

Dell Pro P 43 4K Huddle Conferencing Monitor

P4326QEB

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.

Contents

Safety instructions	5
Before working inside your monitor	6
After working inside your monitor	6
View of P4326QEB Monitor	7
Front view	7
Back view	8
Bottom view	9
Major components of P4326QEB monitor	10
Wiring connectivity diagram	12
Connecting your monitor	13
Disassembly and reassembly	15
Recommended tools	15
Screw list	15
Stand	16
Removing the stand	16
Installing the stand	17
Back cover	18
Removing the back cover	18
Installing the back cover	19
Keypad board	20
Removing the keypad board	20
Installing the keypad board	21
Speakers	22
Removing the speakers	22
Installing the speakers	23
Wall mount bracket	24
Removing the wall mount bracket	24
Installing the wall mount bracket	25
Main chassis	26
Removing the main chassis	26
Installing the main chassis	27
I/O Cover	28
Removing the I/O cover	28
Installing the I/O Cover	29
Camera module	30
Removing the camera module	30
Installing the camera module	31
Middle frame	32
Removing the middle frame	32
Installing the middle frame	33
Touch board	34
Removing the touch board	34
Installing the touch board	35
Main board	36
Removing the main board	36
Installing the main board	37

Power board	38
Removing the power board	38
Installing the power board	39
Troubleshooting	40
Self-test	40
Built-in diagnostics	40
Common problems	41
Product-specific problems	42
Microsoft® Teams® specific problems	45
Universal Serial Bus (USB) specific problems	45
Contacting Dell	46
Revision History	47

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 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 monitors that support it) can 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 pressed with a sharp object.
 - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
 - Keep the monitor at room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
 - Connect the power cable from the monitor to a wall outlet that is near and accessible. See [Connecting your monitor](#).
- Do not place or 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 running 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 the keyboard, mouse, and dock from your monitor.
- ⚠ **WARNING:** To disconnect a network cable, first unplug the cable from your monitor and then unplug the cable from the network device.
5. Remove any media card and optical disc from your monitor, if applicable.

After working inside your monitor

⚠ **CAUTION:** Leaving stray or loose screws inside your monitor may severely damage 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. Reinsert any media cards, discs, or any other parts that you removed before working on your monitor.
4. Connect your monitor and all attached devices to their electrical outlets.
5. Turn on your monitor.

View of P4326QEB Monitor

Front view

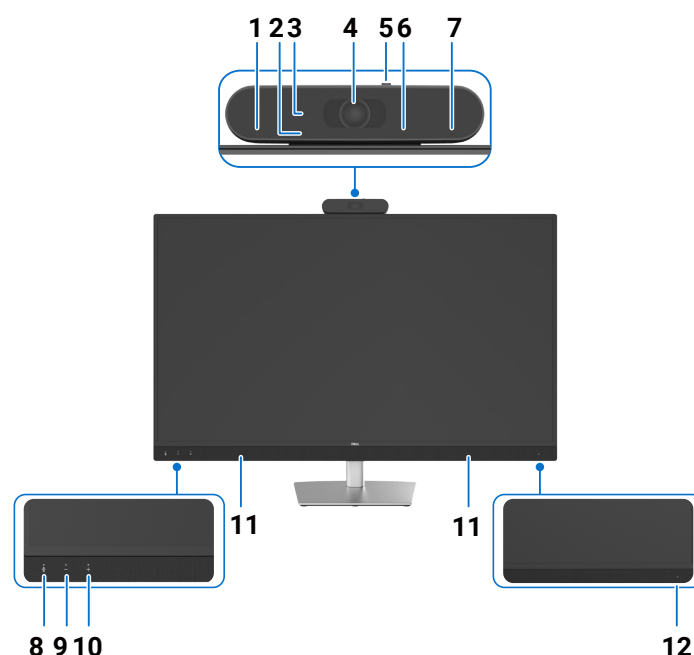


Figure 1. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Function
1	Microphones	Monitor microphones (Mic).
2	Microphones	Monitor microphones (Mic).
3	Webcam LED indicator	Indicator of Webcam. It will light up in white when webcam is in use.
4	RGB Camera	Transmits your image in a video conference.
5	Camera Shutter Close/Open	Move left to close camera shutter. When closed, the camera will replace the image with a black pattern. Move right to open camera shutter. When opened, UC applications can open camera function to use the camera when it is needed. i NOTE: The close camera shutter is different from the disable 'Webcam' in OSD menu. Disabling 'Webcam' will turn off the whole webcam module, hence webcam will not appear in the system.
6	Microphones	Monitor microphones (Mic).
7	Microphones	Monitor microphones (Mic).
8	Microphone mute & LED	Press to mute and unmute microphone. LED will light up in static red when mic is muted. LED will go dark when mic is enabled/unmuted.
9	Volume down & LED	Short press for 2 unit volume decrement. Long press for continuous volume decrement.
10	Volume up & LED	Short press for 2 unit volume increment. Long press for continuous volume increment.
11	Built-in speakers	To output the sound from audio input.
12	Power LED indicator	Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in Standby Mode.

Back view

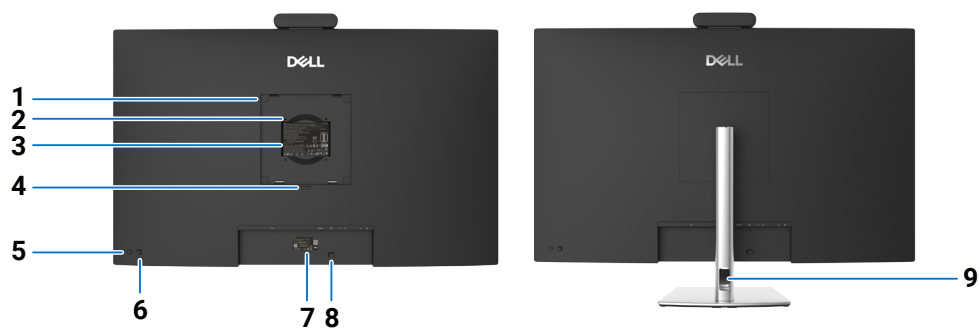


Figure 2. Back view of the monitor

Table 2. Components and descriptions.

Label	Description	Function
1	VESA mounting 4 holes (200 mm x 200 mm behind attached VESA cover)	Use M6 x 12 mm screws to connect the monitor to the wall-mounting kit.
2	VESA mounting 4 holes (100 mm x 100 mm-behind attached VESA cover)	Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit.
3	Regulatory information label	Lists the regulatory approvals.
4	Stand release button	Releases the stand from the monitor.
5	Power On/Off button	To turn the monitor on or off.
6	Joystick	Use it to control the OSD menu.
7	Regulatory label (including Mac address, MyDell QR code, serial number, and Service Tag label)	Refer to this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.
8	USB-C retention clip	Use to secure and organize USB-C cable.
9	Cable-management slot	Use to organize cables by routing them through the slot.

Bottom view

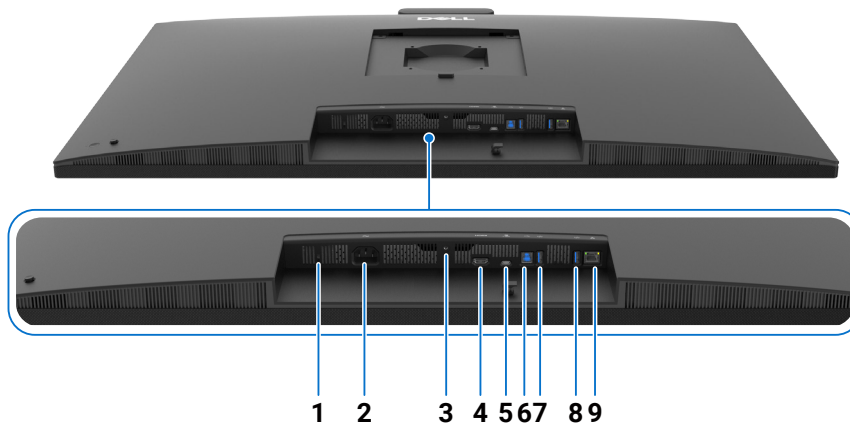


Figure 3. Bottom view of the monitor

Table 3. Components and descriptions.

Label	Description	Function
1	Security lock slot	Secures the monitor with a security cable lock (sold separately).
2	 Power connector	Connects the power cable.
3	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
4	 HDMI port	Connects your computer with the HDMI cable.
5	 USB-C 5Gbps upstream port (Video + Data)	Connect to your computer using the USB-C cable. The USB-C port offers the fastest transfer rate and the alternate mode with a DP 1.4 support with a maximum resolution of 3840 x 2160 at 60 Hz, PD 20 V/5 A, 20 V/4.8 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. NOTE: USB-C is not supported on Windows versions older than Windows 10. NOTE: 20 V/5 A only for Dell compatible notebook.
6	 USB Type-B upstream port	Connect the USB cable that comes with your monitor to the computer. Once this cable is connected, you can use the USB downstream connectors on the monitor.
7, 8	 Two USB Type-A 5Gbps downstream ports	Connect your USB device*. NOTE: To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB-C to C cable or USB Type-A to Type-C cable (Rear side USB-C upstream port) • USB Type-A to Type-B cable (Rear side USB Type-B upstream port)
9	 RJ45 connector	Connect to Internet. You can surf the Internet using RJ45 only after you have connected the USB cable (Type-A to Type-B or USB-C to C) from the computer to the monitor.

*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).

Major components of P4326QEB monitor

The following image shows the major components of P4326QEB.

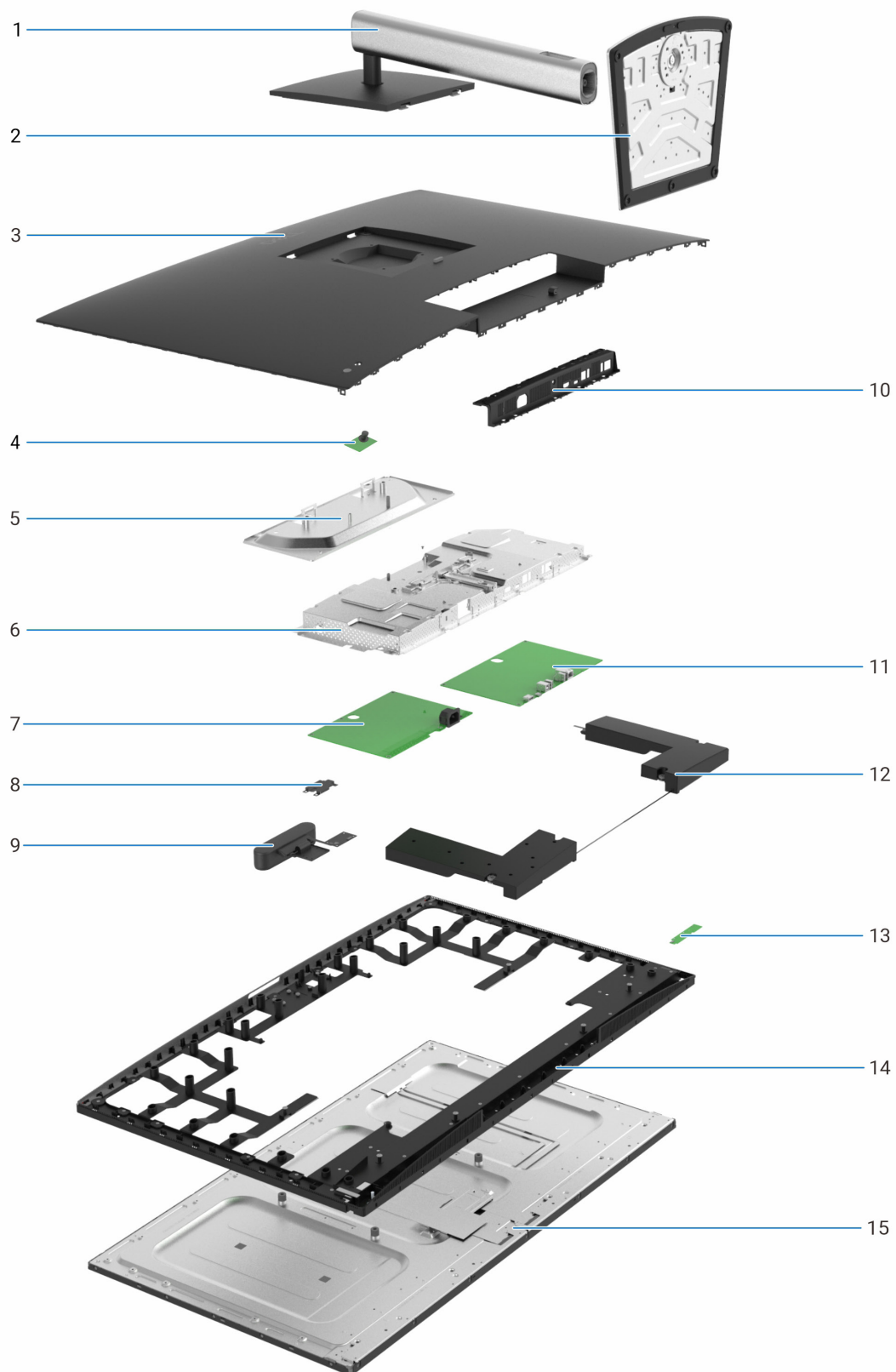


Figure 4. Major components of P3426QEB monitor

Table 4. Major componets

Callout	Description
1	Stand riser
2	Stand base
3	Back cover
4	Keypad board
5	Wall mount bracket
6	Main chassis
7	Power board
8	ISP shielding cover
9	Camera module
10	I/O cover
11	Main board
12	Speaker
13	Touch board
14	Middle frame
15	Display panel

