official website of PlayStation.
No image when using USB-C connection to computer, laptop, and so on	Black screen	- Verify if the USB-C interface of the device can support DP Alternate mode. - Verify if the device requires more than 65 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	- Verify if the device can support one of the 5 V/9 V/15 V/20 V charging profiles. - Verify if the Notebook requires a > 65 W power adapter. - If the Notebook requires a > 65 W power adapter, it may not charge with the USB-C connection. - Ensure that you use only the 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	- Check if the maximum power consumption of the device is over 65 W. - Ensure that you use only the Dell approved adapter or the adapter that comes with the product. - Ensure that the USB-C cable is not damaged.
No image when using DP connection to the personal computer	Black screen	Verify which DP standard (DP 1.1a or DP 1.2 or DP 1.4) is your graphics card is certified for. Download and install the latest graphics card driver.

Universal Serial Bus (USB) specific problems

Table 9. Universal Serial Bus (USB) specific problems and solutions.

Specific symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your monitor is turned on. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Turn off the monitor and turn it on again. • Reboot the computer. • Certain USB devices such as portable hard drive require a higher power source; connect the drive to the computer directly.
USB-C port 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 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	• Check that your computer is USB 5Gbps-compatible. • Check OSD setting USB-C Prioritization set to High Data Speed. • Some computers have USB 5Gbps, USB 10Gbps, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.
Wireless USB peripherals stop working when a USB 5Gbps, USB 10Gbps 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 5Gbps, USB 10Gbps 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, USB 10Gbps port.
Wireless USB mouse does not work properly	When plugged into one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	• Unplug the Wireless USB Mouse receiver and plug it into one of the Quick Access USB ports at the bottom of the monitor.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

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 in your purchase invoice, packing slip, bill, or Dell product catalog.

Revision History

The following table provides the revision history of this document:

Table 10. Revision history.

Revision	Date	Description
A00	August 2025	Original publish date.
A01	September 2025	Revised the fonts, and updated all illustration artifacts and hyperlinks to meet Accessibility Compliance guidelines.