Dell UltraSharp 27 4K Thunderbolt Hub Monitor U2725QE

Simplified Service Manual

Model: U2725QE
Regulatory Model: U2725QEt
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DELL Technologies

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Safety instructions

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

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

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

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

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

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

Before working inside your monitor

Steps

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

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

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

After working inside your monitor

CAUTION: Leaving stray or loose screws inside your monitor may severely damage your monitor.Protecting Against Electrostatic Discharge.

Steps

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

View of U2725QE Monitor

Front view

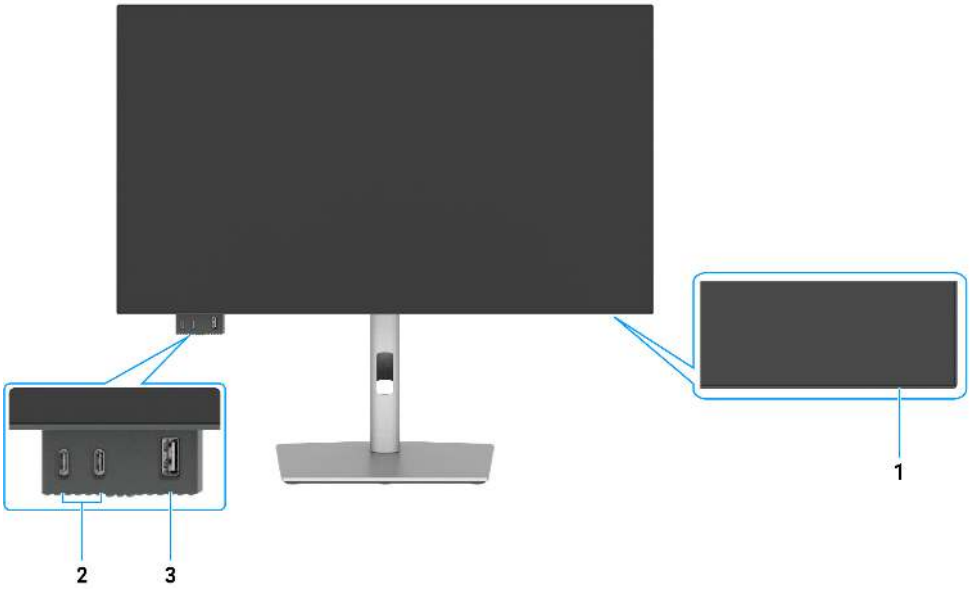

Figure 1. **Front view of the monitor**

Table 1. **Components and descriptions.**

Label	Description	Function
1	Power LED indicator	Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in Standby Mode.
2	2 x USB-C 10Gbps downstream port with power charging (15W)	Connect your USB device. The USB-C port supports 5 V/3 A.
3	USB Type-A 10Gbps downstream port with BC1.2 5 V/1.5 A typical (2 A max) power charging (10W)	Connect your USB device. The USB port supports Battery Charging Rev. 1.2.

NOTE: You can use this port only after you have connected the USB cable (A to C or C to C) to the USB-C or Thunderbolt 4 upstream port at the rear of the monitor to the PC.

Top view

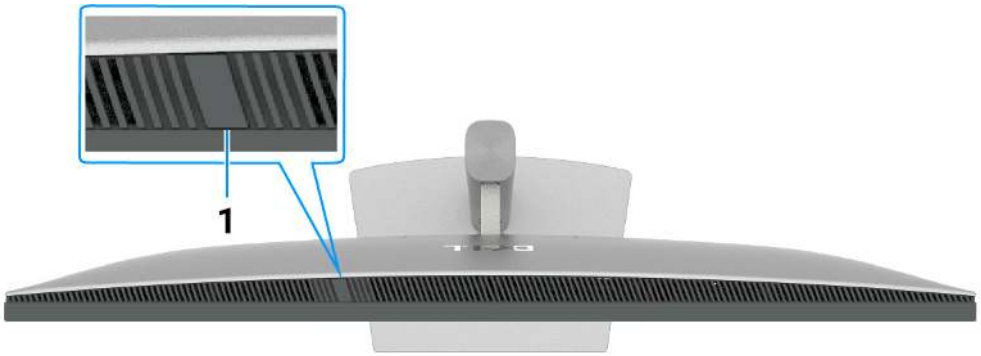

Figure 2. **Top view of the monitor**

Table 2. **Components and descriptions.**

Label	Description	Function
1	Ambient light sensor	Detects ambient light and adjusts the brightness of the display accordingly. For more information, see Auto Brightness and Auto Color Temp. ⓘ **NOTE:** If the Ambient light sensor detects abnormal change in the light level, see Ambient light detection anomaly.

Back view

Figure 3. **Back view of the monitor**

Table 3. **Components and descriptions.**

Label	Description	Function
1	VESA mounting holes (100 mm x 100 mm)-behind attached VESA cover	Wall mount monitor using VESA-compatible wall mount kit.
2	Regulatory information label	Lists the regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	Power button	To turn the monitor on or off.
5	Joystick	Use it to control the OSD menu.
6	Regulatory label (including Mac address, Barcode, serial number, and Service Tag label)	Refer to this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.
7	Cable-management slot	Use to organize cables by inserting them through the slot.

Bottom view

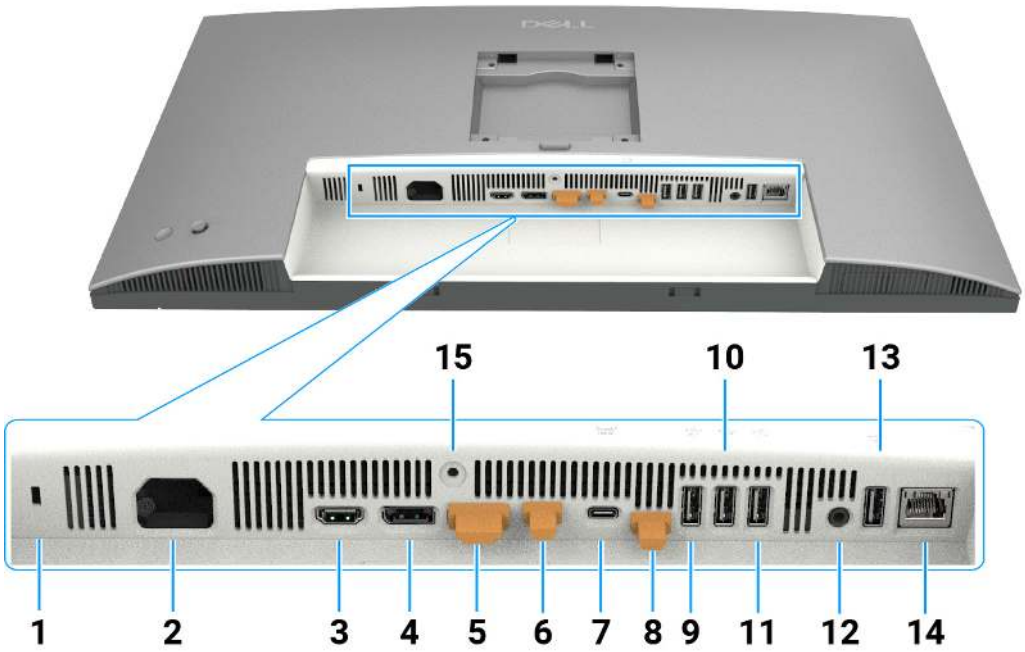

Figure 4. **Bottom view of the monitor**

Table 4. **Components and descriptions.**

Label	Description	Function
1	Security lock slot	Secures monitor with security cable lock (sold separately).
2	Power connector	Connect the power cable.
3	HDMI 2.1 port	Connect your computer with the HDMI cable.
4	DisplayPort 1.4 port (in)	Connect your computer with the DisplayPort cable.
5	DisplayPort 1.4 port (out)	DP output for MST (Multi-Stream Transport) capable monitor. To enable MST, refer to instruction on section Connecting the monitor for DP MST function.
6	Thunderbolt 4 downstream (Video + Data)	Thunderbolt 4 downstream port suitable for video and USB data output under Daisy chain, Connecting the monitor for TBT daisy chain. **NOTE:** HDMI input is not supported video output in this port in KVM function. **NOTE:** This port is always active to transmit video and data of a Thunderbolt source connected to port 7. MST function must be turned on to enable this port to transmit DP or USB-C DP-Alt video connected to port 4 and port 7 respectively.

Label	Description	Function
7	140W Thunderbolt 4 upstream （Video + Data). Alternate mode with DisplayPort 1.4, Power Delivery up to 140 W	Connect to your computer using the Thunderbolt cable. The Thunderbolt 4 upstream offer the fastest transfer rate (USB 3.2 Gen 2), TBT mode and the alternate mode with DP 1.4 support the following, and 28 V/5 A, 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. Maximum resolution of 3840 x 2160 at 120 Hz. This model will feature Thunderbolt 4 technology and will have a 140 W power delivery, it is recommended for use the following Dell's products that meet the fire enclosures. **NOTE:** Thunderbolt 4 upstream is not supported on Windows versions that are prior to Windows 10. **NOTE:** Power delivery supports a maximum of 140 W (28V5A) and requires devices to support USB PD EPR(extended power range), otherwise it can only support a maximum of 90 W (20V4.5A).
8	USB-C upstream port (data only) 	Connect to your computer using the USB cable (Thunderbolt 4 cable, A to C or C to C). Once the USB cable is connected, you can use the USB downstream connectors on the monitor.
9, 10, 11, 13	10 Super speed USB 10 Gbps ports (4)	Connect your USB device. You can use these ports only after you have connected the USB cable (Thunderbolt 4 cable, A to C or C to C) from the computer to the monitor.
12	Audio line-out port	Connect external speakers.*
14	RJ45 connector (2.5G)	Connect Internet. You can surf Internet via RJ45 only after you have connected the USB cable (Thunderbolt 4 cable, A to C or C to C) from the computer to the monitor.
15	Stand lock	Lock the stand to the monitor using a M3 x 8 mm screw (screw not included).

* Headphone usage is not supported for the audio line out connector.

Major components of U2725QE monitor

The following image shows the major components of U2725QE.

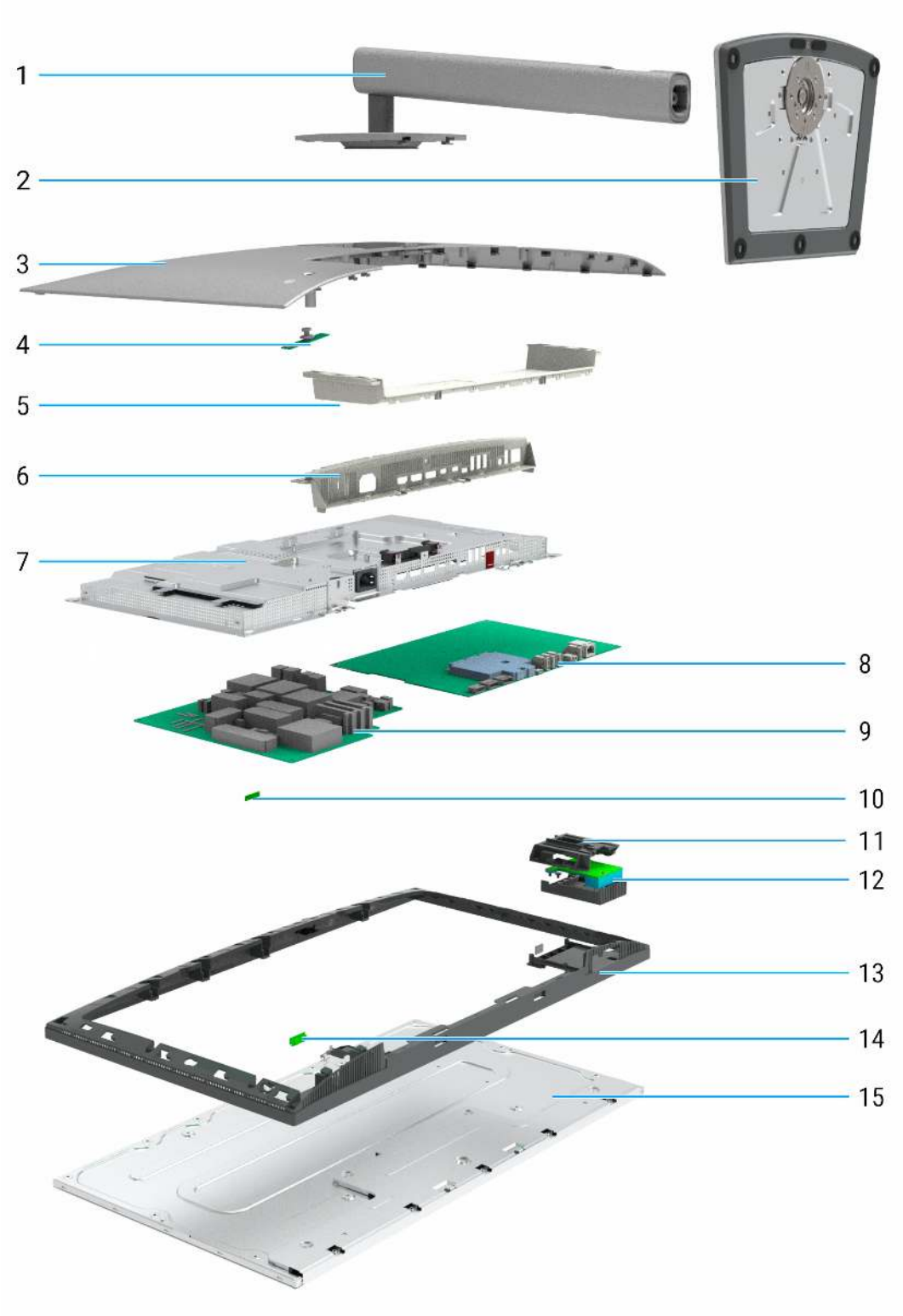

Figure 5. **Major components of the U2725QE monitor**

Table 5. Monitor componets

Callout	Description
1	Stand riser
2	Stand base
3	Upper back cover
4	Keypad board
5	Lower back cover
6	I/O cover
7	Main chassis
8	Main board
9	Power board
10	ALS board
11	QAP
12	USB board
13	Middle frame
14	LED board
15	Display panel

NOTE:

