Dell Pro 27 Plus QHD Monitor P2725D

Dell Pro 27 Plus QHD USB-C Hub Monitor P2725DE

Dell Pro 27 Plus 4K USB-C Hub Monitor P2725QE

Service Manual

Model: P2725D/P2725DE/P2725QE
Regulatory Model: P2725Df/P2725DEf/P2725QEf
March 2025
Rev. A00

DELL Technologies

Notes, cautions, and warnings

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

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

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

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1

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 was shipped with your monitor.

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

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

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

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

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

Before working inside your monitor

Steps

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

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

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

After working inside your monitor

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

Steps

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

2

Views of P2725 monitor

Side view

Figure 1. Side view of the monitor

Front view

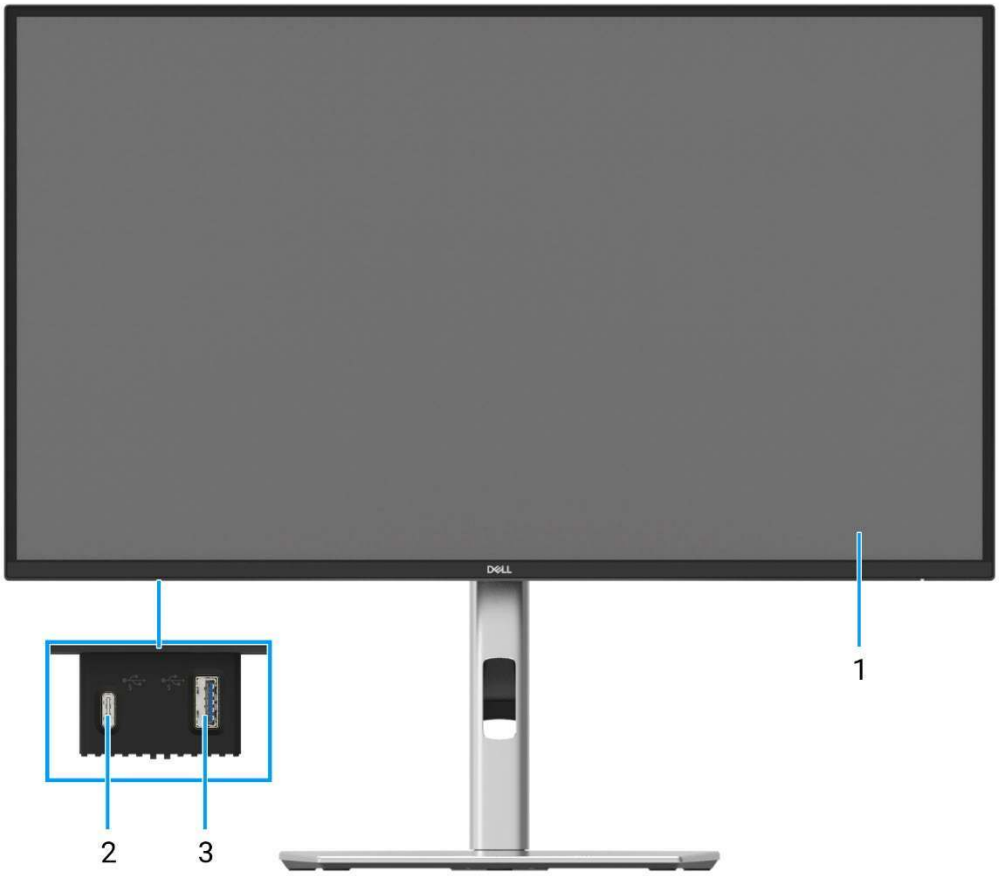

Figure 2. **Front view of the monitor**

1. **Display panel**

   Provides visual output to the user.

2. **USB-C 5Gbps downstream port (Data only)**

   Connect your USB 5Gbps device.

3. **USB 5Gbps Type-A downstream port**

   Connect your USB 5Gbps device.

Bottom view

P2725D

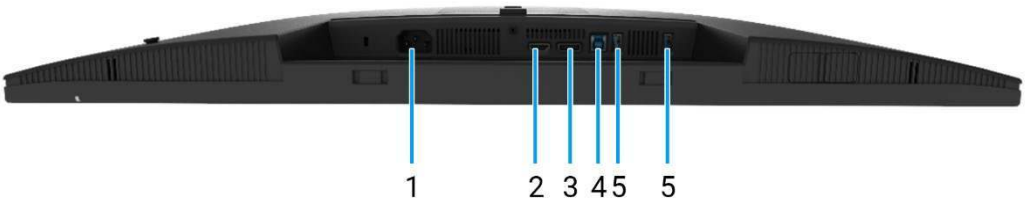

Figure 3. Bottom view of the monitor

1. **Power connector**

   Connect the power cable (shipped with your monitor).

2. **HDMI port**

   Connect your computer with the HDMI cable.

3. **DisplayPort**

   Connect your computer with the DisplayPort cable.

4. **USB 5Gbps Type-B upstream port**

   Connect the USB cable that came with your monitor to the computer. Once this cable is connected, you can use the USB connectors on the monitor.

5. **USB 5Gbps Type-A downstream port**

   Port with icon supports 5 V/0.9 A.

   Connect your USB device. You can use these ports only after you have connected the USB cable from the computer to the monitor.

NOTE: To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is not recommended to connect any other USB devices to the adjacent ports.

P2725DE

Figure 4. Bottom view of the monitor

1. **Power connector**

   Connect the power cable (shipped with your monitor).

2. **HDMI port**

   Connect your computer with the HDMI cable.

3. **DisplayPort (in)**

   Connect your computer with the DisplayPort cable.

4. **DisplayPort (out)**

   DisplayPort output for MST (multi-stream transport) capable monitor.

ⓘ NOTE: Remove the rubber plug when using DisplayPort out connector. To enable MST, see Connecting the monitor for DP Multi-Stream Transport (MST) function.

5. **USB-C**

   Connect to your computer using the USB-C to C cable.

   The alternate mode with DP 1.4 supports the maximum resolution of 2560 x 1440 at 100 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A.

ⓘ NOTE: USB-C is not supported on Windows versions that are prior to Windows 10.

6. **USB 5Gbps Type-A downstream port**

   Port with icon supports 5 V/0.9 A.

   Connecting your USB device. You can use these ports only after you have connected the USB cable from the computer to the monitor.

ⓘ NOTE: To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is not recommended to connect any other USB devices to the adjacent ports.

7. **RJ45 connector**

   Connect the device to a network through Ethernet. You can access internet-based services effectively only after you have connected the USB-C to C or USB Type-C to Type-A from the computer to the monitor.

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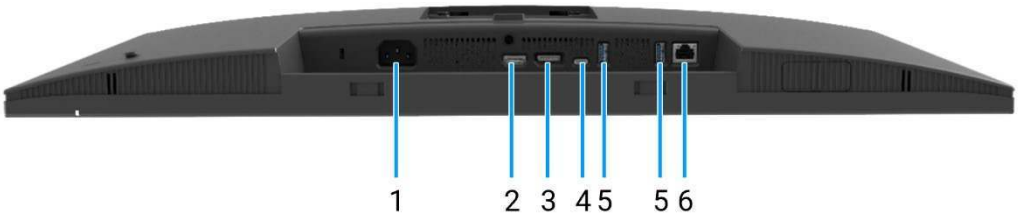

Figure 5. Bottom view of the monitor

1. **Power connector**

   Connect the power cable (shipped with your monitor).

2. **HDMI port**

   Connect your computer with the HDMI cable.

3. **DisplayPort**

   Connect your computer with the DisplayPort cable.

4. **USB-C**

   Connect to your computer using the USB-C to C cable.

   The alternate mode with DP 1.4 support the maximum resolution of 3840 X 2160 at 100 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A.

ⓘ NOTE: USB-C is not supported on Windows versions that are prior to Windows 10.

5. **USB 5Gbps Type-A downstream port**

   Port with icon supports 5 V/0.9 A.

   Connect your USB device. You can use these ports only after you have connected the USB cable from the computer to the monitor.

ⓘ NOTE: To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is not recommended to connect any other USB devices to the adjacent ports.

6. **RJ45 connector**

   Connect the device to a network through Ethernet. You can access internet-based services effectively only after you have connected the USB-C to C or USB Type-C to Type-A from the computer to the monitor.

3

Major components of your monitor

P2725D

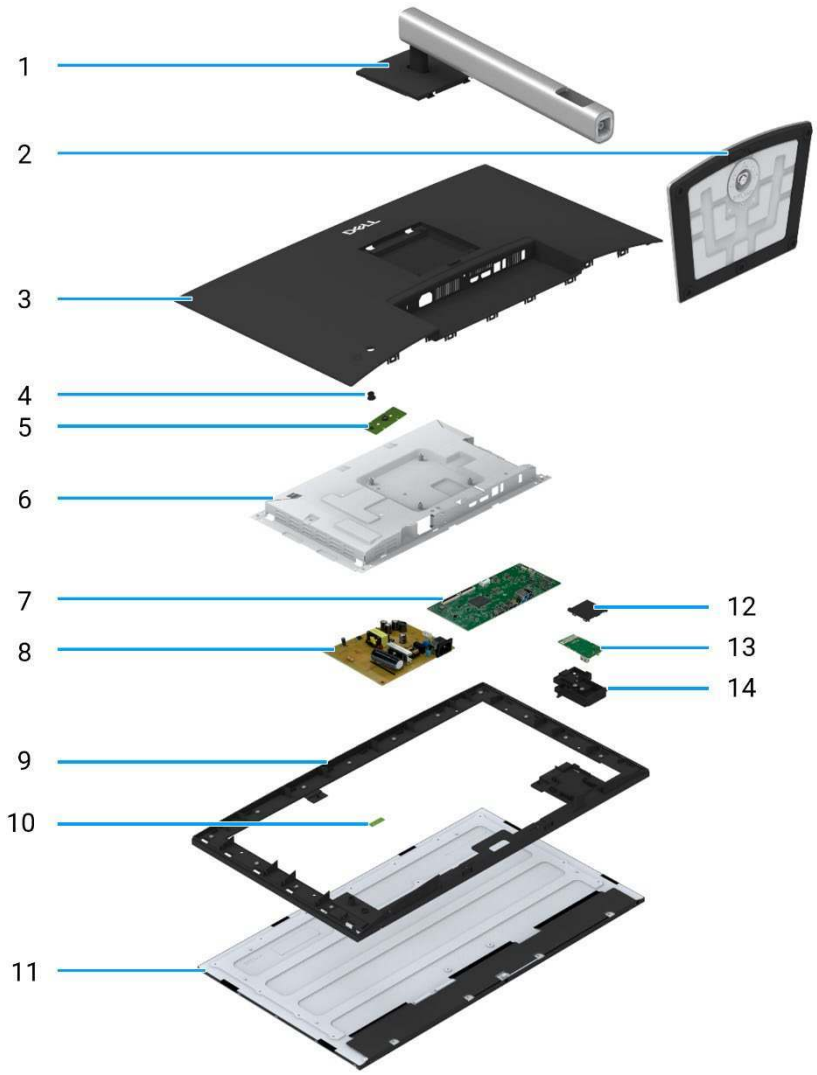

Figure 6. **Major components**

Table 1. Components.

Item	Description	Item	Description
1	Stand riser	8	Power board
2	Stand base	9	Display middle-frame
3	Back cover	10	LED board
4	Joystick	11	Display panel
5	Keypad board	12	Quick Access Port (QAP) back cover
6	Chassis	13	QAP board
7	Interface board	14	QAP module

P2725DE

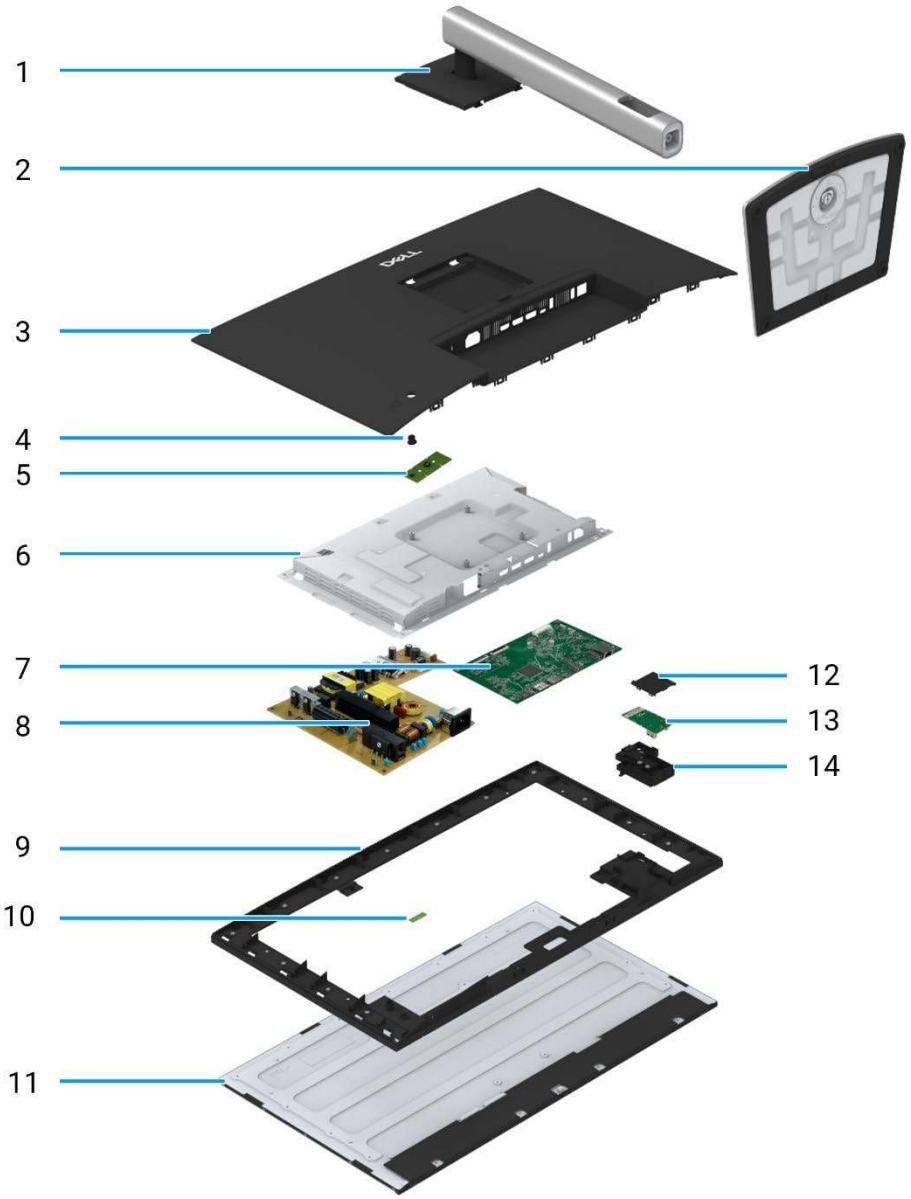

Figure 7. Major components

Table 2. Components.

Item	Description	Item	Description
1	Stand riser	8	Power board
2	Stand base	9	Display middle-frame
3	Back cover	10	LED board
4	Joystick	11	Display panel
5	Keypad board	12	Quick Access Port (QAP) back cover
6	Chassis	13	QAP board
7	Interface board	14	QAP module

P2725QE

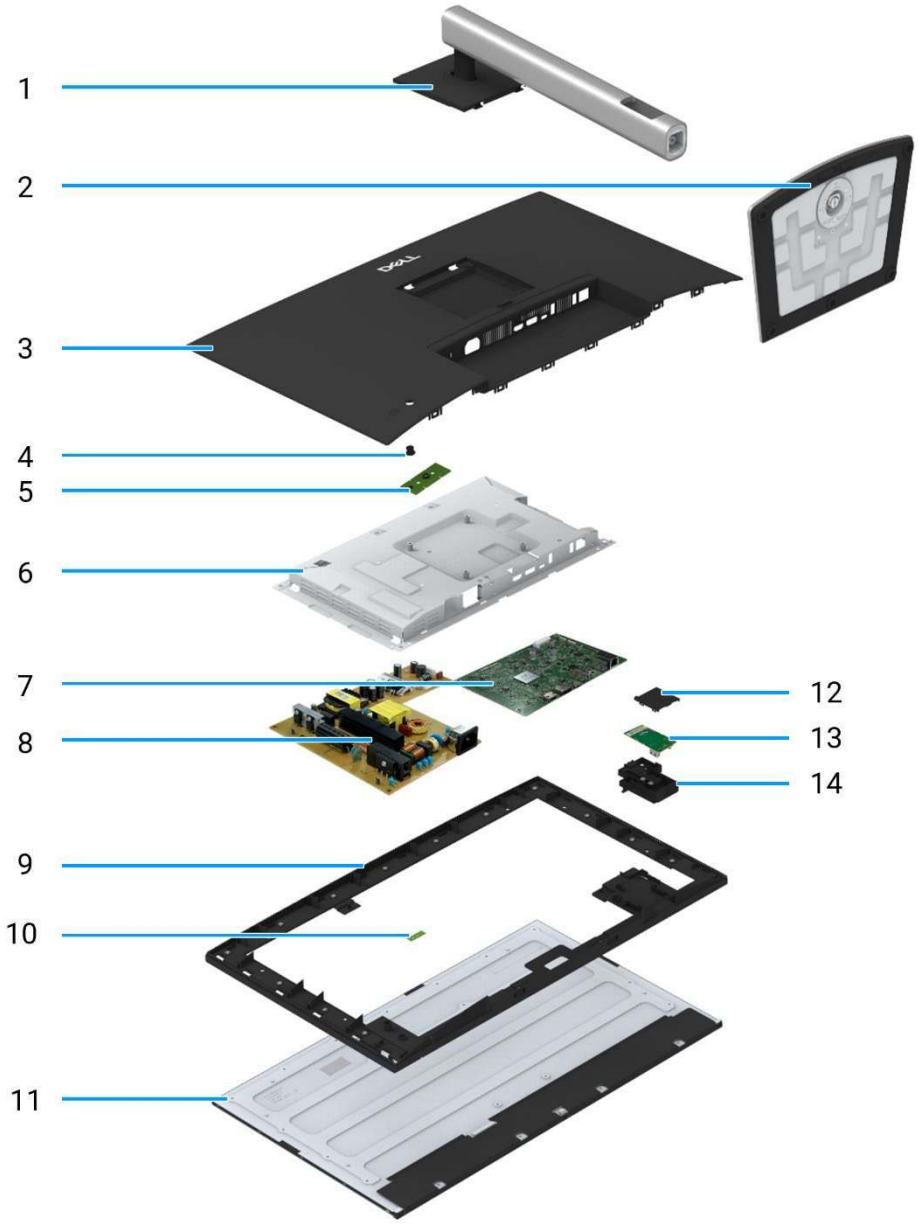

Figure 8. Major components

Table 3. Components.

Item	Description	Item	Description
1	Stand riser	8	Power board
2	Stand base	9	Display middle-frame
3	Back cover	10	LED board
4	Joystick	11	Display panel
5	Keypad board	12	Quick Access Port (QAP) back cover
6	Chassis	13	QAP board
7	Interface board	14	QAP module

4

Wiring connectivity diagram

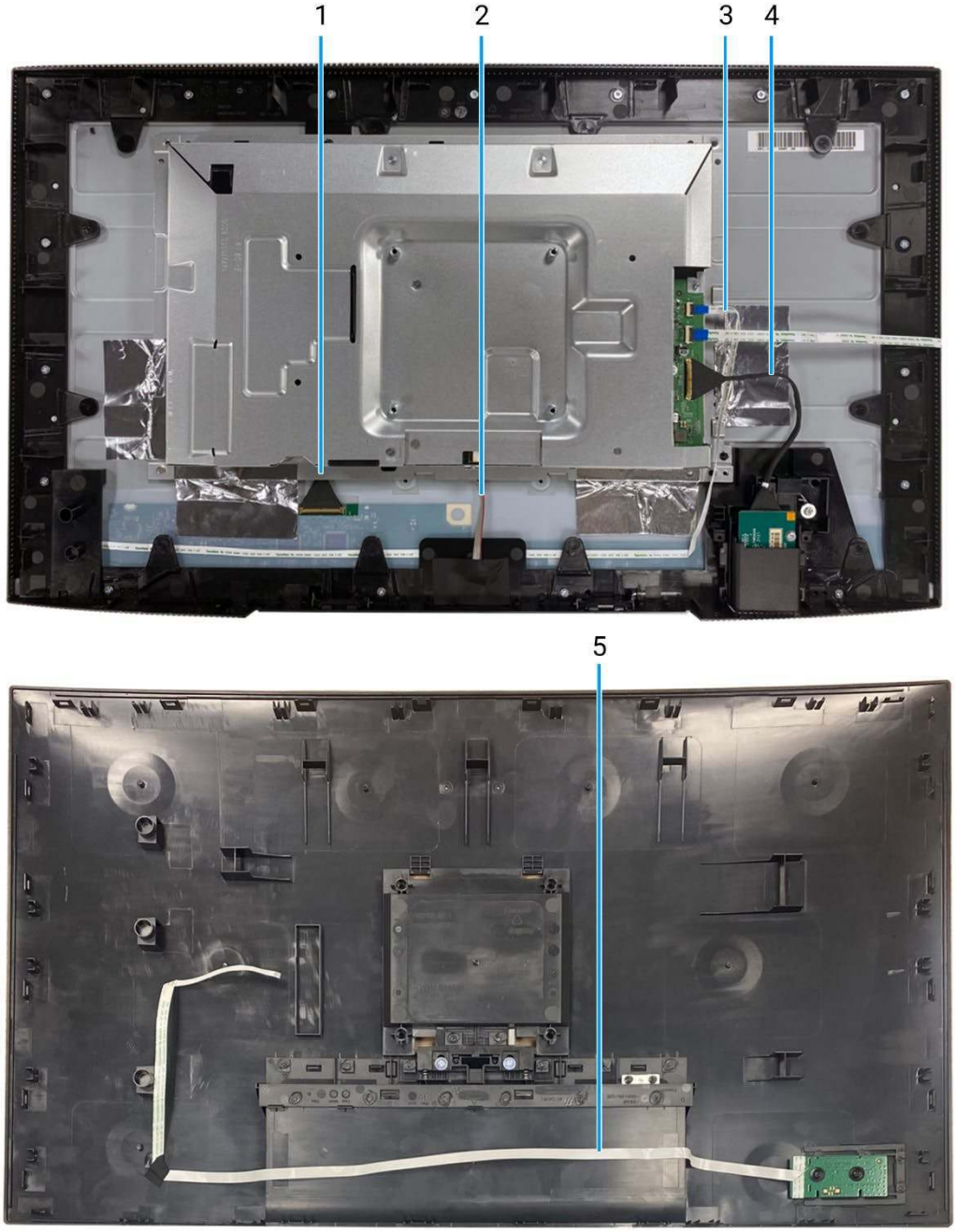

Figure 9. **Wiring connectivity diagram**

Table 4. Cables.

Item	Description
1	LVDS cable
2	Lightbar cable
3	LED cable
4	QAP cable
5	Keypad cable

5

Connecting the cables

⚠ WARNING: Before you begin any of the following procedures, follow the Safety Instructions.

⚠ WARNING: For your safety, be sure that the grounded power outlet you plug the power cable into is easily accessible to the operator and located as close to the equipment as possible.
To disconnect power from the equipment, unplug the power cable from the power outlet by grasping the plug firmly. Never pull on the cord.

⚠ WARNING: A certified power supply cable has to be used with this equipment. The relevant national installation and/ or equipment regulations shall be considered. Use a certified power supply cable meeting IEC 60227 standards (H05VV-F 3G 0.75 mm² or H05VVH2-F2 3G 0.75 mm²). Alternatively, you can consider a synthetic rubber flexible cord.

ⓘ NOTE: Do not connect all cables to the computer simultaneously. It is recommended to route the cables through the cable-management slot before you connect them to the monitor.

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

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

ⓘ NOTE: The graphics are used for the purpose of illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the DisplayPort, HDMI, or Type-C cable from your monitor to the computer.
3. Switch on your monitor.
4. Select the correct input source at the monitor OSD Menu and turn on your computer.