Wiring connectivity diagram

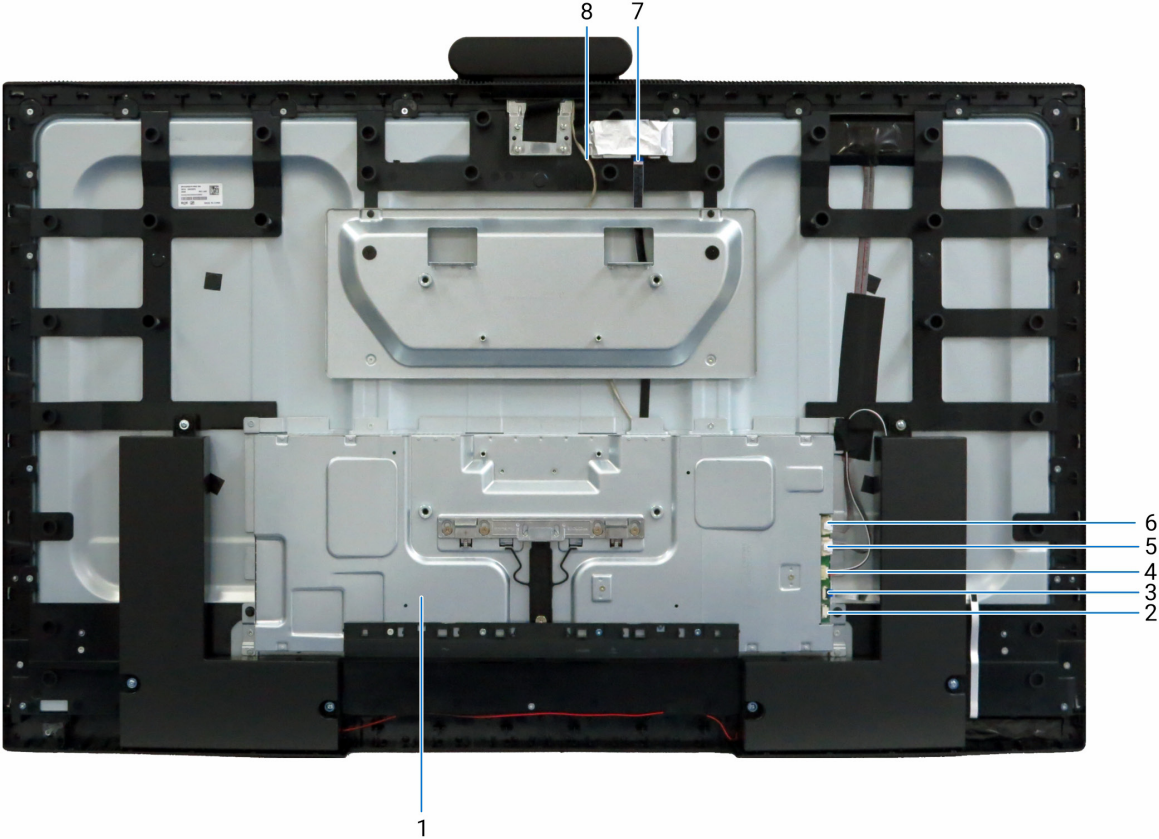


Figure 5. Wiring connectivity diagram

Table 5. Components and descriptions.

Callout	Description
1	LVDS cable
2	Keypad cable
3	Touch cable
4	Speaker cable
5	Lightbar cable 1
6	Lightbar cable 2
7	ISP connective cable
8	Camera cable

Connecting your monitor

- ⚠ **WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).
- ⚠ **WARNING:** For your safety, be sure that the grounded power outlet you plug the power cord into is easily accessible to operator and located as close to the equipment as possible. To disconnect power from the equipment, unplug the power cord from the power outlet by grasping the plug firmly. Never pull on the cord.
- ℹ **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.
- ℹ **NOTE:** Route the cables through the cable-management slot before connecting them.
- ℹ **NOTE:** Do not connect all the cables to the computer at the same time.
- ℹ **NOTE:** The images are for the purpose of illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
 2. Connect the HDMI and the USB-C cable from your monitor to the computer.
- ⚠ **CAUTION:** Before using the monitor, it is recommended to fasten the stand riser to a wall using cable tie or a cord that can support the weight of monitor in order to prevent the monitor from falling.



Figure 6. Prevent the monitor from falling

3. Turn on your monitor.
4. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

Connecting the HDMI cable (optional)

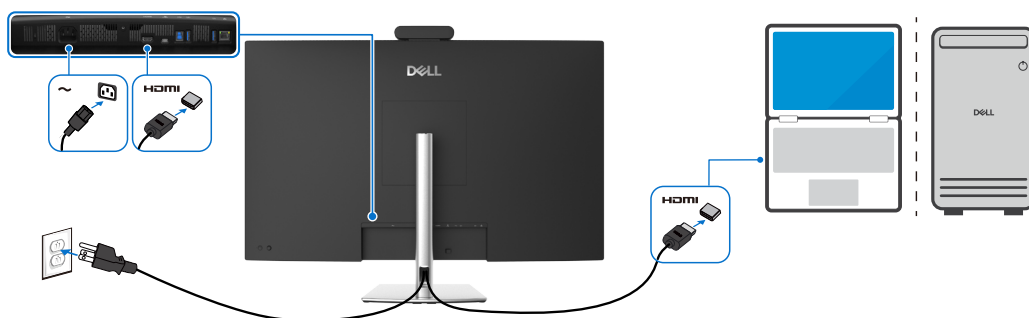


Figure 7. Connecting the HDMI cable

Connecting the USB Type-A to Type-B cable (optional)

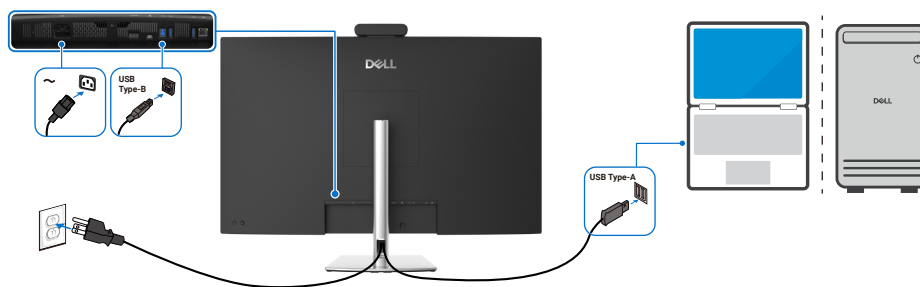


Figure 8. Connecting the USB Type-A to Type-B cable

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

Connecting the USB-C to C cable

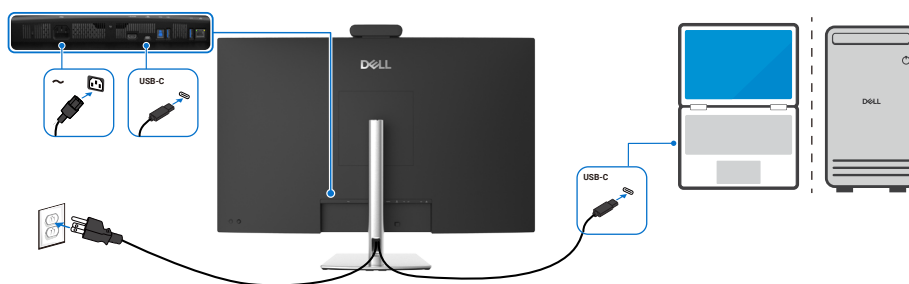


Figure 9. Connecting the USB-C to C cable

Connecting the monitor for RJ45 cable (optional)

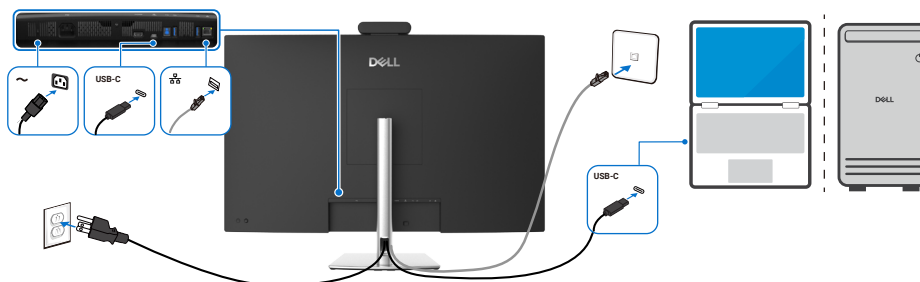


Figure 10. Connecting the monitor for RJ45 cable

Disassembly and reassembly

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

Recommended tools

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

Screw list

① **NOTE:** When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.

① **NOTE:** Some monitors have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.

① **NOTE:** Screw color may vary depending on the configuration ordered.

Table 6. Components and descriptions.

Component	Screw type	Quantity	Screw image
Back cover	M6x12	4	
Keypad board	M3x5	2	
IO Cover	M3x5	4	
Wall mount bracket	M6x12	2	
Wall mount bracket	M3x5	2	
Speakers	M3x8	6	
Camera module	M3x7.5	4	
ISP shielding cover	M3x4	2	
Main chassis	M3x5	4	
Middle frame	M3x5	32	
Touch board	M2x3.3	2	
Power board groundwire	M4x8	1	
Power board	M3x7.5	4	
Main board	M3x7.5	4	