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

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

Wiring connectivity diagram

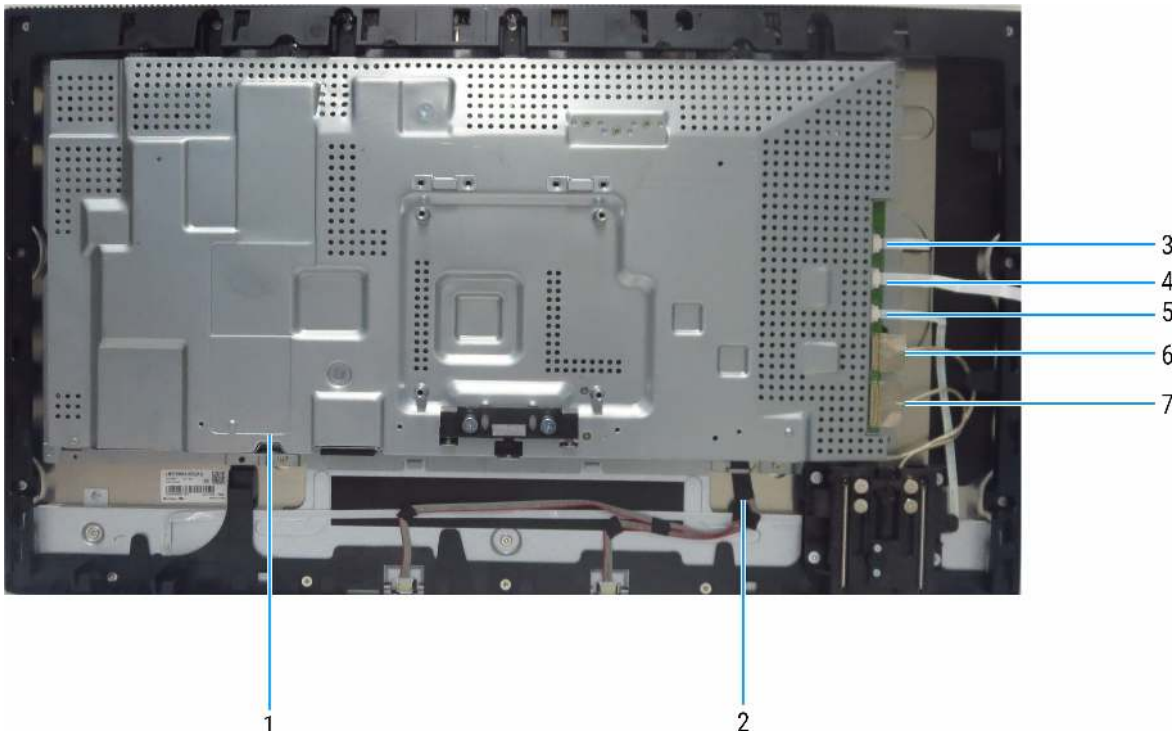

Figure 6. **Wiring connectivity diagram**

Table 6. **Components and descriptions.**

Callout	Description
1	eDP cable
2	Lightbar cable
3	Sensor cable
4	Keypad cable
5	LED cable
6	USB cable 1
7	USB cable 2

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 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.

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

NOTE: Route the cables through the cable-management slot before connecting them.

NOTE: Do not connect all the cables to the computer at the same time.

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/DisplayPort/Thunderbolt 4 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.

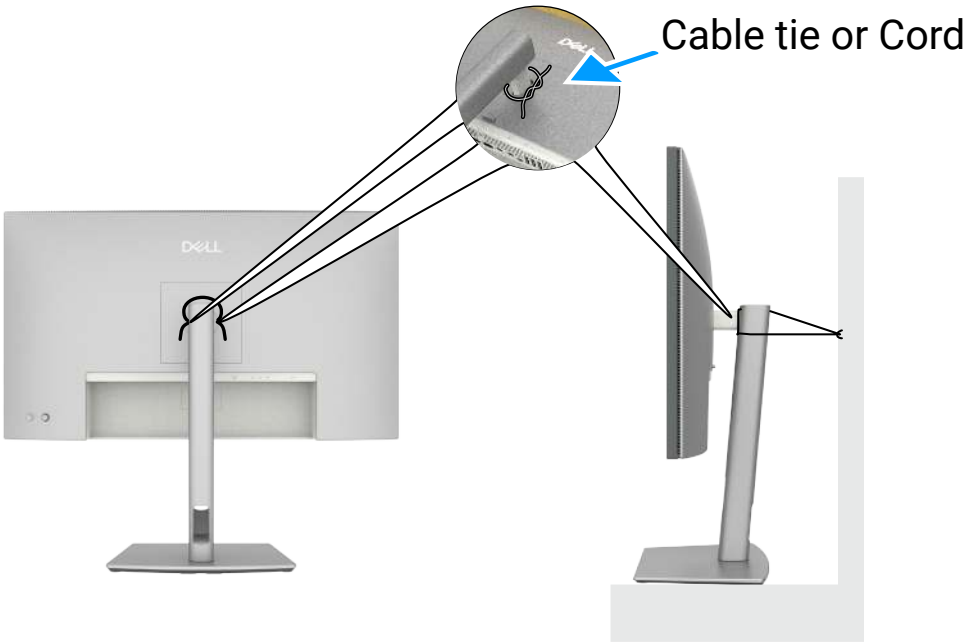

Figure 7. **Prevent the monitor from falling**

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

NOTE: U2725QE default setting is DisplayPort 1.4. A DisplayPort 1.1 Graphic card may not display normally.

NOTE: Remove the rubber plug when using DisplayPort (out) or Thunderbolt 4 downstream or USB-C upstream connector.

Connecting the HDMI cable (Optional)

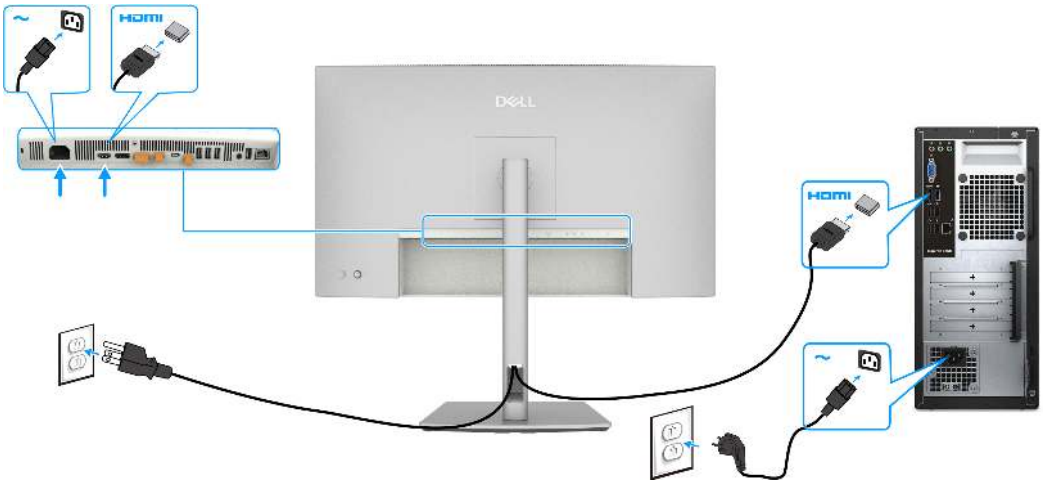

Figure 8. **Connecting the HDMI cable**

Connecting the DispalyPort cable

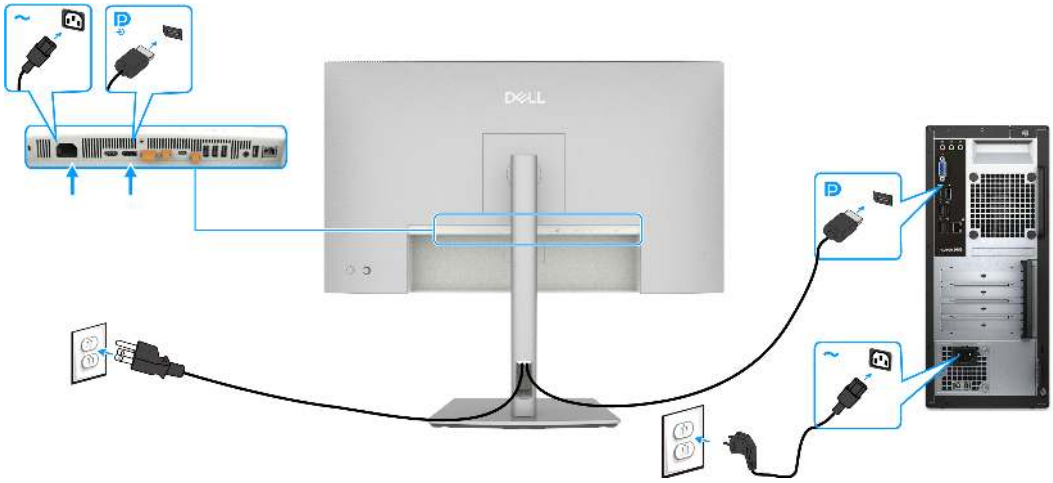

Figure 9. Connecting the DispalyPort cable

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

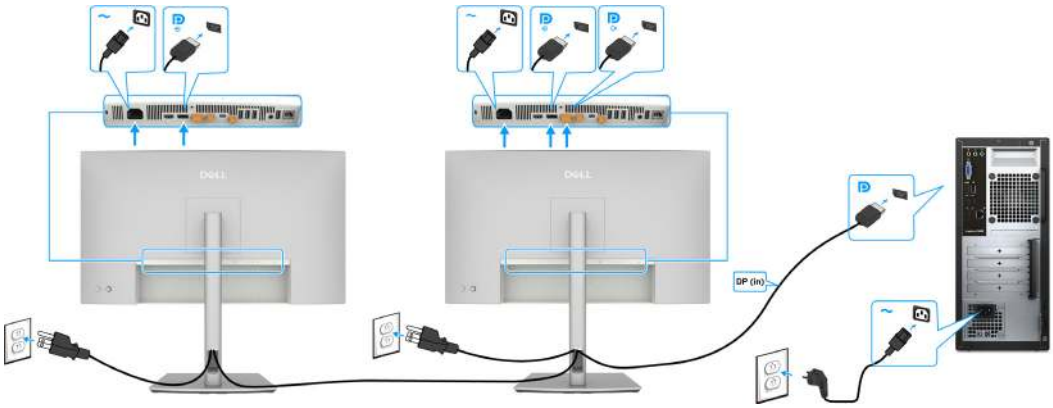

Figure 10. Connecting the monitor for DP Multi-Stream Transport (MST) function

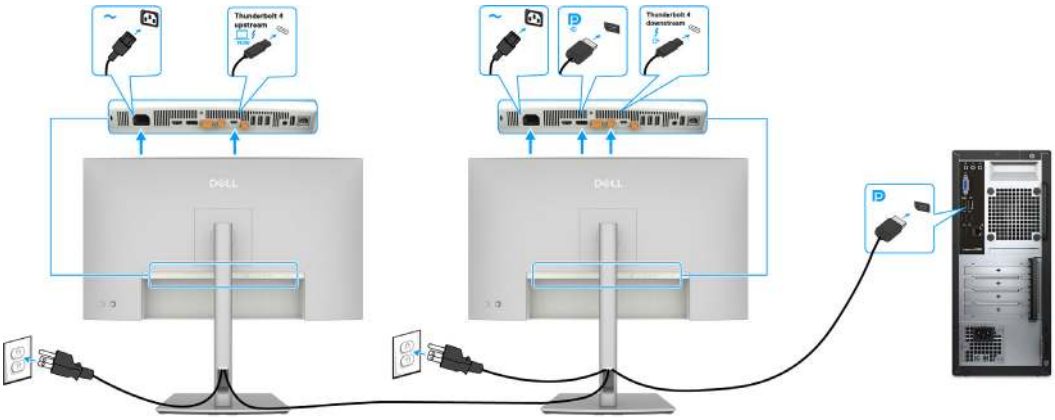

Figure 11. Connecting the monitor for DP-TBT Multi-Stream Transport (MST) function

ⓘ **NOTE:** Supports the DisplayPort MST feature. To make use of this feature, your computer graphics card must be certified to at least DisplayPort 1.2 with MST option.