Connecting HDMI cable

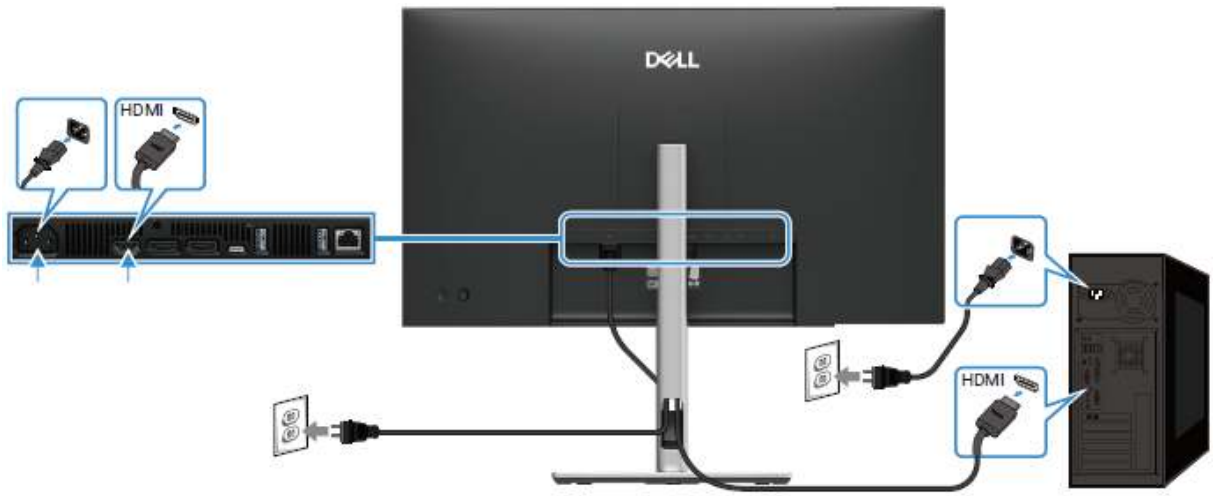

Figure 10. Connecting HDMI cable

Connecting DisplayPort (DisplayPort to DisplayPort) cable

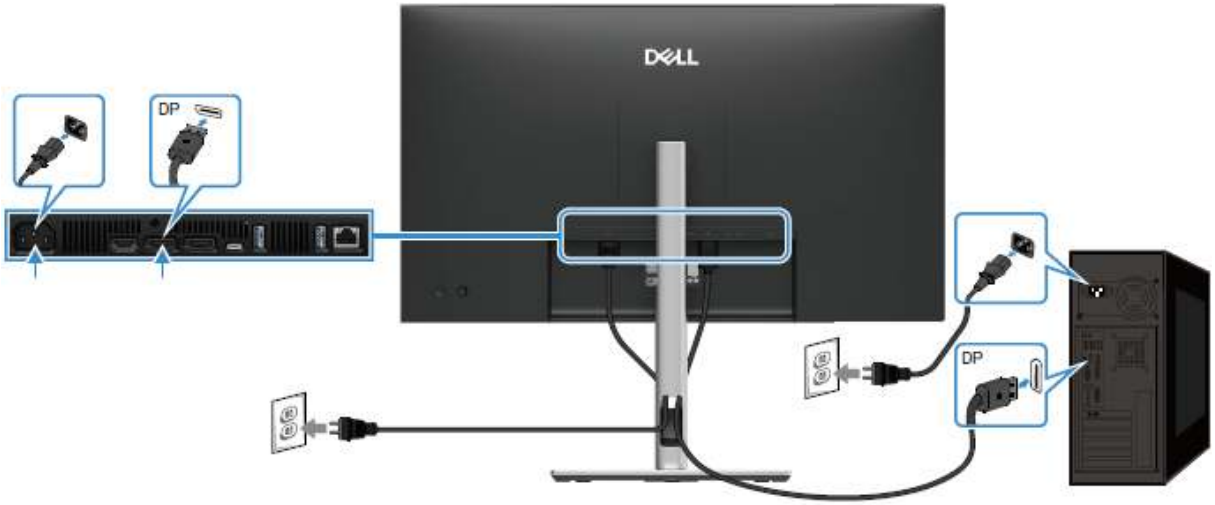

Figure 11. **Connecting DisplayPort cable**

Connecting DisplayPort and USB cable

P2725D

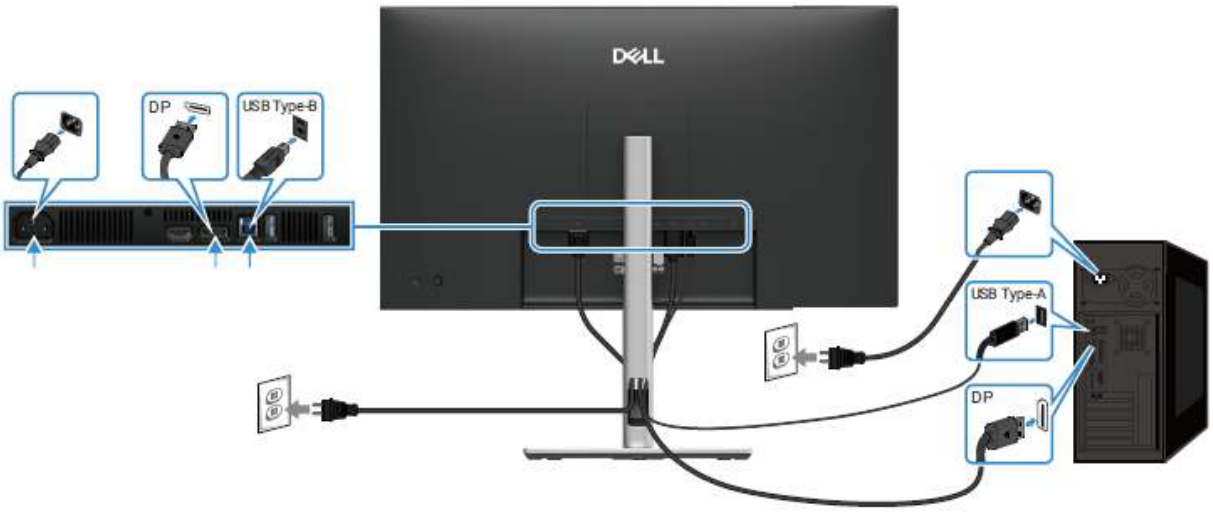

Figure 12. **Connecting DisplayPort and USB cable**

Connecting USB-C to C cable

P2725DE/P2725QE

Figure 13. **Connecting USB-C to C cable**

Connecting USB Type-C to Type-A cable

P2725DE/P2725QE

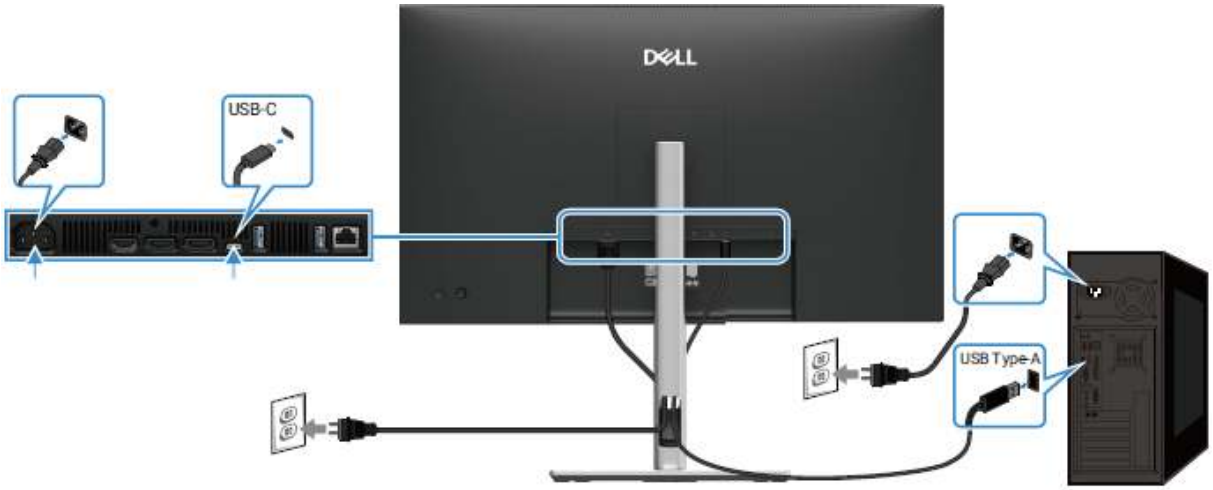

Figure 14. **Connecting USB Type-C to Type-A cable**

Connecting the RJ45 cable (optional)

P2725DE/P2725QE

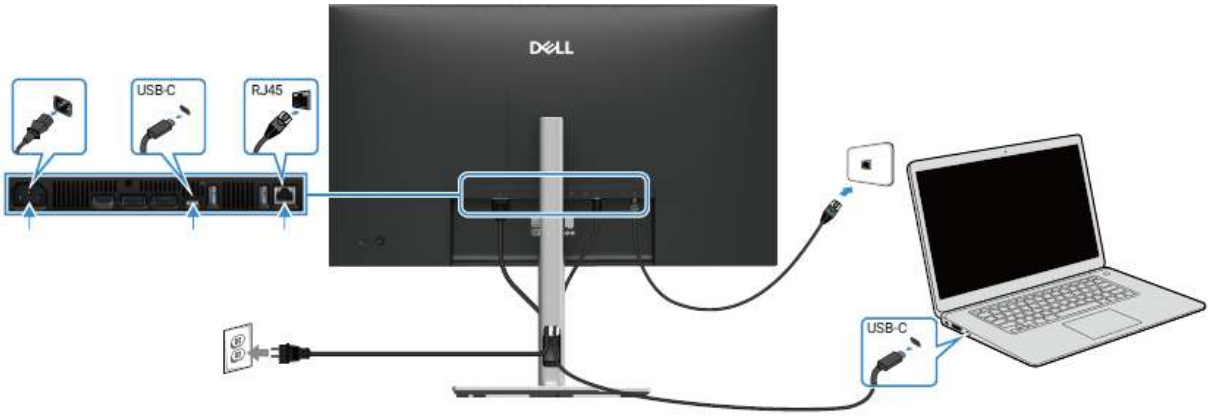

Figure 15. Connecting the RJ45 cable

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

P2725DE

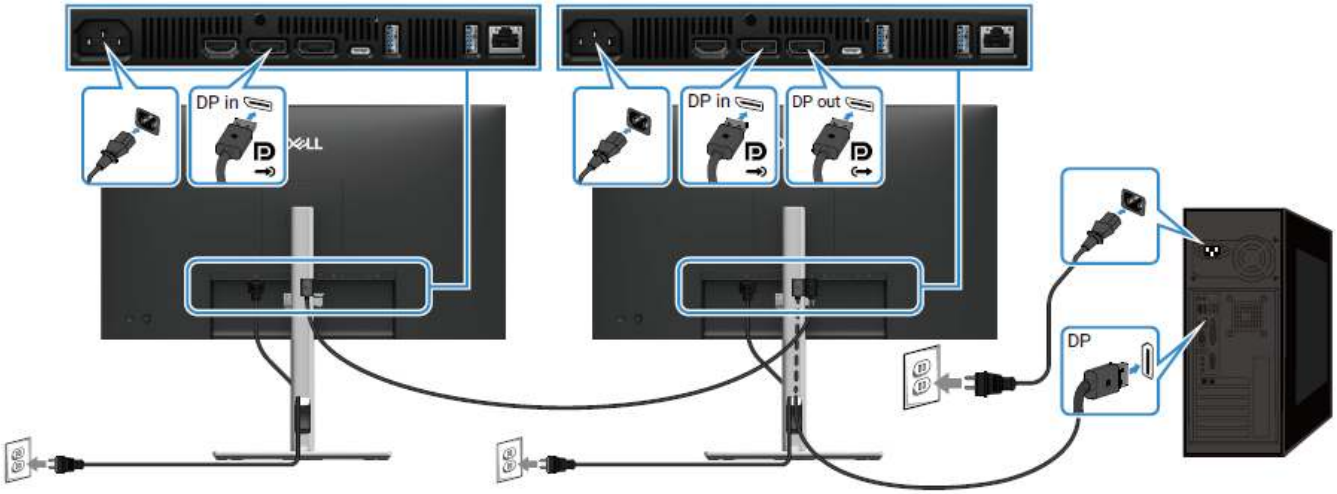

Figure 16. Connecting the monitor for the DP MST function

ⓘ NOTE: This monitor supports the DP MST feature. To use this feature, your PC Graphics Card must be certified to DP1.4 with MST option.

ⓘ NOTE: Remove the rubber plug when using DP out connector.

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

P2725DE

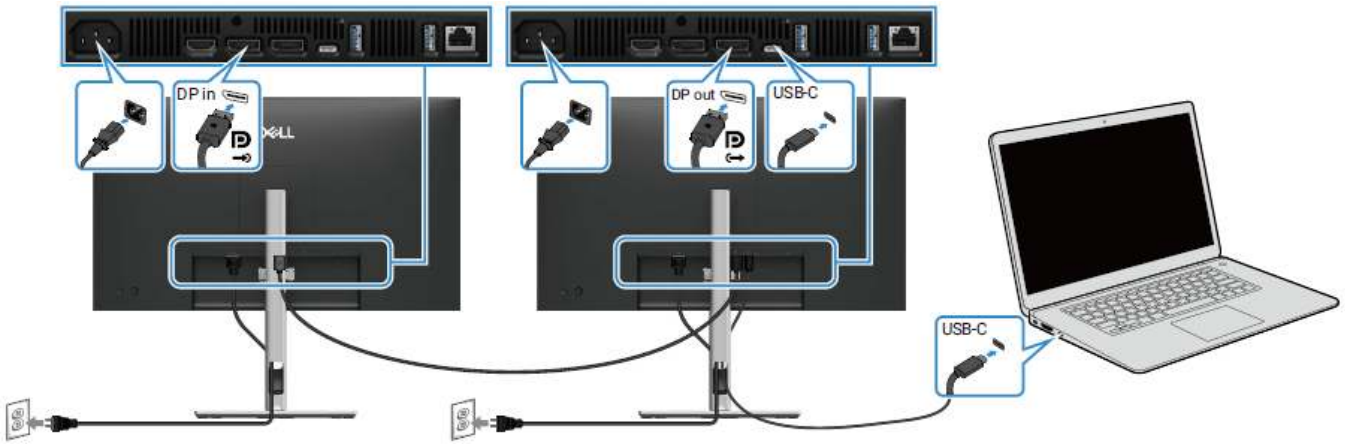

Figure 17. Connecting the monitor for USB-C MST function

ⓘ NOTE: The maximum number of supported monitors using MST is subjected to the bandwidth of the USB-C source.

ⓘ NOTE: Remove the rubber plug when using the DisplayPort out connector.

6

Disassembly and reassembly- P2725D

ⓘ NOTE: The images in this document may differ from your computer depending on the configuration you ordered.

Recommended tools

- Phillips screwdriver #00
- Phillips screwdriver #2
- Plastic scribe

Screw list

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

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

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

Table 5. Screw list.

Component	Screw type	Quantity	Screw image
Back cover VESA	M4x10	4	
Interface board	M3x6	4	
Power board	M3x6	3	
Power-board grounding	M4x9	1	
Display middle-frame	M3x4	17	
Keypad	T3x6	2	
QAP board	T3x6	2	
LED board	T2x3	1	

Stand

Removing the stand

Prerequisites

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

Steps

1. Press the release button and tilt the stand upwards till the stand is separated from the monitor head.
2. Open the screw handle at the bottom of the stand base, then unscrew the screw anti-clockwise.
3. Remove the stand riser from the stand base.

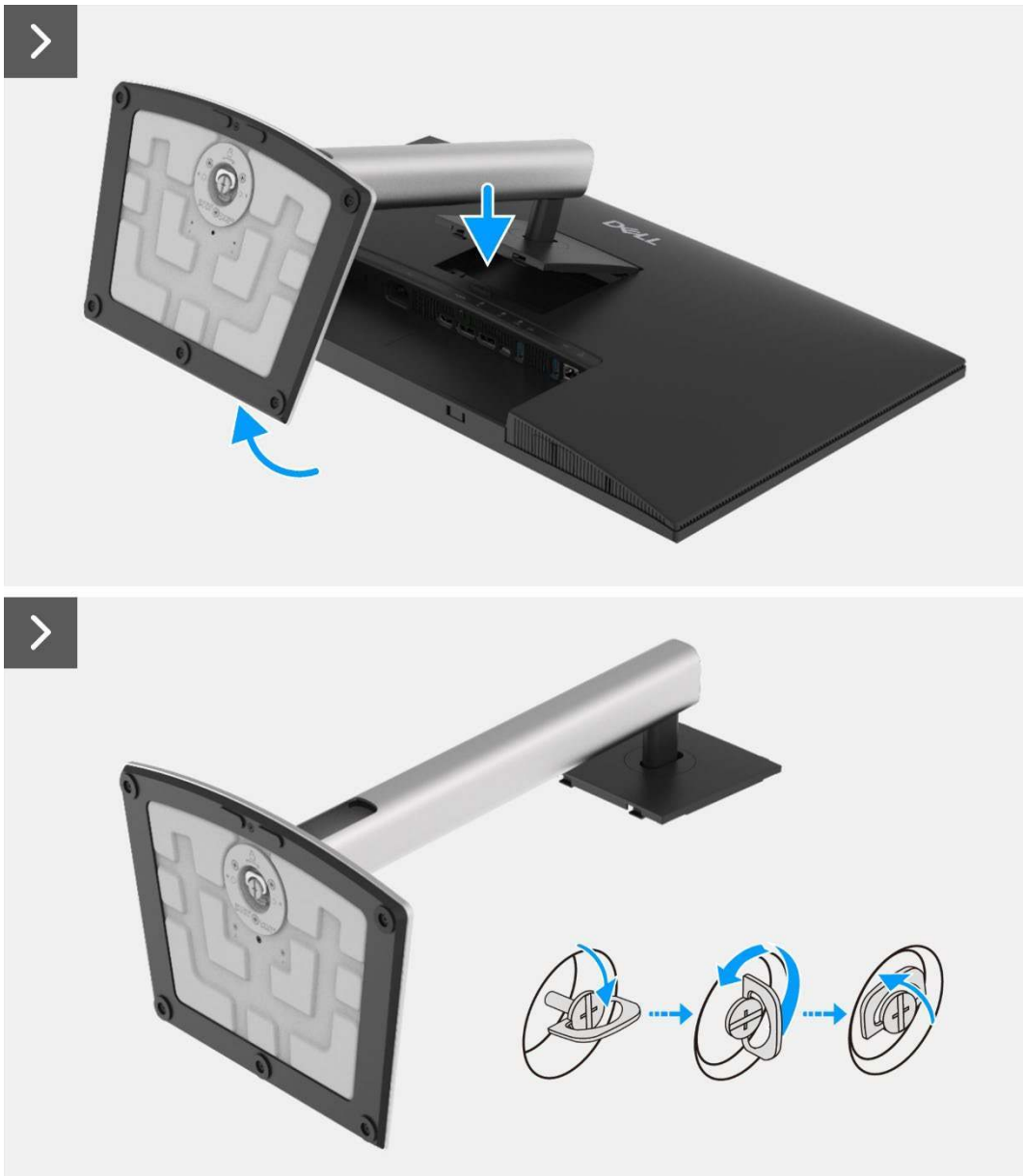

Figure 18. Removing the stand

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, then screw the screw clockwise to secure the stand riser to the stand base.
3. Close the screw handle at the bottom of the stand.
4. Attach the stand to the monitor.

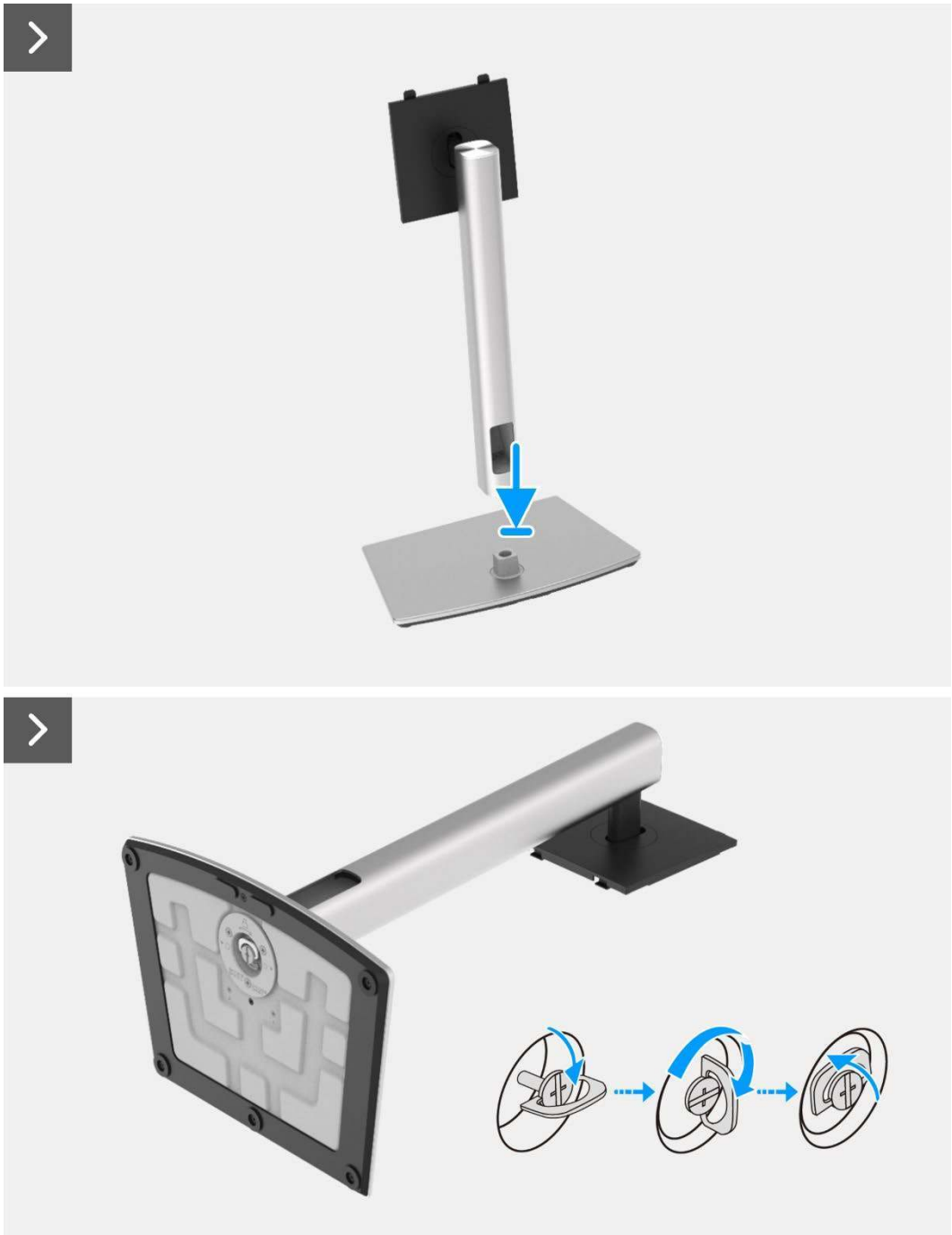

Figure 20. Installing the stand

Figure 21. Installing the stand

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

Steps

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

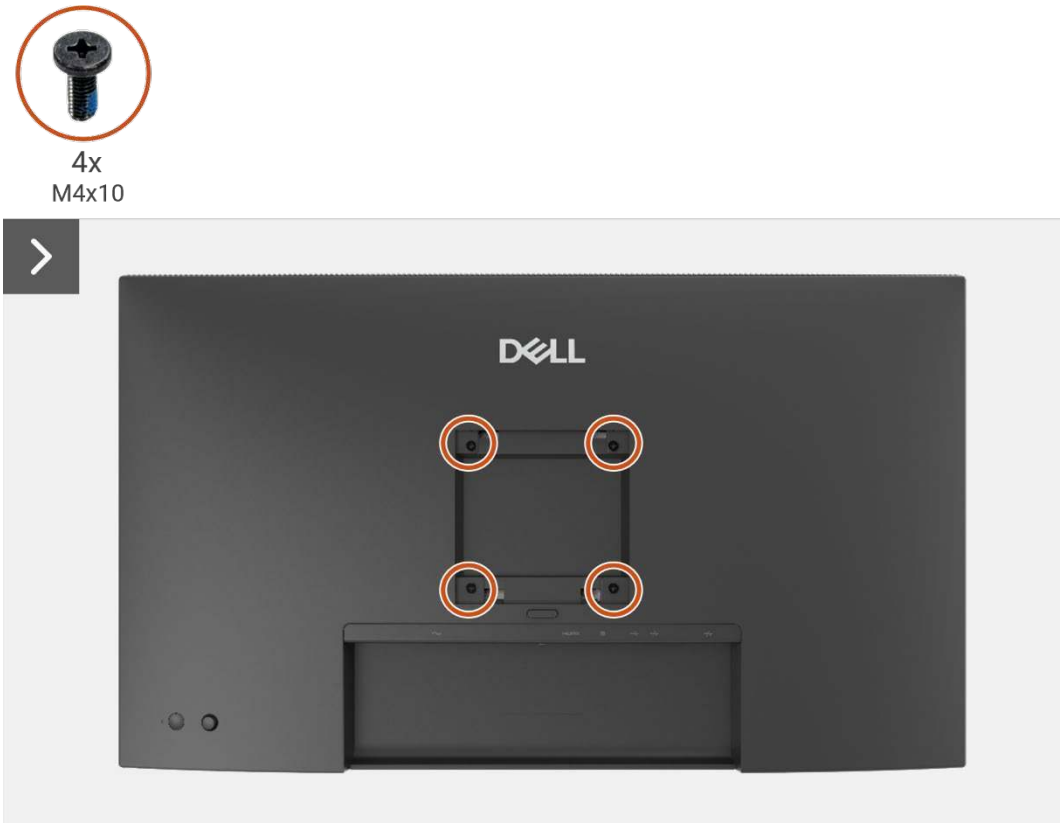

Figure 22. Removing the back cover

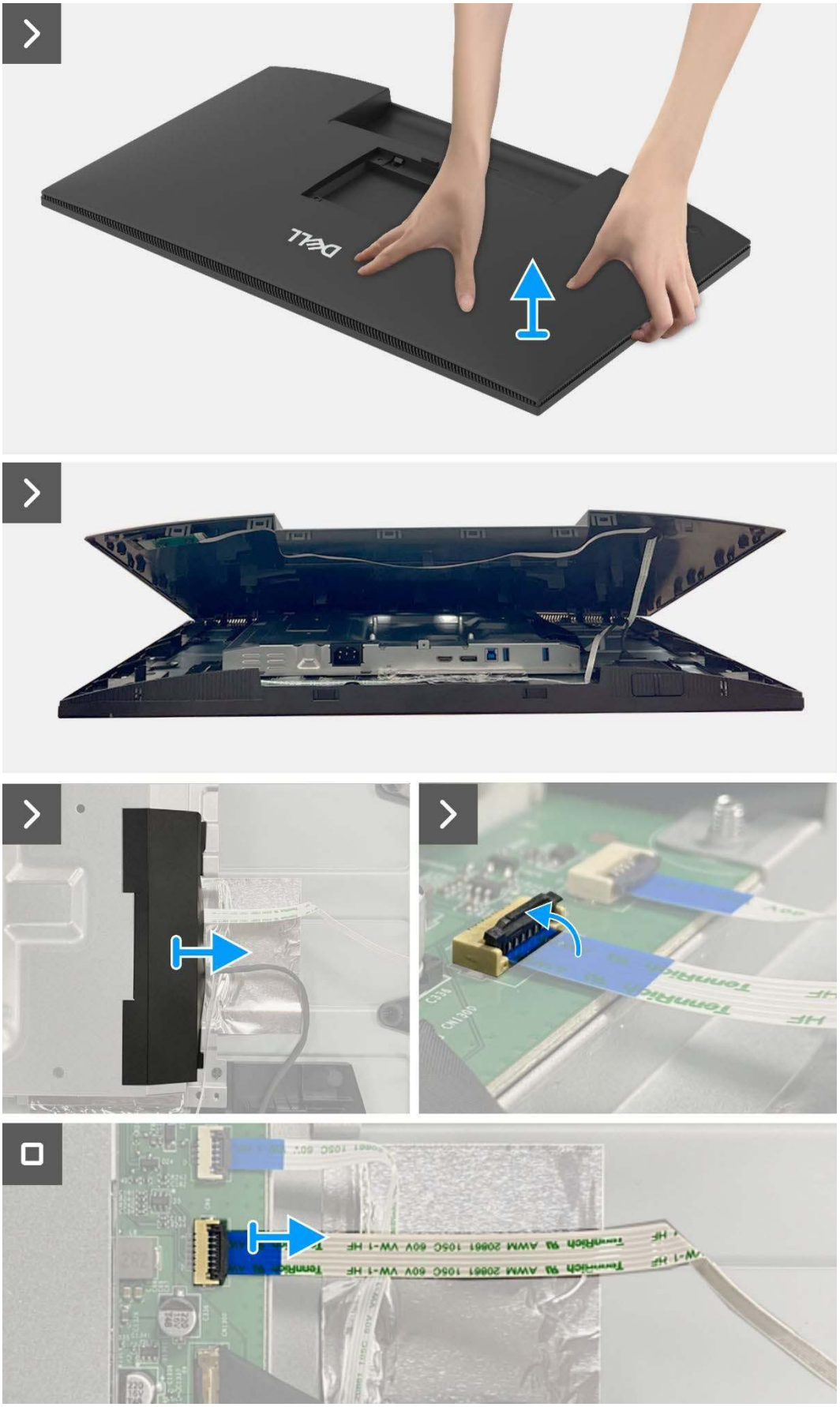

Figure 23. **Removing the back cover**

Installing the back cover

Steps

1. Lift the back cover up above the chassis, connect the keypad cable to the connector on the interface board, attach the side mylar to the chassis.
2. Place and snap the back cover into place on the chassis assembly.

ⓘ **NOTE:** Align the screw holes on the back cover with the screw holes on the chassis assembly before applying slight pressure to the back cover.