Stand

Removing the stand

Prerequisites

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

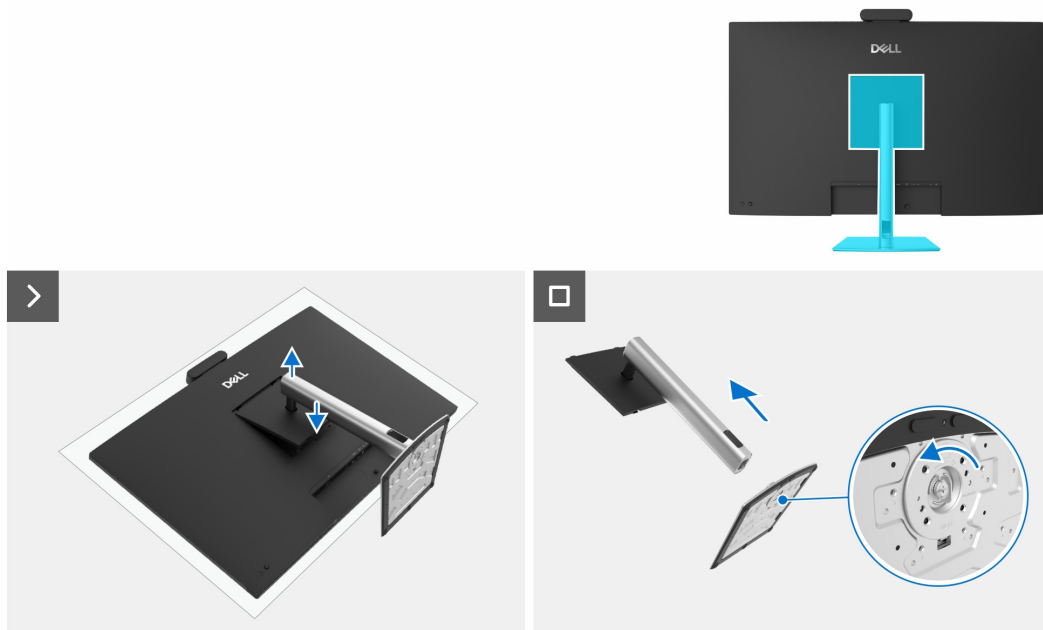


Figure 11. Removing the stand

Steps

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

Installing the stand

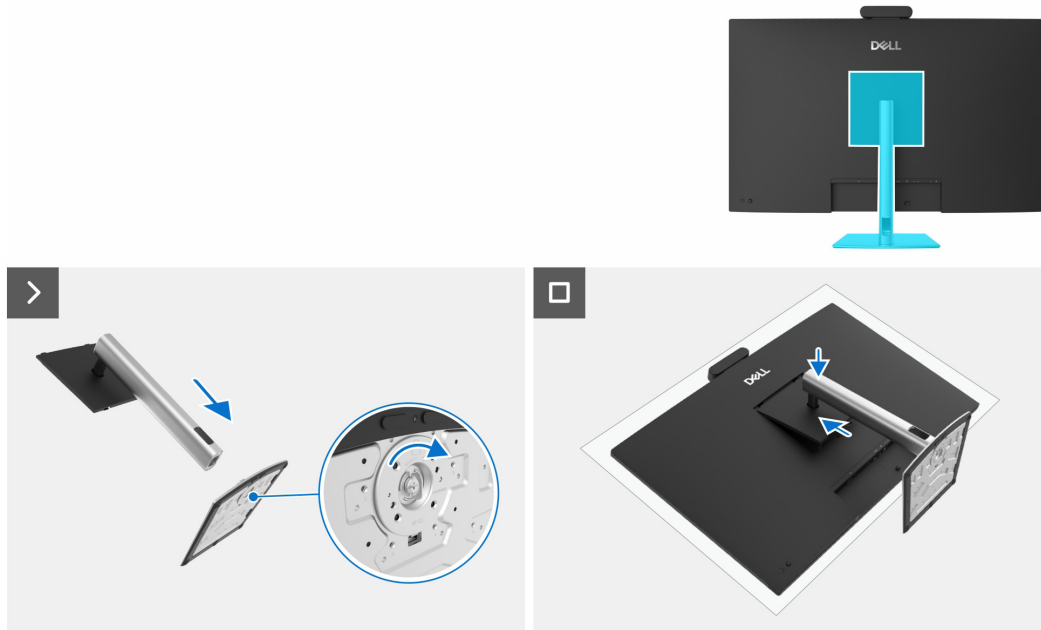


Figure 12. Installing the stand

Steps

1. Align the tabs on the stand base with the slots on the stand riser.
2. Insert the stand riser on the stand base firmly.
3. Open the screw handle at the bottom of the stand base, and rotate it clockwise to tighten the screw firmly.
4. Close the screw handle.
5. Align the stand assembly bracket to the monitor head.
6. Insert the bracket towards monitor until it locks in place.

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

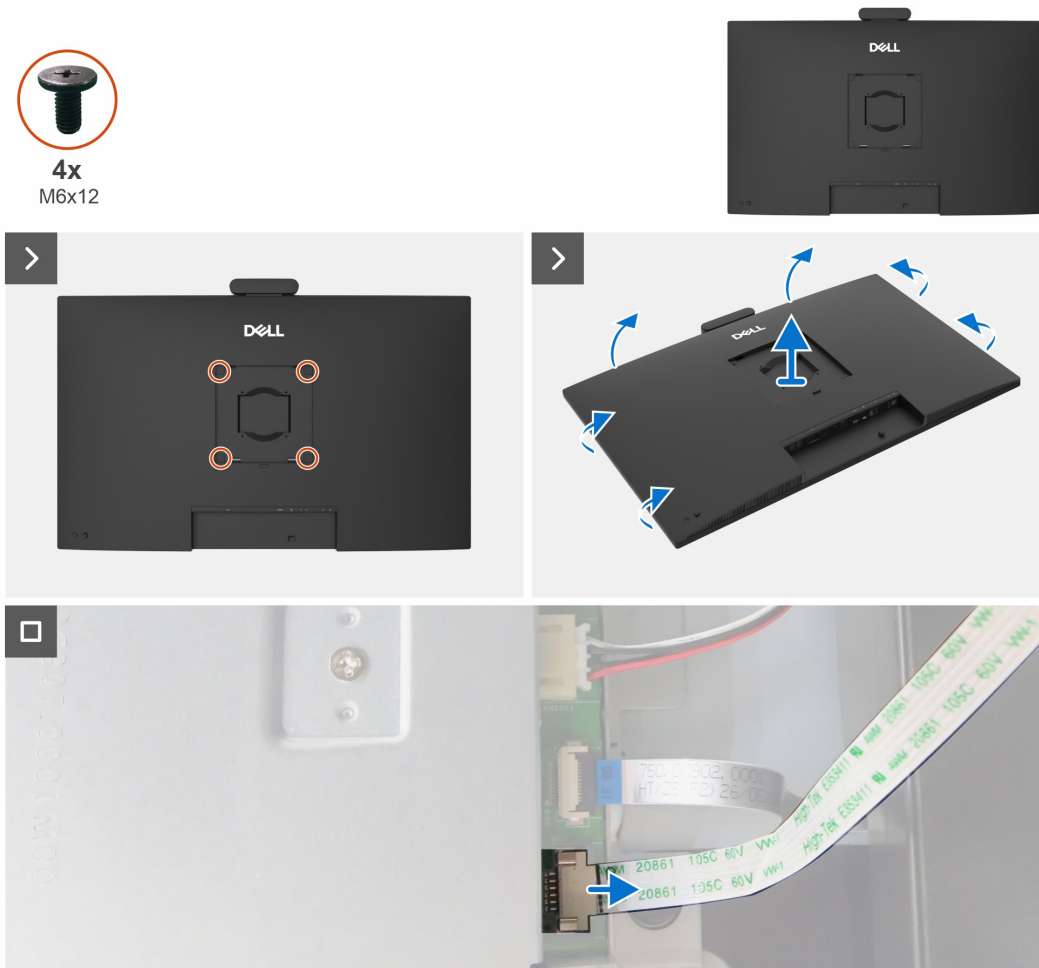


Figure 13. Removing the back cover

Steps

1. Remove the four screws (M6x12) to release the back cover.
2. Using both hands, gently pry the back cover off, starting from the top side, then moving to the left and right sides.
3. Partially lift the back cover from the bottom edge.
4. Disconnect the keypad cable from the connector on the main board.
5. Remove the back cover from the display assembly.

Installing the back cover

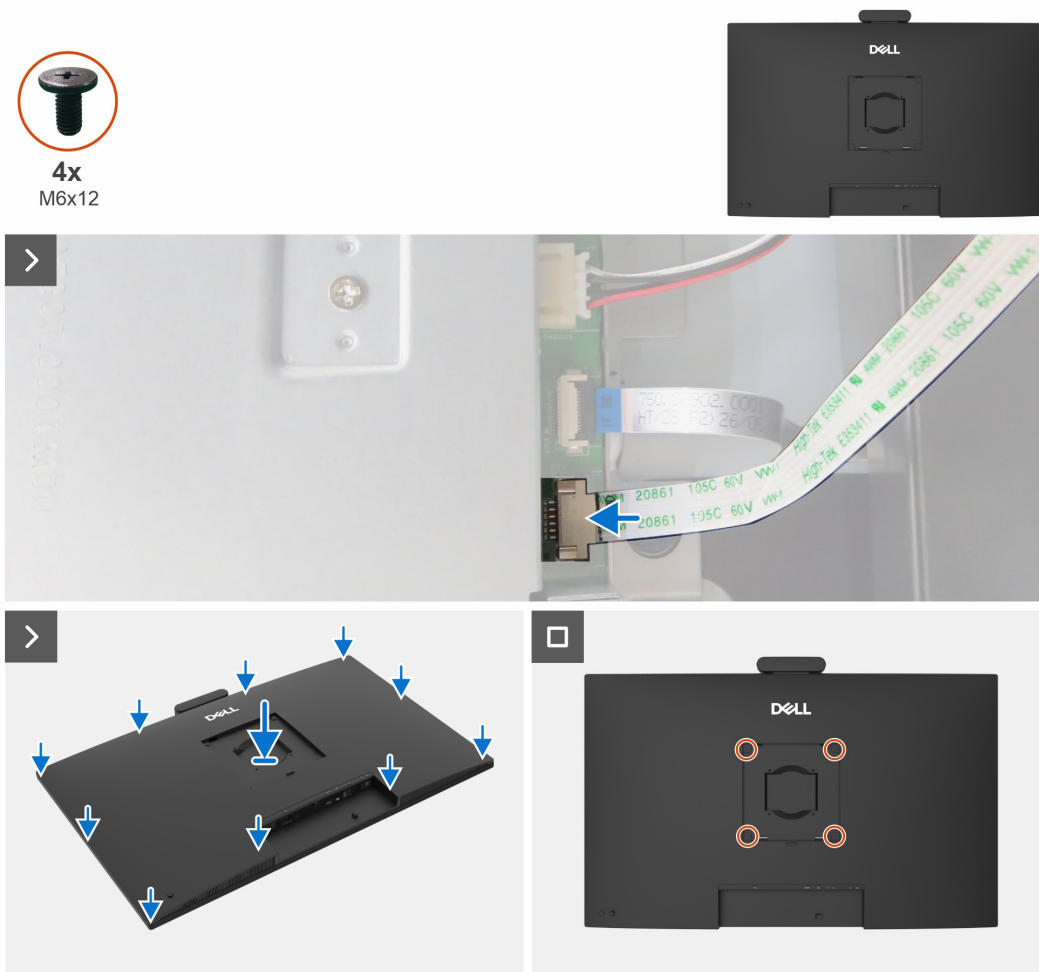


Figure 14. Installing the back cover

Steps

1. Connect the keypad cable to the connector on the main board.
2. Align the back cover with the main chassis, then press along the sides to snap the back cover into place.
3. Replace the four screws (M6x12) to secure the back cover to the monitor.

Next steps

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

Keypad board

Removing the keypad board

Prerequisites

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

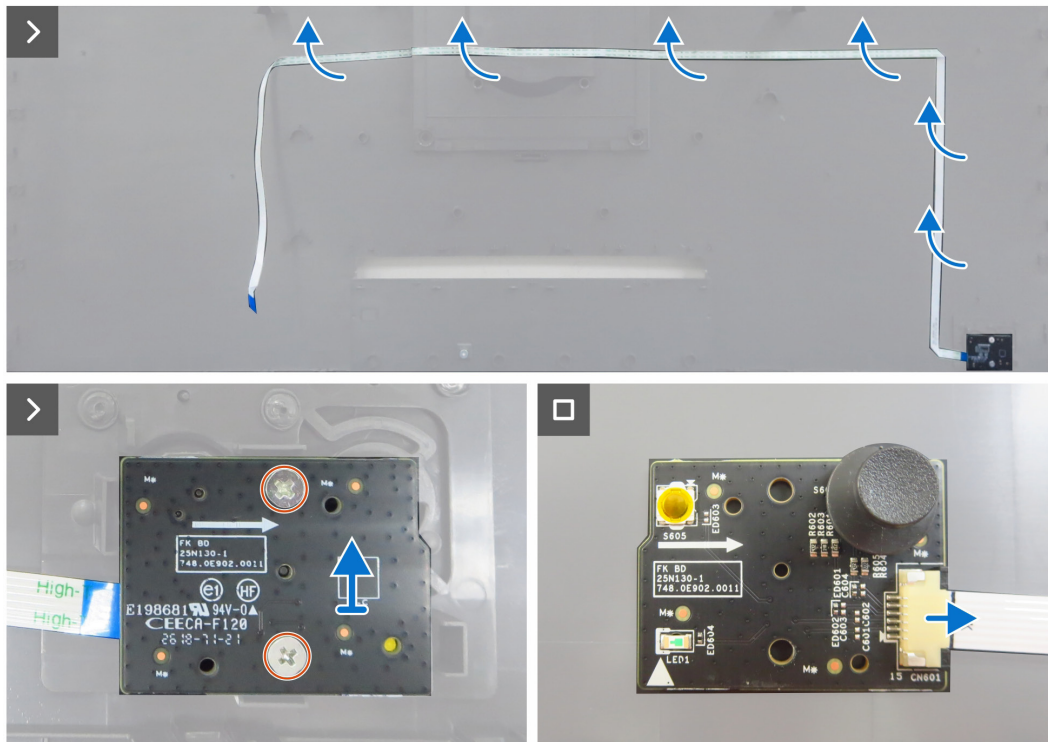
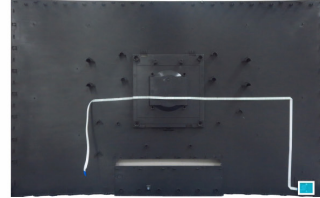


Figure 15. Removing the keypad board

Steps

1. Peel the double-sided tape that secures the keypad cable to the back cover.
2. Remove the two screws (M3x5) that secure the keypad board to the back cover.
3. Remove the keypad board from the pins on the back cover.
4. Disconnect the keypad cable from the keypad board.