Connecting the Thunderbolt 4 cable

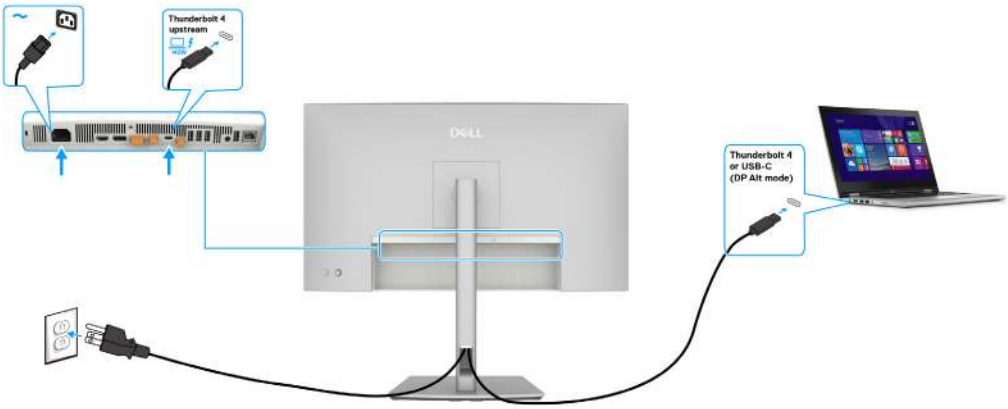

Figure 12. Connecting the Thunderbolt 4 cable

Connecting the Monitor for Thunderbolt 4 daisy chain function

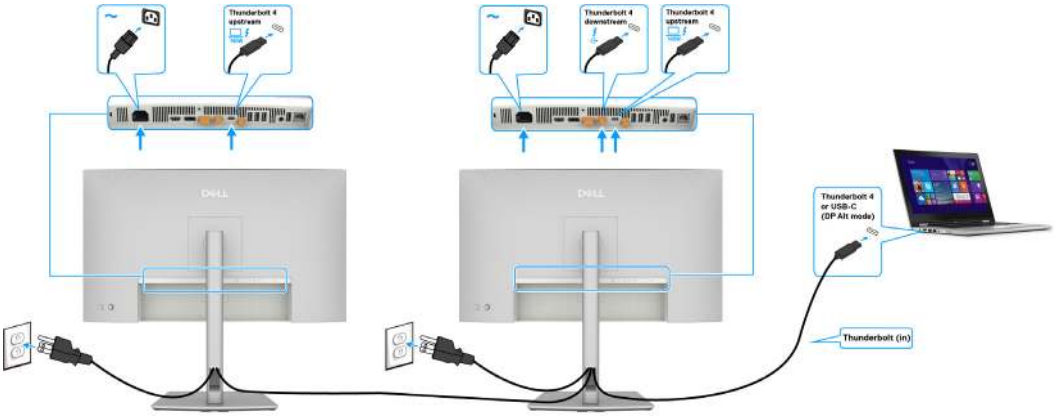

Figure 13. Connecting the Monitor for Thunderbolt 4 daisy chain function-1

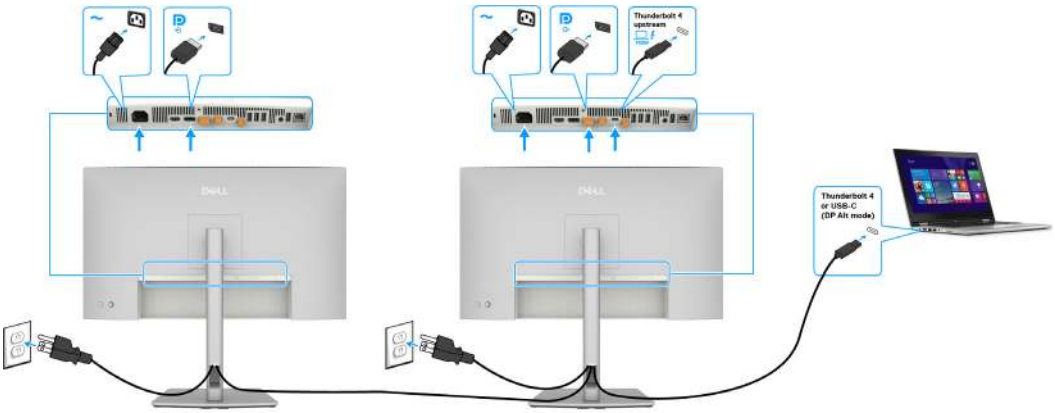

Figure 14. Connecting the Monitor for TBT-DP daisy chain function

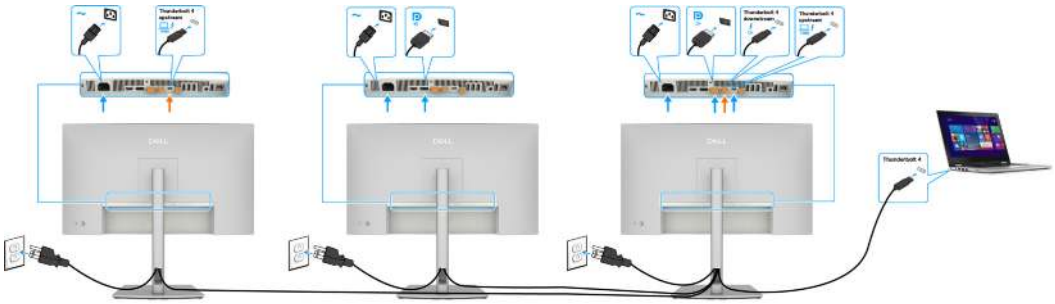

Figure 15. Connecting the Monitor for TBT-DP daisy chain function-2

NOTE: The maximum number of supported monitors through MST is subjected to the bandwidth of the Thunderbolt 4. DP and USB-C (DP alt mode)source MST must be enabled with primary monitor OSD to project display on the secondary monitor.

WARNING:The Dell UltraSharp U2725QE supports the USB-C Power Delivery 3.1 (Thunderbolt 4) specification and can provide a maximum output of up to 140 W. For safety consideration, this USB-C port must be connected to the Dell-approved products with the inbox Thunderbolt 4 Passive cable. For the list of Dell-approved products, refer Dell products compatible with USB-C Power Delivery 3.1 (Extended Power Range 140 W) Tech sheet at Dell.com/support/U2725QE**.**

Connecting the USB-C cable (A to C)

Figure 16. Connecting the USB-C cable (A to C)

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

Connecting the monitor for RJ45 cable, LAN access via monitor network port (optional)

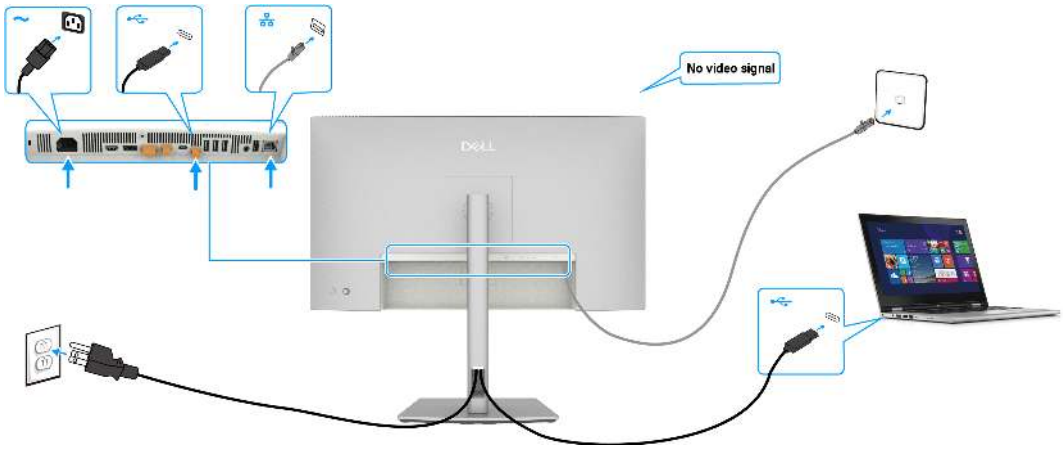

Figure 17. Network routing via USB-C upstream port

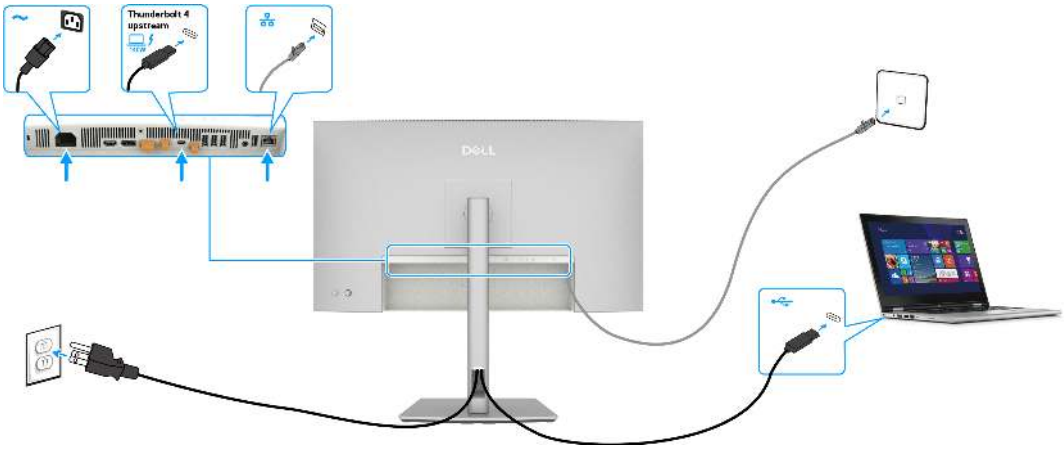

Figure 18. Network routing via Thunderbolt 4 upstream port

Disassembly and reassembly

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

Recommended tools

- Phillips screwdriver #0
- Phillips screwdriver #2
- Penknife
- Soldering iron
- Absorber

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: Screw color may vary with the configuration ordered.

Table 7. Components and descriptions.

Component	Screw type	Quantity	Screw image
Back cover	M4x10	4	
Keypad board	M2x3.3	2	
I/O Cover	M3x5	4	
QAP	M3x6	4	
USB board	M3x3	1	
Main chassis	M3x3	4	
Middle frame	M3x5	11	
Middle frame	M3x4	5	
Power board groundwire	M4x8	1	
Power board	M3x6	4	
Main board	M3x6	3	

Stand

Removing the stand

Prerequisites

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

Steps

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand-release button.
3. Tilt the stand upwards till the stand is separated from the monitor head.
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.

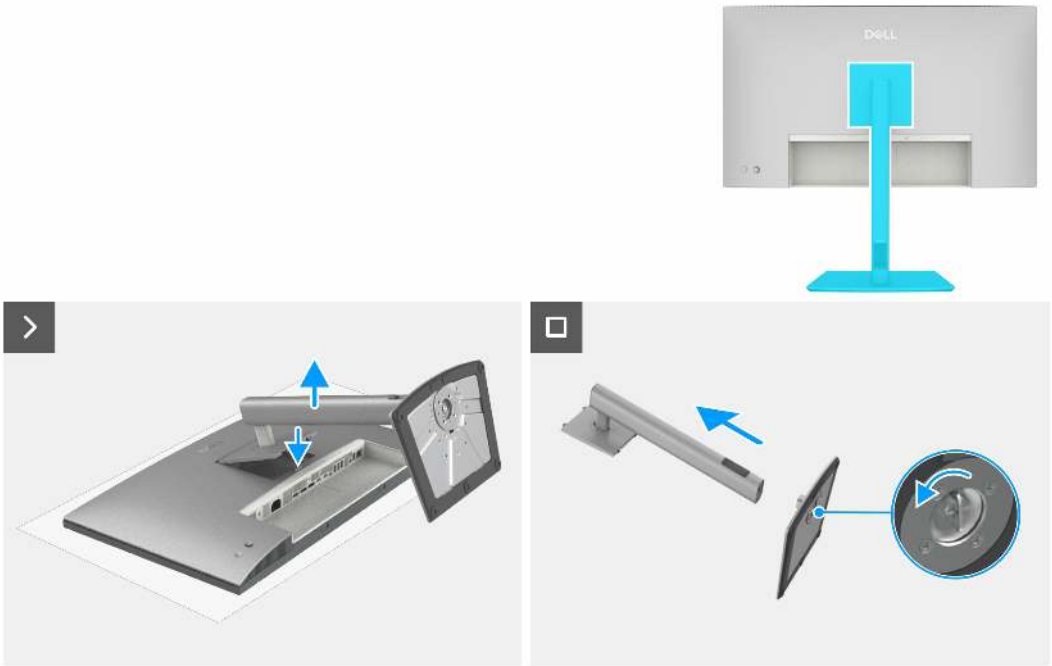

Figure 19. Removing the stand

Installing the stand

Steps

1. Align and place the stand riser on the stand base.
2. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
3. Close the screw handle.
4. Align the stand assembly bracket to the monitor head.
5. Insert the bracket towards monitor unitl it locks in place.

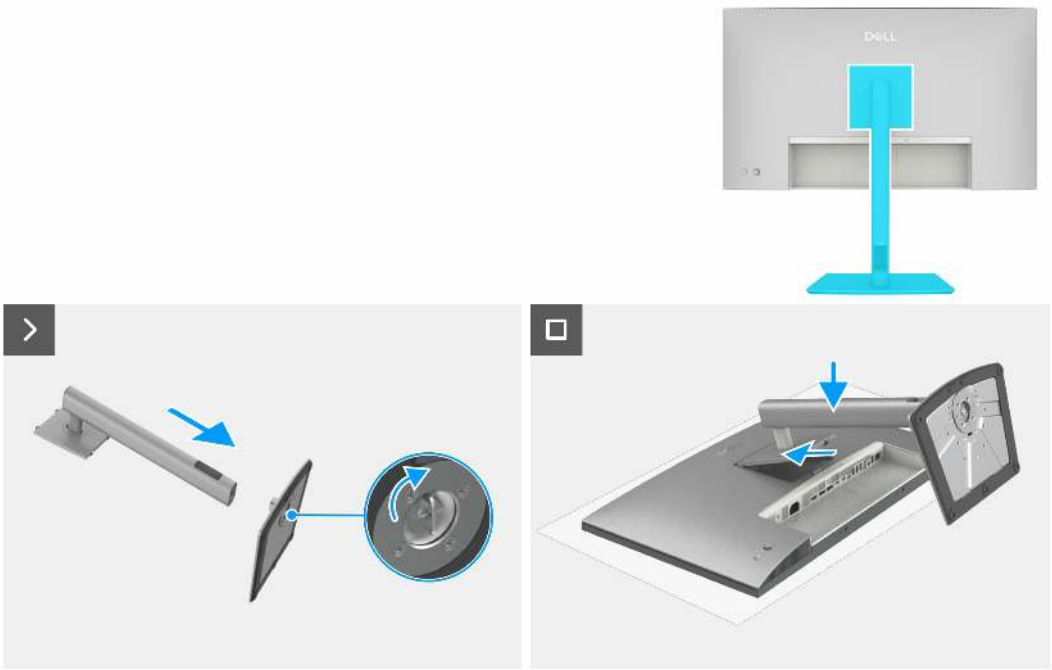

Figure 20. Installing the stand

Next steps

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

Upper back cover

Removing the upper back cover

Prerequisites

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

Steps

1. Remove the four screws (M4x10) to release the upper back cover.
2. Use one hand to push the upper back cover from the bottom side to the top side.
3. Lift the upper back cover and disconnect the keypad cable from the connector on the main board.
4. Lift and remove the upper back cover away from the monitor.