3. Replace the four screws (M4x10) to secure the back cover to the monitor.

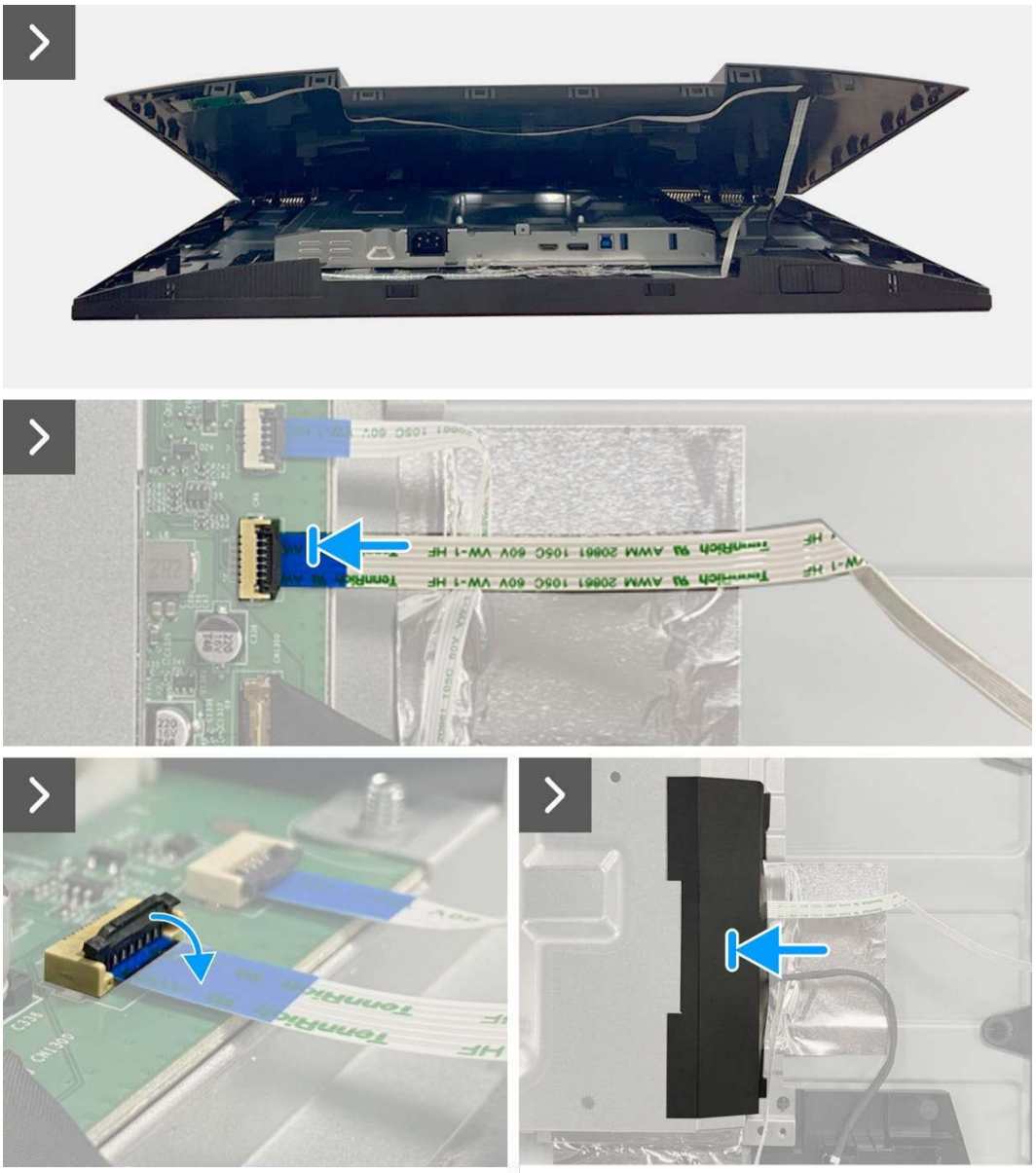

Figure 24. Installing the back cover

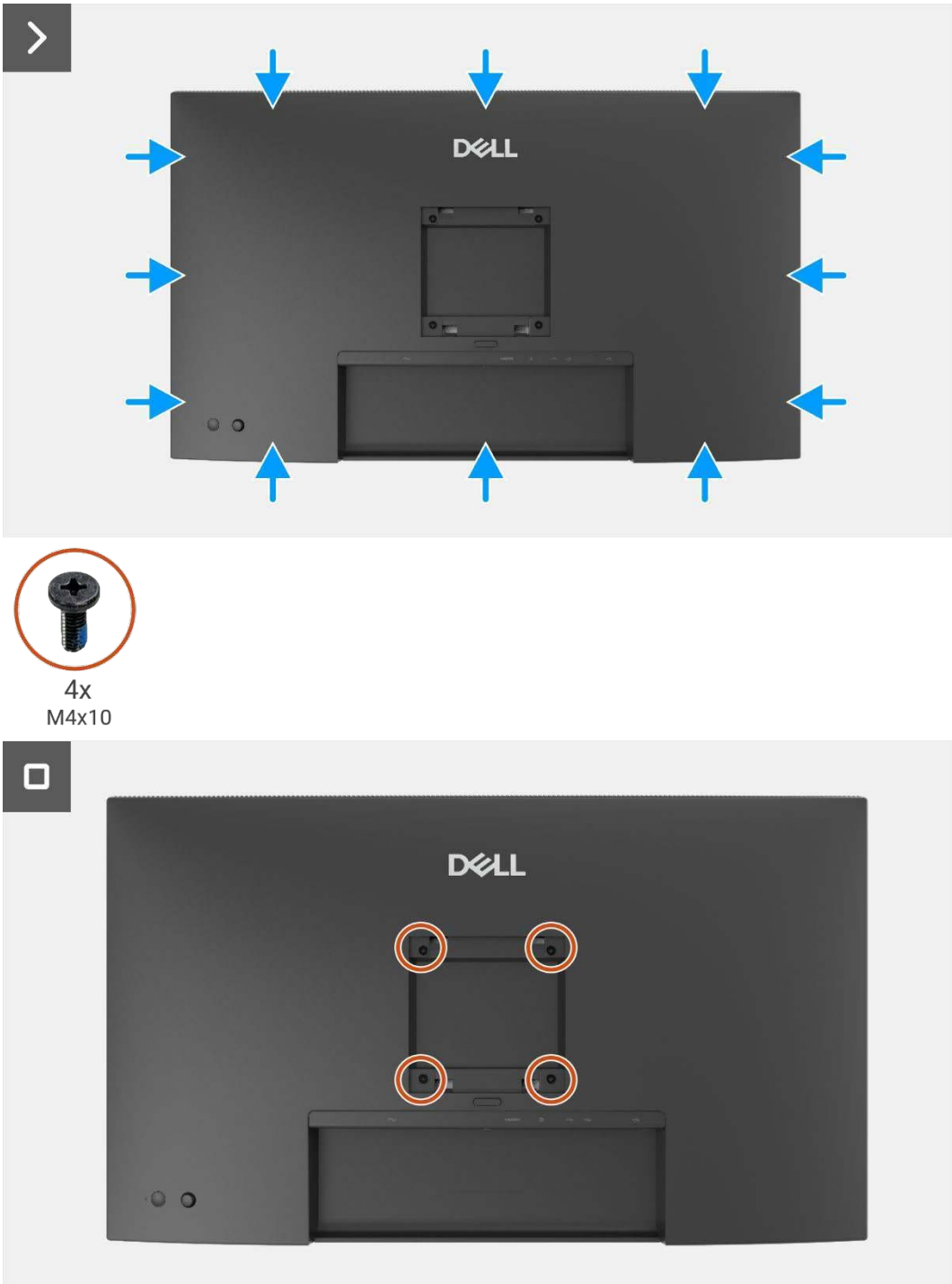

Figure 25. Installing the back cover

Next steps

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

Keypad board

Removing the keypad board

Prerequisites

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

Steps

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

2x
T3x6

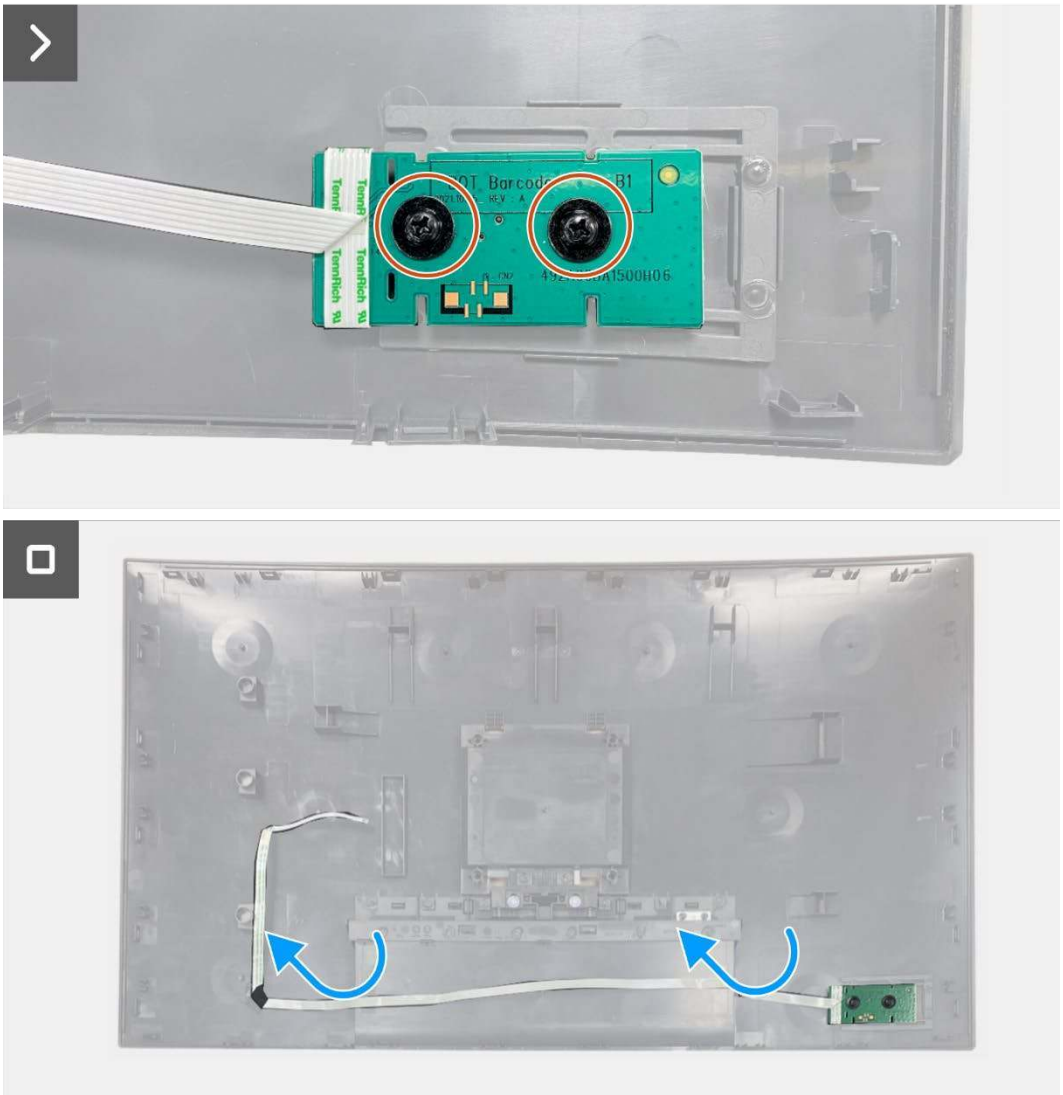

Figure 26. Removing the keypad board

Installing the keypad board

Steps

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

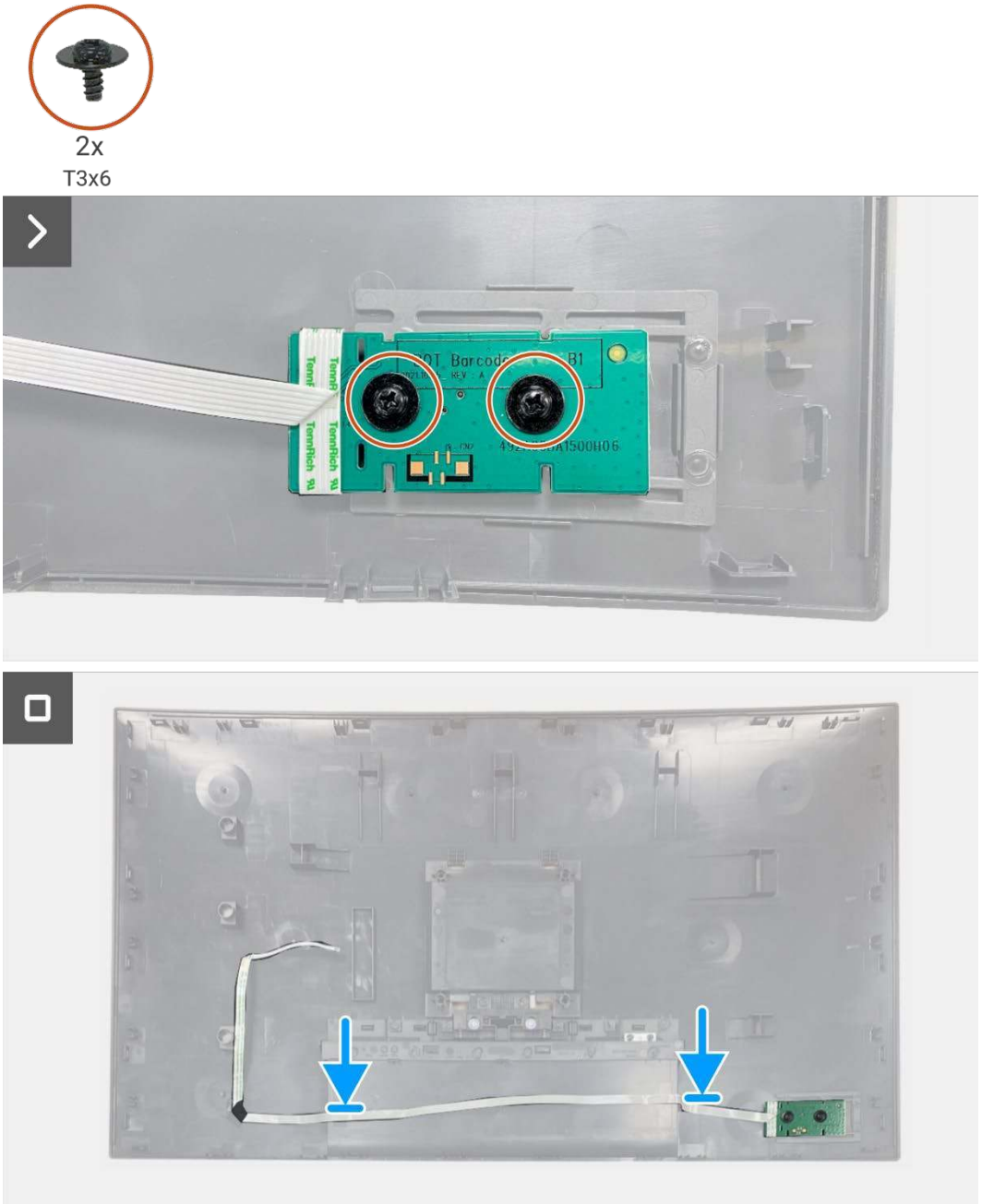

Figure 27. Installing the keypad board

Next steps

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

QAP board

Removing the QAP board

Prerequisites

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

Steps

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

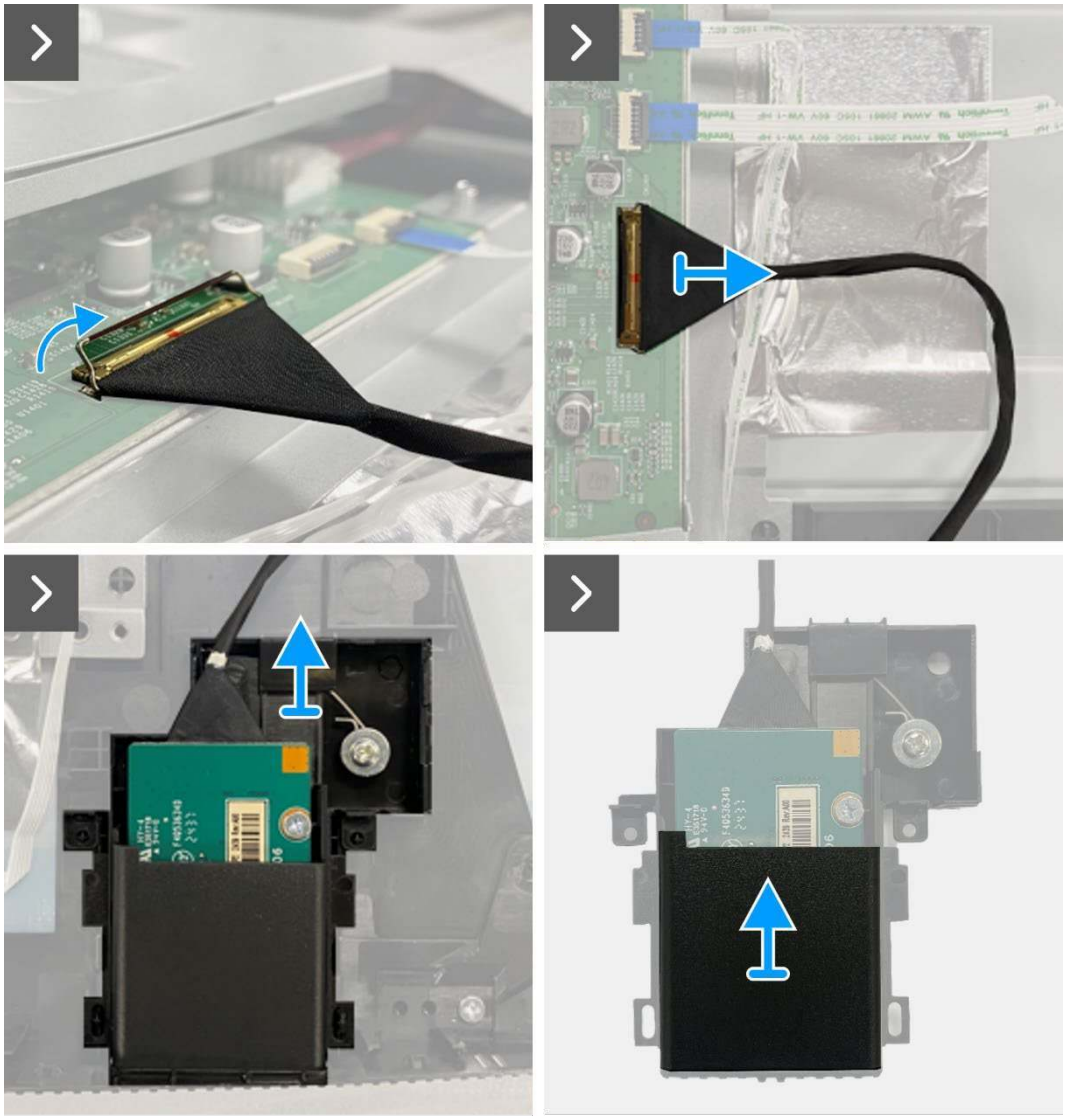

Figure 28. Removing the QAP board

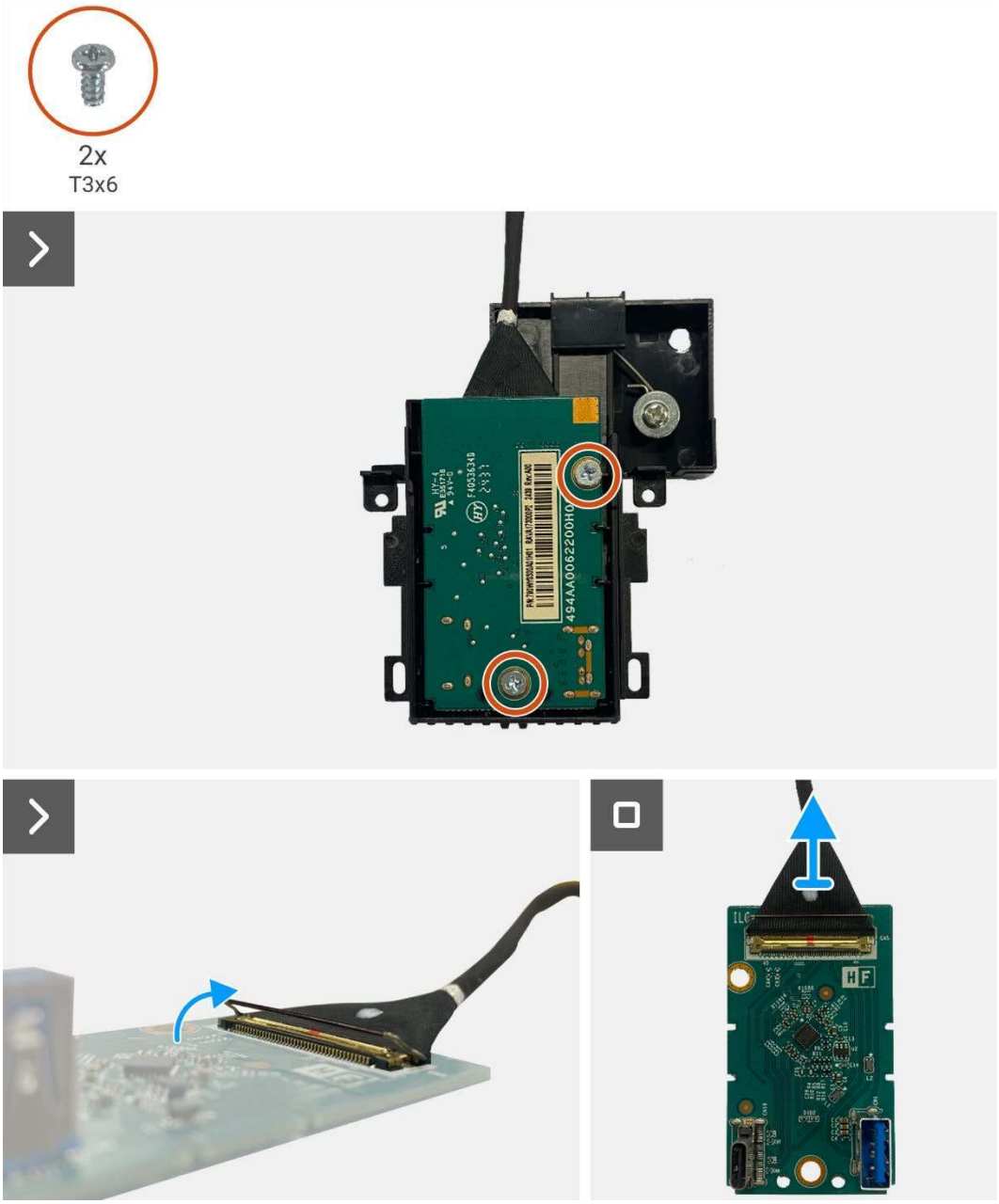

Figure 29. **Removing the QAP board**

Installing the QAP board

Steps

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

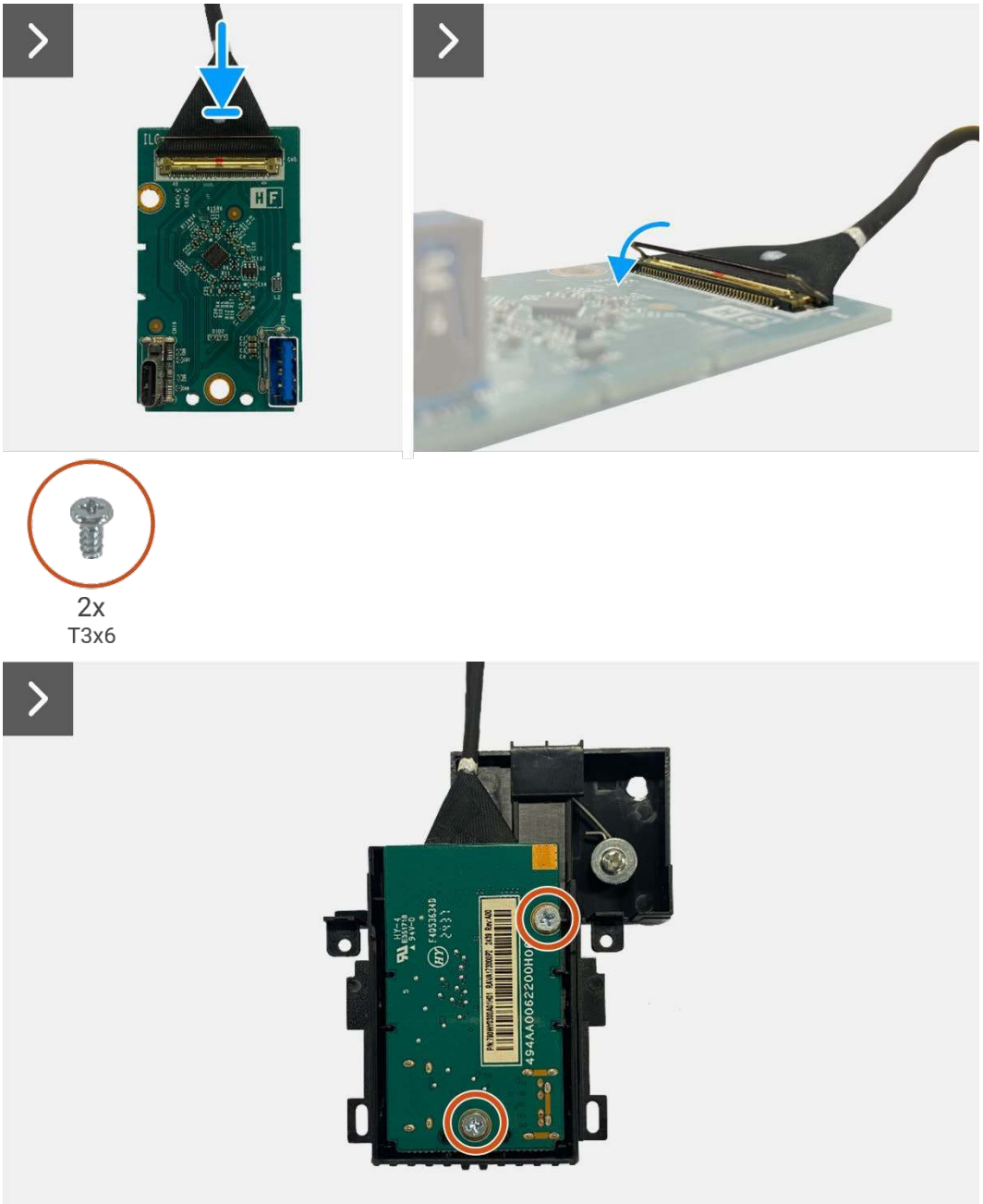

Figure 30. **Installing the QAP board**

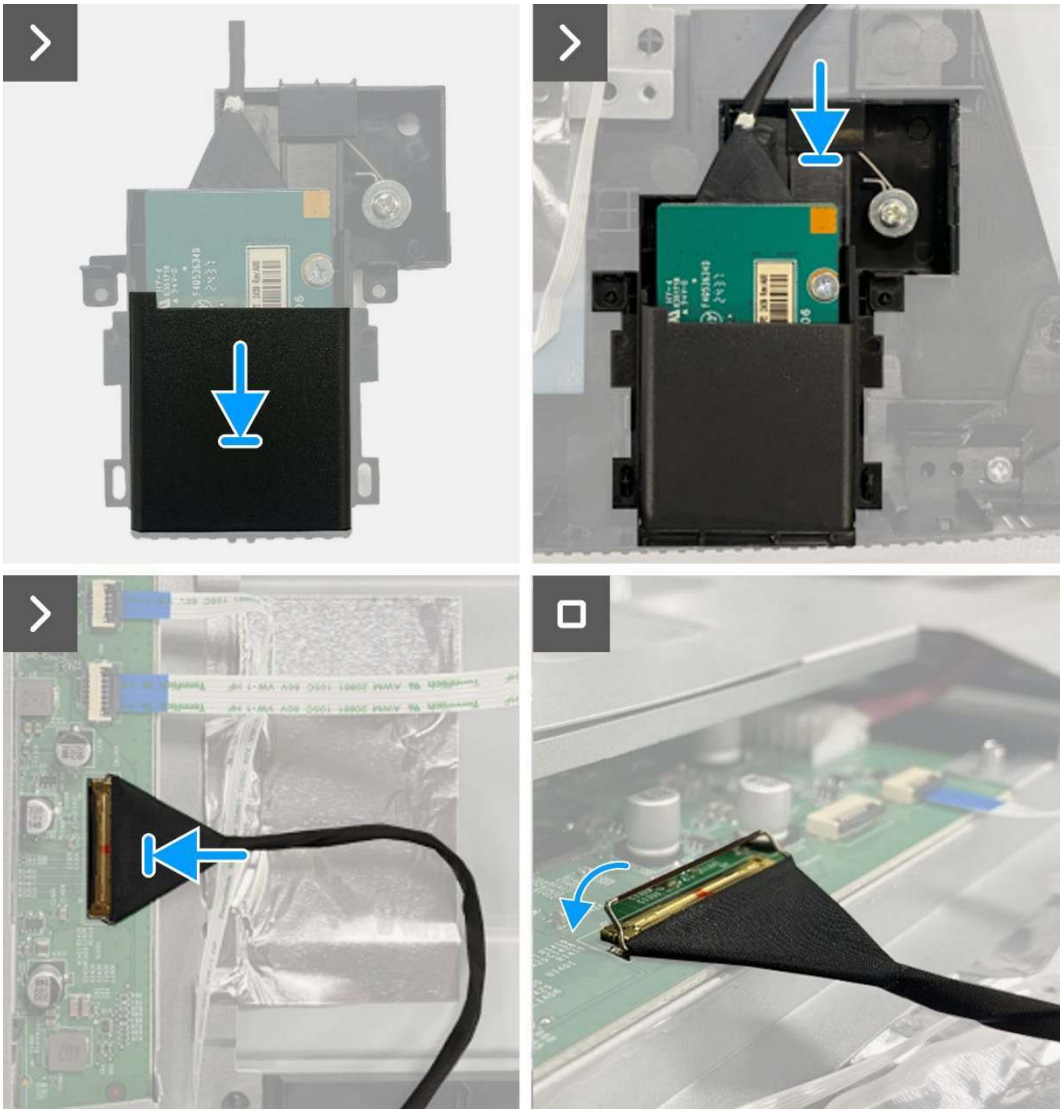

Figure 31. Installing the QAP board

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.