Installing the keypad board

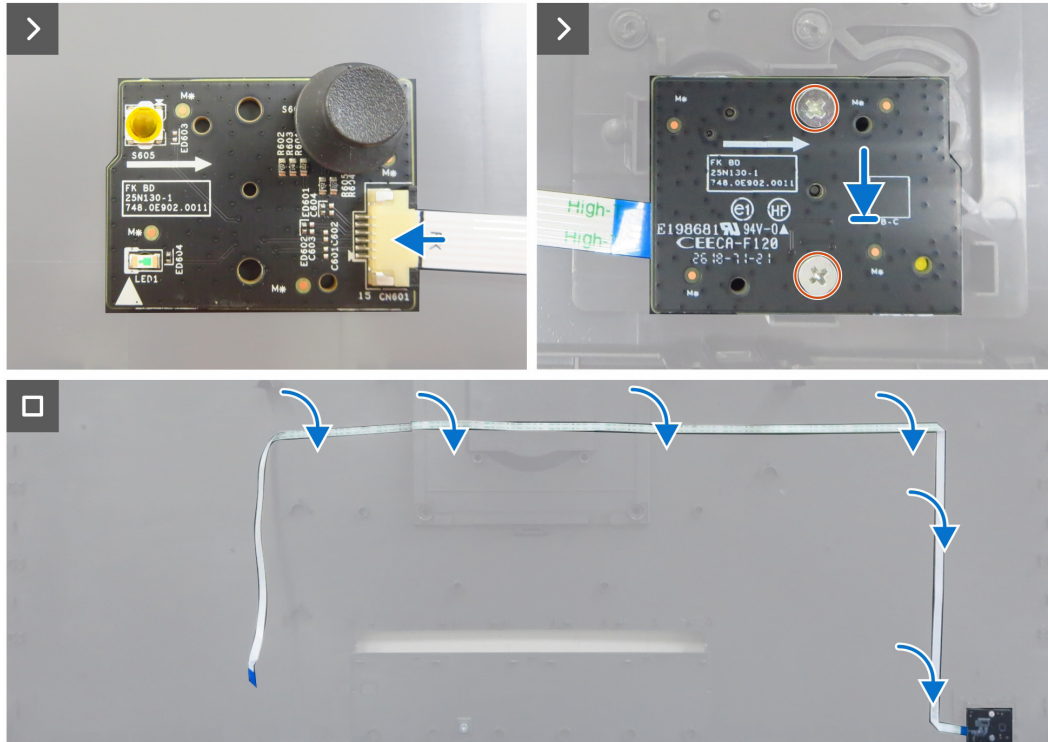
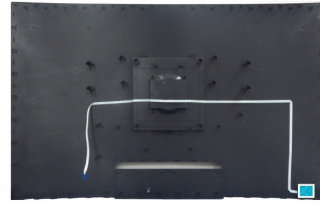


Figure 16. Installing the keypad board

Steps

1. Connect the keypad cable to the keypad board.
2. Align the holes on the keypad board with the screw holes on the back cover, and place it down.
3. Replace the two screws (M3x5) that secure the keypad board to the back cover.
4. Adhere the double-sided tape to secure the keypad cable to the back cover.

Next steps

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

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](#).

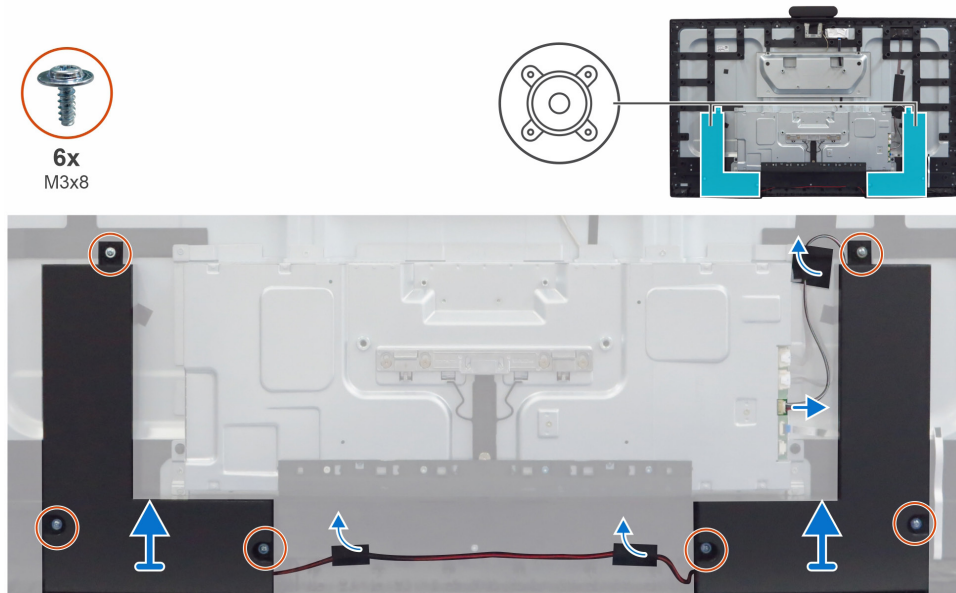


Figure 17. Removing the speakers

Steps

1. Peel the tapes on the speaker cable.
2. Disconnect the speaker cable from the connector on the main board.
3. Remove the six screws (M3x8) that secure the two speakers to the middle frame.
4. Remove the two speakers from the pins on the middle frame.

Installing the speakers

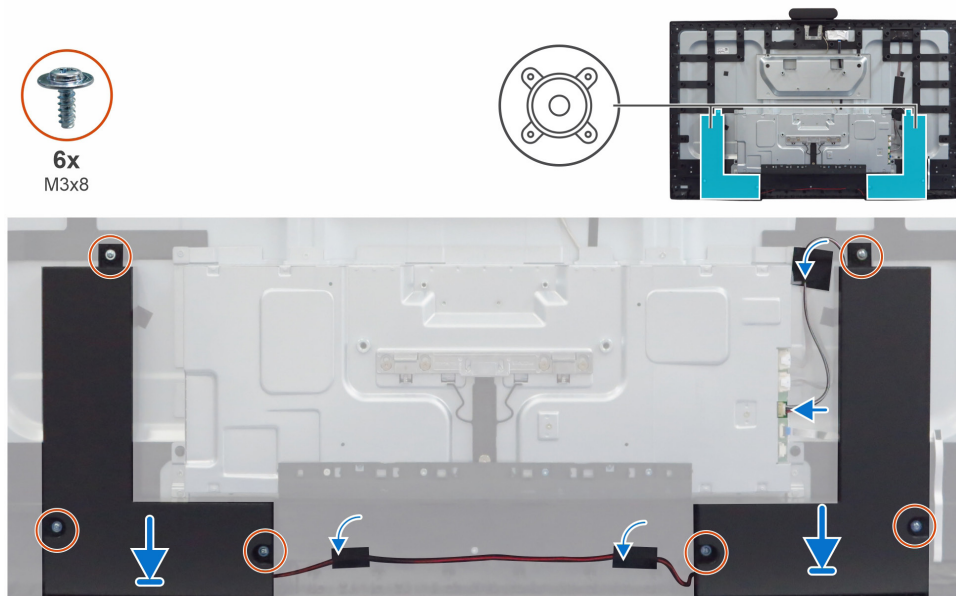


Figure 18. Installing the speakers

Steps

1. Align the holes on the two speakers to the screw holes on the middle frame, and place it down.
2. Replace the six screws (M3x8) that secure the two speakers to the middle frame.
3. Connect the speaker cable to the connector on the main board.
4. Adhere the tapes to secure the speakers cable to the display-assembly base.

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](#).

Wall mount bracket

Removing the wall mount bracket

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](#).

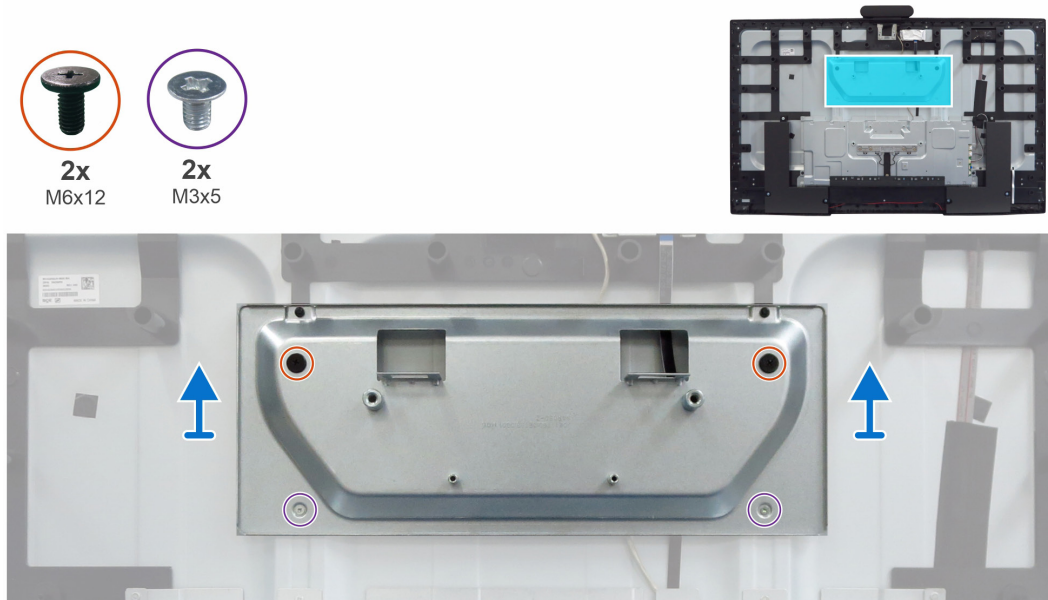


Figure 19. Removing the wall mount bracket

Steps

1. Remove the two screws (M6x12) and two screws (M3x5) that secure the wall mount bracket to the display panel.
2. Lift and remove the wall mount bracket off the display panel.

Installing the wall mount bracket

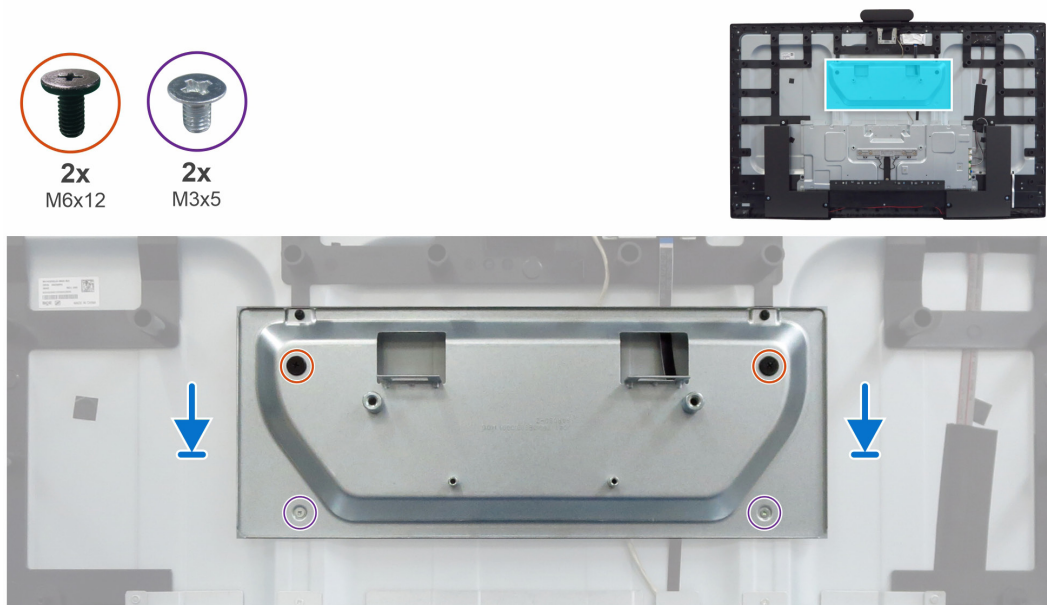


Figure 20. Installing the wall mount bracket

Steps

1. Align the holes on the wall mount bracket with the pins on the middle frame and place it down.
2. Replace the two screws (M6x12) and two screws (M3x5) that secure the wall mount bracket to the display panel.