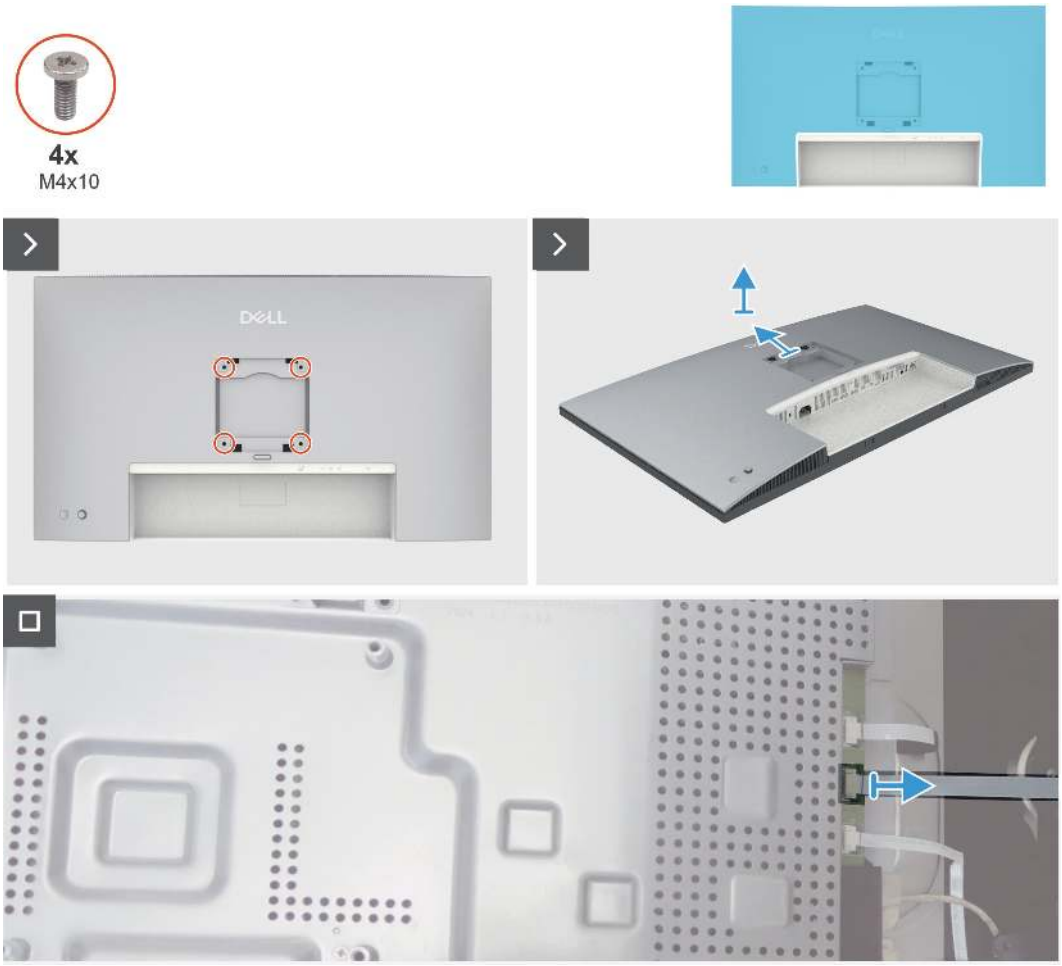

Figure 21. **Removing the upper back cover**

Installing the upper back cover

Steps

1. Connect the keypad cable to the main board.
2. Slide the upper back cover to the slots of the middle frame from the top side to bottom side, and push along the side to snap the upper back cover into place.
3. Replace the four screws (M4x10) to secure the upper back cover to the display monitor.

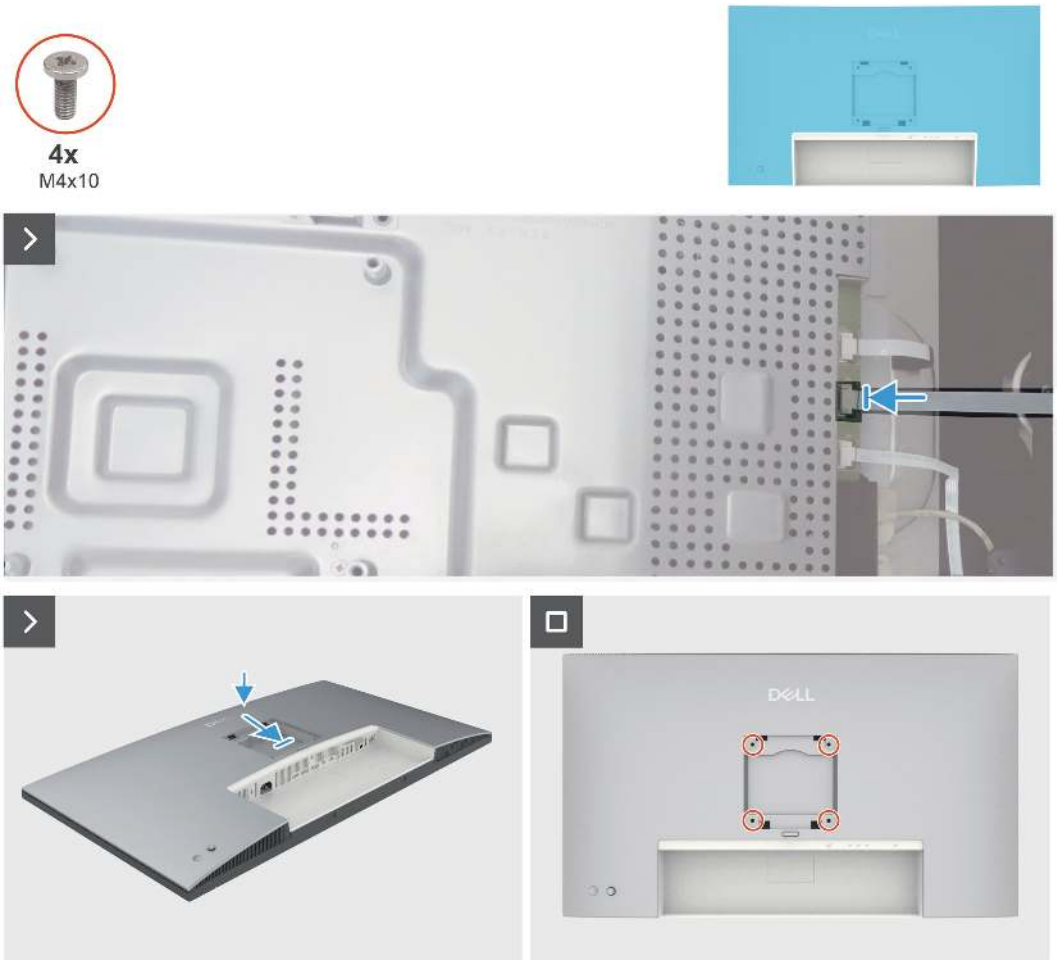

Figure 22. Installing the upper back cover

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 upper back cover.

Steps

1. Peel the keypad cable from the back cover.
2. Peel the foam from the keypad board.
3. Remove the two screws (M2x3.3) that secure the keypad board to the upper back cover.
4. Remove the keypad board from the upper back cover.
5. Remove the joystick cap from the keypad board.

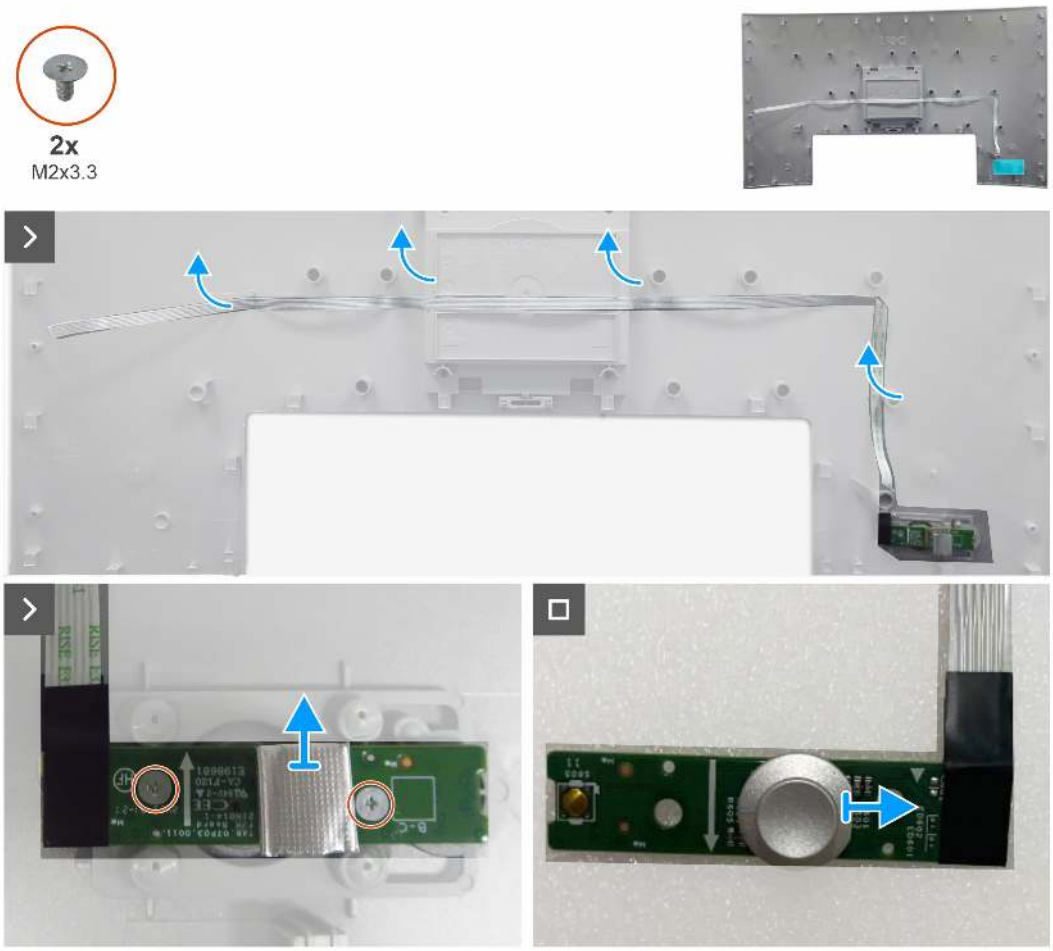

Figure 23. **Removing the keypad board**

Installing the keypad board

Steps

1. Install the joystick cap on the keypad board.
2. Locate the keypad board to the upper back cover.
3. Replace the two screws (M2x3.3) that secure the keypad board to the upper back cover.
4. Adhere the foam on the keypad board.
5. Adhere the keypad cable on the cover with double-faced tape.

Figure 24. **Installing the keypad board**

Next steps

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

Lower back cover

Removing the lower back cover

Prerequisites

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

Steps

1. Pry the lower back cover from the display-assembly base starting from the left side or right side.
2. Lift the lower back cover off the display-assembly base.

Figure 25. Removing the lower back cover

Installing the lower back cover

Steps

1. Slide the lower back cover into the slots on the display-assembly base, and press along the side to snap the lower back cover into place.

Figure 26. Installing the lower back cover

Next steps

1. Install the keypad board.
2. Install the upper back cover.
3. Install the stand.
4. 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 upper back cover.
4. Remove the keypad board.
5. Remove the lower back 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.

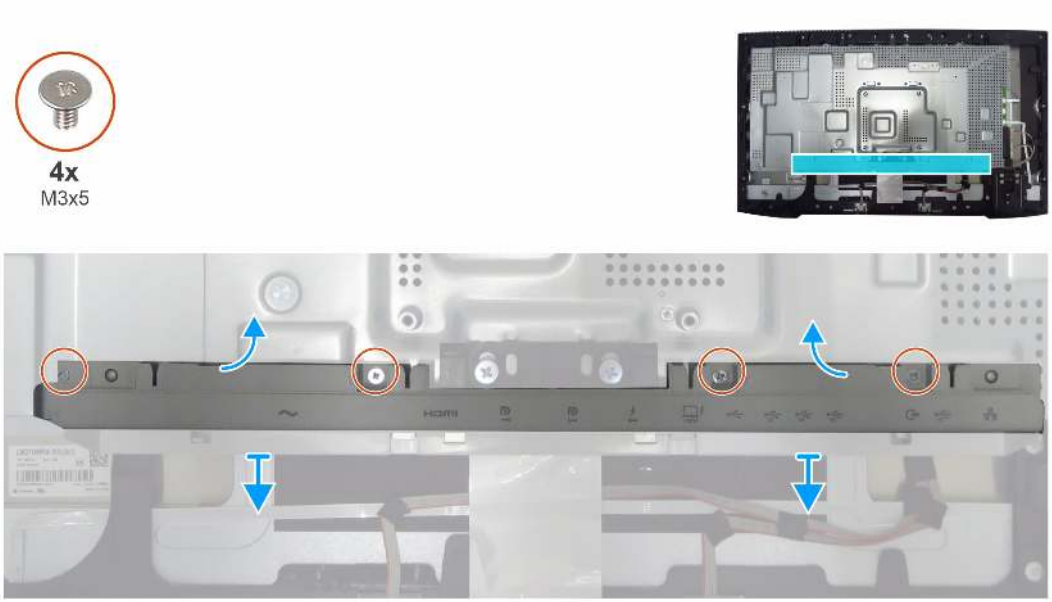

Figure 27. Removing the I/O cover

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.

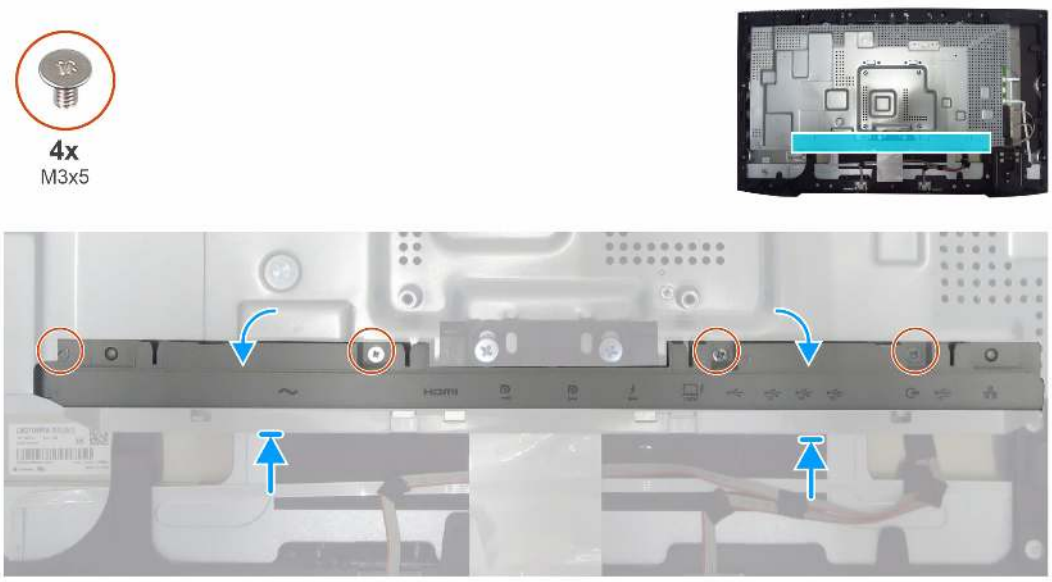

Figure 28. Installing the I/O cover

Next steps

1. Install the lower back cover.
2. Install the keypad board.
3. Install the upper back cover.
4. Install the stand.
5. Follow the procedure in After working inside your monitor.

QAP (Quickly Accessary Ports)

Removing the QAP

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the keypad board.
5. Remove the lower back cover.
6. Remove the I/O cover.

Steps

1. Peel the mylar tape and the aluminum foil.
2. Lift the locks and pull out the two wires from the main board.
3. Remove the four screw (M3x6) that secure the QAP to the middle frame.
4. Remove the QAP away from the middle frame.