Chassis assembly

Removing the chassis assembly

Prerequisites

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

Steps

1. Disconnect the LED cable from the connector on the interface board.
2. Peel the tape from the lightbar connector.
3. Disconnect the lightbar cable from the connector on the display panel.
4. Peel the six aluminum foils from the display panel and chassis assembly.
5. Disconnect the LVDS cables from the connector on the display panel.
6. Remove the chassis assembly from the display panel.

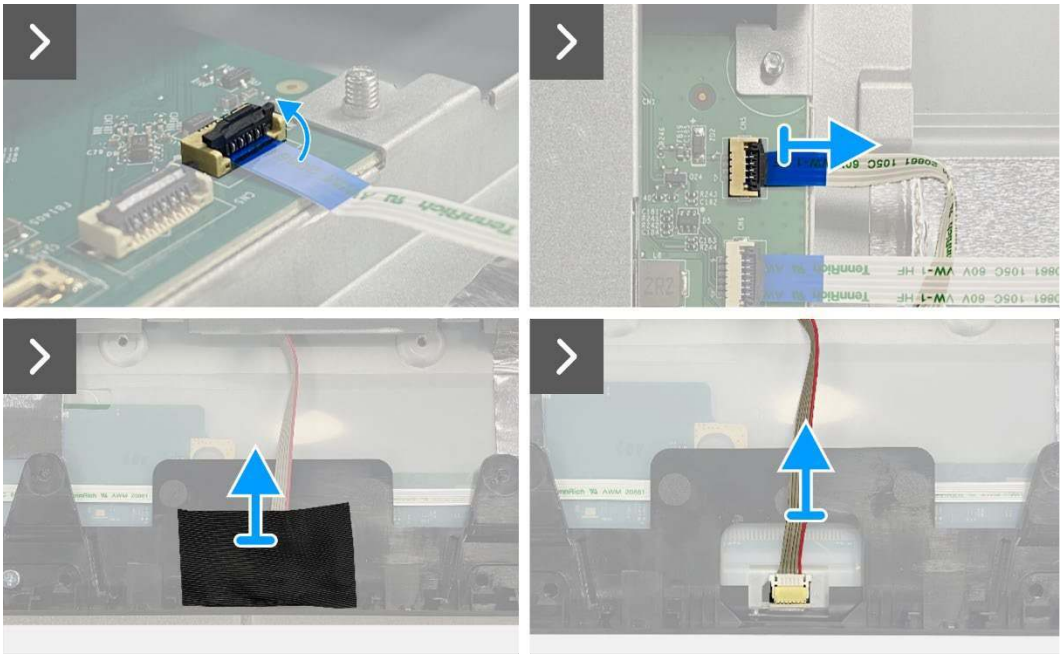

Figure 32. Removing the chassis assembly

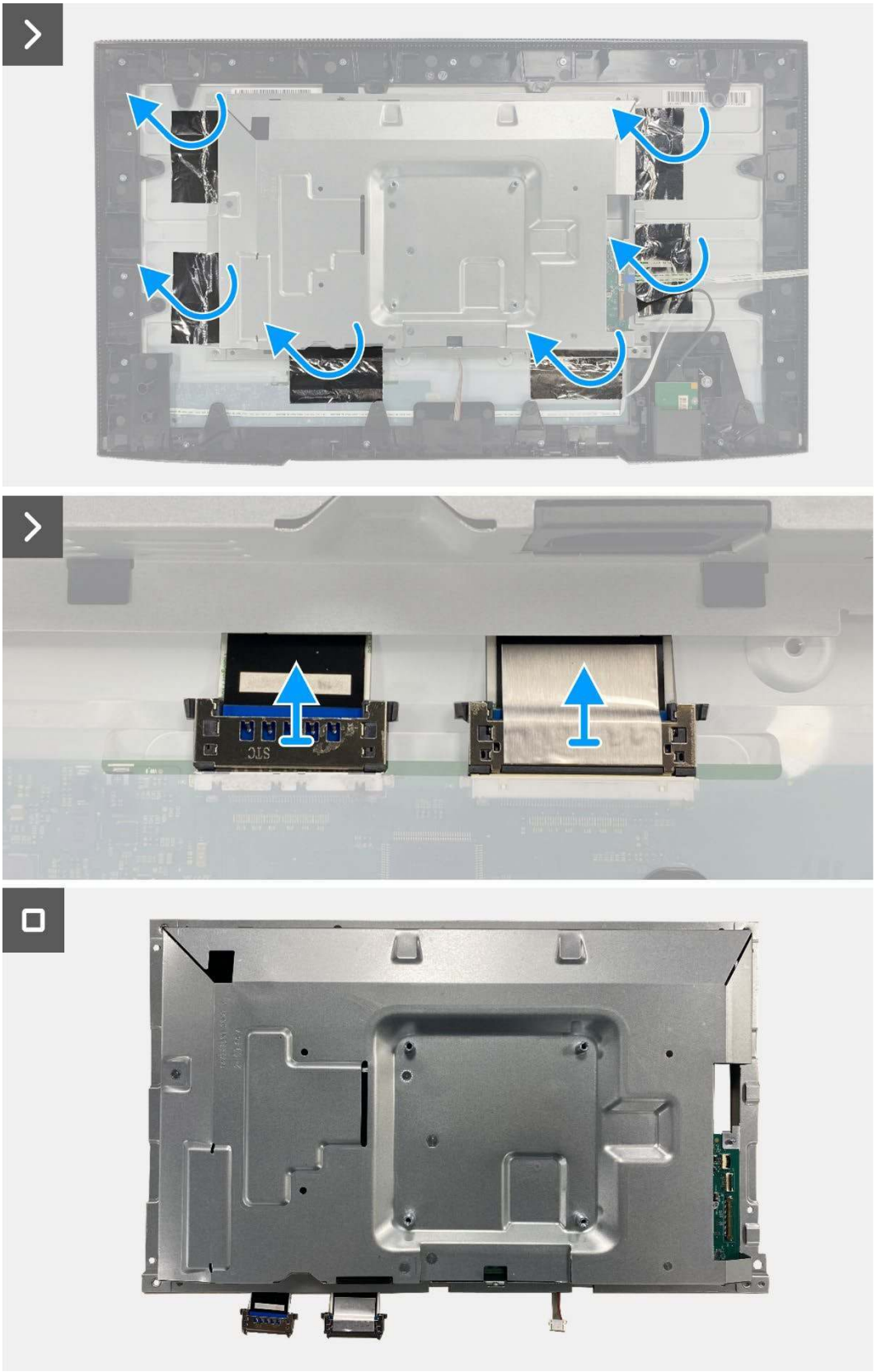

Figure 33. **Removing the chassis assembly**

Installing the chassis assembly

Steps

1. Place the chassis assembly on the display panel.

ⓘ **NOTE:** Align the cross rib on the display middle-frame to the holes on the chassis assembly.

2. Connect the LVDS cables to the connector on the display panel.
3. Adhere six aluminum foils to the chassis assembly and display panel.
4. Connect the lightbar cable to the connector on the display panel.
5. Adhere the tape to the lightbar cable.
6. Connect the LED cable to the connector on the interface board.

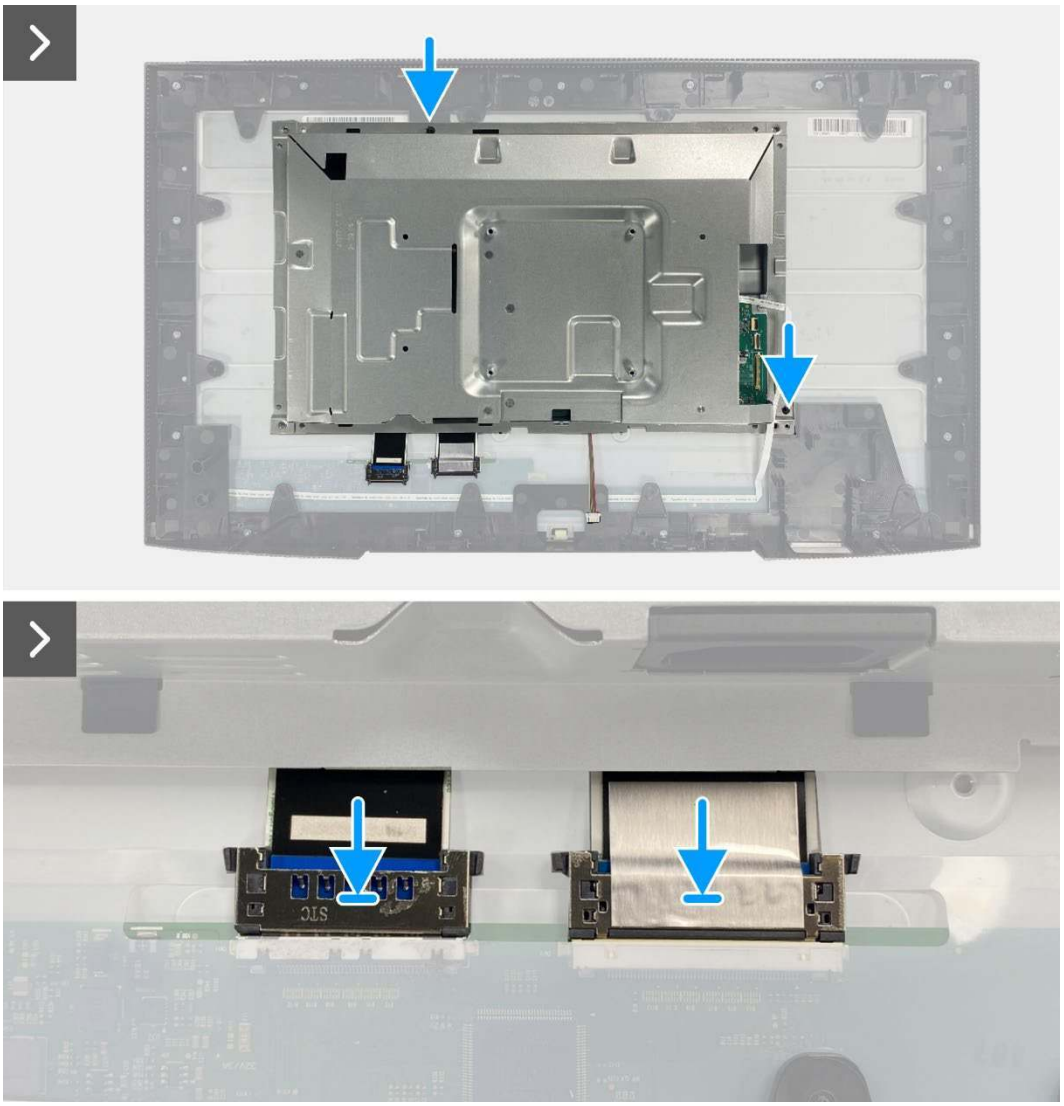

Figure 34. Installing the chassis assembly

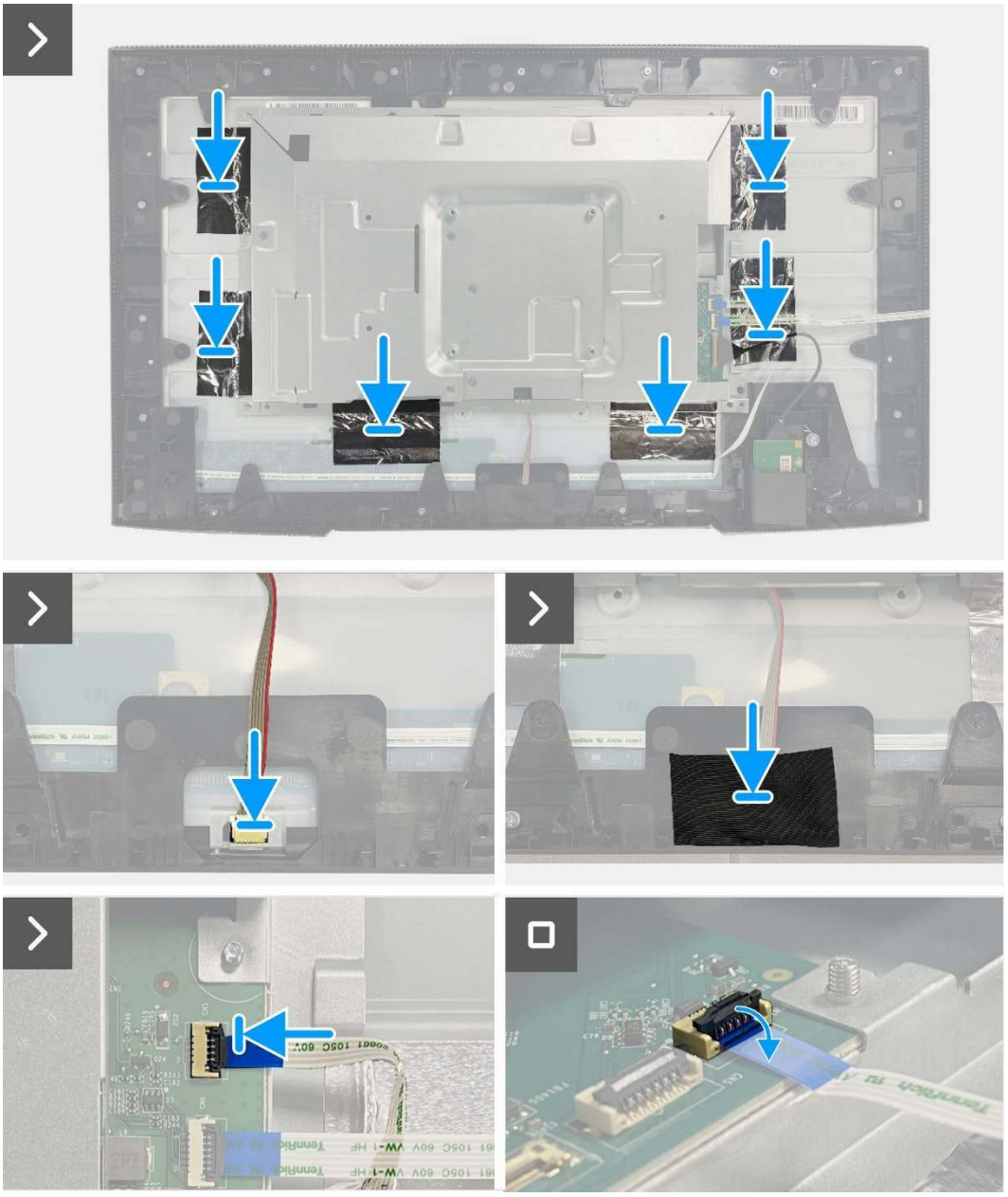

Figure 35. Installing the chassis assembly

Next steps

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

Interface board

Removing the interface board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the QAP board.
6. Remove the chassis assembly.