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](#).

Main chassis

Removing the main chassis

Prerequisites

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

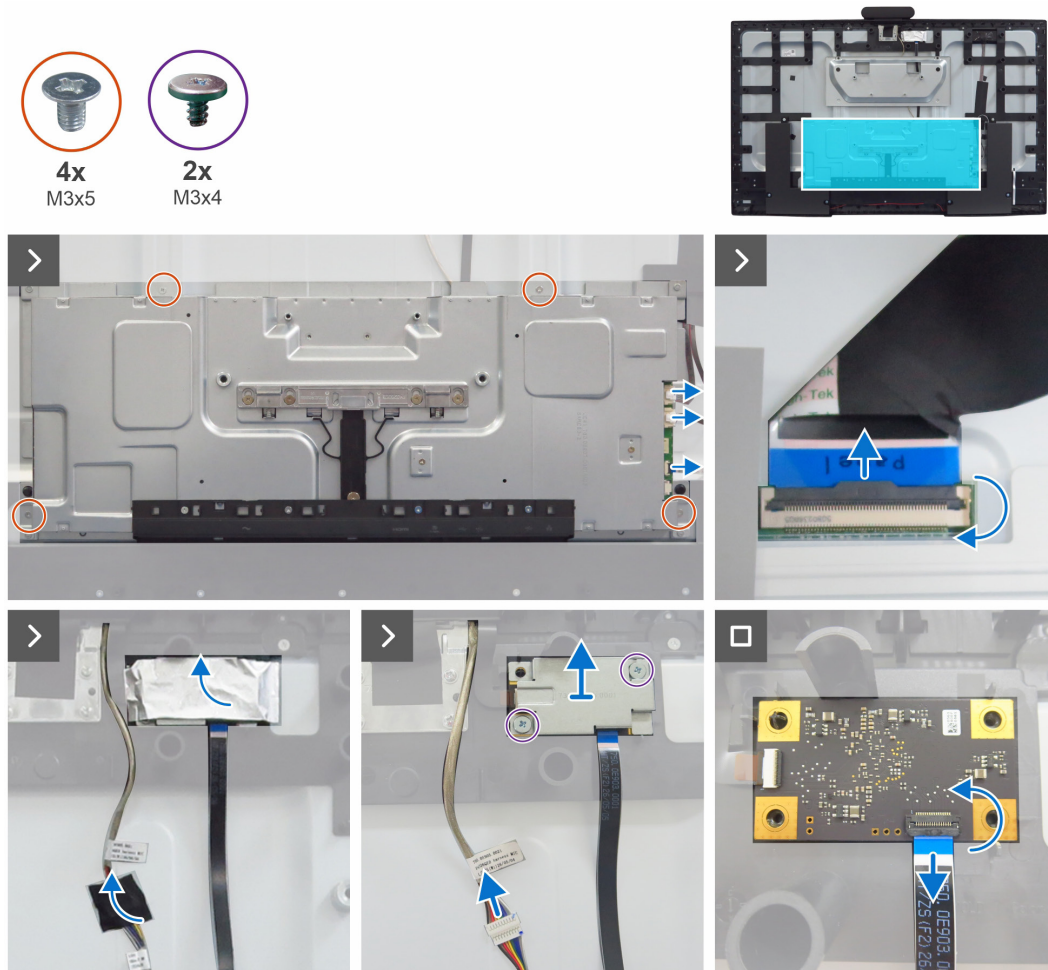


Figure 21. Removing the main chassis

Steps

1. Remove the four screws (M3x3) that secure the main chassis to the display panel.
2. Disconnect the lightbar cable and touch cable from the connectors on the main board.
3. Lift up the main chassis and disconnect the LVDS cable from the connector on the display panel.
4. Peel the tape on the camera cable and the aluminum foil on the ISP shielding cover.
5. Remove the two screws (M3x4) that secure the ISP shielding cover with the ISP board.
6. Remove the ISP shielding cover.
7. Disconnect the camera cable and ISP connective cable from the connectors.
8. Remove the main chassis away from the display panel.

Installing the main chassis

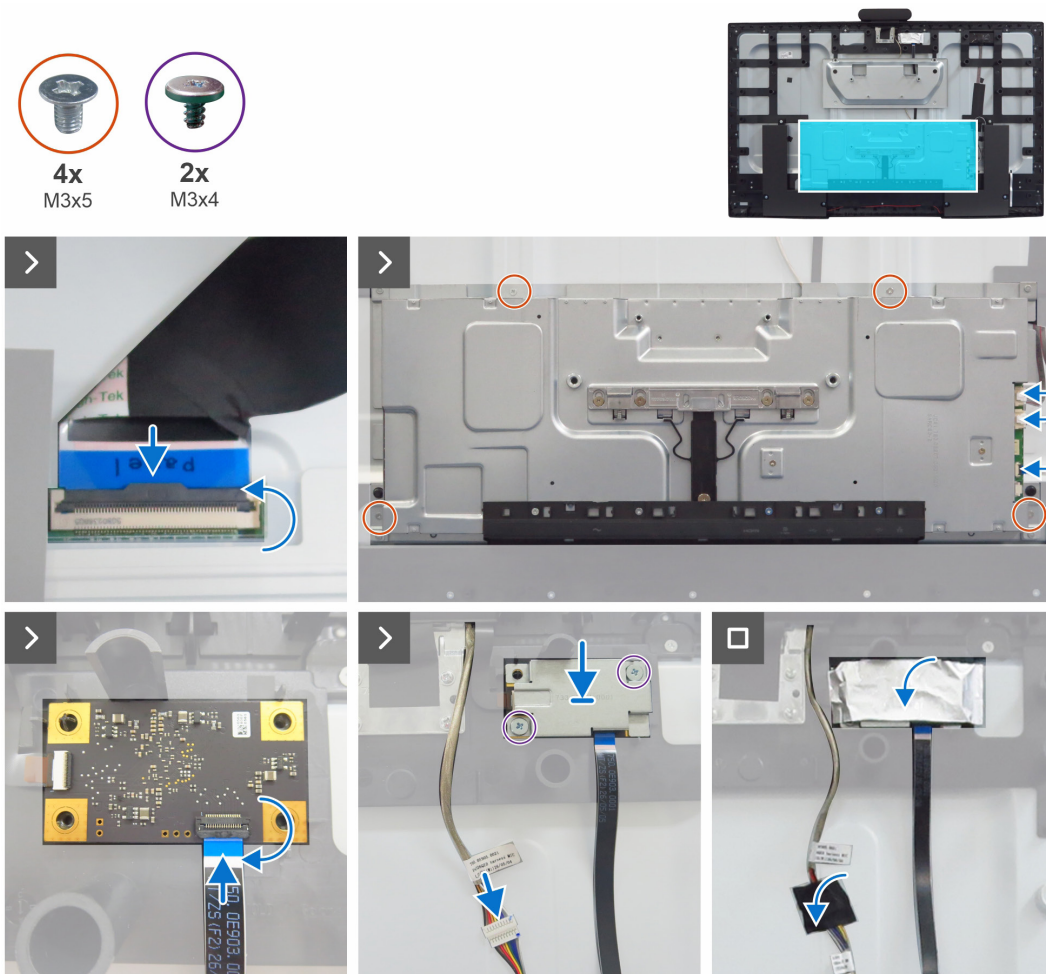


Figure 22. Installing the main chassis

Steps

1. Align the holes on the main chassis with the screw holes on the display panel and place it down.
2. Connect the the LVDS cable to the connector on the display panel.
3. Replace the four screws (M3x3) to secure the main chassis with the display panel.
4. Connect the lightbar cable and touch cable to the connectors on the main board.
5. Connect the ISP connective cable to the connector on the ISP board.
6. Align the screw holes on the ISP shielding cover to the screws holes on the ISP board.
7. Replace the two screws (M3x4) that secure the ISP shielding cover to the ISP board.
8. Connect the camera cable to the connector.
9. Adhere the aluminum foil on the ISP shielding cover and the tape on the camera cable.

Next steps

1. Install the [wall mount bracket](#).
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](#).

I/O Cover

Removing the I/O cover

Prerequisites

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



Figure 23. Removing the I/O cover

Steps

1. Remove the four screws (M3x5) that secure the I/O cover to the main chassis.
2. Lift and remove the I/O cover off the main chassis.

Installing the I/O Cover



Figure 24. Installing the I/O cover

Steps

1. Place the I/O cover on the main chassis.
2. Align the screw holes on the I/O cover with the screw holes on the main chassis.
3. Replace the four screws (M3x5) that secure the I/O cover to the main chassis.

Next steps

1. Install the [main chassis](#).
2. Install the [wall mount bracket](#).
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](#).

Camera module

Removing the camera module

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 [wall mount bracket.](#)
7. Remove the [main chassis.](#)
8. Remove the [I/O cover.](#)

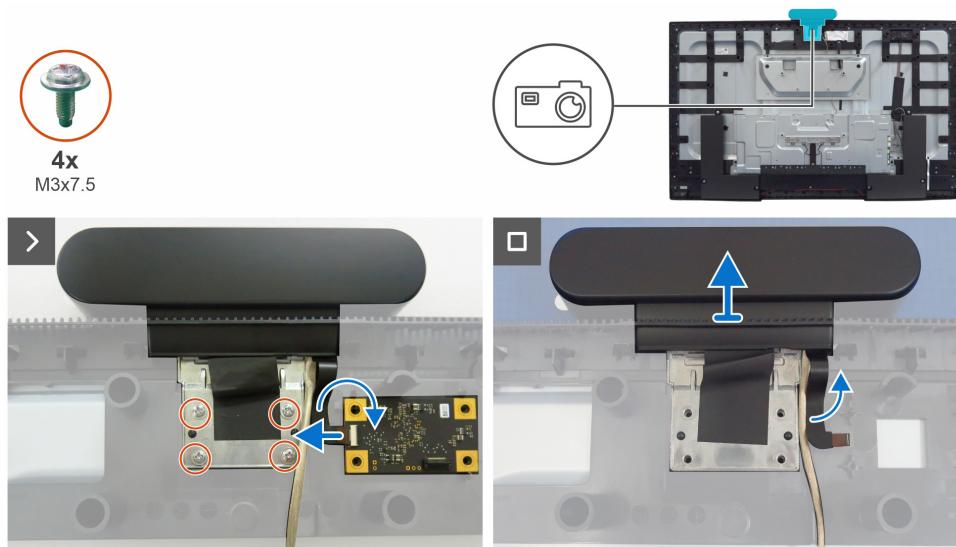


Figure 25. Removing the camera module

Steps

1. Remove the four screws (M3x7.5) that secure the camera module to the middle frame.
2. Disconnect the ISP cable from the connector on the ISP board.
3. Peel the ISP cable from the foam.
4. Remove the camera module from the middle frame.

Installing the camera module

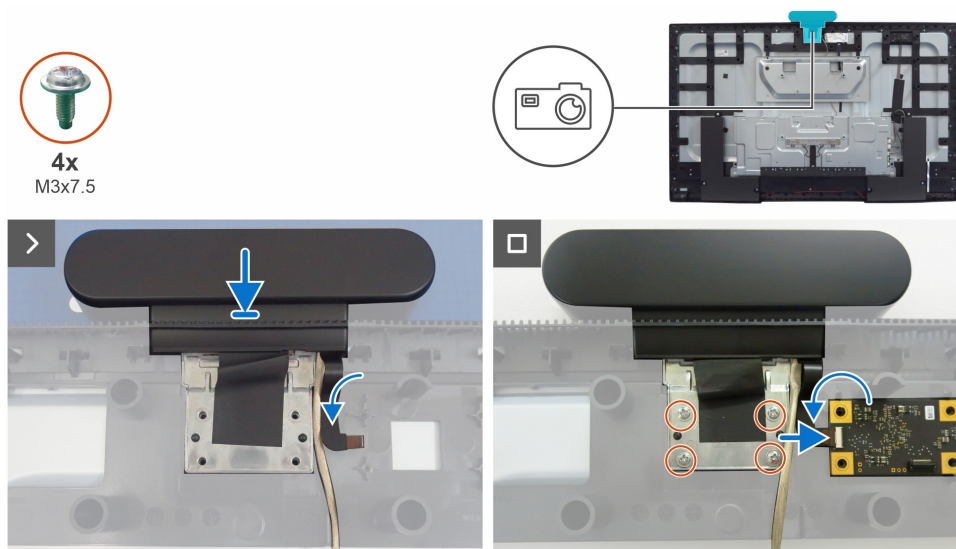


Figure 26. Installing the camera module

Steps

1. Replace the camera module to the middle frame.
2. Connect the ISP cable to the connector on the ISP board.
3. Align the screw holes on the camera module to the screws holes on the middle frame.
4. Replace the four screws (M3x7.5) that secure the camera module to the middle frame.