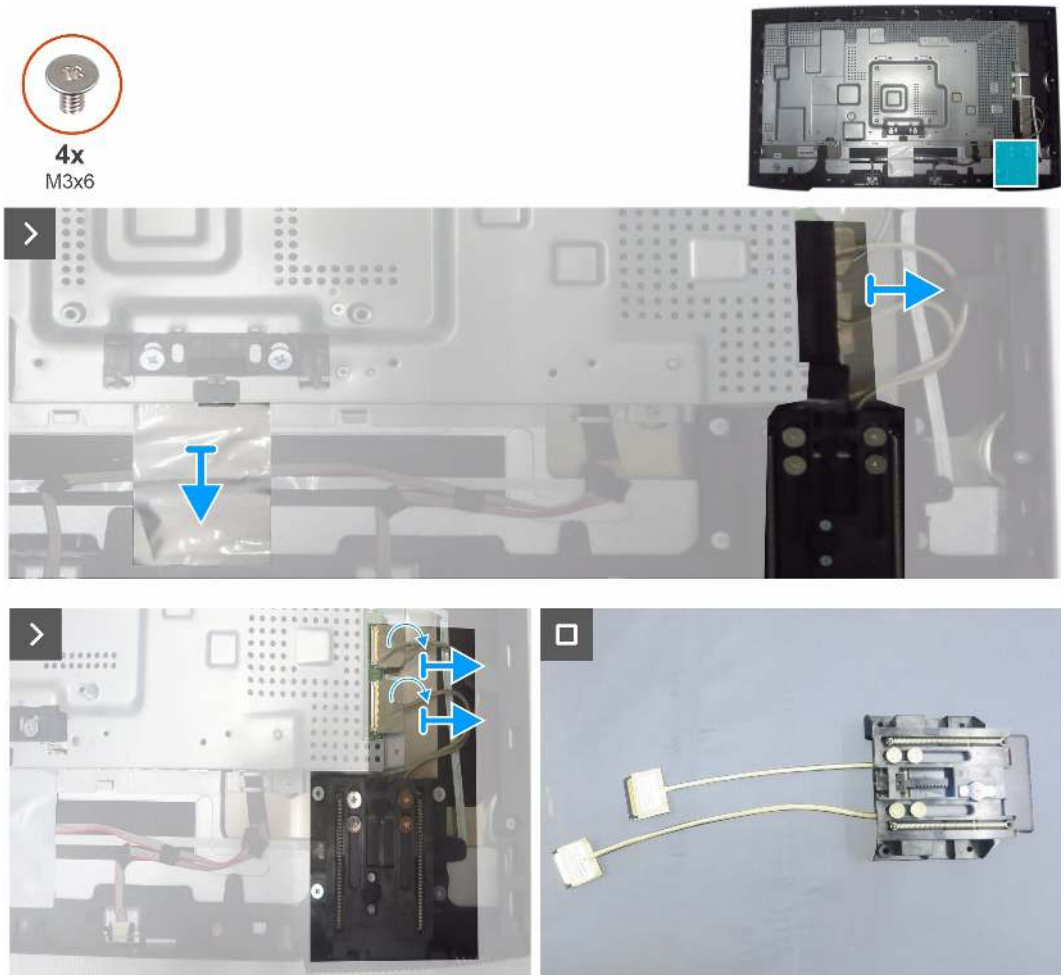

Figure 29. **Removing the QAP**

Installing the QAP

Steps

1. Align the screw holes on the QAP with the screw holes on the middle frame.
2. Replace the four screws (M3x6) that secure the QAP to the middle frame.
3. Connect the two wires to the main board and close the lock.
4. Adhere the tape and the aluminum foil that secure the cables.

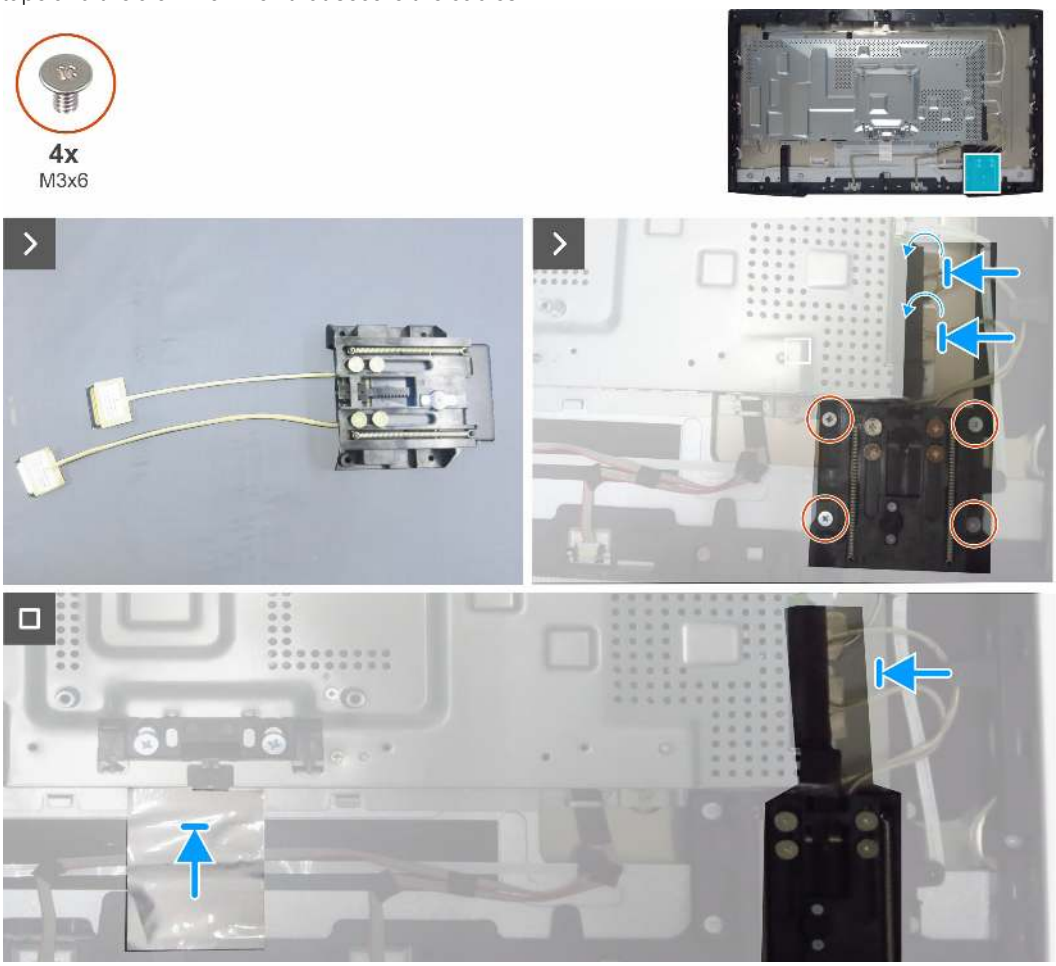

Figure 30. Installing the QAP

Next steps

1. Install the I/O cover.
2. Install the lower back cover.
3. Install the keypad board.
4. Install the upper back cover.
5. Install the stand.
6. Follow the procedure in After working inside your monitor.

USB Board

Removing the USB board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the keypad board.
5. Remove the lower back cover.
6. Remove the I/O cover.
7. Remove the QAP.

Steps

1. Turn over the QAP and pry the top cover of the QAP to remove it.
2. Remove the screw (M3x3) that secures the iron cover and USB board to the back cover of QAP.
3. Remove the iron cover and USB board from bottom cover of QAP.
4. Peel the conductive tapes on the back of the USB board.
5. Lift the locks and pull out the two wires from the USB board.

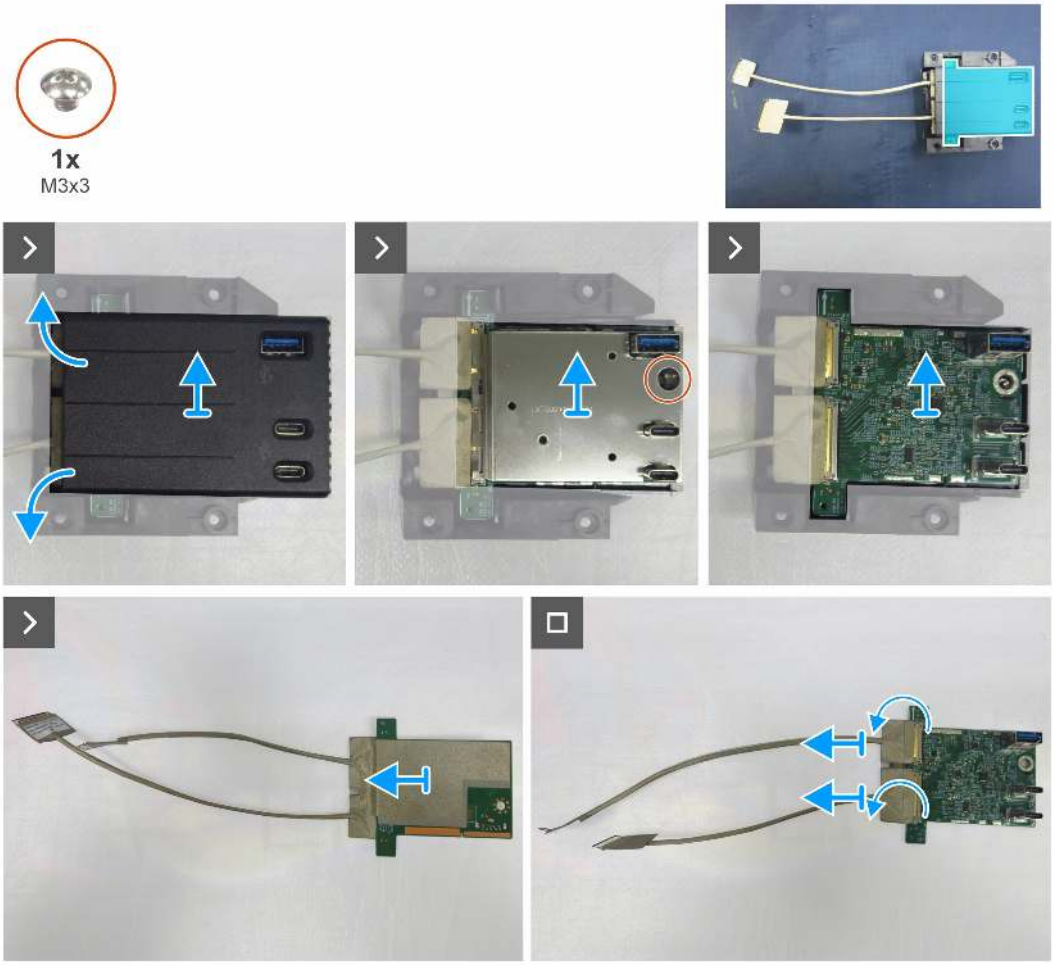

Figure 31. **Removing the USB board**

Installing the USB board

Steps

1. Connect the two USB wires to the USB board and lock it.
2. Adhere the two conductive tape on the back of the USB board.
3. Assemble the USB board and iron cover with the bottom cover of the QAP.
4. Replace the screw (M3x3) that secures the USB board and iron cover to the back cover of QAP.
5. Replace the top cover of the QAP.

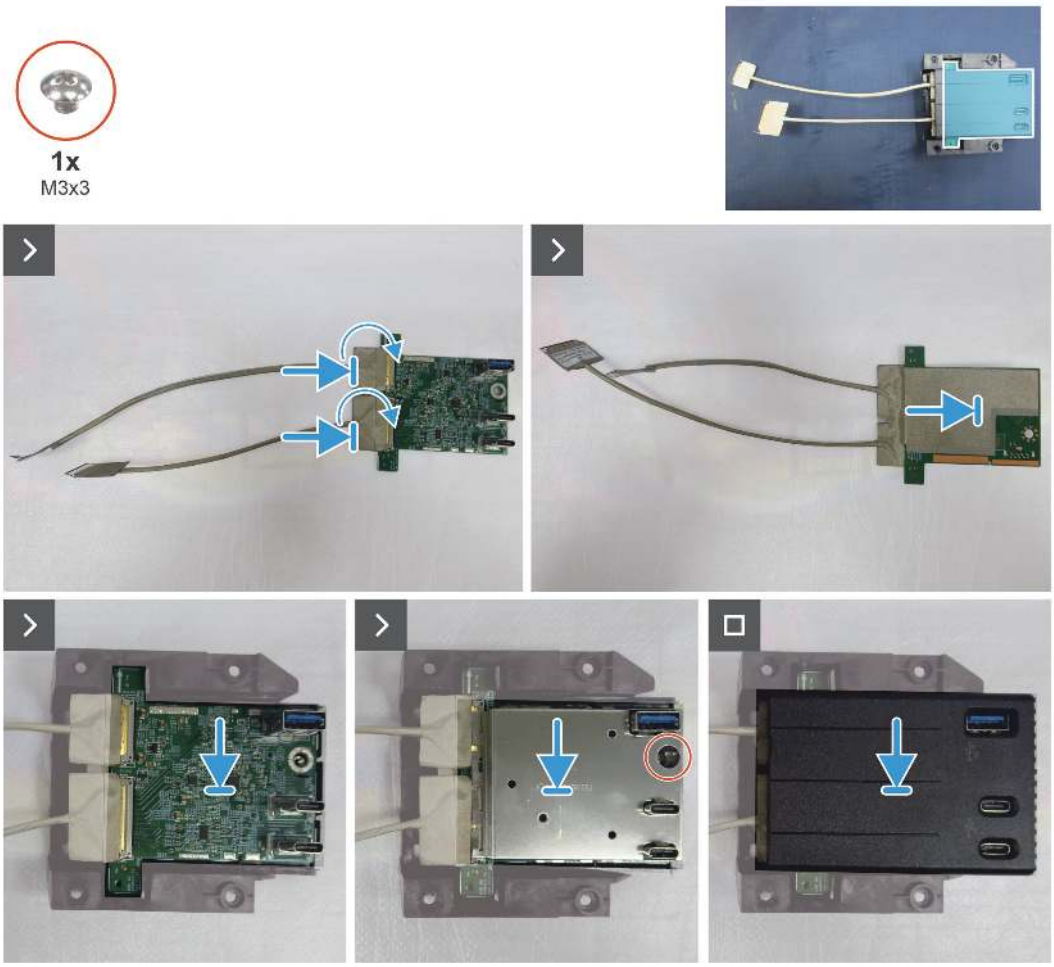

Figure 32. **Installing the USB board**

Next steps

1. Install the QAP.
2. Install the I/O cover.
3. Install the lower back cover.
4. Install the keypad board.
5. Install the upper back cover.
6. Install the stand.
7. 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 upper back cover.
4. Remove the keypad board.
5. Remove the lower back cover.
6. Remove the I/O cover.
7. Remove the QAP.
8. Remove the USB board.