Steps

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

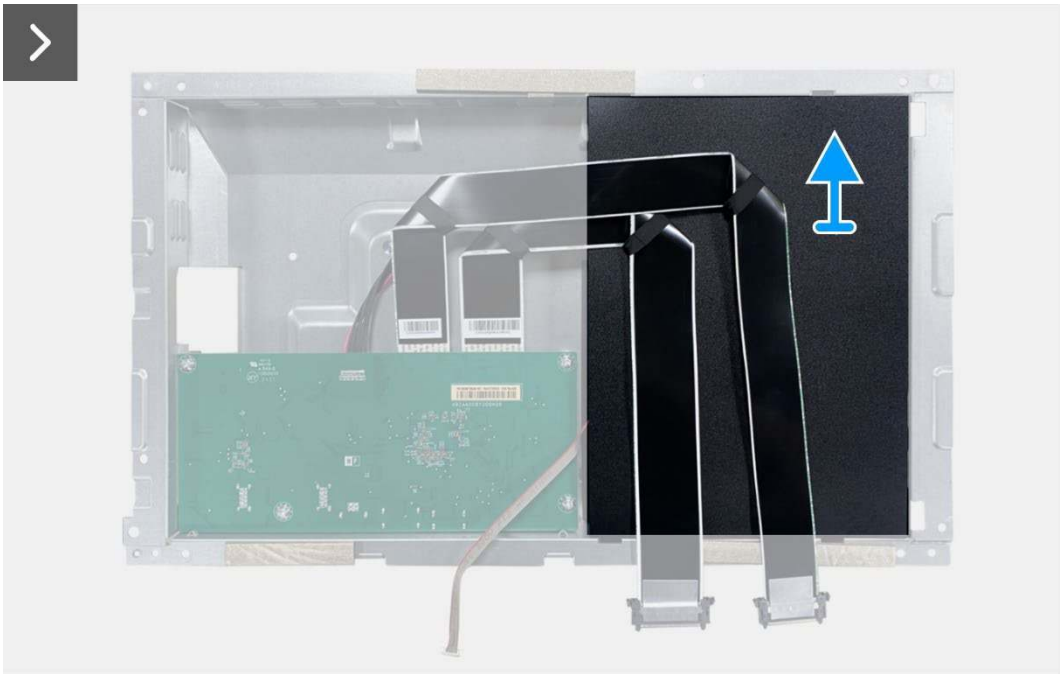

Figure 36. Removing the interface board

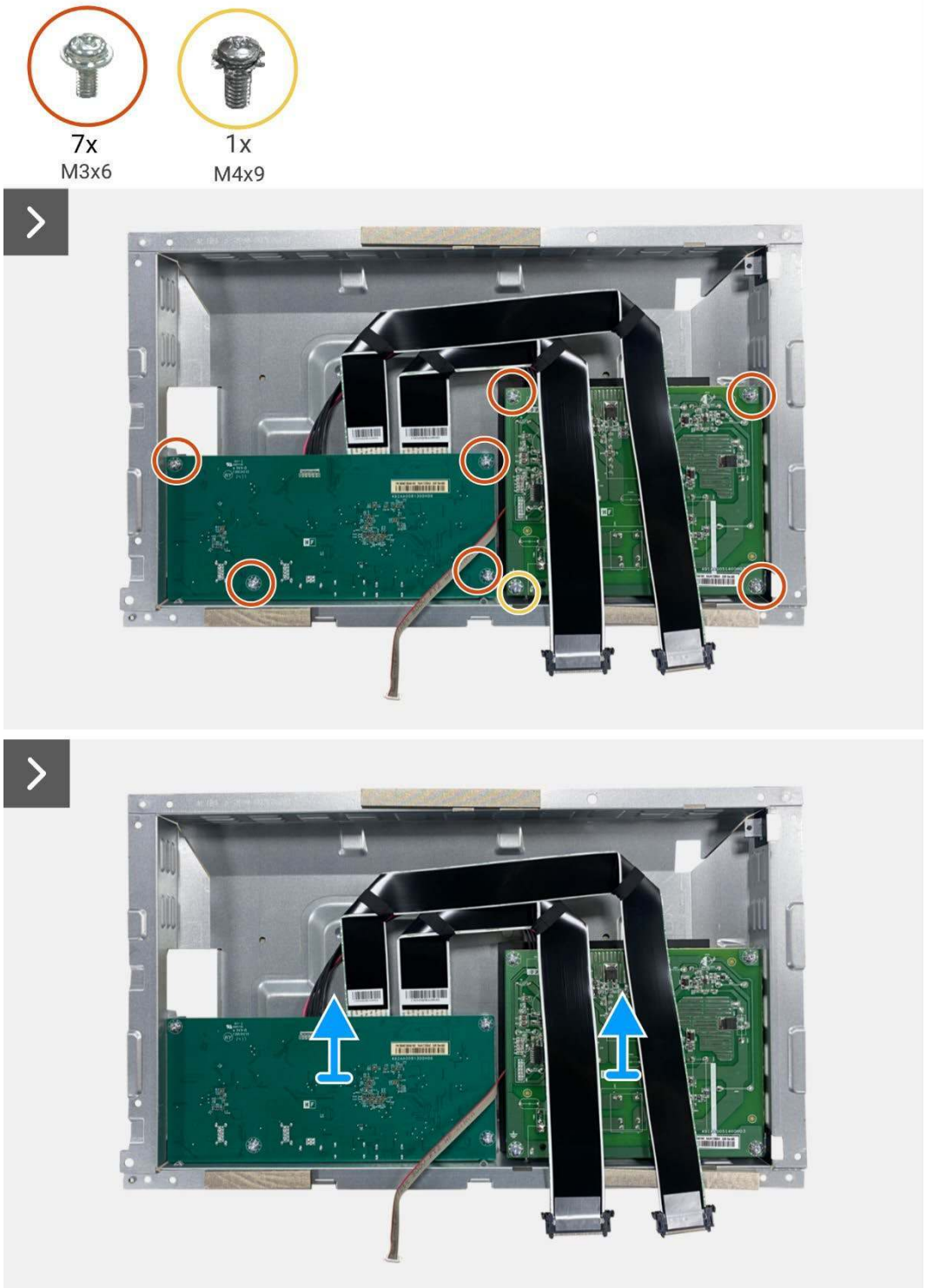

Figure 37. **Removing the interface board**

Figure 38. **Removing the interface board**

Installing the interface board

Steps

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

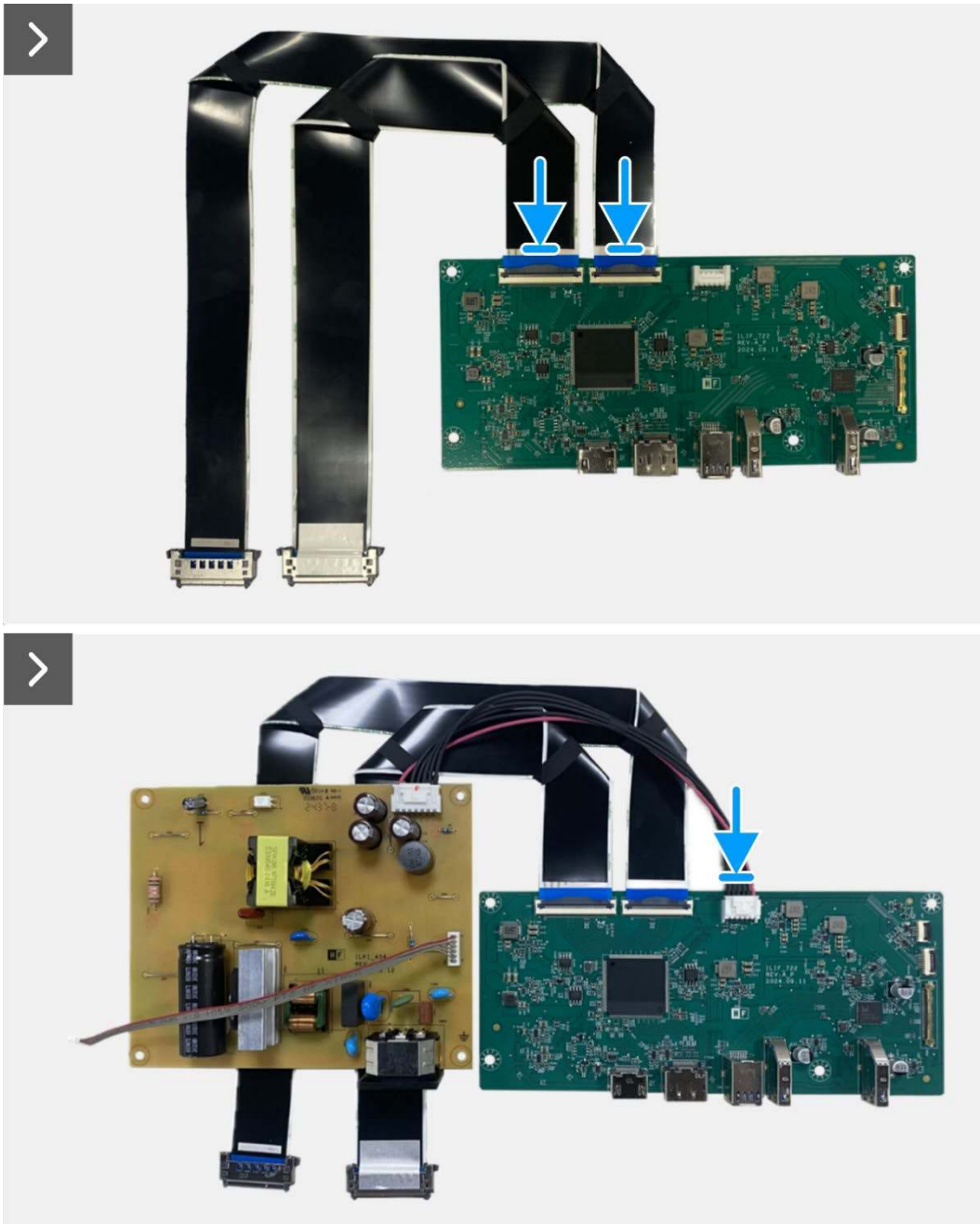

Figure 39. Installing the interface board

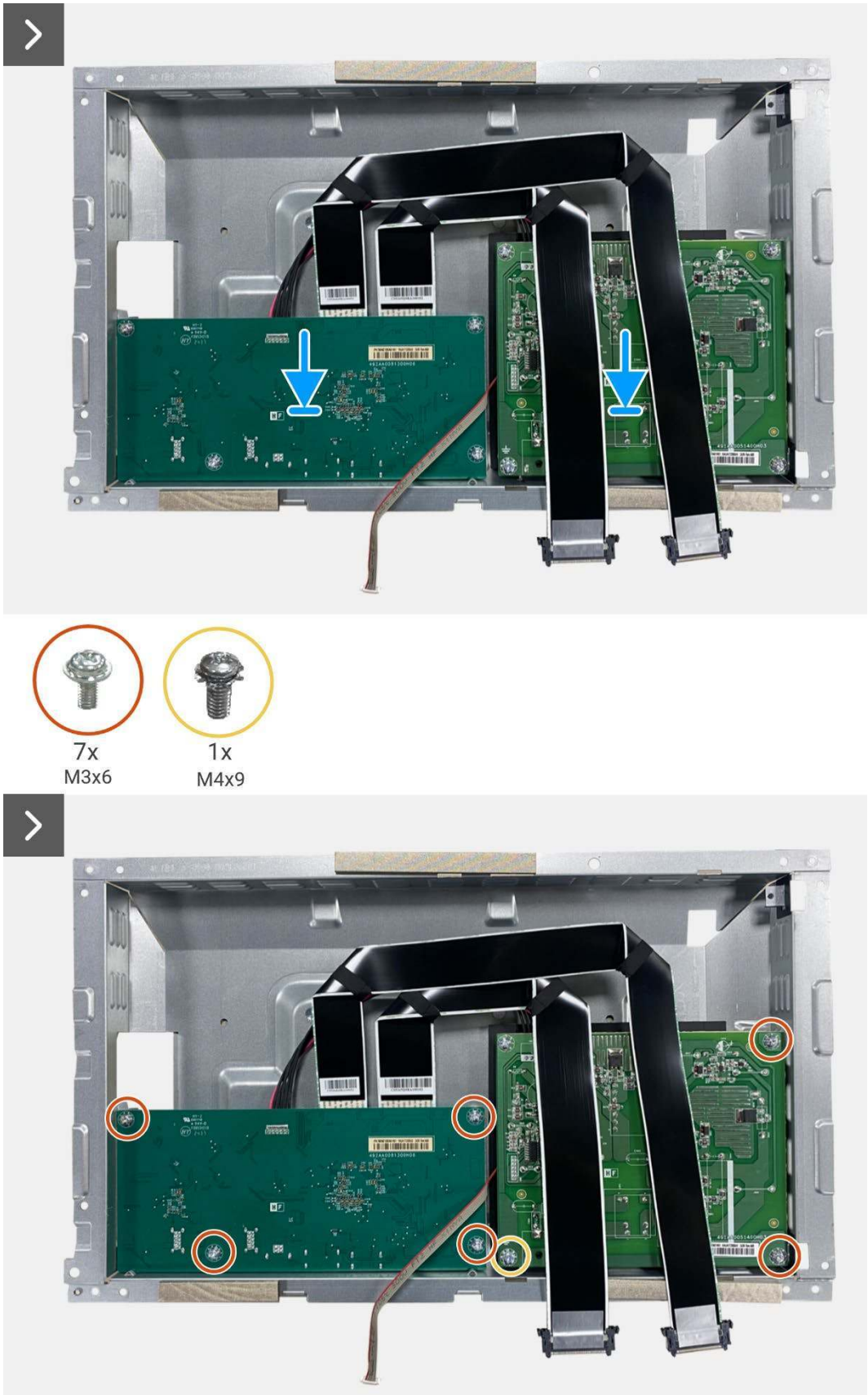

Figure 40. **Installing the interface board**

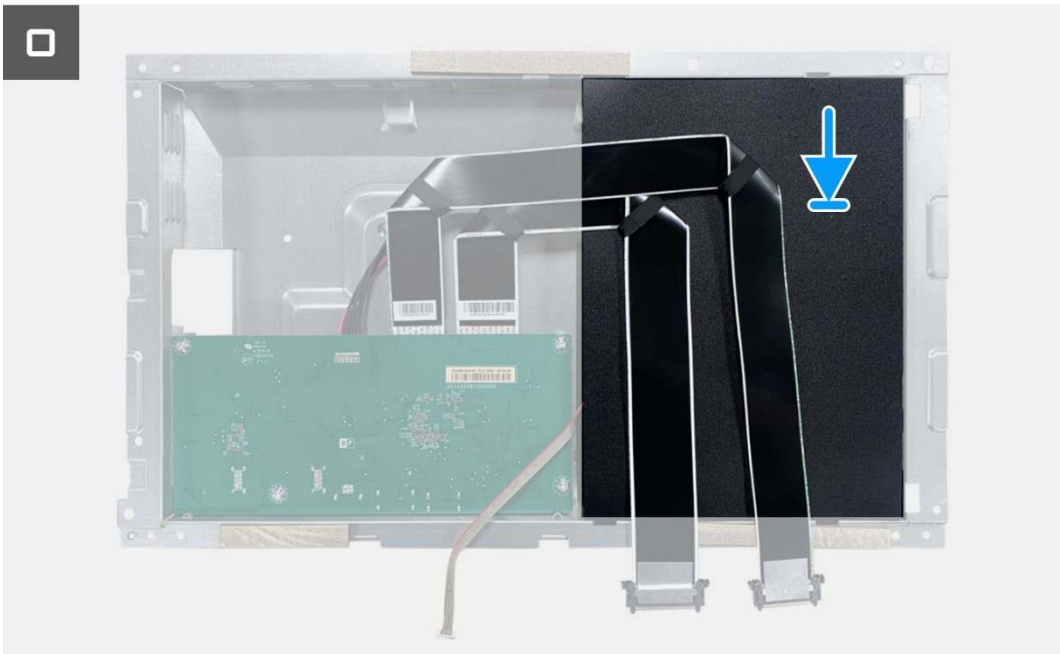

Figure 41. Installing the interface board

Next steps

1. Install the chassis assembly.
2. Install the QAP board.
3. Install the keypad board.
4. Install the back cover.
5. Install the stand.
6. Follow the procedure in After working inside your monitor.

Power board

Removing the power board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the QAP board.
6. Remove the chassis assembly.
7. Remove the interface board.

Steps

1. Disconnect the lightbar cable from the connector on the power board.

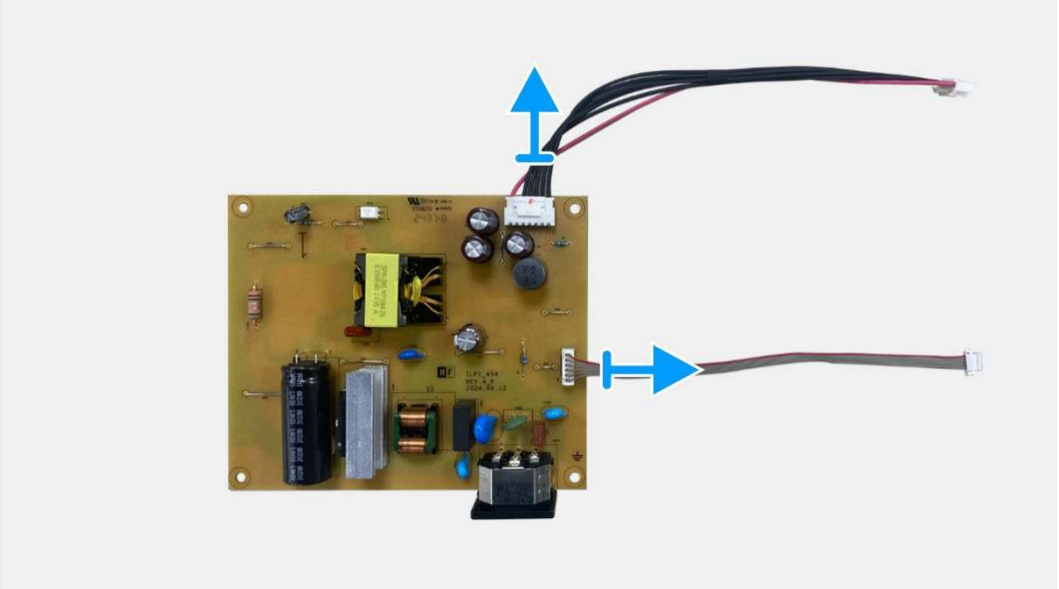

Figure 42. Removing the power board

Installing the power board

Steps

1. Connect the lightbar cable to the connector on the power board.

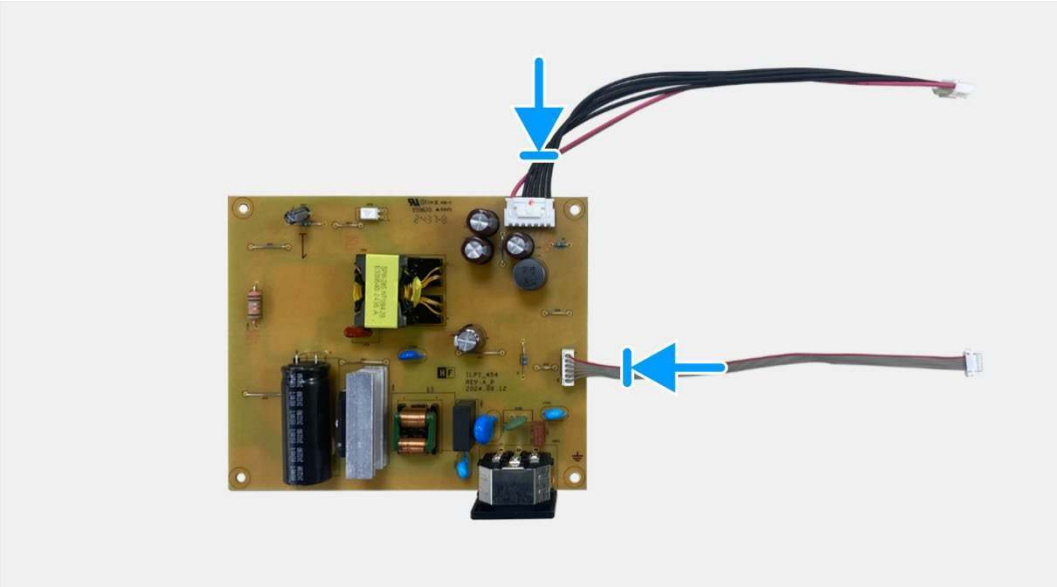

Figure 43. Installing the power board

Next steps

1. Install the interface board.
2. Install the chassis assembly.
3. Install the QAP board.
4. Install the keypad board.
5. Install the back cover.
6. Install the stand.
7. Follow the procedure in After working inside your monitor.

LED board

Removing the LED board

Prerequisites

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

Steps

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

Figure 44. Removing the LED board

Figure 45. **Removing the LED board**

Installing the LED board

Steps

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

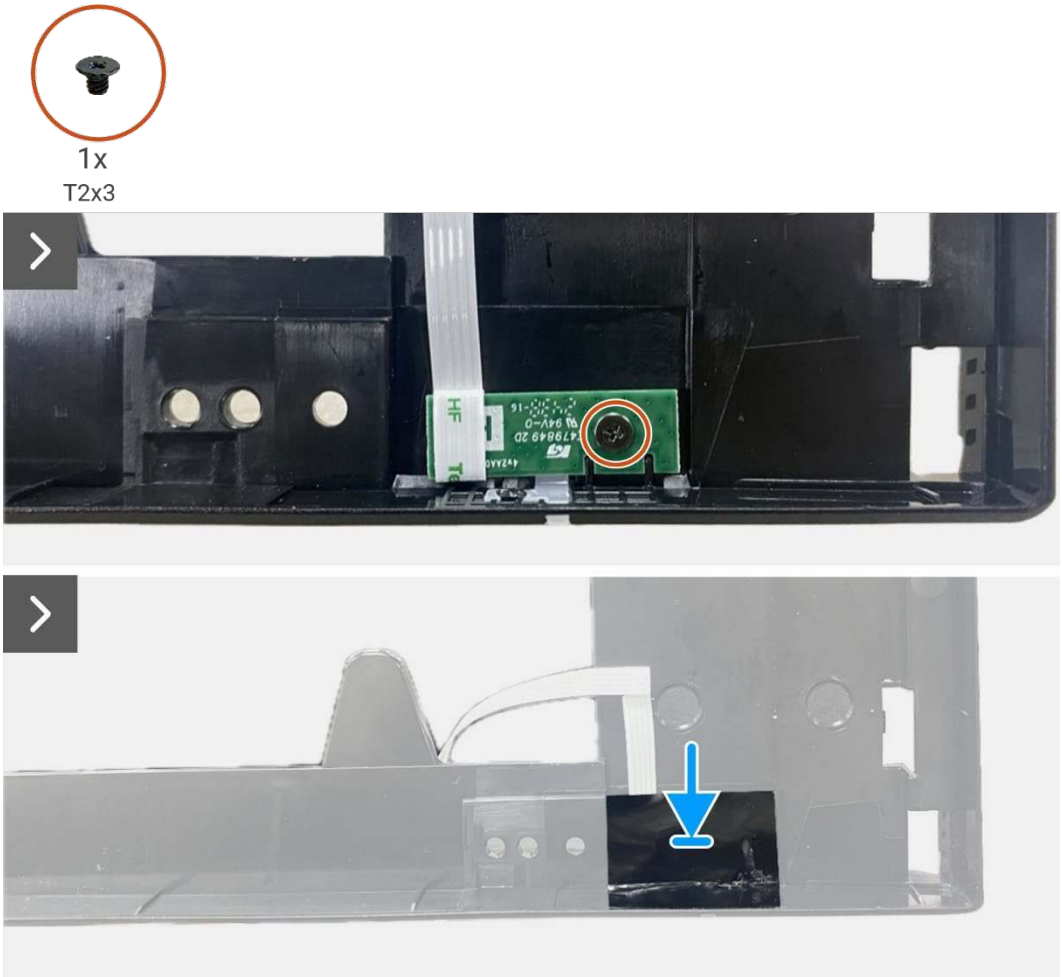

Figure 46. Installing the LED board

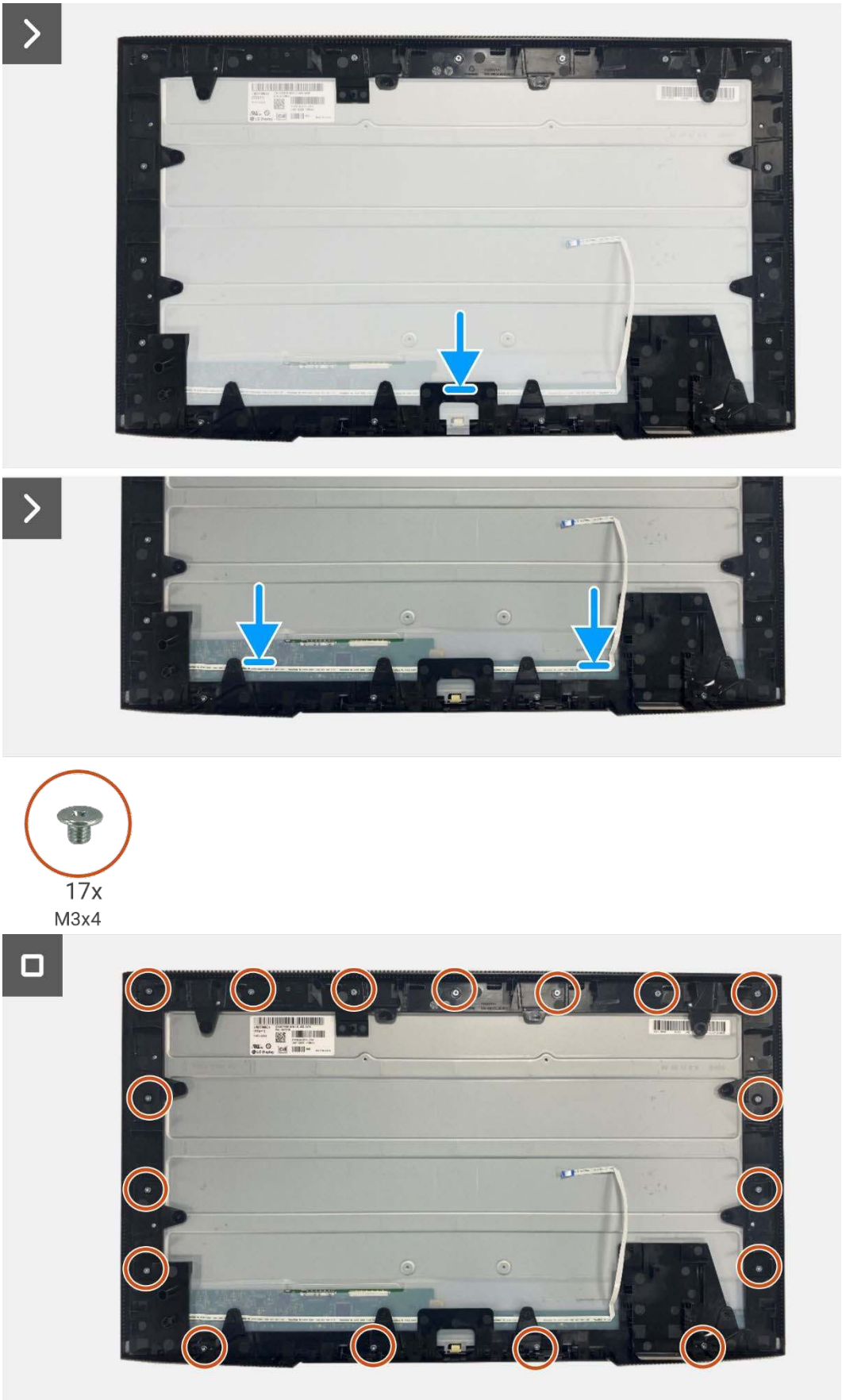

Figure 47. **Installing the LED board**

Next steps

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

7

Disassembly and reassembly- P2725DE

ⓘ NOTE: The images in this document may differ from your computer depending on the configuration you ordered.

Recommended tools

- Phillips screwdriver #00
- Phillips screwdriver #2
- Plastic scribe

Screw list

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

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

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

Table 6. Screw list.

Component	Screw type	Quantity	Screw image
Back cover VESA	M4x10	4	
Interface board	M3x6	4	
Power board	M3x6	4	
Power-board grounding	M4x9	1	
Display middle-frame	M3x4	17	
Keypad	T3x6	2	
QAP board	T3x6	2	
LED board	T2x3	1	

Stand

Removing the stand

Prerequisites

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

Steps

1. Press the release button and tilt the stand upwards till the stand is separated from the monitor head.
2. Open the screw handle at the bottom of the stand base, then unscrew the screw anti-clockwise.
3. Remove the stand riser from the stand base.

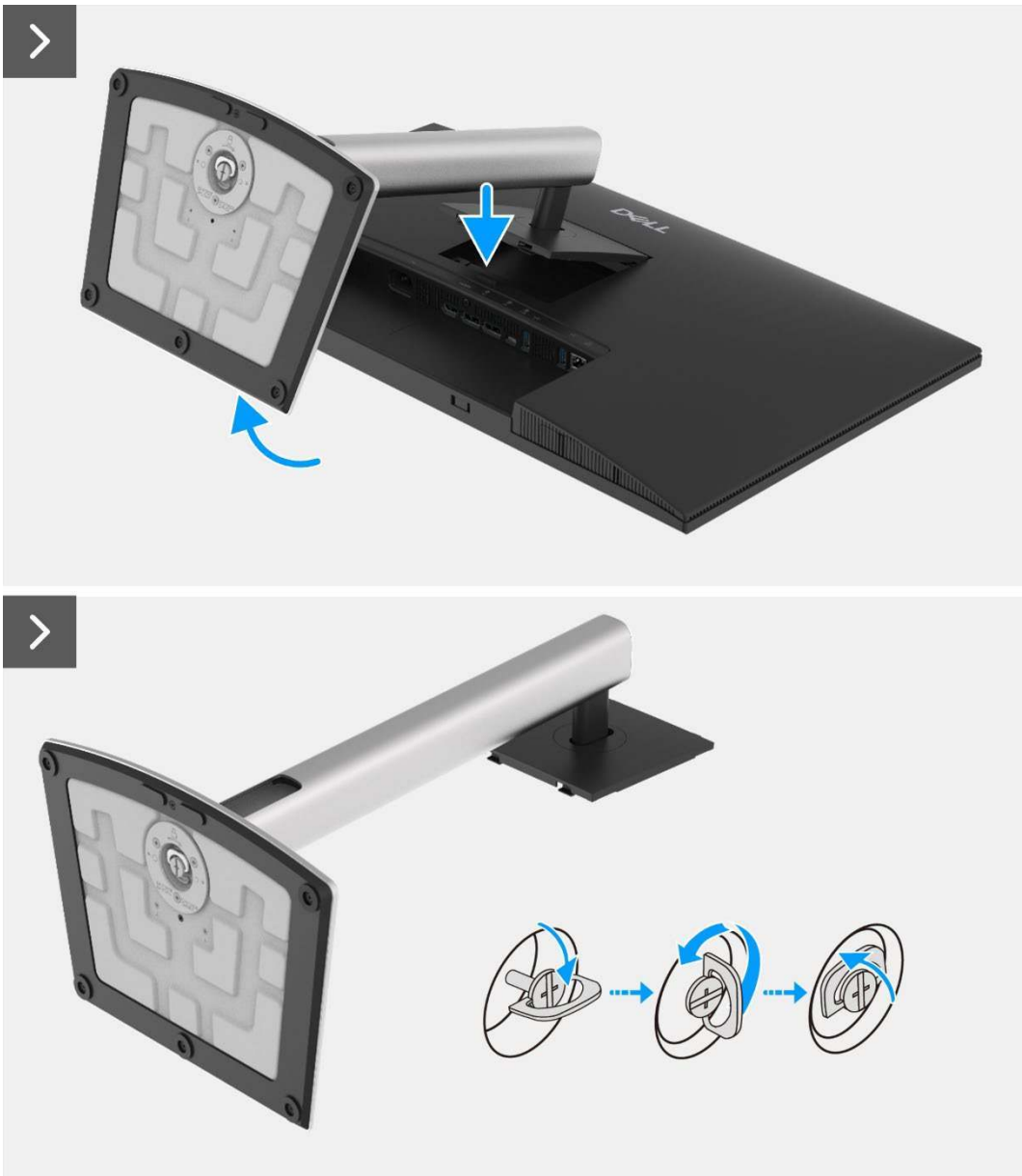

Figure 48. Removing the stand

Figure 49. **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, then screw the screw clockwise to secure the stand riser to the stand base.
3. Close the screw handle at the bottom of the stand.
4. Attach the stand to the monitor.