Next steps

1. Install the [I/O cover](#).
2. Install the [main chassis](#).
3. Install the [wall mount bracket](#).
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](#).

Middle frame

Removing the middle frame

Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [keypad board.](#)
5. Remove the [speakers.](#)
6. Remove the [wall mount bracket.](#)
7. Remove the [main chassis.](#)
8. Remove the [I/O cover.](#)
9. Remove the [camera module.](#)



32x
M3x5

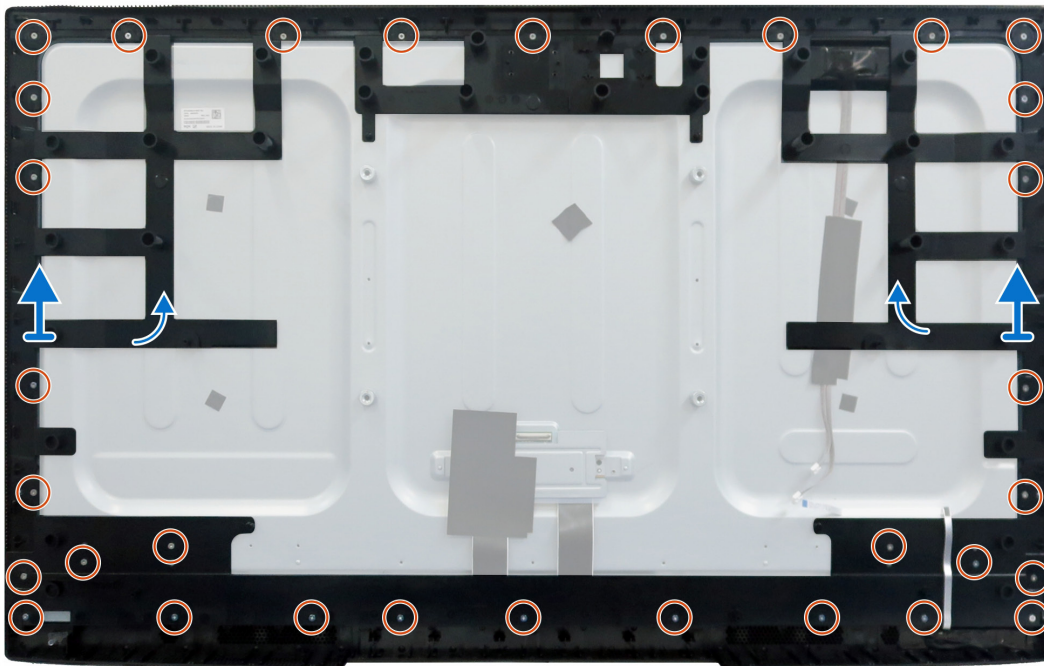
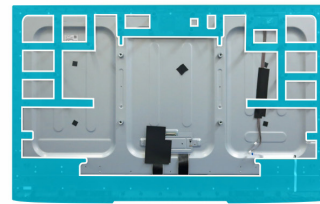


Figure 27. Removing the middle frame

Steps

1. Remove the thirty-two screws (M3x5) that secure the middle frame to the display panel.
2. Peel all the tapes on the middle frame.
3. Lift and remove the middle frame away from the display panel.

Installing the middle frame

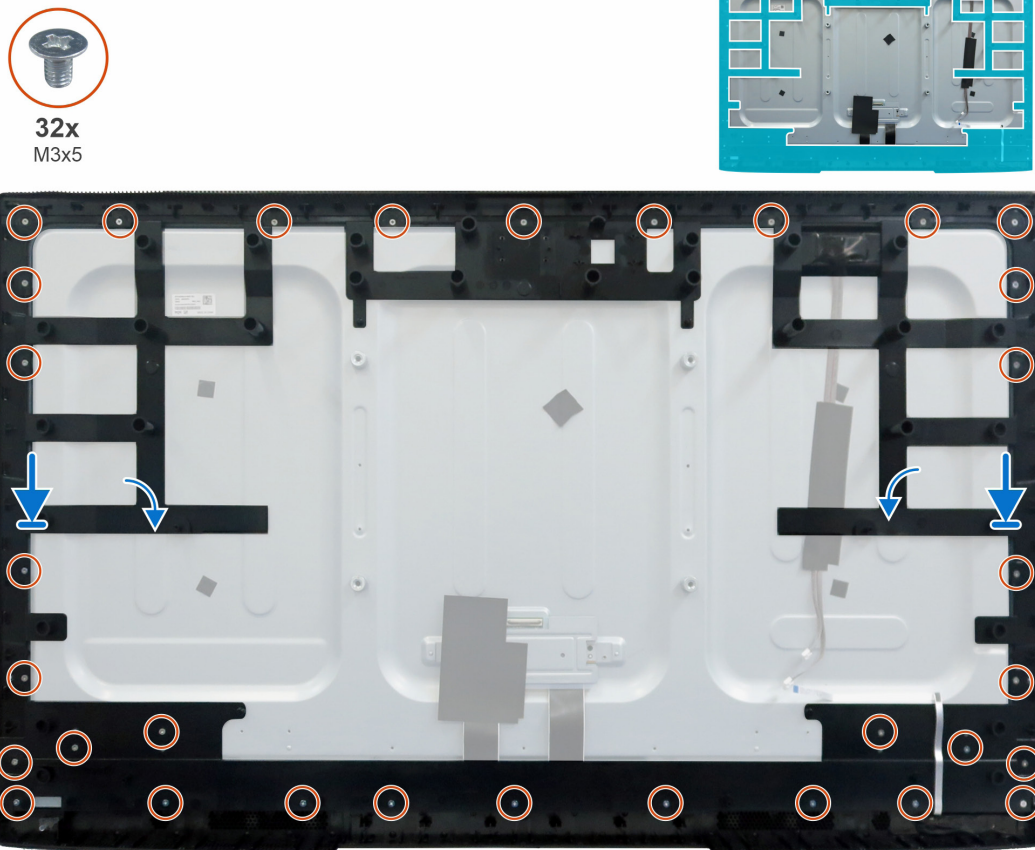


Figure 28. Installing the middle frame

Steps

1. Align and place the middle frame on the display panel.
2. Adhere the middle frame on the back of the panel with tapes.
3. Replace the thirty-two screws (M3x5) that secure the middle frame to the display panel.

Next steps

1. Install the [camera module](#).
2. Install the [I/O cover](#).
3. Install the [main chassis](#).
4. Install the [wall mount bracket](#).
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](#).

Touch board

Removing the touch 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 [wall mount bracket](#).
7. Remove the [main chassis](#).
8. Remove the [I/O cover](#).
9. Remove the [camera module](#).
10. Remove the [middle frame](#).

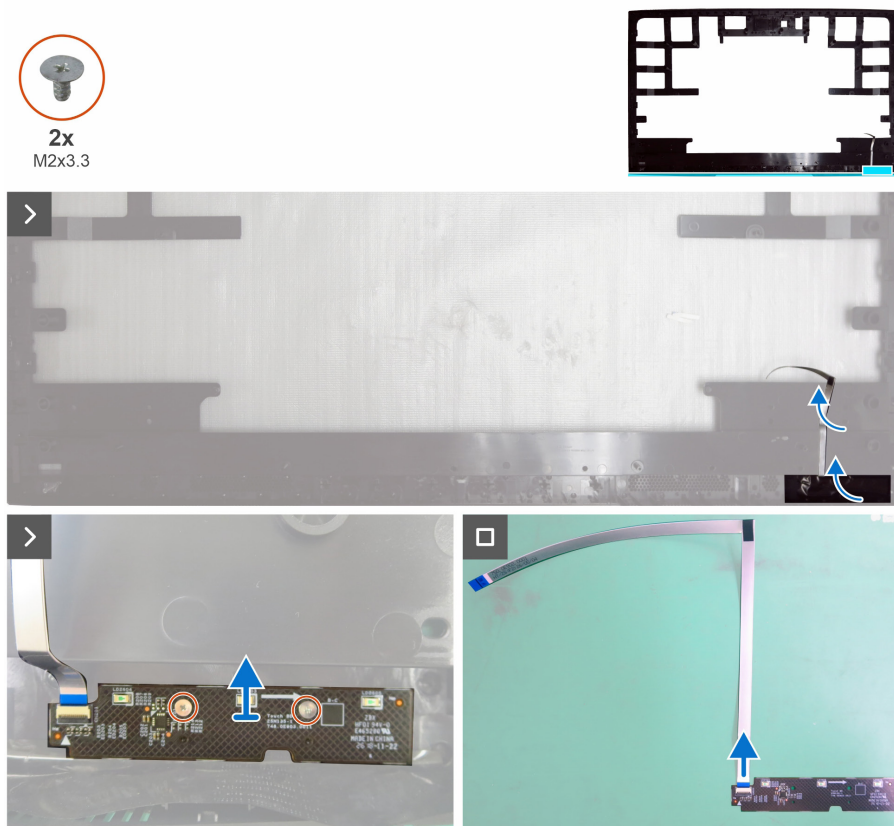


Figure 29. Removing the touch board

Steps

1. Peel the tape on the touch cable.
2. Peel the Mylar tape on the touch board.
3. Remove the two screws (M2x3.3) that secure the touch board to the middle frame.
4. Remove the touch board from the middle frame.
5. Disconnect the touch cable from the connector on the touch board.

Installing the touch board

Steps

1. Connect the touch cable to the connector on the touch board.
2. Align the holes of the touch board with the pins on the middle frame.
3. Replace the two screws (M2x3.3) that secure the touch board to the middle frame.
4. Adhere a Mylar tape to cover the touch board.
5. Adhere the touch cable on the middle frame.

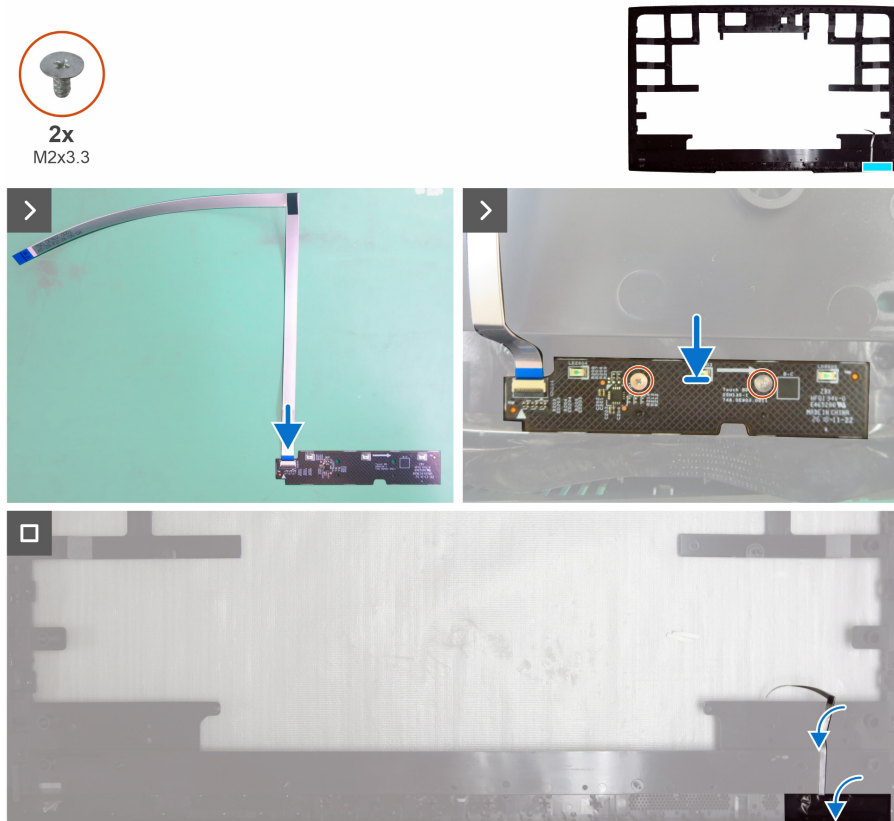


Figure 30. Installing the touch board

Next steps

1. Install the [middle frame](#).
2. Install the [camera module](#).
3. Install the [I/O cover](#).
4. Install the [main chassis](#).
5. Install the [wall mount bracket](#).
6. Install the [speakers](#).
7. Install the [keypad board](#).
8. Install the [back cover](#).
9. Install the [stand](#).
10. Follow the procedure in [After working inside your monitor](#).