Steps

1. Remove the four screws (M3x3) that secure the main chassis to the display panel.
2. Disconnect the LED cable and sensor cable from the main board.
3. Disconnect the lightbar cables and eDP cable from the connectors of display panel.
4. Lift and remove the main chassis away from the display panel.

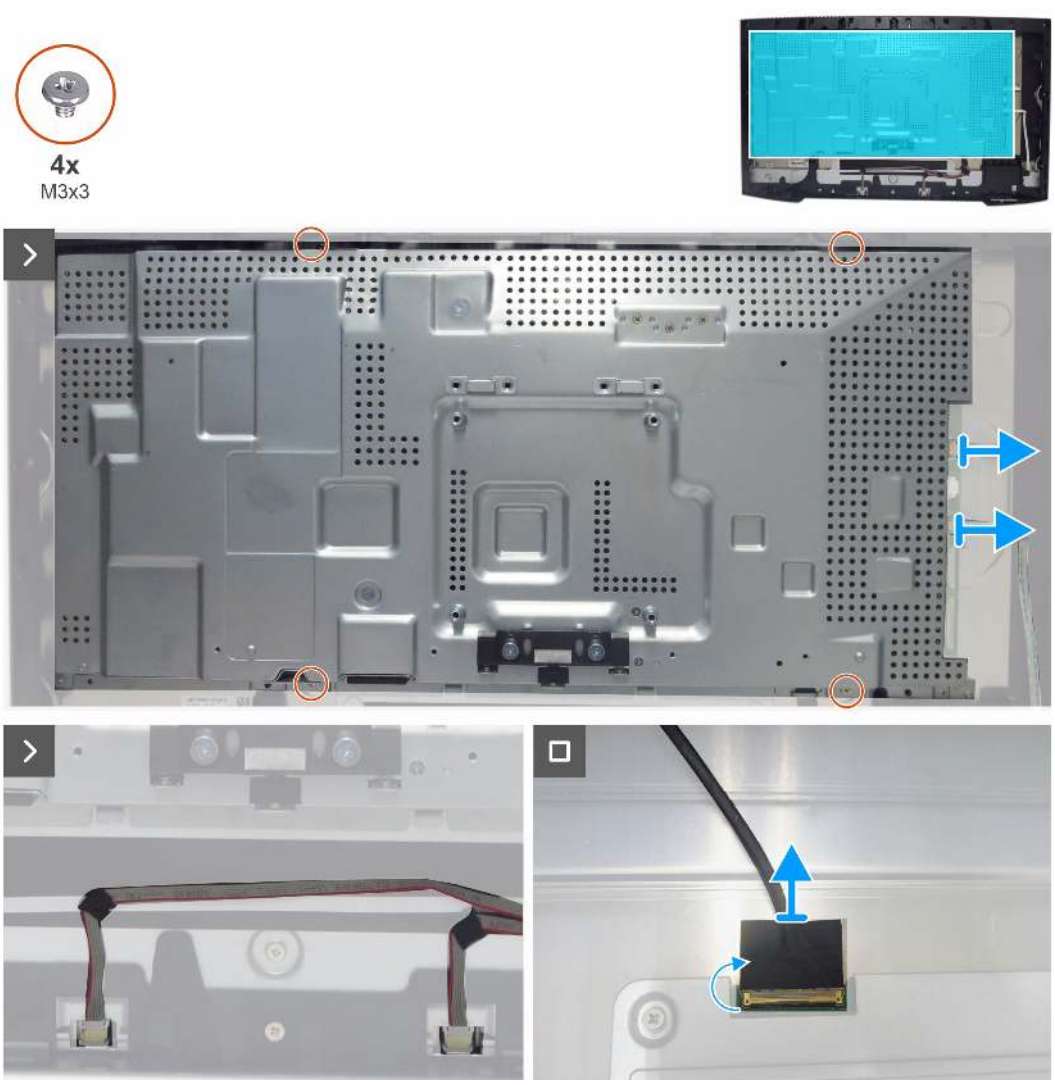

Figure 33. **Removing the main board**

Installing the main chassis

Steps

1. Align the holes on the main chassis with the probers the middle frame.
2. Connect the eDP cable and lightbar cables to the connector on the display panel and main board.
3. Connect the LED cable and sensor cable to the main board.
4. Replace the four screws (M3x3) to secure the main chassis with the display panel.

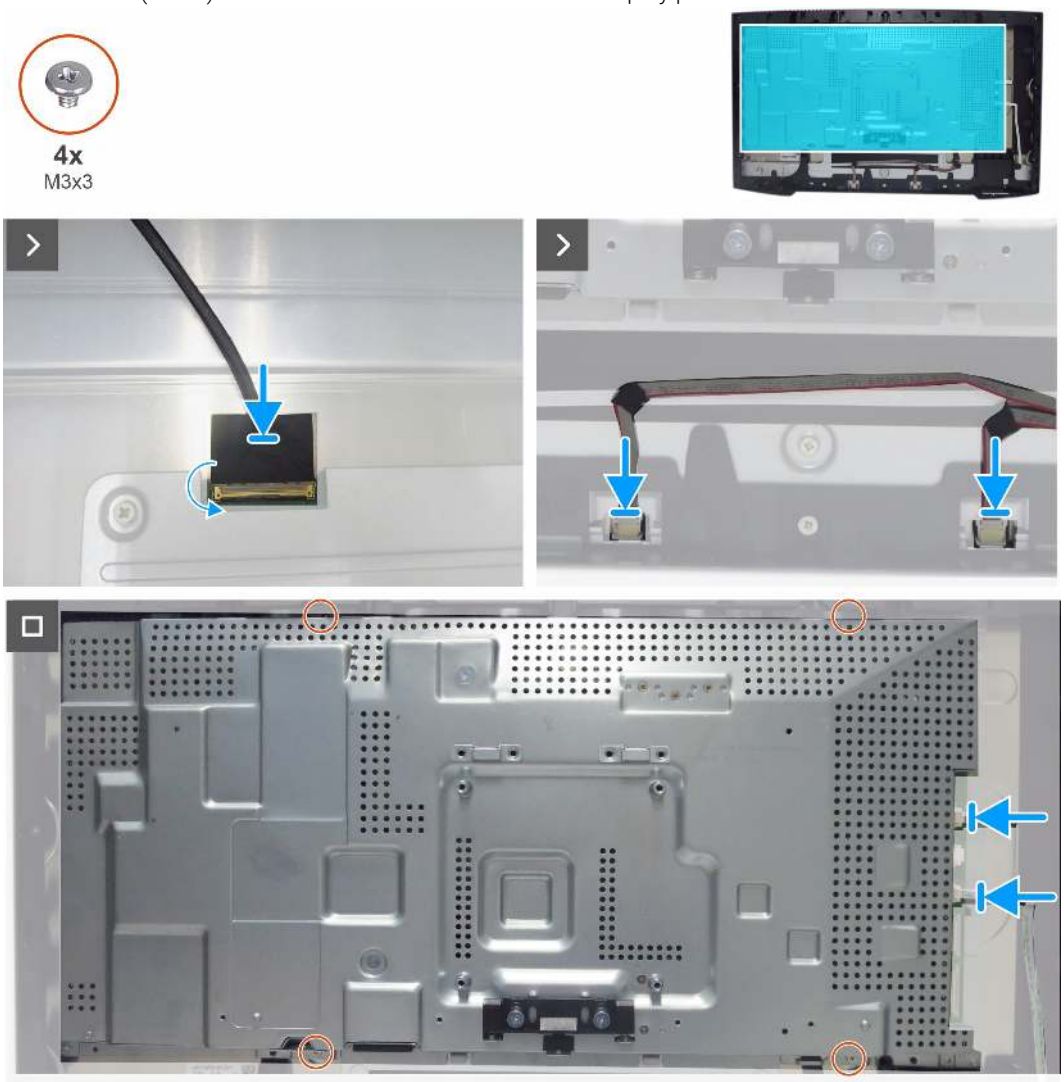

Figure 34. **Installing the main chassis**

Next steps

1. Install the USB board.
2. Install the QAP.
3. Install the I/O cover.
4. Install the lower back cover.
5. Install the keypad board.
6. Install the upper 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 upper back cover.
4. Remove the keypad board.
5. Remove the lower back cover.
6. Remove the I/O cover.
7. Remove the QAP.
8. Remove the USB board.
9. Remove the main chassis.

Steps

1. Remove the eleven screws (M3x5) and the five screws (M3x4) that secure the middle frame to the panel.
2. Peel the sensor cable from the display panel.
3. Lift and remove the middle frame away from the display panel.

Figure 35. Removing the middle frame

Installing the middle frame

Steps

1. Align and place the middle frame on the display panel.
2. Adhere the sensor cable on the back of display panel.
3. Replace the eleven screws (M3x5) and the five screws (M3x4) to secure the middle frame to the display panel.

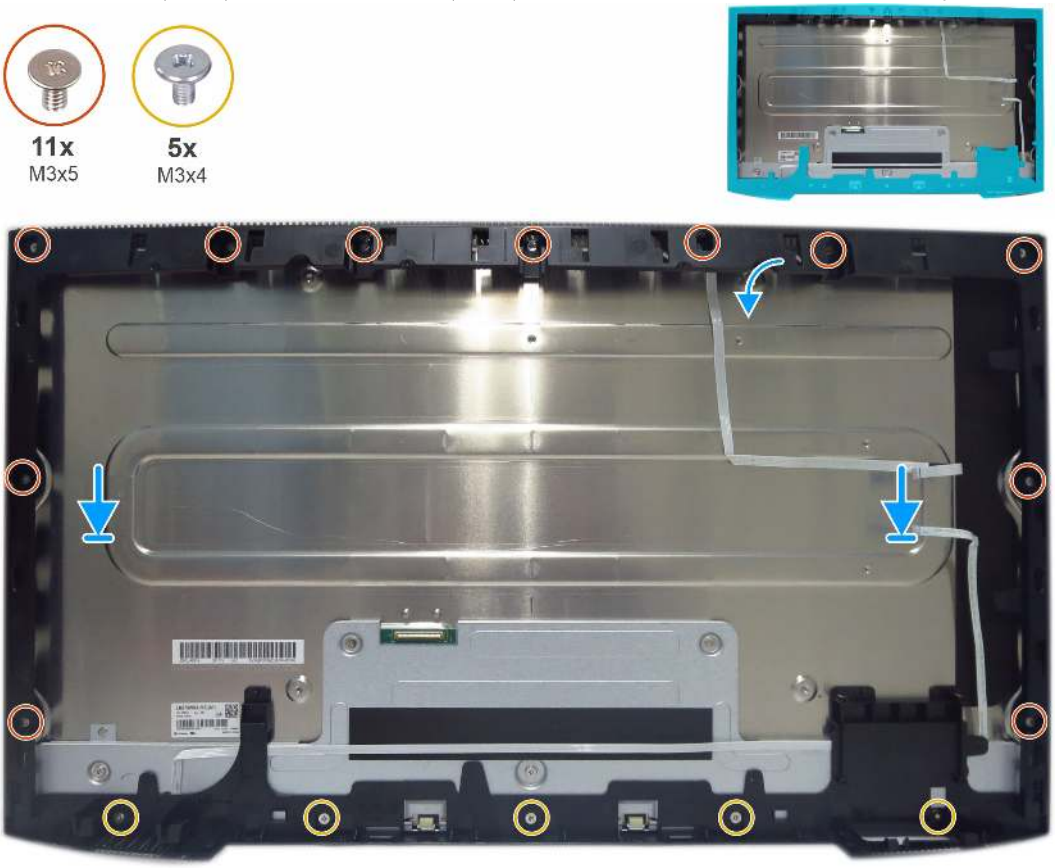

Figure 36. Installing the middle frame

Next steps

1. Install the main chassis.
2. Install the USB board.
3. Install the QAP.
4. Install the I/O cover.
5. Install the lower back cover.
6. Install the keypad board.
7. Install the upper back cover.
8. Install the stand.
9. Follow the procedure in After working inside your monitor.

LED board and ALS board

Removing the LED board and ALS board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the keypad board.
5. Remove the lower back cover.
6. Remove the I/O cover.
7. Remove the QAP.
8. Remove the USB board.
9. Remove the main chassis.
10. Remove the middle frame.

Steps

1. Peel the LED cable from the middle frame.

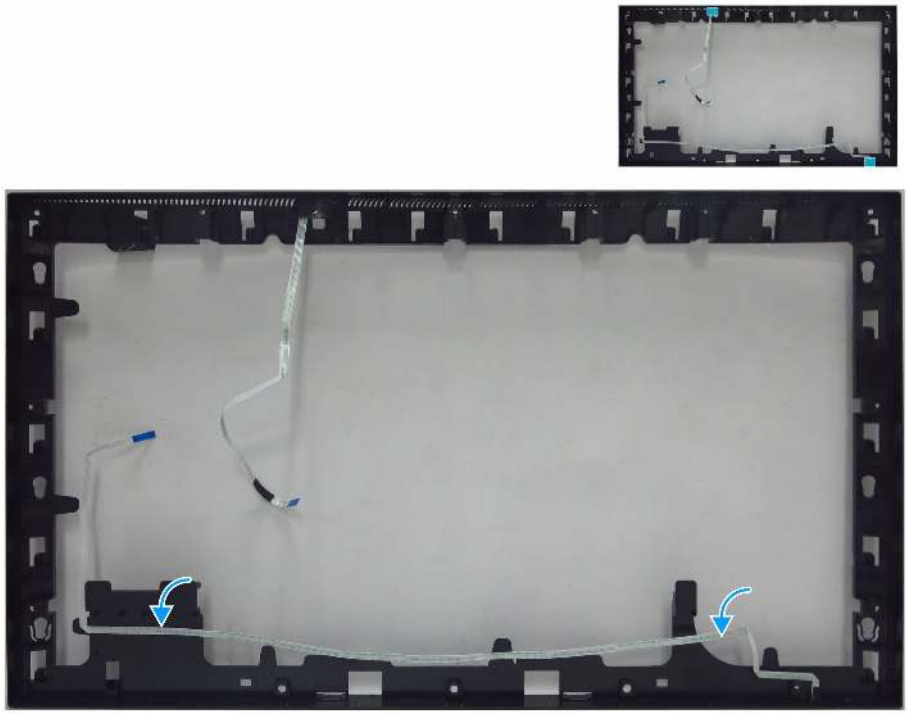

Figure 37. Removing the LED cable

2. Peel the mylar tape on the LED board.
3. Remove the LED board from the pins on the bottom side of the middle frame.

4. Remove the ALS board from the pins on the top side of middle frame.

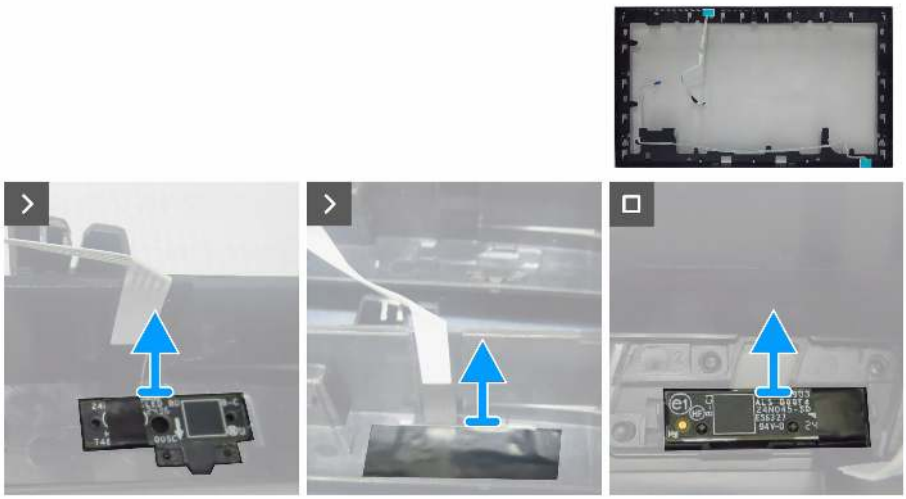

Figure 38. **Removing the LED board and ALS board**

Installing the LED board and ALS board

Steps

1. Align the holes on the ALS board with the pins on the middle frame (top side).
2. Align the holes of the LED board with the pins on the middle frame (bottom side).
3. Adhere a mylar tape to cover the LED board.