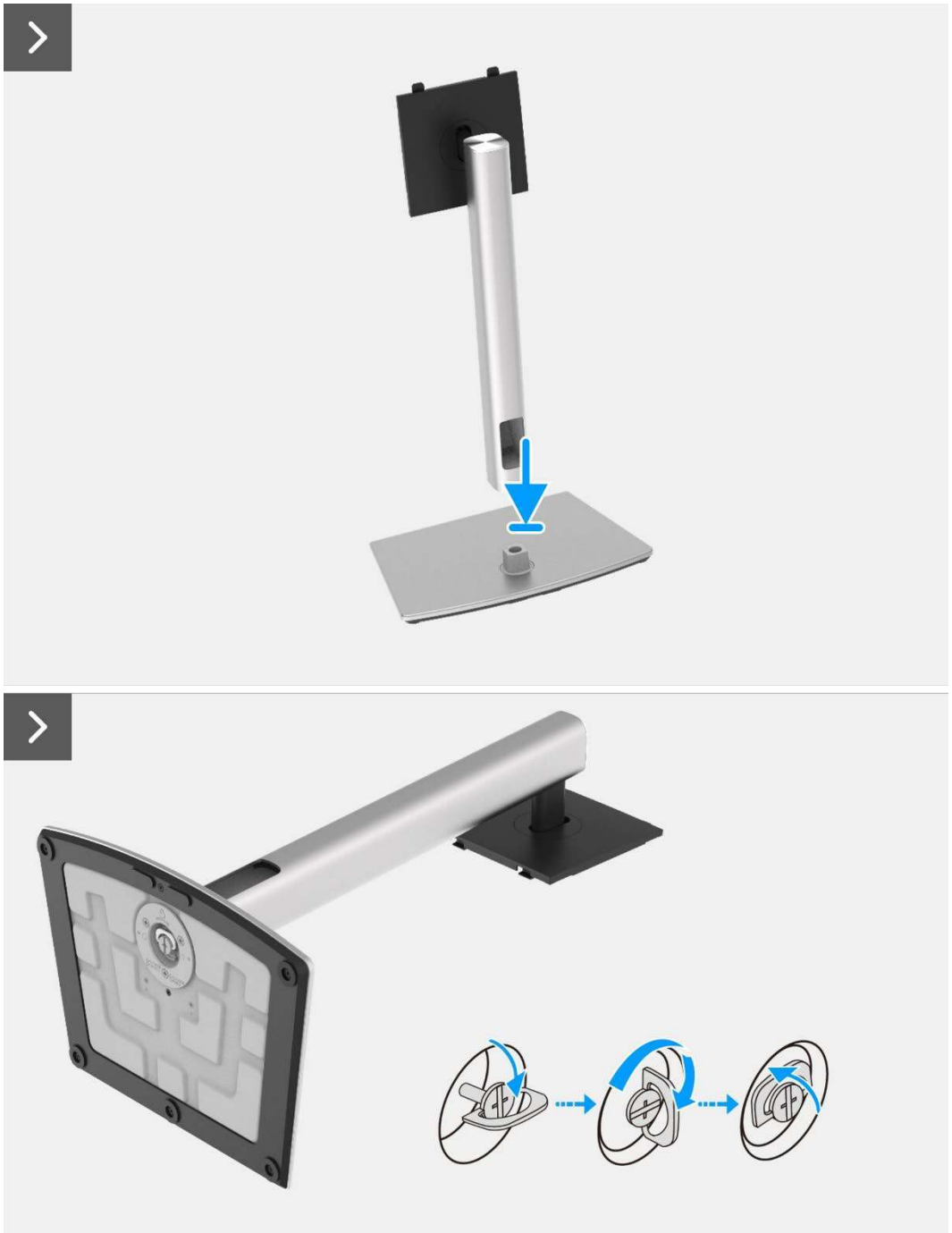

Figure 50. Installing the stand

Figure 51. Installing the stand

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

Steps

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

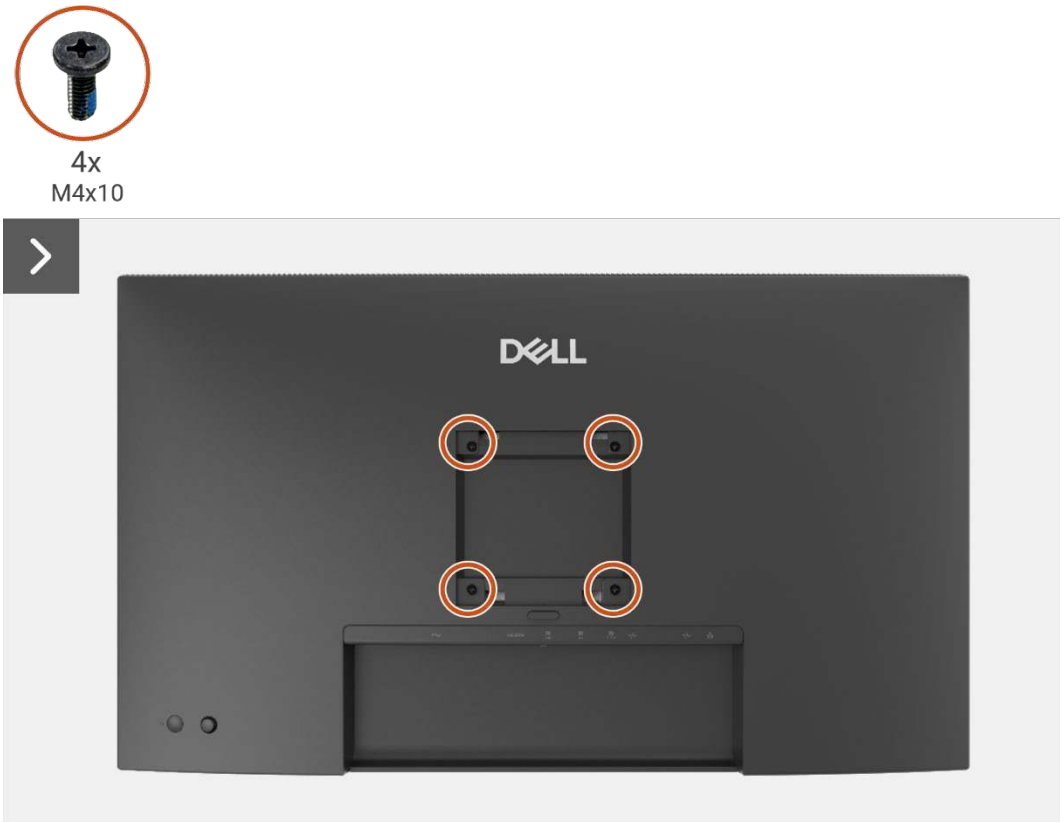

Figure 52. Removing the back cover

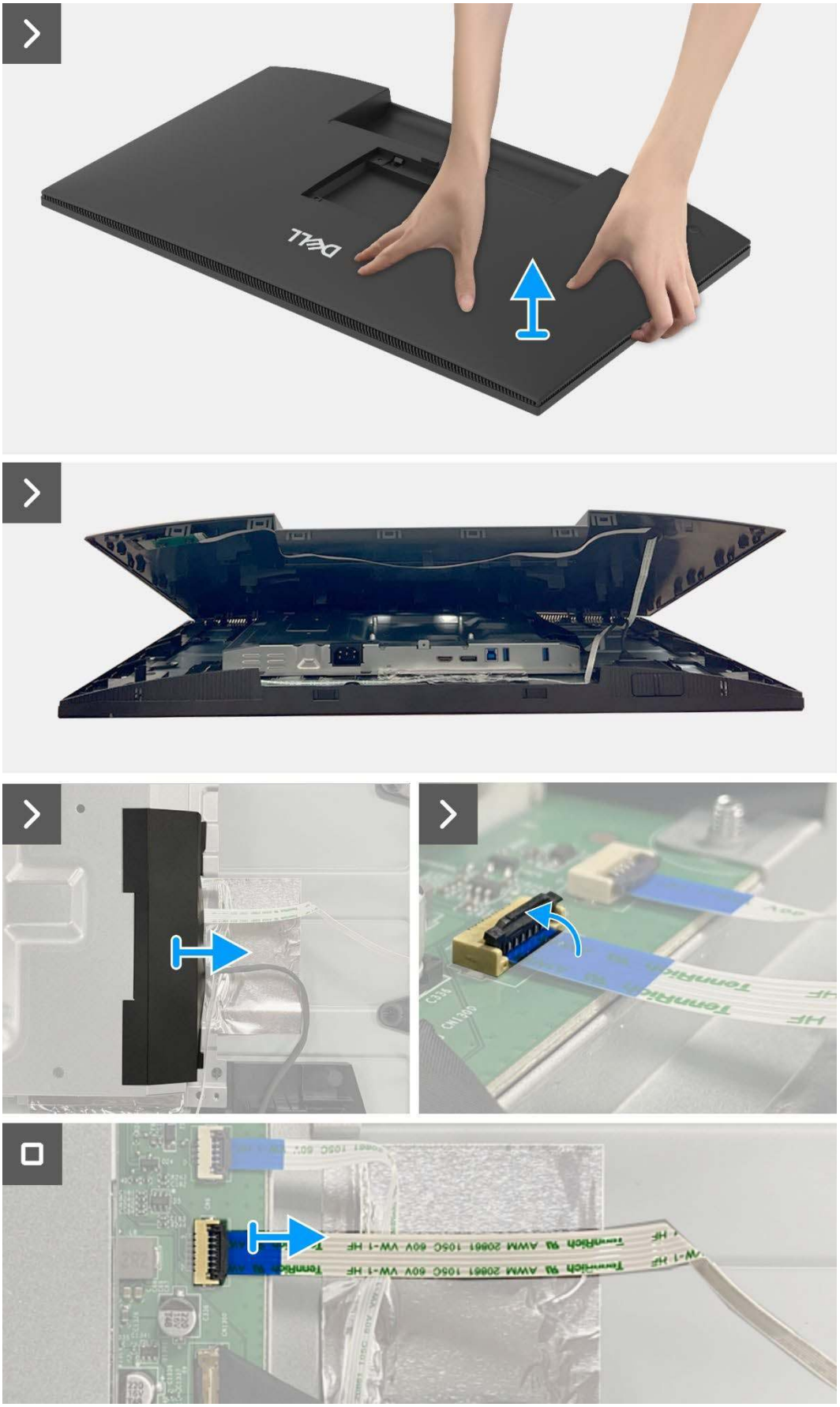

Figure 53. Removing the back cover

Installing the back cover

Steps

1. Lift the back cover up above the chassis, connect the keypad cable to the connector on the interface board, attach the side mylar to the chassis.
2. Place and snap the back cover into place on the chassis assembly.

ⓘ **NOTE:** Align the screw holes on the back cover with the screw holes on the chassis assembly before applying slight pressure to the back cover.

3. Replace the four screws (M4x10) to secure the back cover to the monitor.

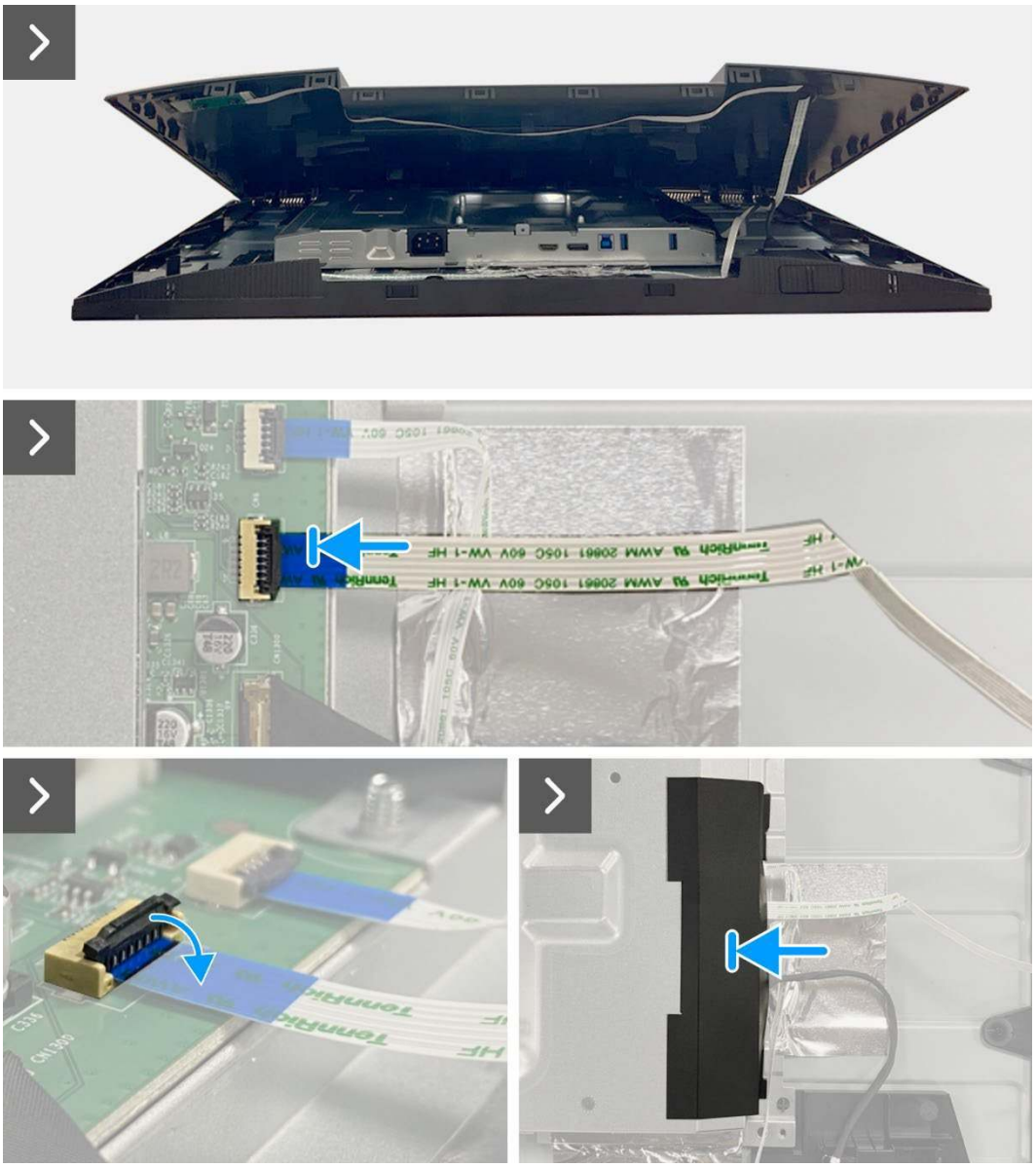

Figure 54. **Installing the back cover**

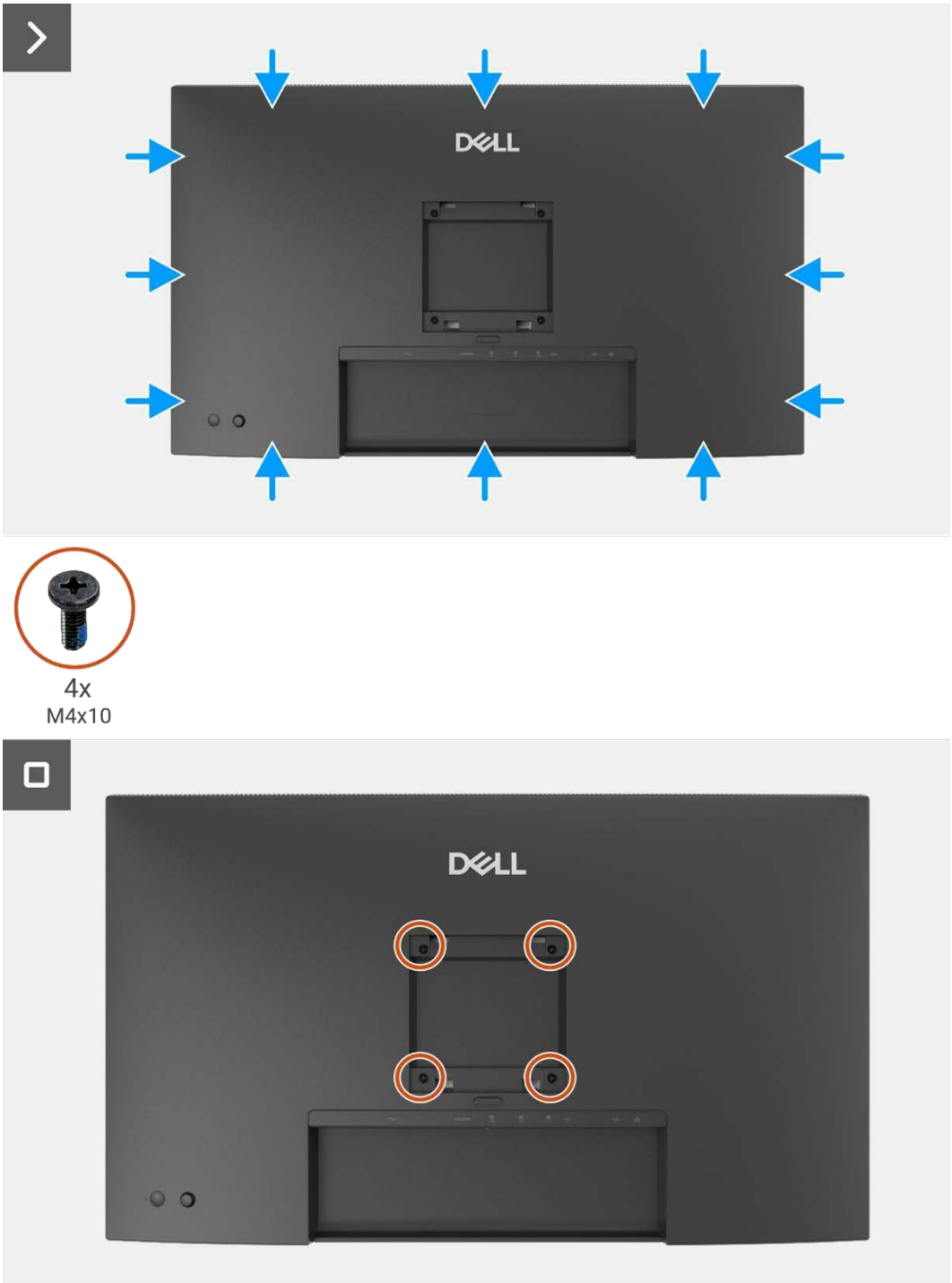

Figure 55. Installing the back cover

Next steps

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

Keypad board

Removing the keypad board

Prerequisites

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

Steps

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

Figure 56. **Removing the keypad board**

Installing the keypad board

Steps

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

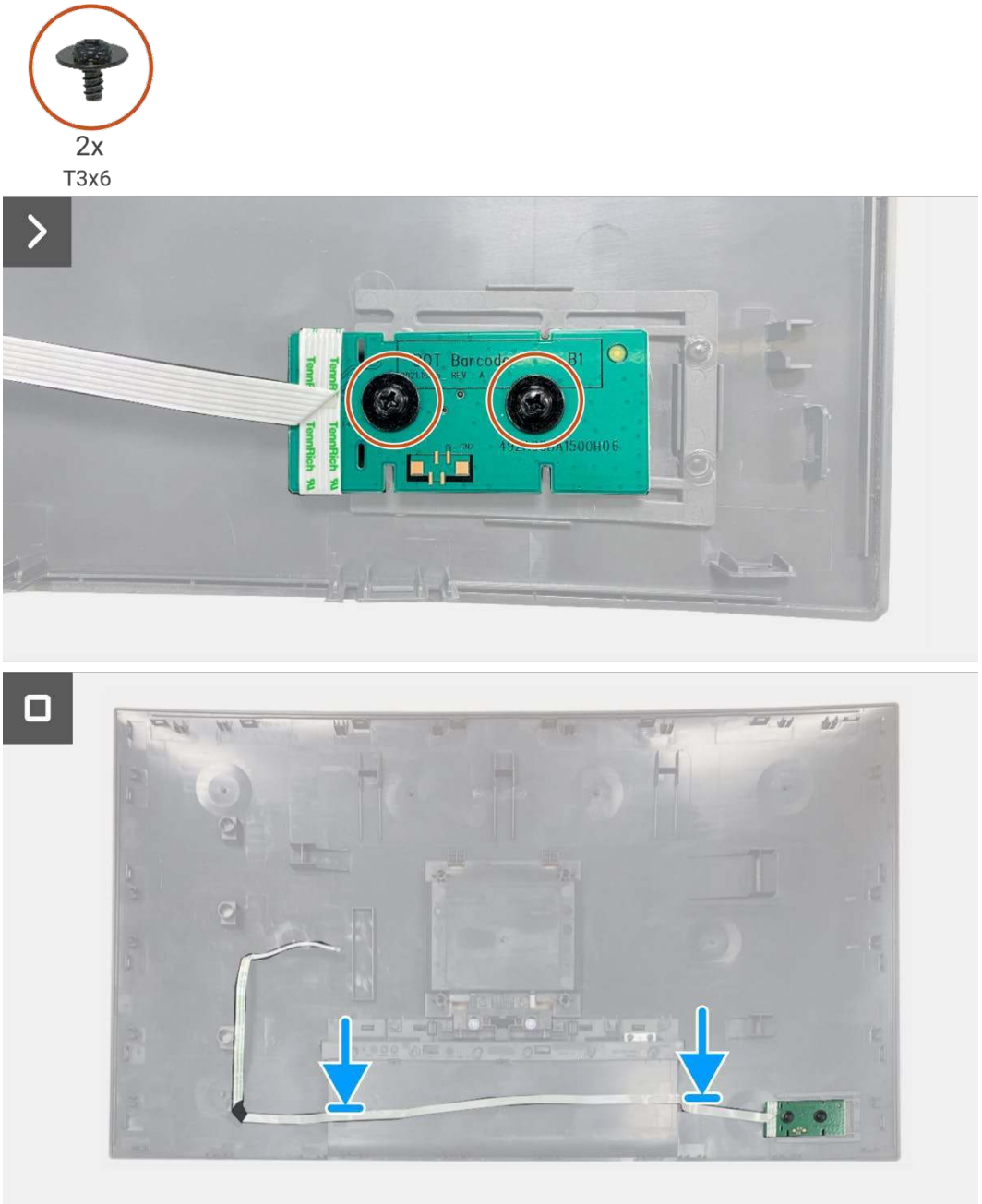

Figure 57. Installing the keypad board

Next steps

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

QAP board

Removing the QAP board

Prerequisites

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

Steps

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

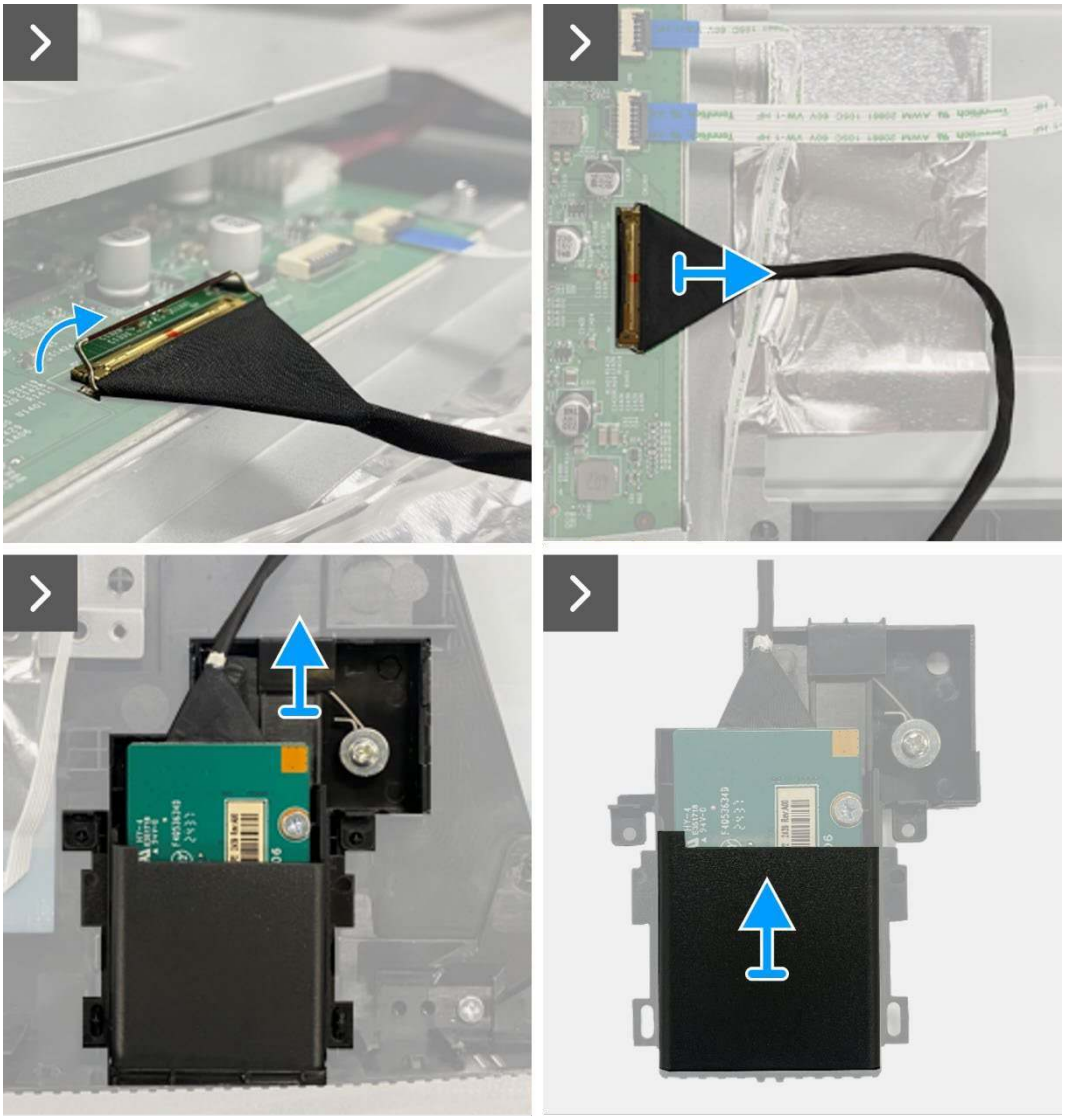

Figure 58. Removing the QAP board

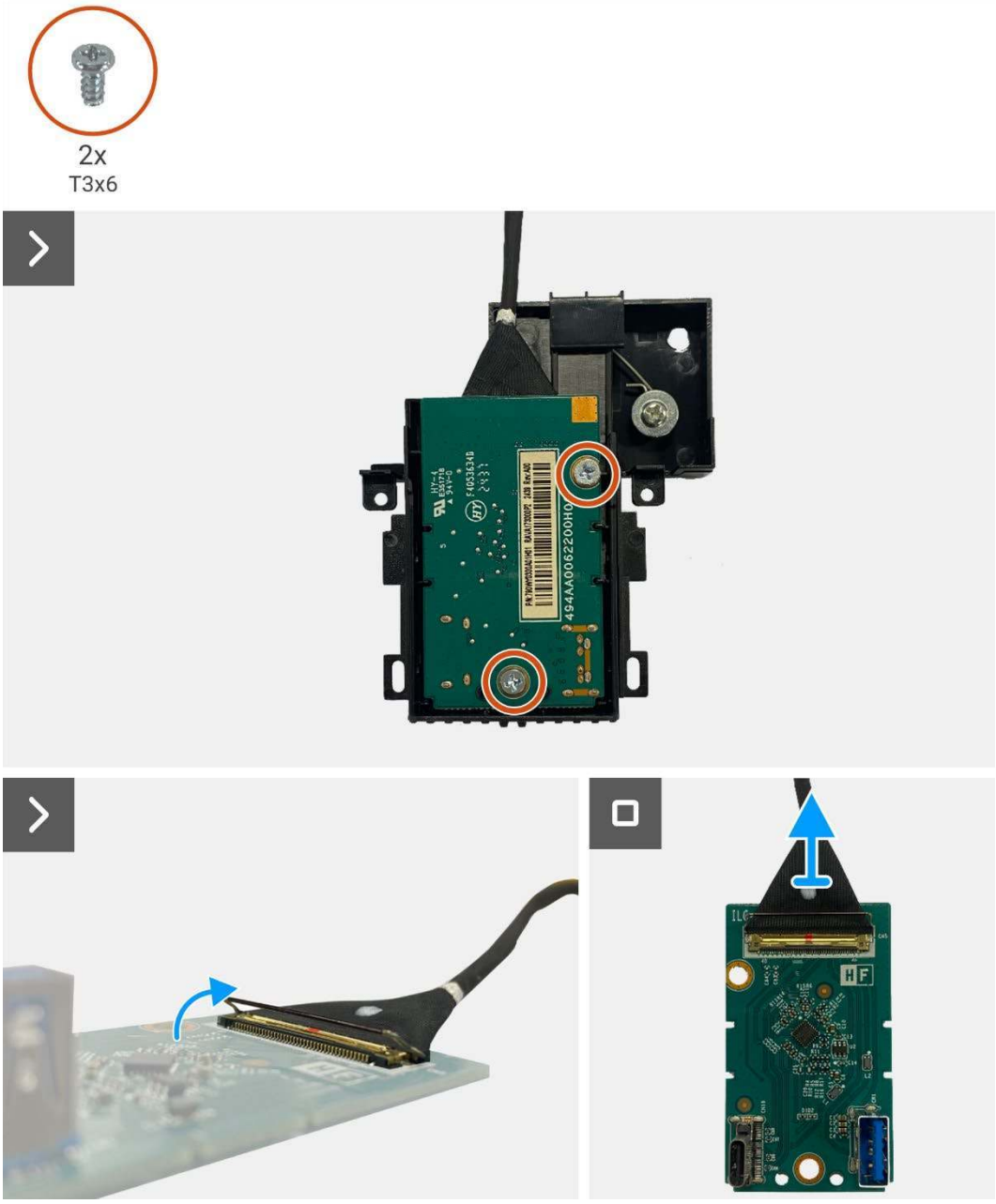

Figure 59. **Removing the QAP board**

Installing the QAP board

Steps

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

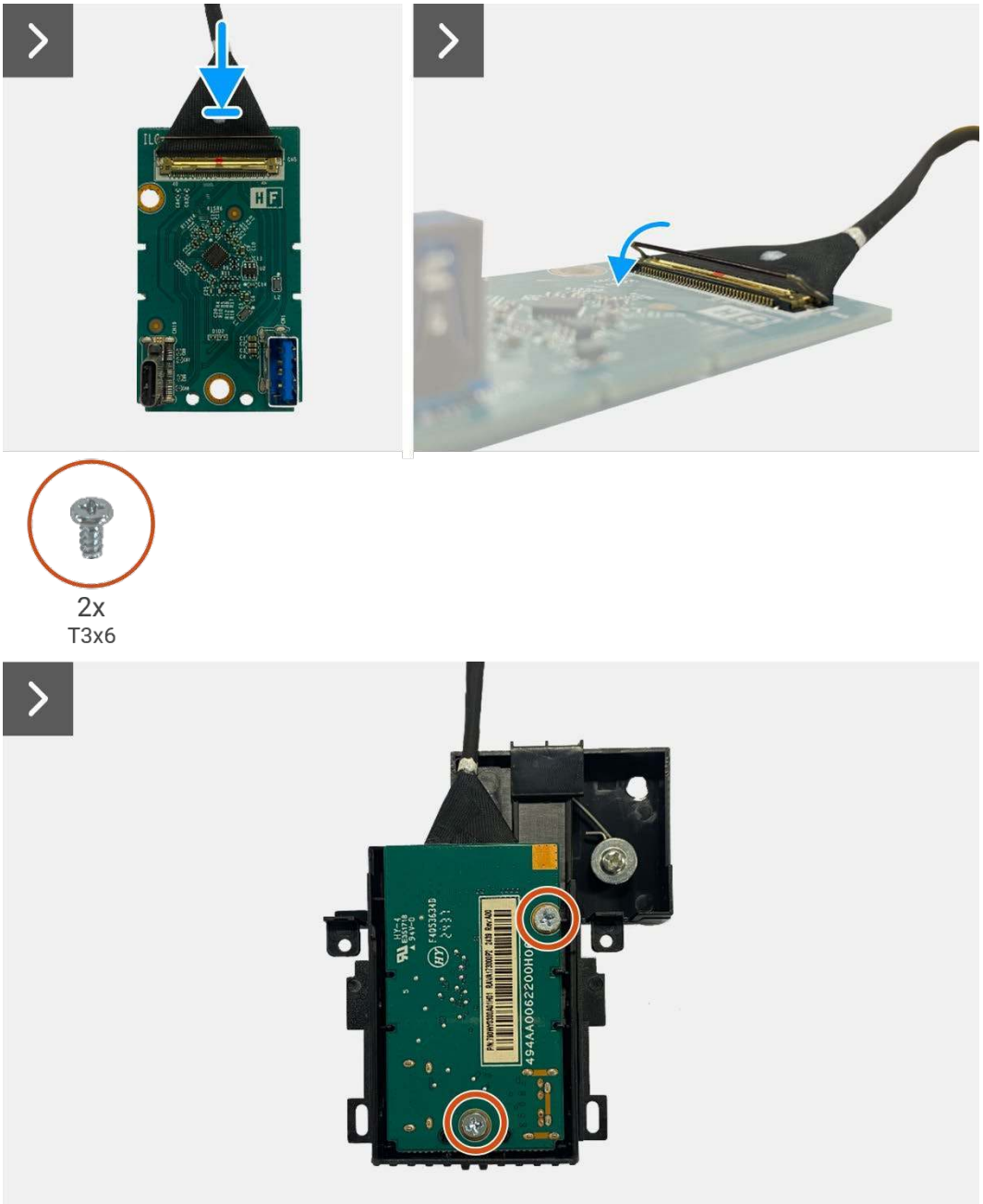

Figure 60. Installing the QAP board

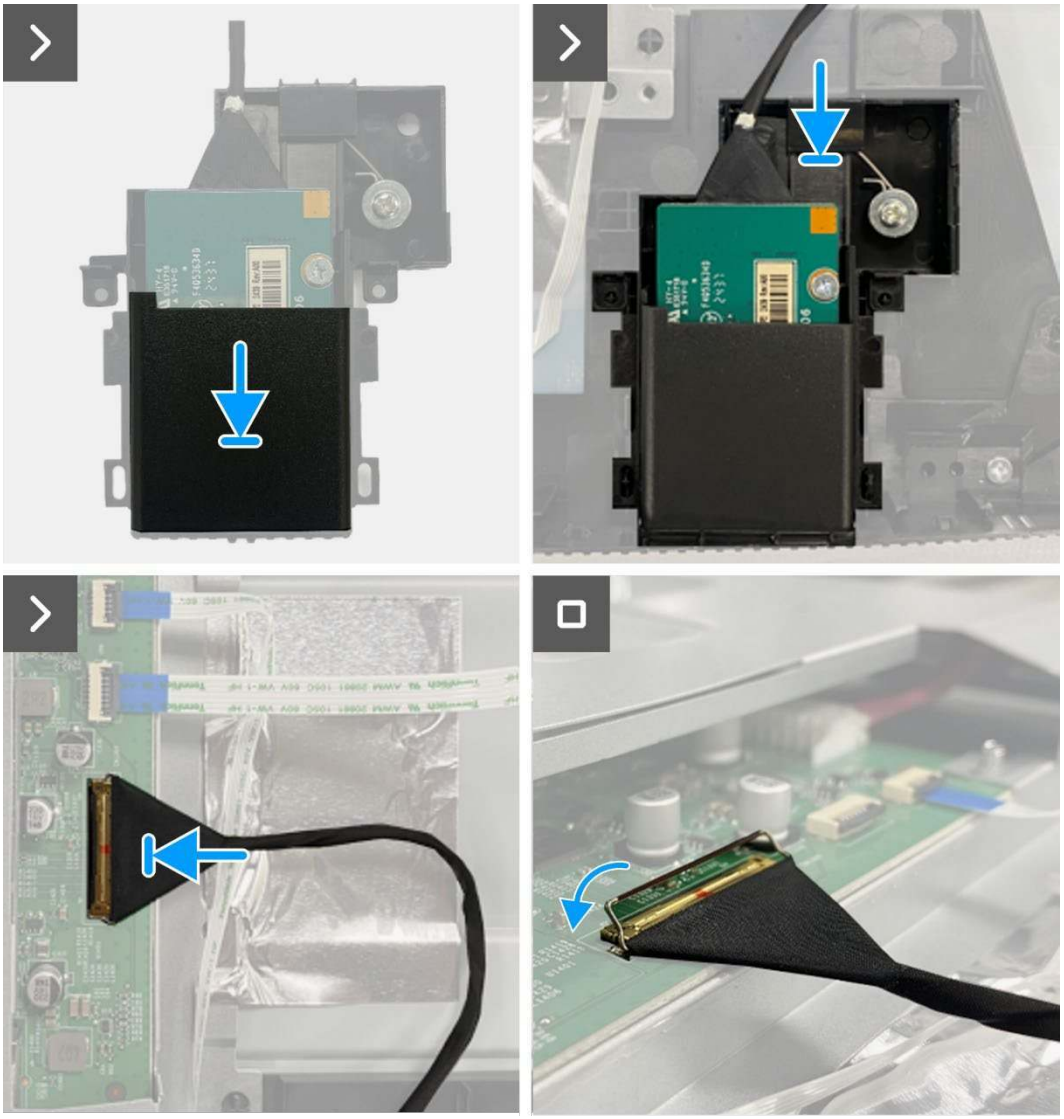

Figure 61. Installing the QAP board

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.