Main board

Removing the main 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 [wall mount bracket.](#)
7. Remove the [main chassis.](#)
8. Remove the [I/O cover.](#)
9. Remove the [camera module.](#)
10. Remove the [middle frame.](#)
11. Remove the [touch board.](#)

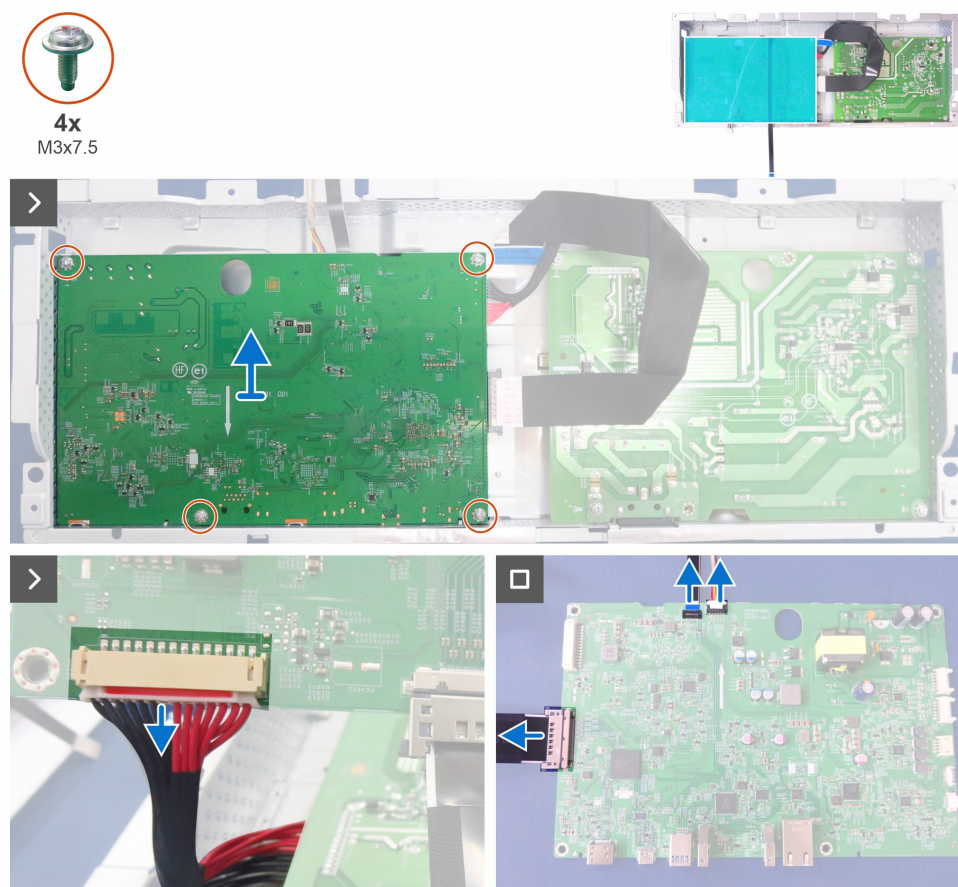


Figure 31. Removing the main board

Steps

1. Remove the four screws (M3x7.5) that secure the main board to the main chassis.
2. Turn over the main board and disconnect the power cable from the connector on the main board.
3. Remove the main board from the main chassis.
4. Disconnect the LVDS cable, ISP connect cable and camera cable from the connectors on the main board.

Installing the main board

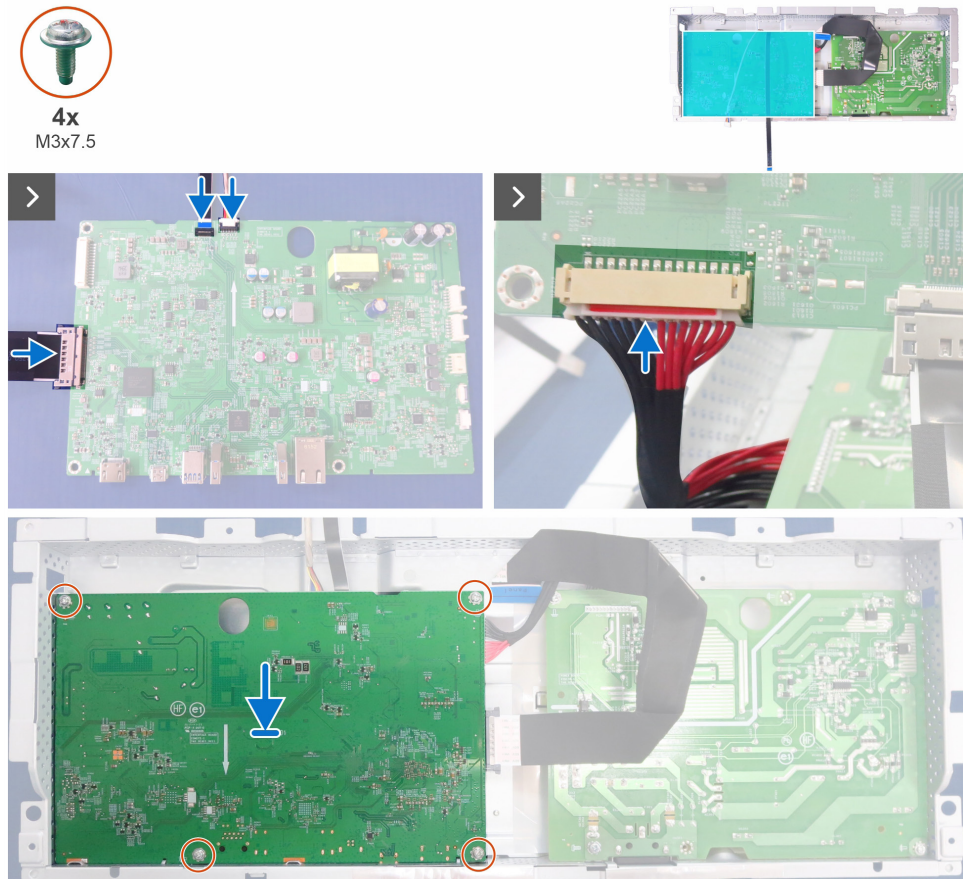


Figure 32. Installing the main board

Steps

1. Connect the LVDS cable, camera cable and ISP connect cable to the connectors on the main board.
2. Connect the power cable to the main board.
3. Turn over the main board and align the screw holes on the main board to the screw holes on the main chassis, and place it down.
4. Replace the four screws (M3x6) to secure the main board to the main chassis.

Next steps

1. Install the [touch board](#).
2. Install the [middle frame](#).
3. Install the [camera module](#).
4. Install the [I/O cover](#).
5. Install the [main chassis](#).
6. Install the [wall mount bracket](#).
7. Install the [speakers](#).
8. Install the [keypad board](#).
9. Install the [back cover](#).
10. Install the [stand](#).
11. 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 [wall mount bracket.](#)
7. Remove the [main chassis.](#)
8. Remove the [I/O cover.](#)
9. Remove the [camera module.](#)
10. Remove the [middle frame.](#)
11. Remove the [touch board.](#)
12. Remove the [main board.](#)

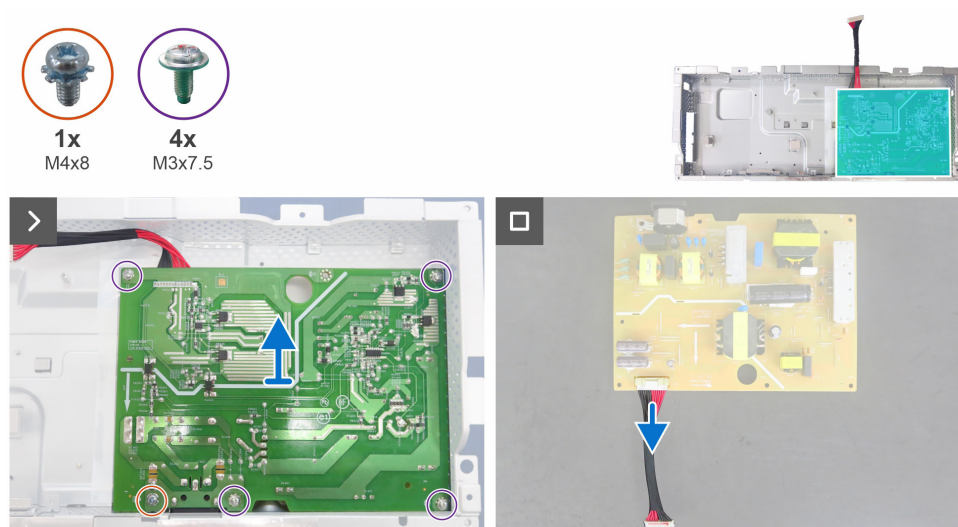


Figure 33. Removing the power board

Steps

1. Remove the screw (M4x8) and the four screws (M3x7.5) that secure the power board to the main chassis.
2. Remove the power board from the main chassis.
3. Disconnect the power cable from the connector on the power board.

Installing the power board

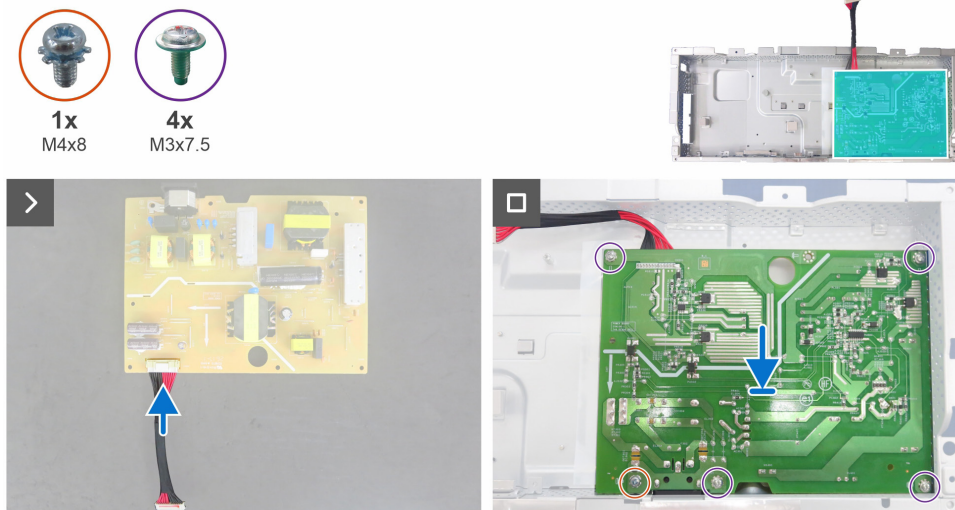


Figure 34. Installing the power board

Steps

1. Connect the power cable to the connector on the power board.
2. Align the screw holes on the power board with the screw holes on the main chassis, and place it down.
3. Replace the one screw (M4x8) and the four screws (M3x7.5) that secure the power board to the main chassis.

Next steps

1. Install the [main board](#).
2. Install the [touch board](#).
3. Install the [middle frame](#).
4. Install the [camera module](#).
5. Install the [I/O cover](#).
6. Install the [main chassis](#).
7. Install the [wall mount bracket](#).
8. Install the [speakers](#).
9. Install the [keypad board](#).
10. Install the [back cover](#).
11. Install the [stand](#).
12. 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 back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
3. Turn on the monitor.

If the monitor cannot sense a video signal and is working correctly, a dialog box appears on the screen (against a black background). While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown will continuously scroll through the screen.