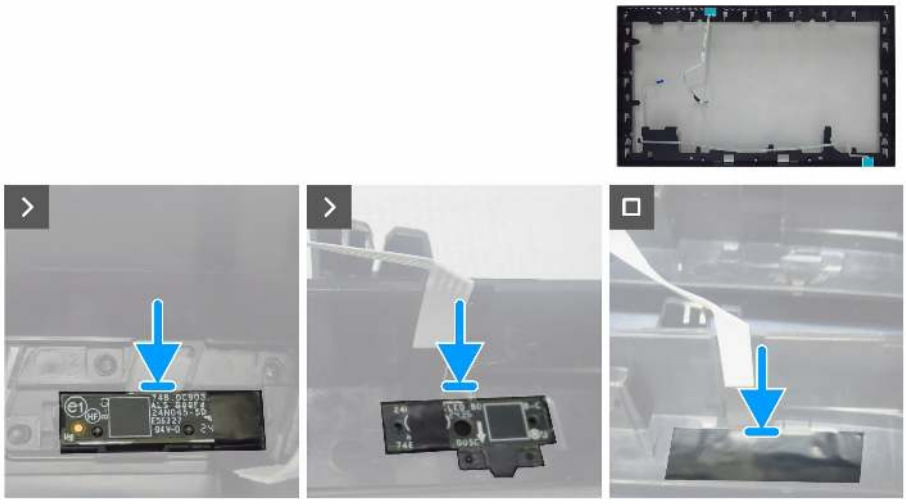

Figure 39. **Installing the LED board and ALS board**

4. Adhere the LED cable on the middle frame with tape.

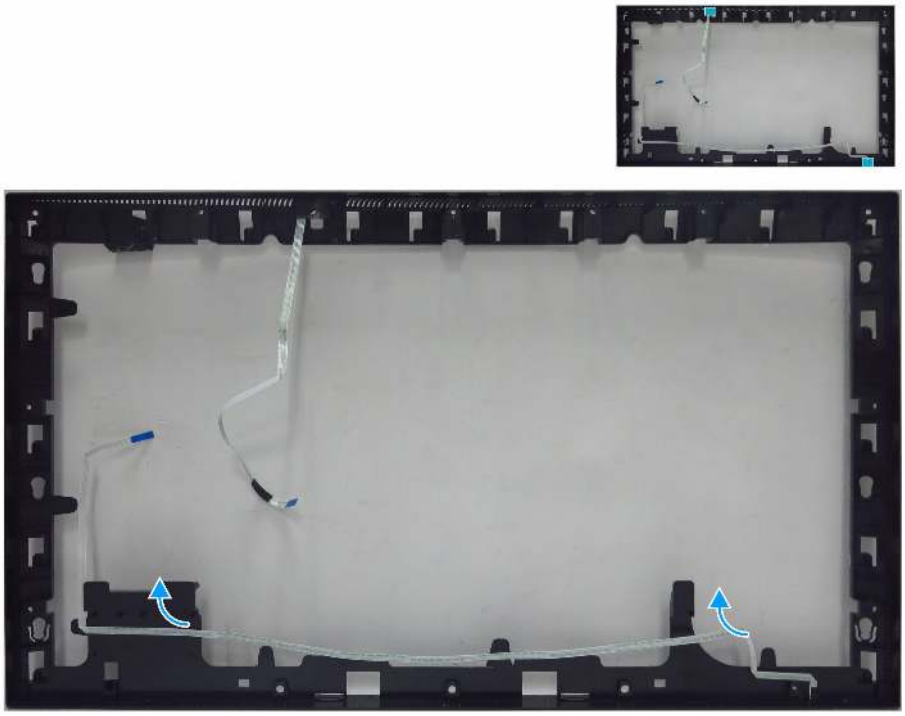

Figure 40. Adhere the LED cable on the middle frame

Next steps

1. Install the middle frame.
2. Install the main chassis.
3. Install the USB board.
4. Install the QAP.
5. Install the I/O cover.
6. Install the lower back cover.
7. Install the keypad board.
8. Install the upper back cover.
9. Install the stand.
10. Follow the procedure in After working inside your monitor.

Main board and power board

Removing the main board and power board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the upper back cover.
4. Remove the keypad board.
5. Remove the lower back cover.
6. Remove the I/O cover.
7. Remove the QAP.
8. Remove the USB board.
9. Remove the main chassis.
10. Remove the middle frame.
11. Remove the LED board and the ALS board.

Steps

1. Remove the screw (M3x6) that secures the Mylar sheet to the power board.
2. Remove the Mylar sheet from the main chassis.

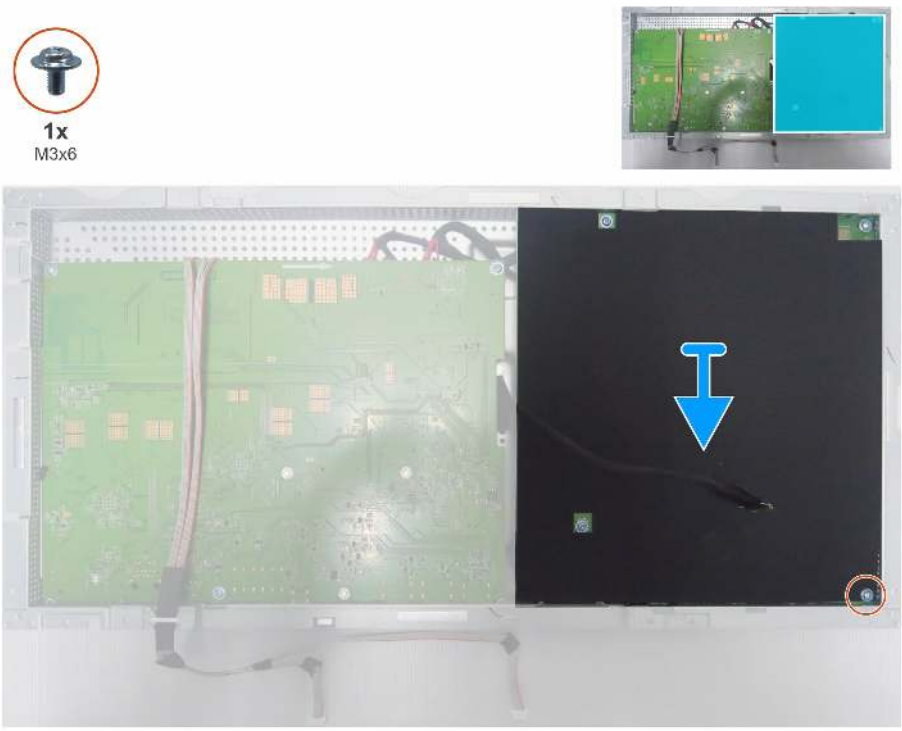

Figure 41. Removing the Mylar sheet

3. Remove the six screws (M3x6) and one screw (M4x8) on the main board and power board.
4. Slide the lightbar cable from the slot on the main chassis.
5. Lift the power board and disconnect the switch cable from the main board.