Chassis assembly

Removing the chassis assembly

Prerequisites

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

Steps

1. Disconnect the LED cable from the connector on the interface board.
2. Peel the tape on the lightbar connector.
3. Disconnect the lightbar cable from the connector on the display panel.
4. Peel the four aluminum foils from the display panel and chassis assembly.
5. Disconnect the LVDS cable from the connector on the display panel.
6. Remove the chassis assembly from the display panel.

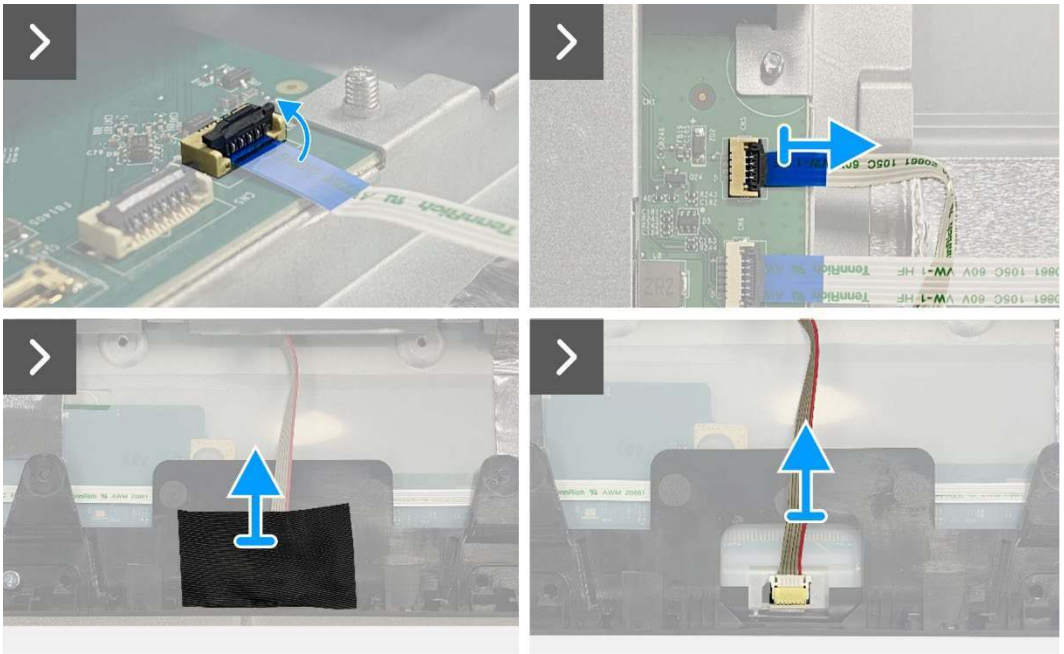

Figure 62. Removing the chassis assembly

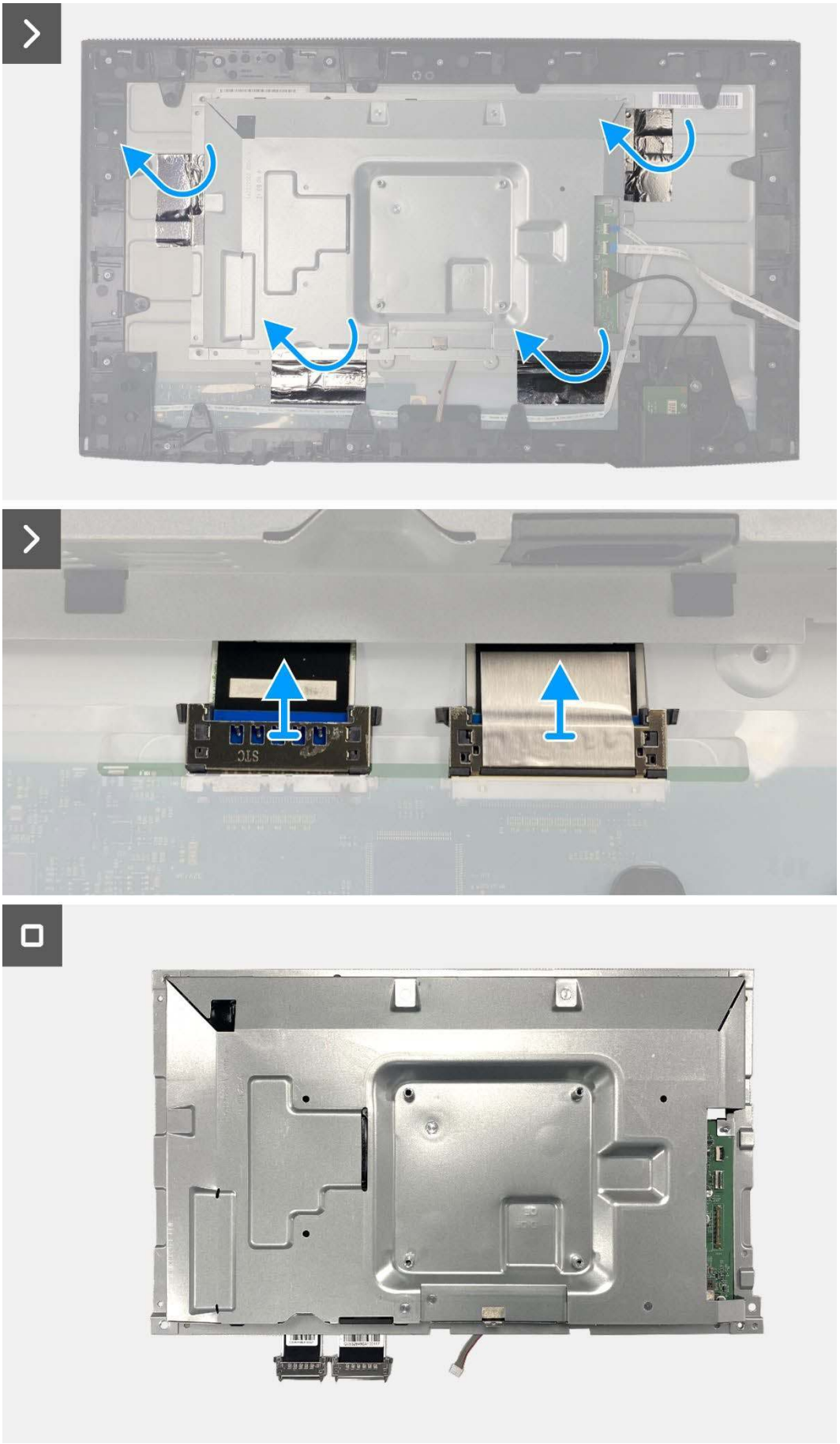

Figure 63. **Removing the chassis assembly**

Installing the chassis assembly

Steps

1. Place the chassis assembly on the display panel.

ⓘ **NOTE:** Align the cross rib on the display middle-frame to the holes on the chassis assembly.

2. Connect the LVDS cables to the connector on the display panel.
3. Adhere four aluminum foils to the chassis assembly and display panel.
4. Connect the lightbar cable to the connector on the display panel.
5. Adhere the tape to the lightbar cable.
6. Connect the LED cable to the connector on the interface board.

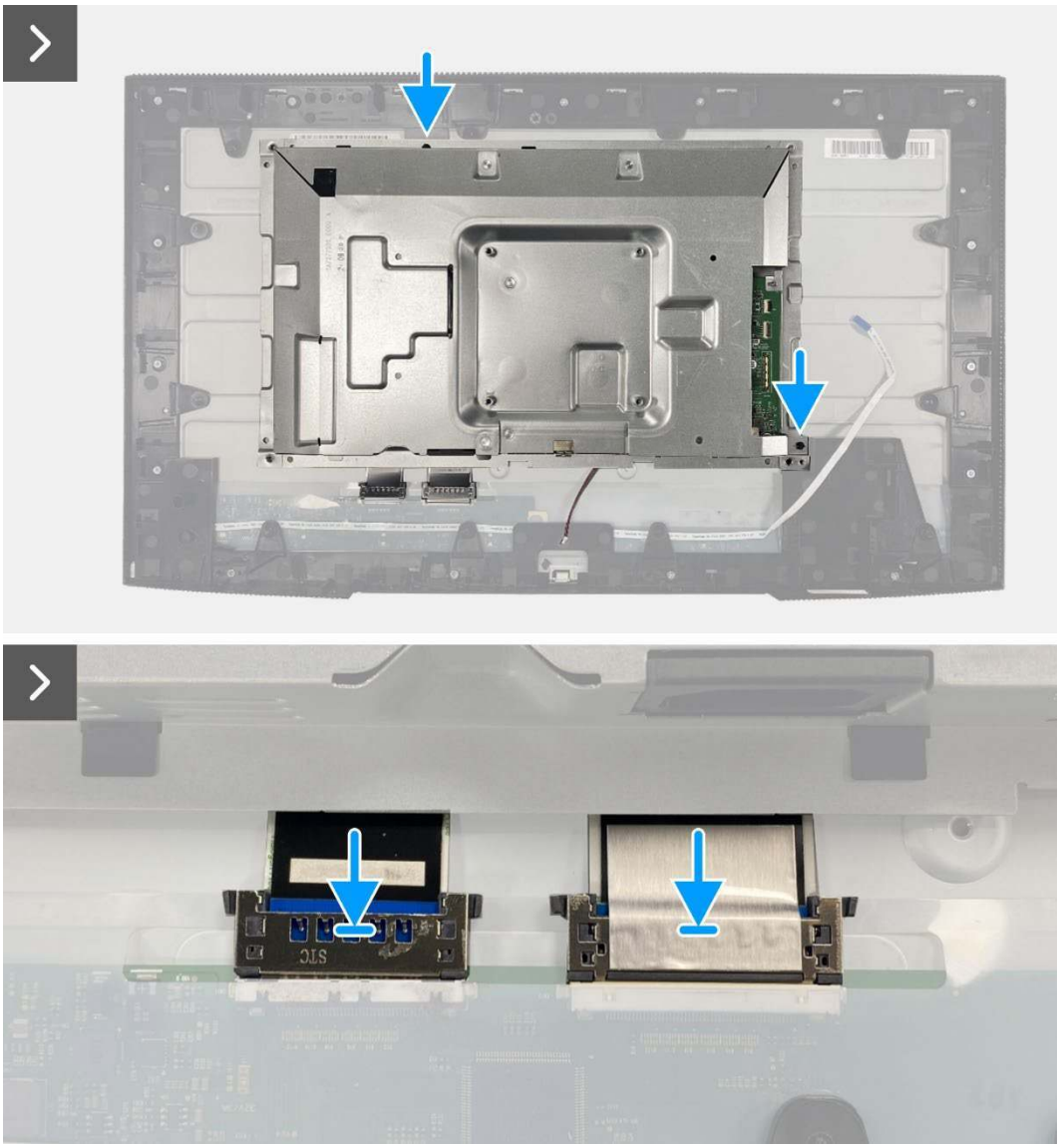

Figure 64. Installing the chassis assembly

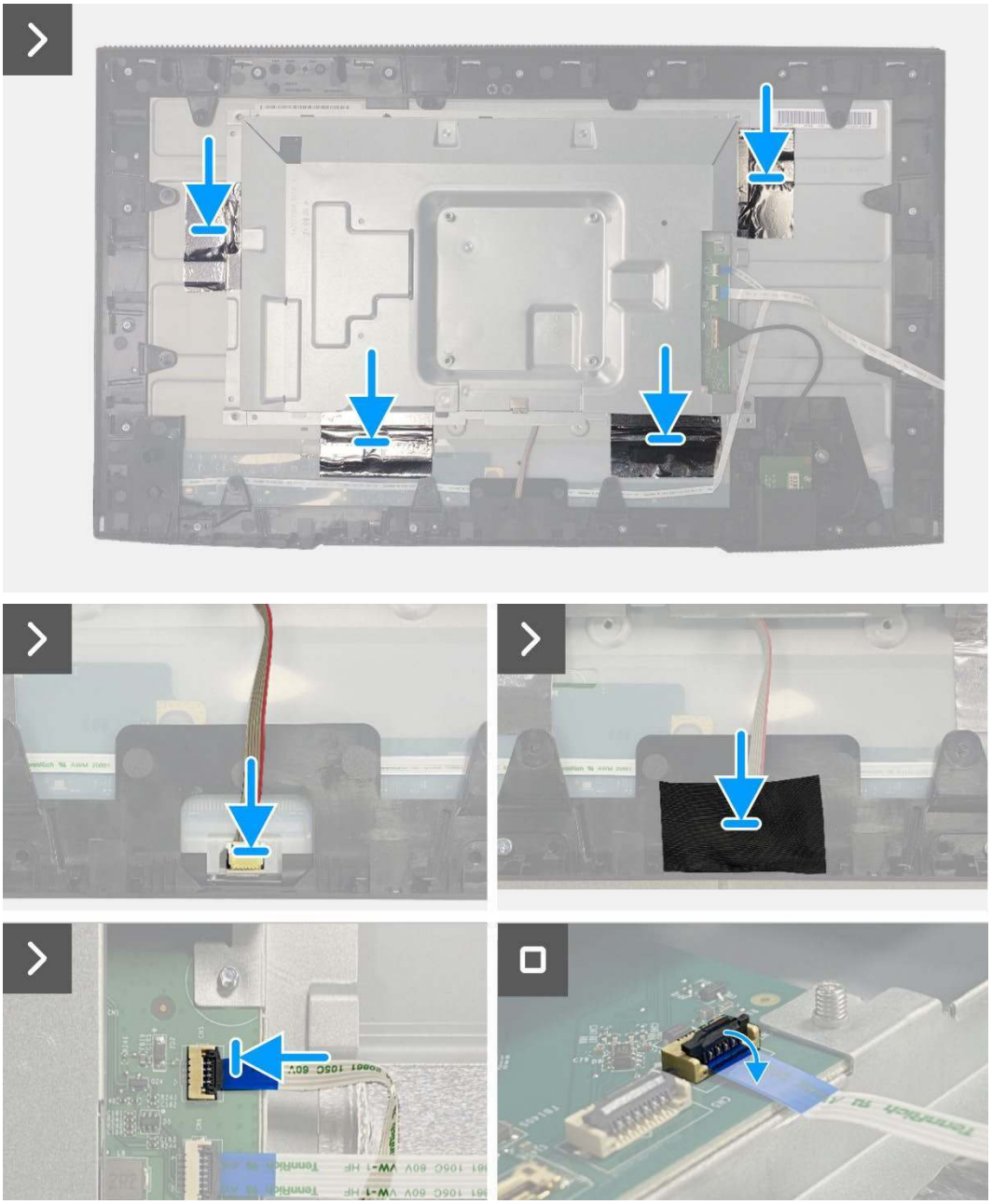

Figure 65. Installing the chassis assembly

Next steps

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

Interface board

Removing the interface board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the QAP board.
6. Remove the chassis assembly.