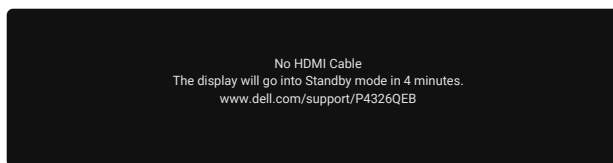


Figure 35. HDMI cable disconnected warning message

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

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

Built-in diagnostics

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

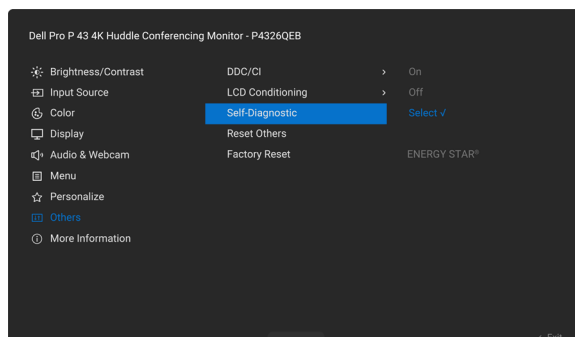


Figure 36. Built-in diagnostics

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Select OSD items of **Self-Diagnostics** in **Others** feature.
3. Press the Joystick button to start the diagnostics. A gray screen is displayed.
4. Observe if the screen has any defects or abnormalities.
5. Toggle the Joystick once again until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat steps 5 and 6 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

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

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

Common problems

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

Table 7. 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 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	- Increase brightness and contrast controls through OSD. - Perform monitor self-test feature check. - Check for bent or broken pins in the video cable connector. - Run the Built-in diagnostics. - Ensure that the correct input source is selected in the Input Source menu.
Missing pixels	LCD screen has spots	- Cycle power on-off. - A pixel that stays permanently off is a common defect in LCD technology. - For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
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 on 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. - Adjust brightness and contrast controls through OSD.
Safety-related issues	Visible signs of smoke or sparks	- Do not perform any troubleshooting steps. - Contact Dell immediately.
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. - Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing color	Picture missing color	- Perform a monitor self-test. - Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. - Check for bent or broken pins in the video cable connector.
Wrong color	Picture color not good	- Try different Preset Modes in Color settings OSD. - Adjust R/G/B value under Custom Color in the Color menu OSD. - Change the Input Color Format to RGB or YCbCr in the Color settings OSD. - Run the Built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	- 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.
Mic/Webcam does not work	- USB cable not plug in or not select the correct USB source - Not set the monitor Mic/webcam as the default device	- Plug in the USB Cable (Type-A to Type-B or Type-C to Type-C), and if you connect both USB-C port and USB Type-B port, switch the USB source in the OSD menu. - Select the monitor Mic/webcam as the default in the PC side. - Touch the Mic button and make sure the Mic mute LED is dark.

Product-specific problems

Table 8. Product-specific problems

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on the screen, but does not fill the entire viewing area	- Check the Aspect Ratio setting in the Display menu OSD. - Reset the display to factory settings.
Cannot adjust the monitor with the joystick control on the rear of the monitor	OSD does not appear on the screen	- Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor. - Check whether the OSD menu is locked. If yes, move and hold the joystick Up, Down, Left, or Right navigation keys for 4 seconds to unlock.
No input signal when user controls are pressed	No picture; the LED light is white	- Check the signal source. Ensure that the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. - Ensure the signal cable is securely connected. If needed, disconnect and reconnect the cable to confirm a proper connection. - Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	- Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. - Run the built-in diagnostics.
No image when using 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. - 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 5 V/9 V/15 V/20 V charging profiles. - Verify if the laptop requires a >96 W (platform which supports DDM2 can charging up to 100 W) power adapter. - If the laptop requires a >96 W power adapter, it may not charge with the USB-C connection. - Ensure that you use only Dell approved adapter or the adapter that comes with the product. - Ensure that the USB-C cable is not damaged.
Intermittent charging when using USB-C connection to computer, laptop, and so on	Intermittent charging	- Check if the maximum power consumption of the device is over 96 W (platform which supports DDM2 can charging up to 100 W). - Ensure that you use only Dell approved adapter or the adapter that comes with the product. - Ensure that the USB-C cable is not damaged.
No network connection	Network dropped or intermittent	Do not toggle Off/On the power button when network is connected, keeps the power button On.
The LAN port is not functioning	Operating system setting or cable connection issue	- Ensure that your computer has the latest BIOS and drivers installed. - Ensure that the RealTek Ethernet Controller is installed in the Windows Device Manager. - If your BIOS Setup has a LAN/GBE Enabled/ Disabled option, ensure it is set to Enabled. - Ensure that the Ethernet cable is connected securely to both the monitor and the hub/router/ firewall. - Verify the status LED on the Ethernet cable to ensure it is connected. If the LED it not lit, try reconnecting both ends of the cable. - First, turn off the computer and disconnect the USB-C cable and power cord from the monitor. Next, turn the computer back on and reconnect the monitor's power cord and USB-C cable.
Monitor buttons (Mute/Volume down/Volume up)not working with Microsoft Teams® App	Monitor buttons (Mute/Volume down/Volume up) not working on Microsoft Teams® App with Chrome OS/Ubuntu	Use Microsoft Teams® App to perform the below tasks: - Call Icon to accept/hang up call - Volume down/Volume up adjustment - Mic mute/unmute - Video on/off

Specific symptoms	What you experience	Possible solutions
When press either Volume down/Volume up or Mute button, LED not blink	When press either Volume down/Volume up or Mute button, LED not blink when connected to HDMI only	Connect USB Type-A to Type-B cable
Webcam or Mic not working	Webcam or Mic not working when connected to HDMI only	Connect USB Type-A to Type-B cable
Ethernet port (RJ45) cannot connect to internet	Ethernet port (RJ45) cannot connect to internet on Win 10/Win 11	Change the LAN Controller Power Saving from Enable to Disable
No sound coming from the speakers	No sound coming from the speakers when play audio/video on your system	- Ensure that you have set the default playback device as Echo Cancelling Speakerphone or Dell P4326QEB on your system. - Turn Off the monitor, unplug the monitor power cord, replug it, and then turn On the monitor. - Reset the monitor to Factory Settings.
Speaker volume is low/ sounds soft	Speaker volume is low/sounds soft when speaker option is DELL P4326QEB in Sound setting interface	- Increase the speaker volume of Dell P4326QEB to maximum in the Sound setting interface - Press the Volume Up button to increase the speaker volume of Dell P4326QEB
No sound from speaker	No sound from monitor's speaker when in Teams/Zoom call.	Select the same audio path in the Teams/Zoom application as the operating system's Sound setting.
Monitor's Volume up/ Volume down buttons not sync with OS	Pressing the Volume up/ Volume down buttons on the monitor does not increase or decrease the volume on the OS.	- Select 'Echo Cancelling Speakerphone' audio path on the operating system's Sound setting of your laptop. - Select 'Echo Cancelling Speakerphone' audio path on the UC application. - Connect the USB-C to C cable or USB Type-A to Type-B cable.
Webcam is not detected	Webcam is not detected in the Windows Device Manager	- Ensure that the USB upstream cable is connected between the monitor and the computer or notebook. - Ensure that the Webcam in OSD is set to Enable. - Reconnect the USB upstream cable to the computer or notebook.
	Webcam is not detected in the Dell Display and Peripheral Manager for Windows software	To support the Dell P4326QEB monitor, please use the Dell Display and Peripheral Manager version v2.3.0.7 or later.
Webcam cannot connect/Webcam disconnected	Could not detect Monitor camera/Could not switch back to the PC camera	- Reset the monitor to factory settings. - Turn off the monitor, unplug the monitor power cord, replug it, and then turn on the monitor. - Select the monitor camera again in the Camera/Video setting on your UC conference application.
Microphone is muted	Microphone is muted in the Windows Device Manager	- Ensure that the USB upstream cable is connected between the monitor and the computer or notebook. - Ensure that the 'Microphone' in OSD is set as Unmute. - Reconnect the USB upstream cable to the computer or notebook. - Ensure that the microphone is enabled/unmuted on the monitor. If the microphone mute LED is lighting up in static red (indicates microphone muted), press the microphone button to unmute the microphone. - Ensure that the monitor's microphone is selected and enabled/unmuted on the setting in the UC application.

Specific symptoms	What you experience	Possible solutions
Microphone volume is low/sounds soft	Microphone volume is low /sounds soft to the other participant when in audio/video call	- Ensure the Mute button's LED go dark (indicates microphone unmuted). - Adjust the distance between the user and the microphone. The user should avoid sitting too far away from the microphone. The most optimum distance between the user and the microphone is 1.5 m. - Ensure that the monitor's microphone is selected and enabled/unmuted on the setting in the UC application. - Increase the microphone volume in the Sound setting interface at the PC side/in the UC application.
Front buttons don't work	No response on the UC application when press on the touch buttons	- Ensure that the USB upstream cable (Type-A to Type-B or Type-C to Type-C) is connected from the PC to the monitor. - For some UC platforms/applications, the Mute function works by pressing the Mute button, but the Mute Icon on the UC platform is not sync (Icon shows unmute).
Webcam image looks over-exposed	Webcam image shows over-exposed background	- Adjust the environment lighting condition. Ensure the monitor is setup at a well lighted environment, preferably under ceiling lights. The user should avoid a dim/dark background. The user should avoid direct facing a window with bright sunlight. - Alternatively, you may use Dell Display and Peripheral Manager to adjust the webcam setting on color.
Webcam image looks grainy/dark	Webcam image appears grainy/dark	Adjust the environment lighting condition. Ensure the monitor is setup at a well lighted environment, preferably under ceiling lights. The user should avoid a dim environment.
Webcam image looks blurry	Webcam image appears blurry/not clear.	- Use a clean and slightly damp cloth to wipe the surface of the front webcam. - Adjust the distance between the user and the camera. The user should avoid sitting too far away from the camera. The most optimum distance between the user and the camera is 1.5 m.
Teams Microphone volume	Teams Microphone volume is lower than Zoom	This is normal behavior as the volume specifications are different between Teams and Zoom.
Teams/Zoom small window distorted	Teams/Zoom small window image distorted	This is normal behavior. The resolution of the small images are compressed when the main image is in high resolution (2K & 4K). If a lower resolution (720P & 1080P & 2160P) is selected, there will not be any difference between the images.
Image quality poor	The image quality of the monitor was poor	Always poor: - Check that your computer is USB 3.0-capable. - Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. Sometime poor: - Network will effect the image quality,ensure your network is fine.
The recording video blurred out.	Change monitor Camera resolution to 480p, Record with the camera app, save and playback the recording. There will show Mosaic in the video.	Change monitor camera resolution to 720p or higher.
Notebook not charging via USB-C	Notebook ≥ 180W not charging when connected to P4326QEB monitor USB-C port	Connect the Notebook with Power adaptor.
Notebook cannot power on	When the Notebook battery is at 0%, Notebook cannot power on when connecting USB-C cable to monitor.	Connect the Notebook with Power adaptor.

Specific symptoms	What you experience	Possible solutions
The wireless mouse does not work smoothly and pauses.	Connect USB up-stream cable to the DUT. More than one meter away, 2.4Ghz mouse does not work.	- Workaround: - connect to Quick Access Port - Connect USB 2.4Ghz dongle via USB Type-A Male to Female cable (0.5M)
Black screen shows up on monitor after Mac book restarting system under lid closing.	When you close the lid of your Mac book and restart your Mac book, the monitor will show black screen.	- Move the mouse or hit the keyboard to wake up the Mac book. - Turn on the monitor setting of fast wakeup, Personalize -> Fast Wakeup -> on.

Microsoft® Teams® specific problems

Table 9. Microsoft® Teams® specific problems

Problem	What you experience	Possible solutions
The Mute button is not working	Press on the Mute button does not mute and unmute microphone	- Ensure that the USB upstream cable (Type-A to Type-B or Type-C to Type-C) is connected from the PC to the monitor. - Ensure that the Mute button's LED will go dark (indicates microphone unmuted). - Ensure that the Teams account is provisioned/setup as 'Teams Only' mode. The tenant administrator should enable the account to 'Teams Only' mode.
Webcam no image	Webcam no image when using Teams	- Ensure that the USB upstream cable (Type-A to Type-B or Type-C to Type-C) is connected from the PC to the monitor. - Select 'Dell P4326QEB Webcam' as the camera in Teams Video settings.
Webcam being occupied	Webcam being occupied and can't be used	Avoid running multiple conference softwares at the same time. While you are using 'conference software A', close the other 'conference software B'.

Universal Serial Bus (USB) specific problems

Table 10. USB specific problems

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 and then turn on the monitor again. - Reboot your computer. - Some USB devices like external portable HDD require higher electric current, connect the device directly to the computer system.
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 connector). - 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 itself and its receiver decreases	- 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	Unplug the Wireless USB mouse receiver and re-plug it into an appropriate Quick Access USB port at the bottom of the monitor.

Contacting Dell

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

- ① **NOTE:** Availability varies by country or region and product, and some services may not be available in your country or region.
- 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.

Revision History

The following table provides the revision history of this document:

Table 11. Revision history

Revision	Date	Description
A00	August 2026	Original publish date.