Figure 42. Removing the main board and power board

6. Remove the main board and power board from the main chassis.
7. Remove the AC switch module from the main chassis.

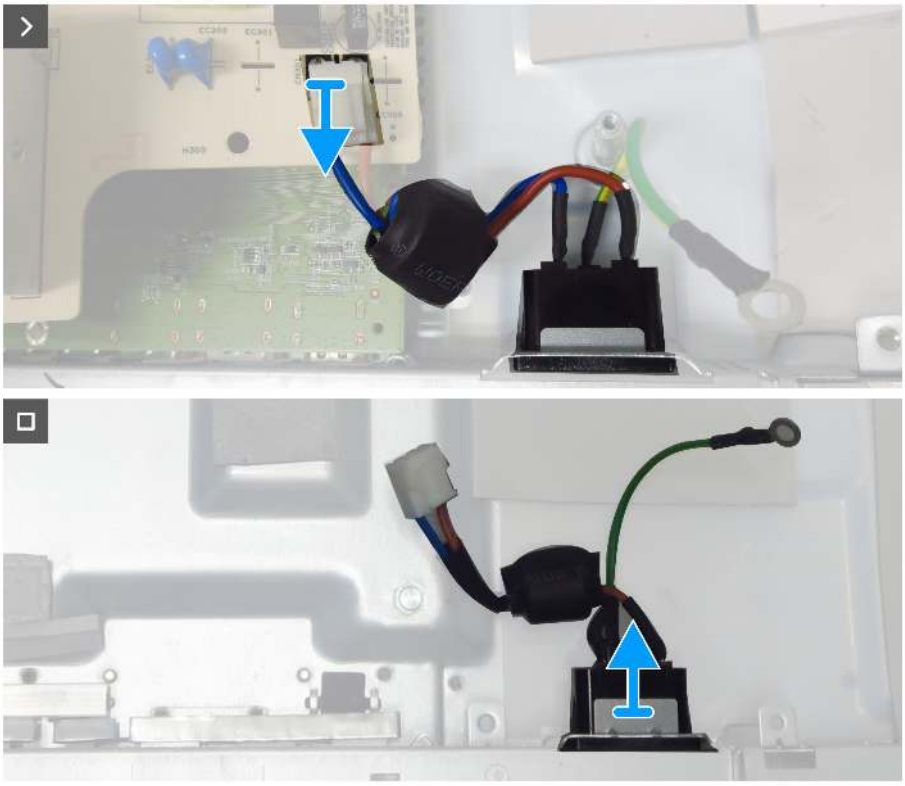

Figure 43. Removing the AC switch

8. Disconnect the eDP cable, lightbar cable and connective cables from the connectors on the main board.

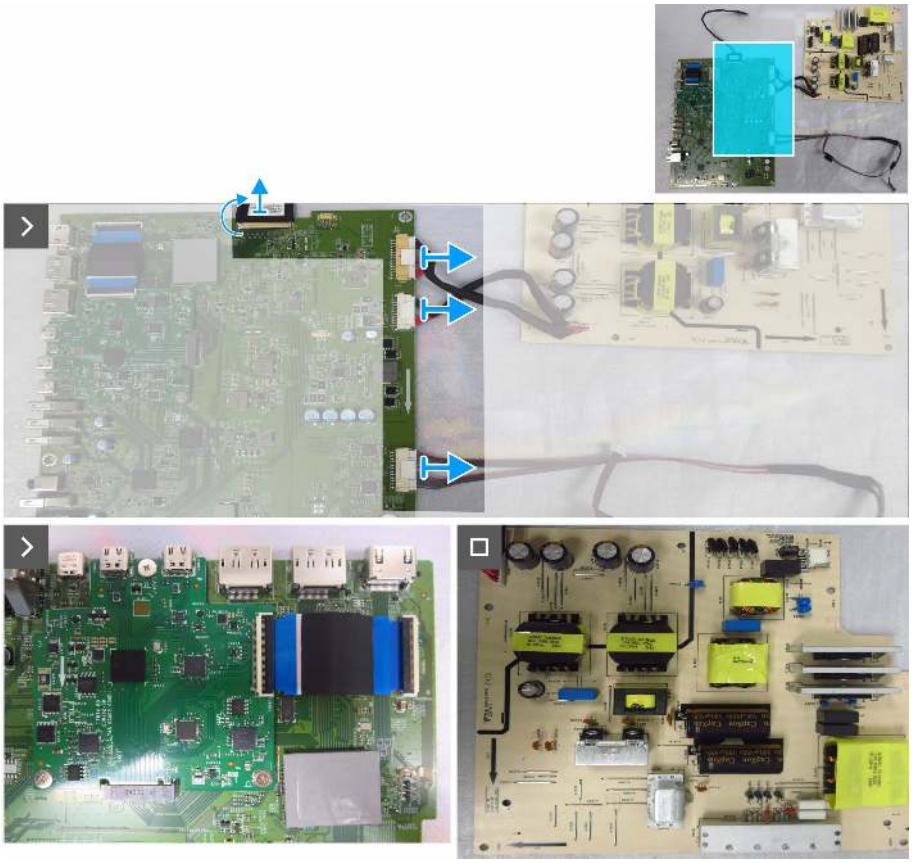

Figure 44. **disconnecting the cables from the main board**

Installing the main board and power board

Steps

1. Connect eDP cable, lightbar cable and the connective cables of the power board to the connectors on the main board.

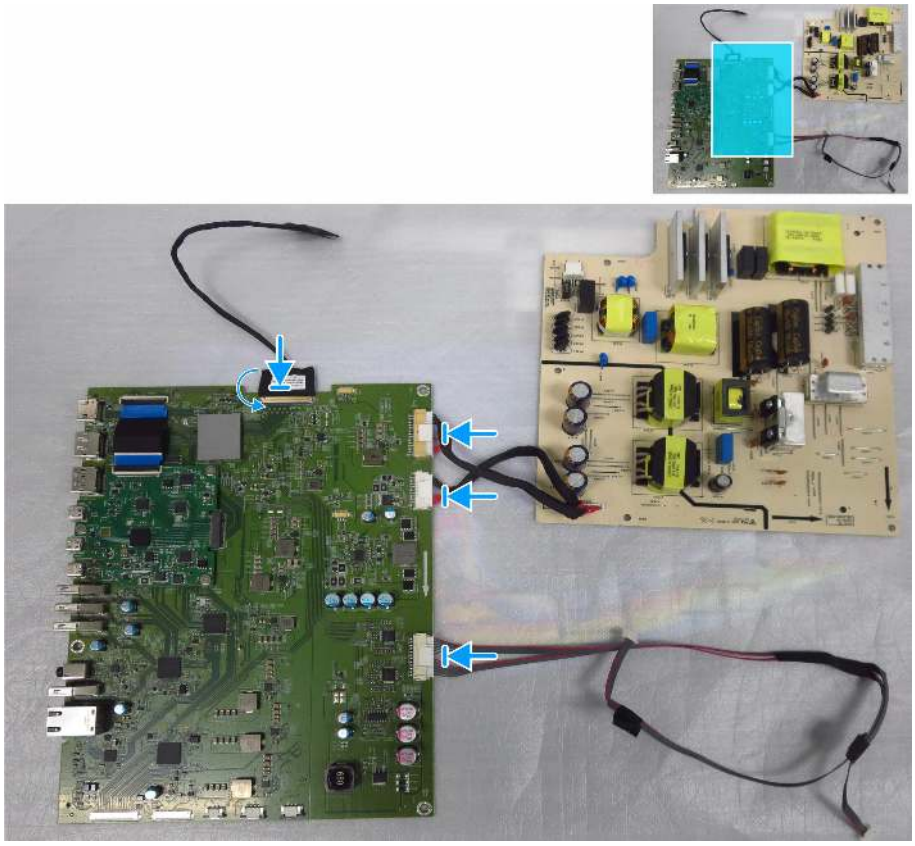

Figure 45. **Connecting the cables to the main board**

2. Replace the AC switch to the main chassis.
3. Plug the AC cable to the power board and turn the boards.

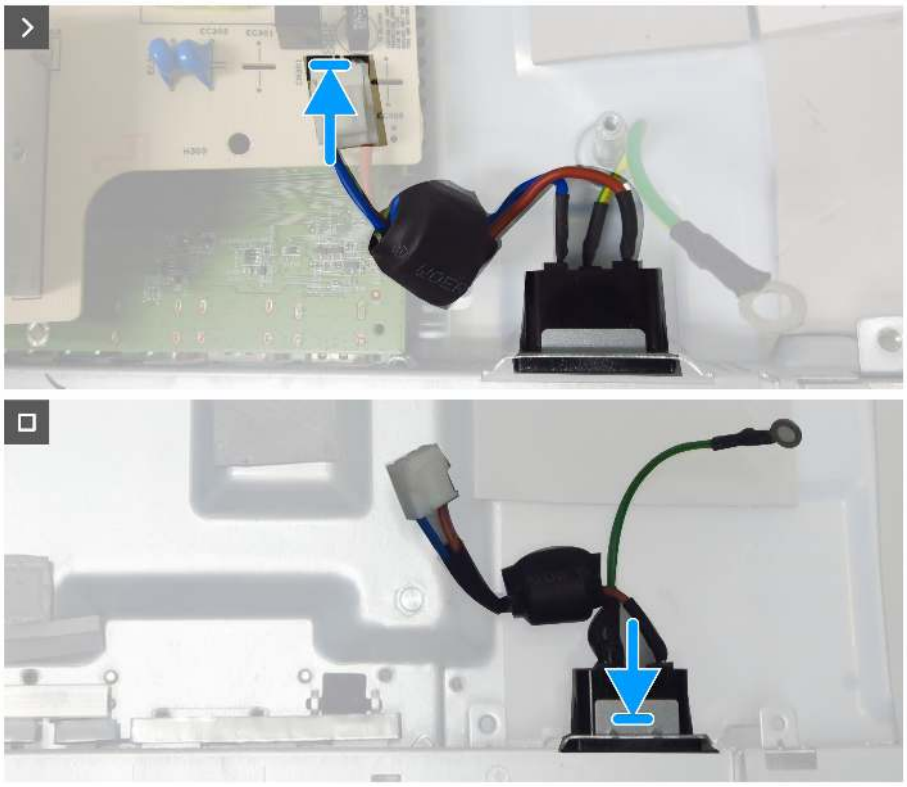

Figure 46. **Installing the AC switch**

4. Align the screw holes on the boards with the screw holes on the main chassis.
5. Replace the six screws (M3x6) and one screw (M4x8) that secure the main board and power board to the main chassis.

Figure 47. Installing the main board and power board

6. Align and place the Mylar sheet to cover the power board.
7. Replace the screw (M3x6) that secures the Mylar sheet and power board to the main chassis.

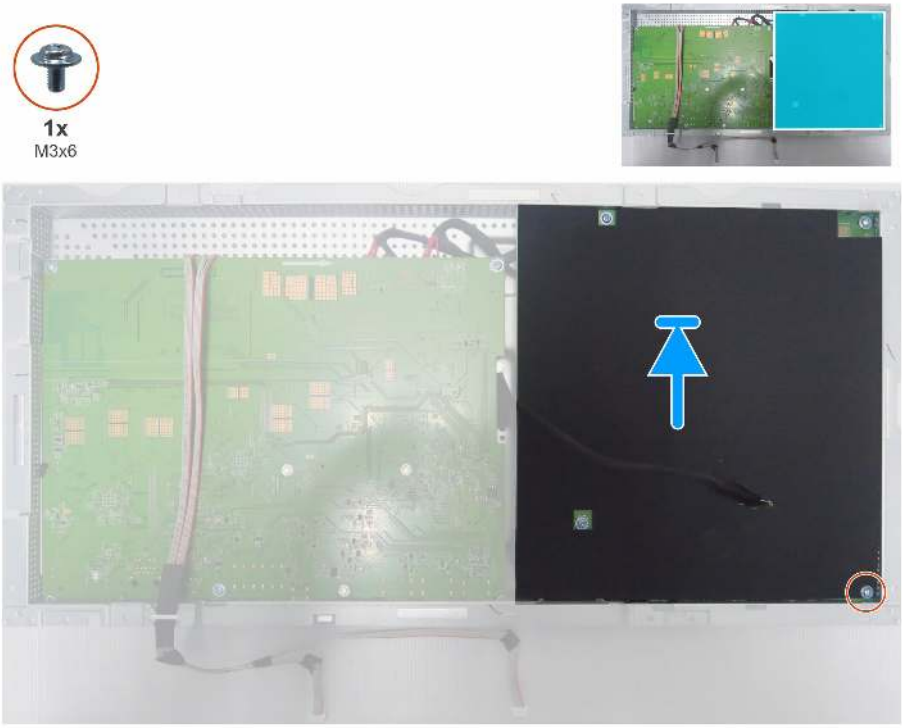

Figure 48. Installing the Mylar sheet

Next steps

1. Install the LED board and ALS board.
2. Install the middle frame.
3. Install the main chassis.

4. Install the USB board.
5. Install the QAP.
6. Install the I/O cover.
7. Install the lower back cover.
8. Install the keypad board.
9. Install the upper back cover.
10. Install the stand.
11. 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.

The floating 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. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.

Figure 49. Warning message-no DP cable

or

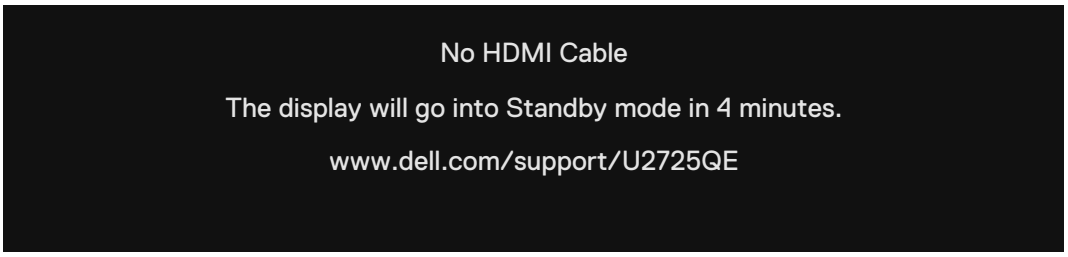

Figure 50. Warning message-no HDMI cable

or

Figure 51. Warning message-no Thunderbolt (140w) cable

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

Built-in diagnostics

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

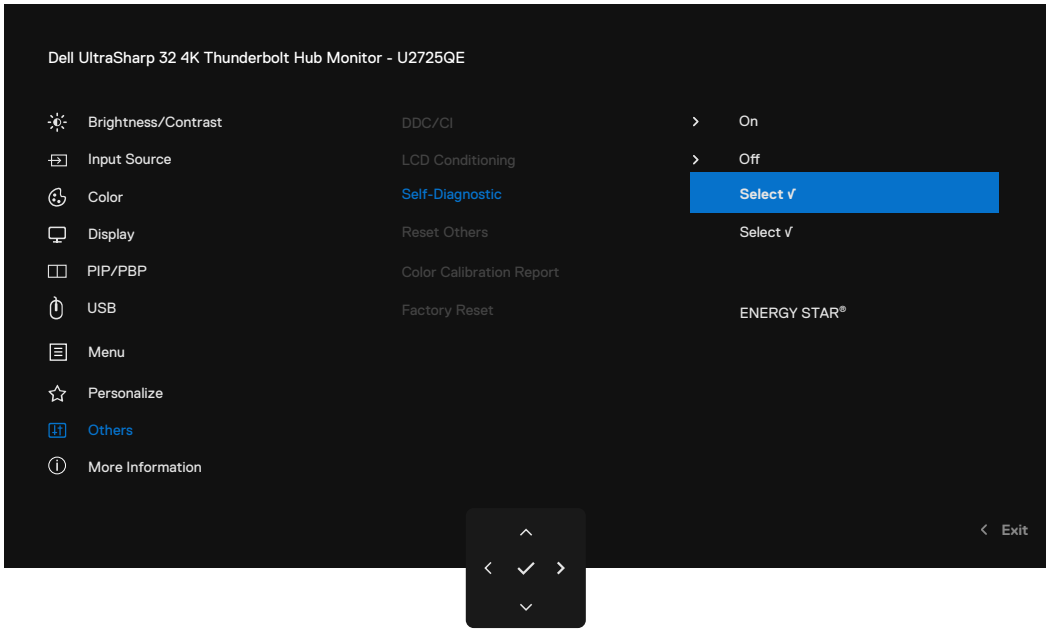

Figure 52. OSD-Others_Self-Diagnostic

To run the built-in diagnostics:

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

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

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

Common problems

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

⚠ **WARNING: The monitor LCD panel duty cycle is designed for 18 hours a day, 7days a week. Usage higher than the designed duty cycle may result in premature decrease in panel backlight luminance, which may not be covered under warranty.**

Table 8. 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, For more information, see Self-Diagnostic. • Ensure that the correct input source is selected in the Input Source menu.
Missing pixels	LCD screen has spots	• Cycle power on-off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see www.dell.com/pixelguidelines
Stuck-on pixels	LCD screen has bright spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see www.dell.com/pixelguidelines
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 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 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 Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver.

Product-specific problems

Table 9. Product-specific problems

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on screen, but does not fill 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 forward/back/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 the power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Connect the signal cable again, 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.
No image when using DP connection to the PC	Black screen	• Verify which DP standard (DP 1.1a or DP 1.4) is your Graphics Card certified to. Download and install the latest graphics card driver. • Some DP 1.1a graphics card cannot support DP 1.4 monitors.
No image when using Thunderbolt 4 connection to computer, laptop, and so on	Black screen	• Verify if the Thunderbolt 4 interface of the device can support DP alternate mode. • Verify if the device required more than 140 W power charging. • Thunderbolt 4 interface of device cannot support DP alternate mode. • Set Windows to Projection mode. • Ensure that the Thunderbolt 4 cable is not damaged.
No charging when using Thunderbolt 4 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 /28 V charging profiles. • Verify if the Notebook requires a >140 W power adaptor. • If the Notebook requires a >140 W power adaptor, it may not charge with the Thunderbolt 4 connection. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the Thunderbolt 4 cable is not damaged.
Intermittent charging when using Thunderbolt 4 connection to computer, laptop, and so on	Intermittent charging	• Check if the maximum power consumption of device is over 140 W. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the Thunderbolt 4 cable is not damaged.
Thunderbolt 4 source MST connect two monitors, there is no signal on one of the monitors.	One of the monitors no signal	• Please use the original Thunderbolt 4 cable in the box to connect two monitors.
Thunderbolt 4 source MST connect two monitors, the two monitors cannot be selected to 3840 x 2160 120 Hz at the same time.	Resolution can't select 3840 x 2160 120 Hz	• Ensure your cable is original Thunderbolt 4 cable in the box. • Open monitor menu, select to Display, confirm MST is On or Off? If on, please help confirm the monitor MST is Off.
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

Specific symptoms	What you experience	Possible solutions
The LAN port is not functioning	OS setting or cable connection issue	• Ensure that the latest BIOS and drivers for your computer are installed on your computer. • Ensure that the RealTek 2.5 G Ethernet Controller is installed in the Windows Device Manager. • If your BIOS Setup has a LAN/GBE Enabled/ Disabled option, make sure it is set to Enabled. • Ensure that the Ethernet cable is connected securely on the monitor and the hub/router/ firewall. • Check the status LED of the Ethernet cable to confirm connectivity. Re-connect both ends of the Ethernet cable if the LED is not lit. • First power off the computer and unplug the Thunderbolt 4 cable and power cord of the monitor. Then, power on the computer, plug in the monitor power cord and Thunderbolt 4 cable.
Ambient light detection abnormally.	When Auto Brightness is on, the detected ambient light drops significantly	• Check whether an object is obstructing the sensor area. • Ensure a webcam is not mounted over the sensor area. • Wipe clean any dust that may be covering the sensor area. • Ensure the display is not pivoted and placed to another monitor side-by-side.

Universal Serial Bus (USB) specific problems

Table 10. Universal Serial Bus (USB) specific problems

Specific symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your display is turned ON. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Switch off and then turn on the display again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
SuperSpeed USB 3.2 interface is slow	SuperSpeed USB 3.2 peripherals working slowly or not working at all	• Check that your computer is USB 3.2-capable. • Some computers have USB 3.1, USB 3.0, 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 3.2 device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 3.2 peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 port.
USB is not working	No USB functionalities	• See the input source and USB pairing table.

Contacting Dell

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

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

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