Steps

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

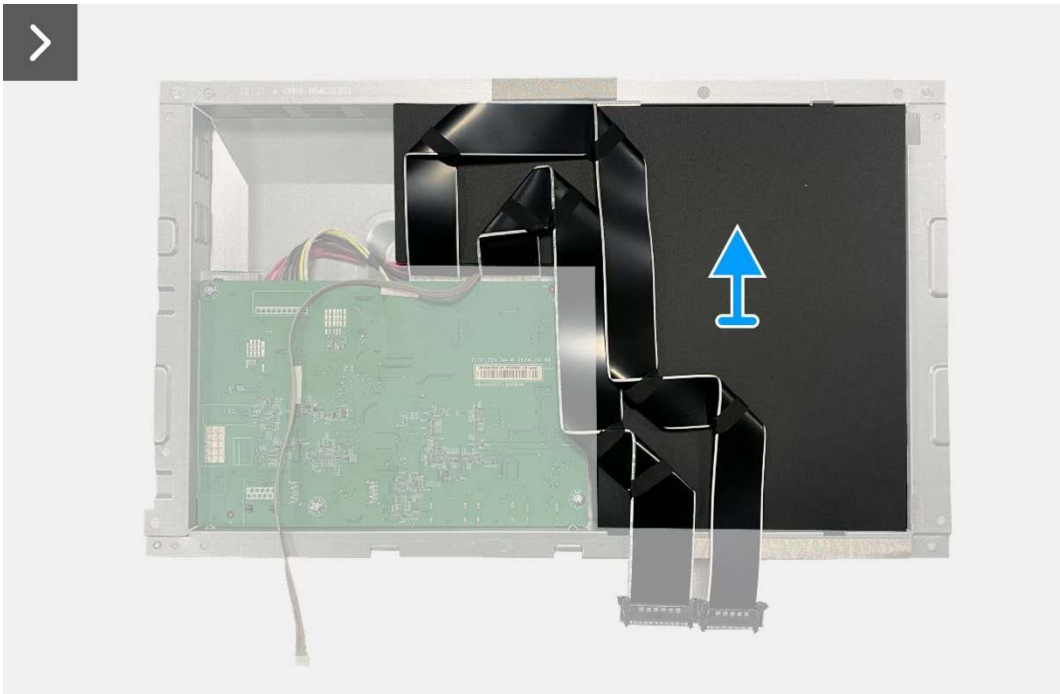

Figure 66. Removing the interface board

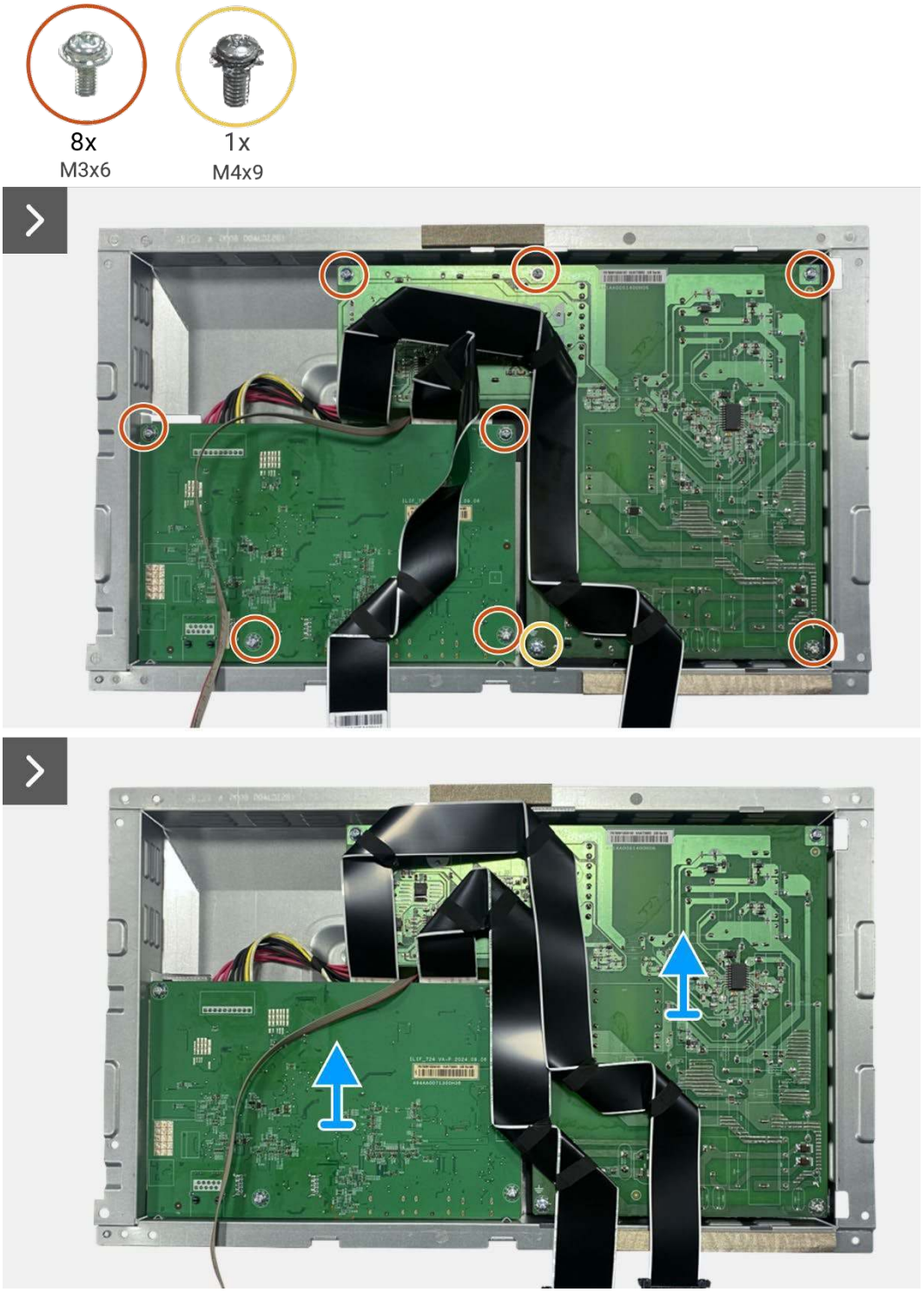

Figure 67. **Removing the interface board**

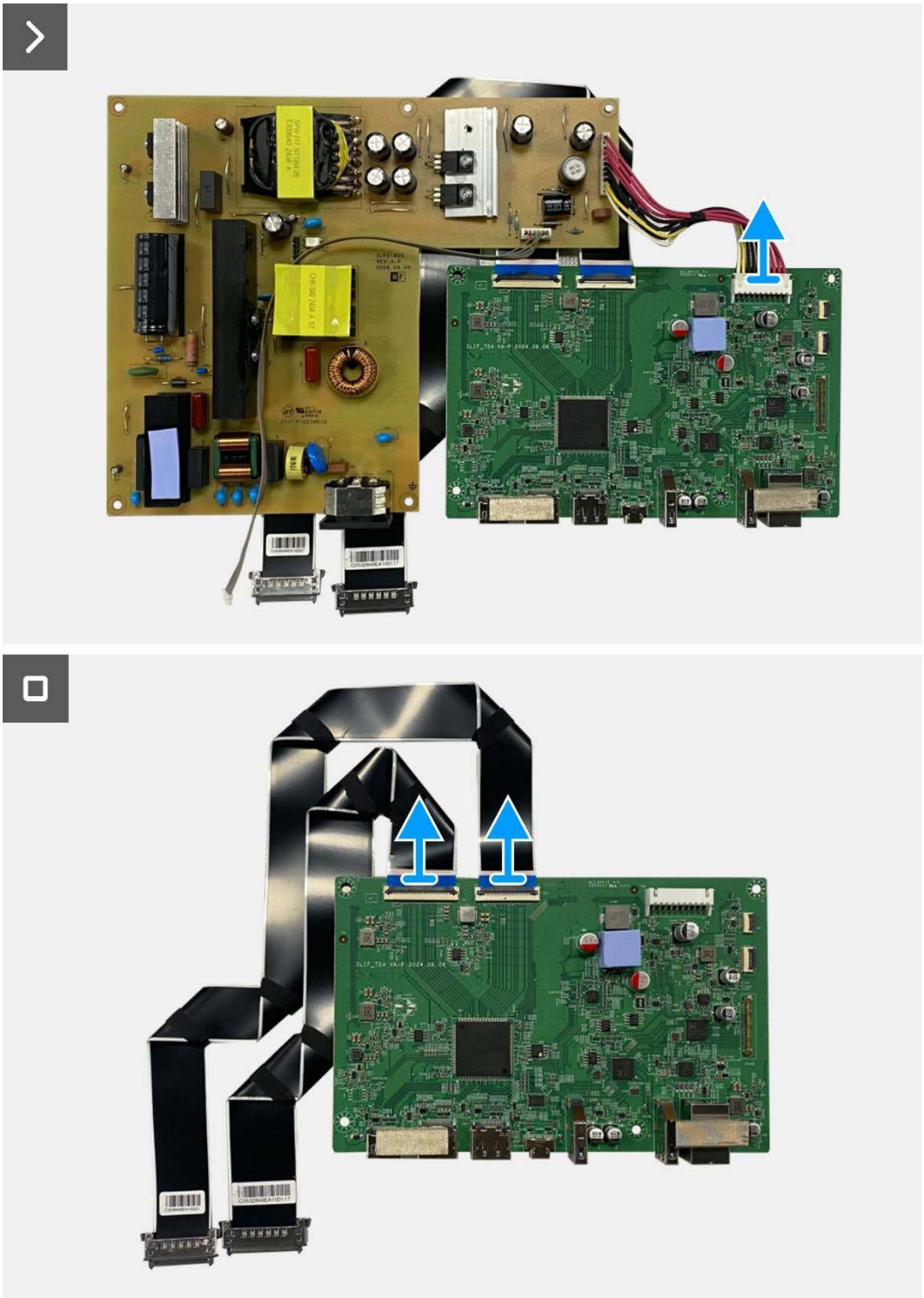

Figure 68. **Removing the interface board**

Installing the interface board

Steps

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

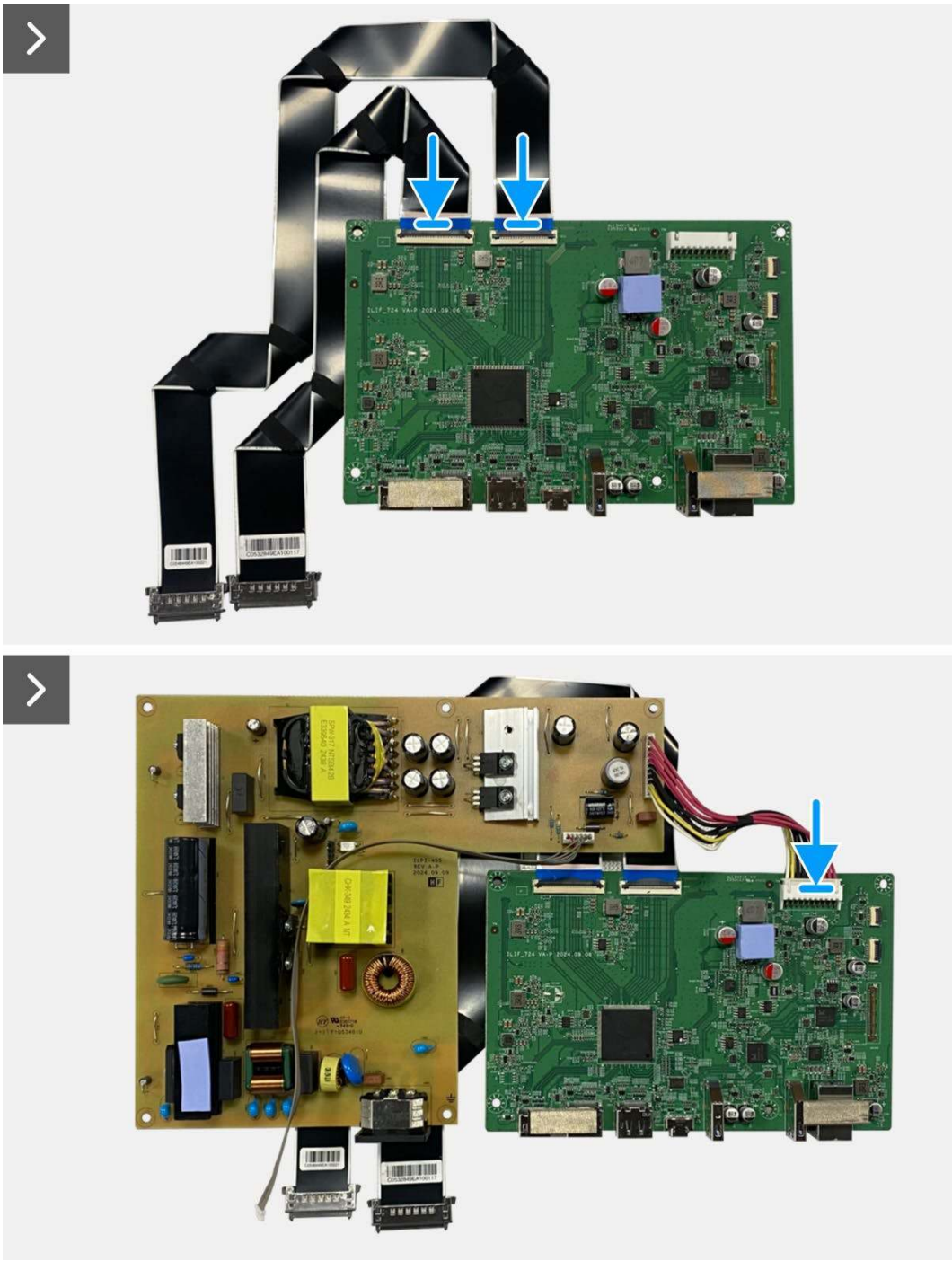

Figure 69. **Installing the interface board**

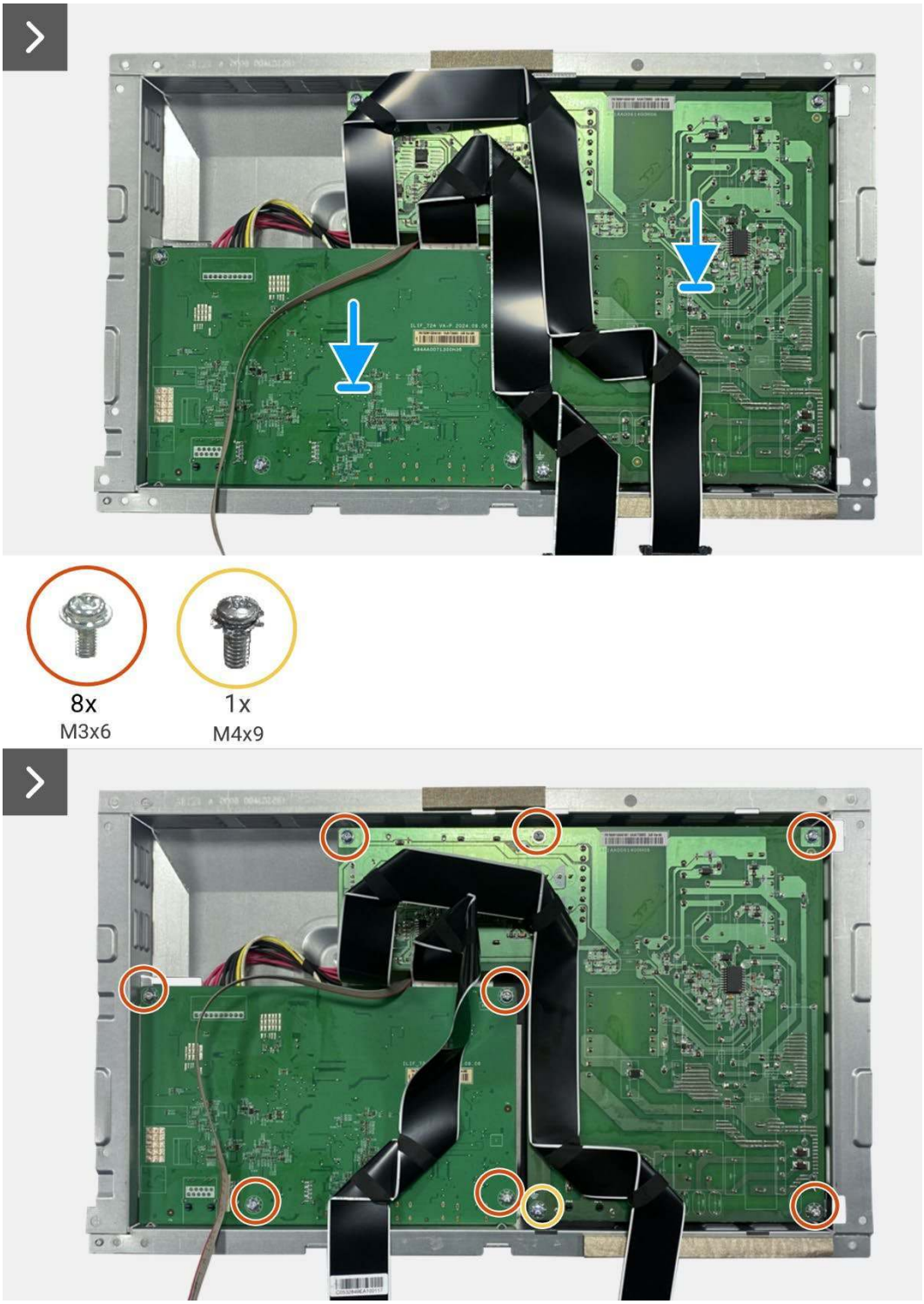

Figure 70. **Installing the interface board**

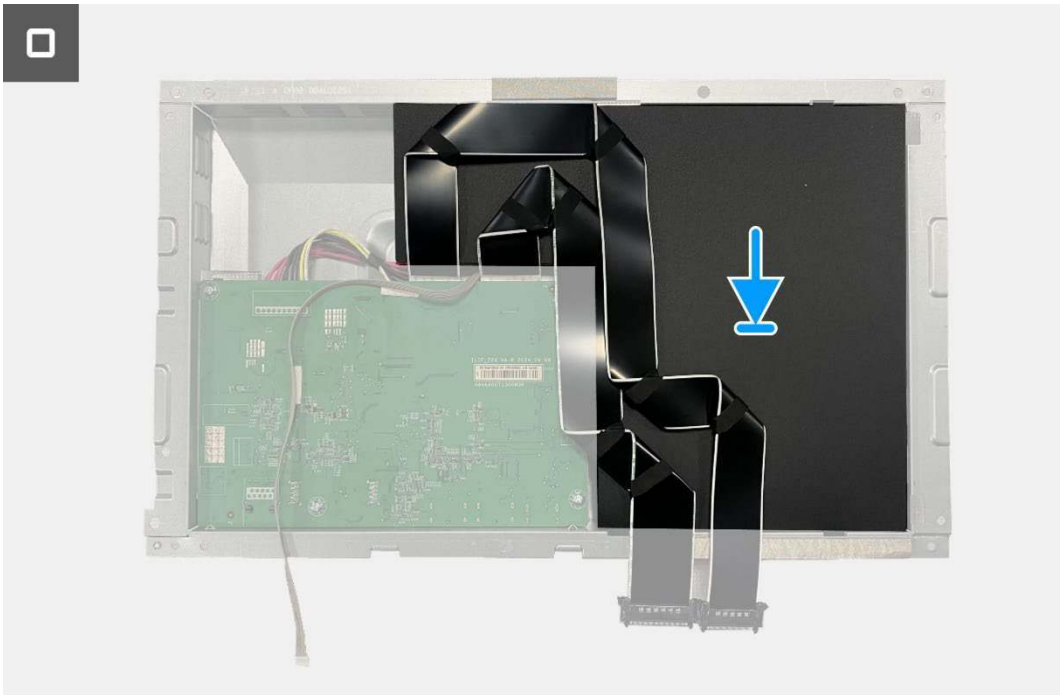

Figure 71. Installing the interface board

Next steps

1. Install the chassis assembly.
2. Install the QAP board.
3. Install the keypad board.
4. Install the back cover.
5. Install the stand.
6. Follow the procedure in After working inside your monitor.

Power board

Removing the power board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the QAP board.
6. Remove the chassis assembly.
7. Remove the interface board.

Steps

1. Disconnect the lightbar cable from the connector on the power board.

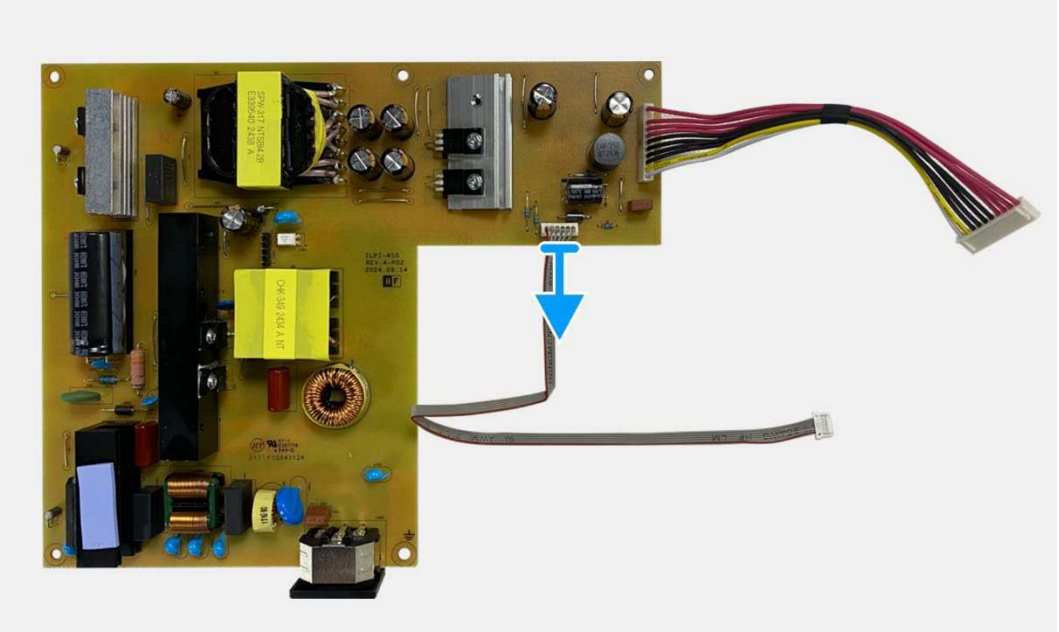

Figure 72. Removing the power board

Installing the power board

Steps

1. Connect the lightbar cable to the connector on the power board.

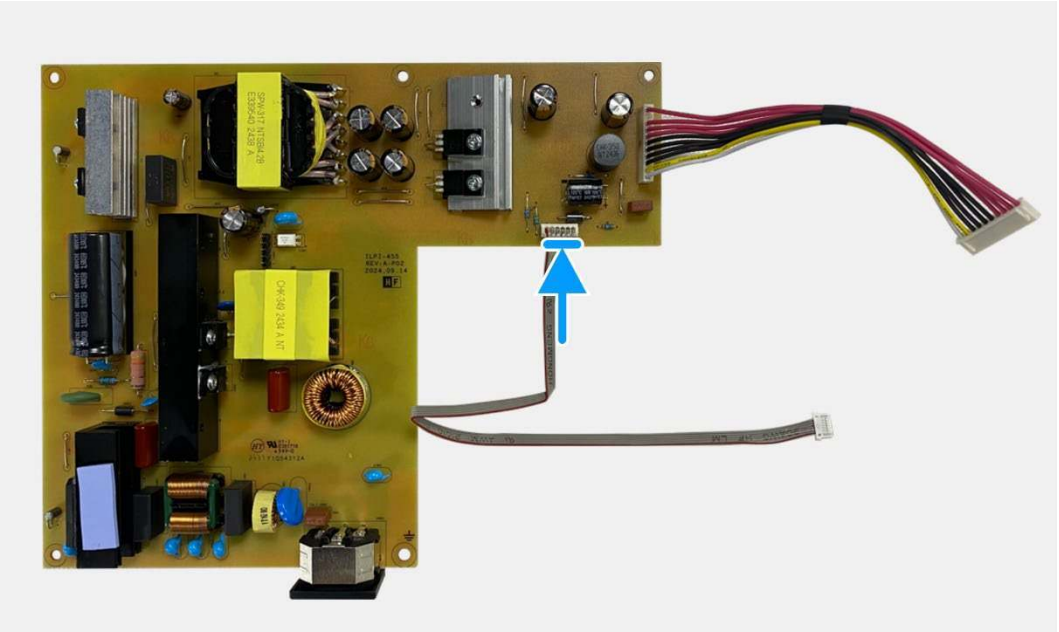

Figure 73. Installing the power board

Next steps

1. Install the interface board.
2. Install the chassis assembly.
3. Install the QAP board.
4. Install the keypad board.
5. Install the back cover.
6. Install the stand.
7. Follow the procedure in After working inside your monitor.

LED board

Removing the LED board

Prerequisites

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

Steps

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

Figure 74. Removing the LED board

Figure 75. **Removing the LED board**

Installing the LED board

Steps

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

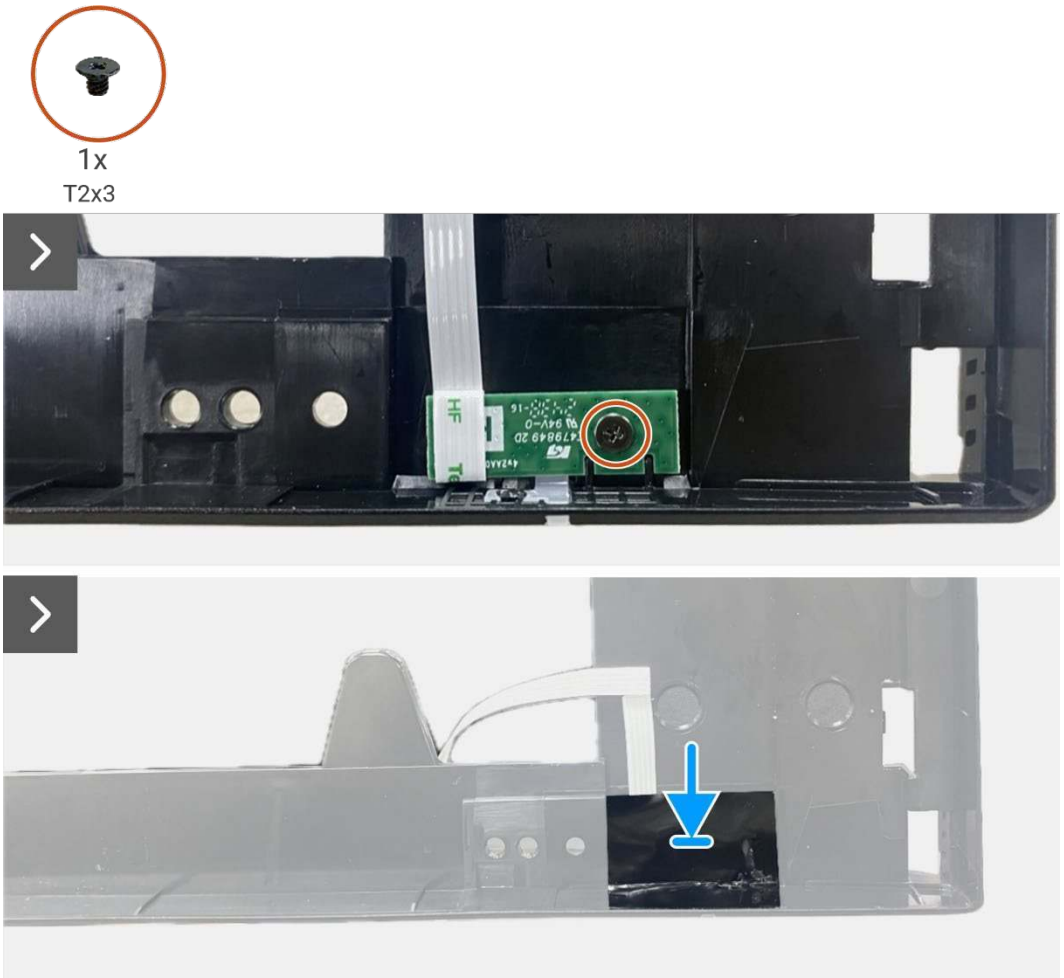

Figure 76. Installing the LED board

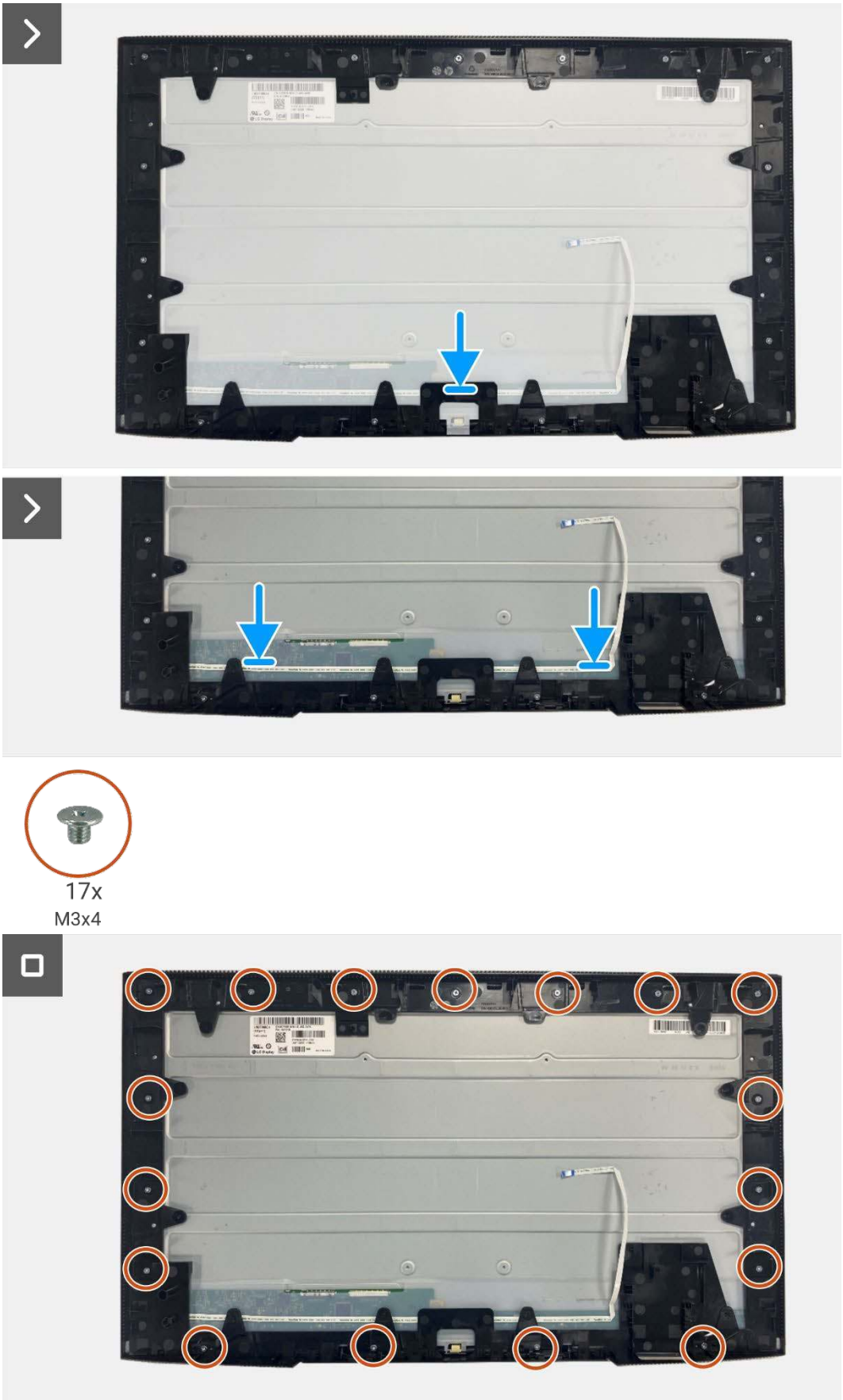

Figure 77. **Installing the LED board**

Next steps

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

8

Disassembly and reassembly- P2725QE

ⓘ NOTE: The images in this document may differ from your computer depending on the configuration you ordered.

Recommended tools

- Phillips screwdriver #00
- Phillips screwdriver #2
- Plastic scribe

Screw list

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

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

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

Table 7. Screw list.

Component	Screw type	Quantity	Screw image
Back cover VESA	M4x10	4	
Interface board	M3x6	4	
Power board	M3x6	4	
Power-board grounding	M4x9	1	
Display middle-frame	M3x4	17	
Keypad	T3x6	2	
QAP board	T3x6	2	
LED board	T2x3	1	

Stand

Removing the stand

Prerequisites

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

Steps

1. Press the release button and tilt the stand upwards till the stand is separated from the monitor head.
2. Open the screw handle at the bottom of the stand base, then unscrew the screw anti-clockwise.
3. Remove the stand riser from the stand base.

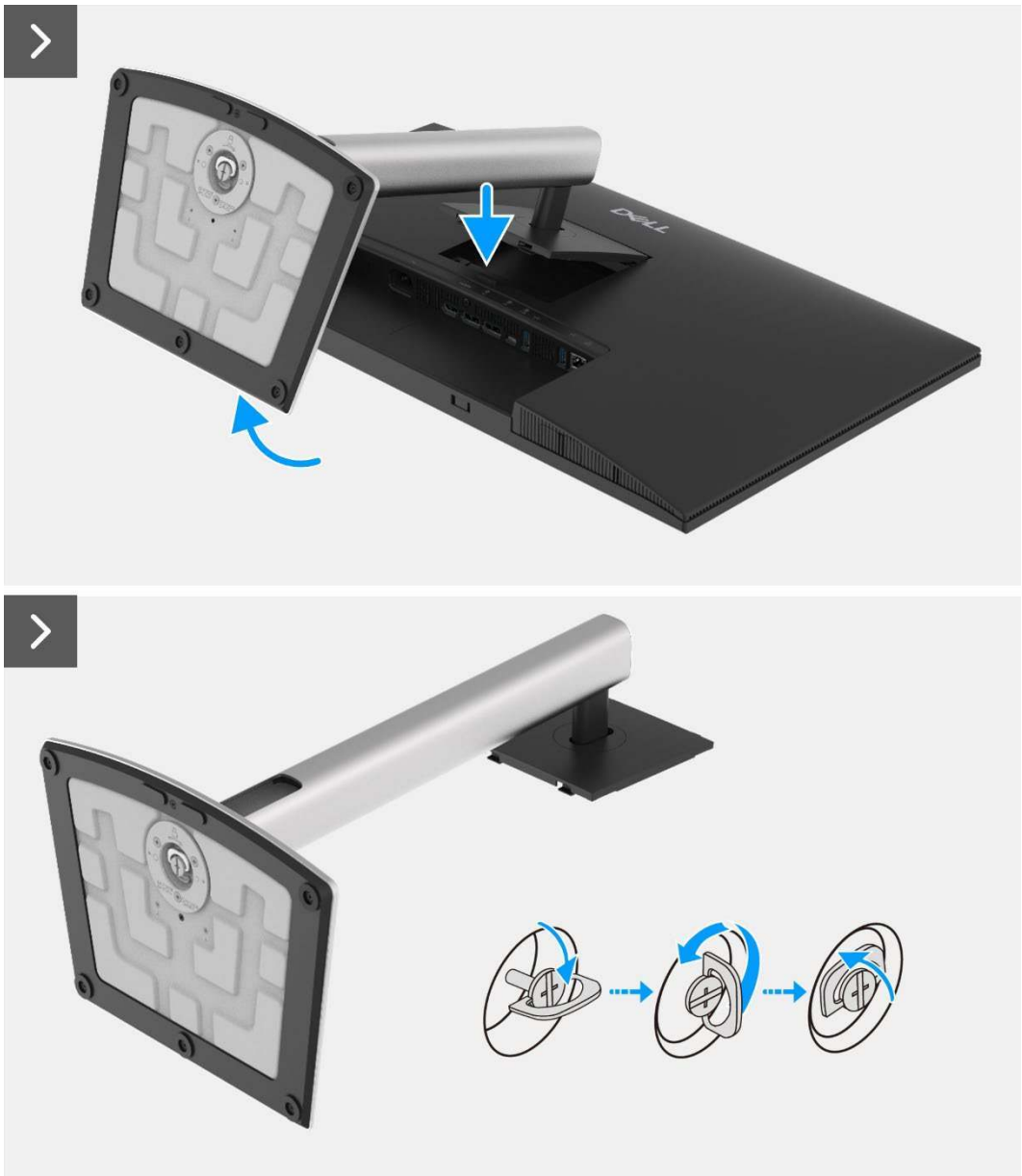

Figure 78. Removing the stand

Figure 79. **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, then screw the screw clockwise to secure the stand riser to the stand base.
3. Close the screw handle at the bottom of the stand.
4. Attach the stand to the monitor.

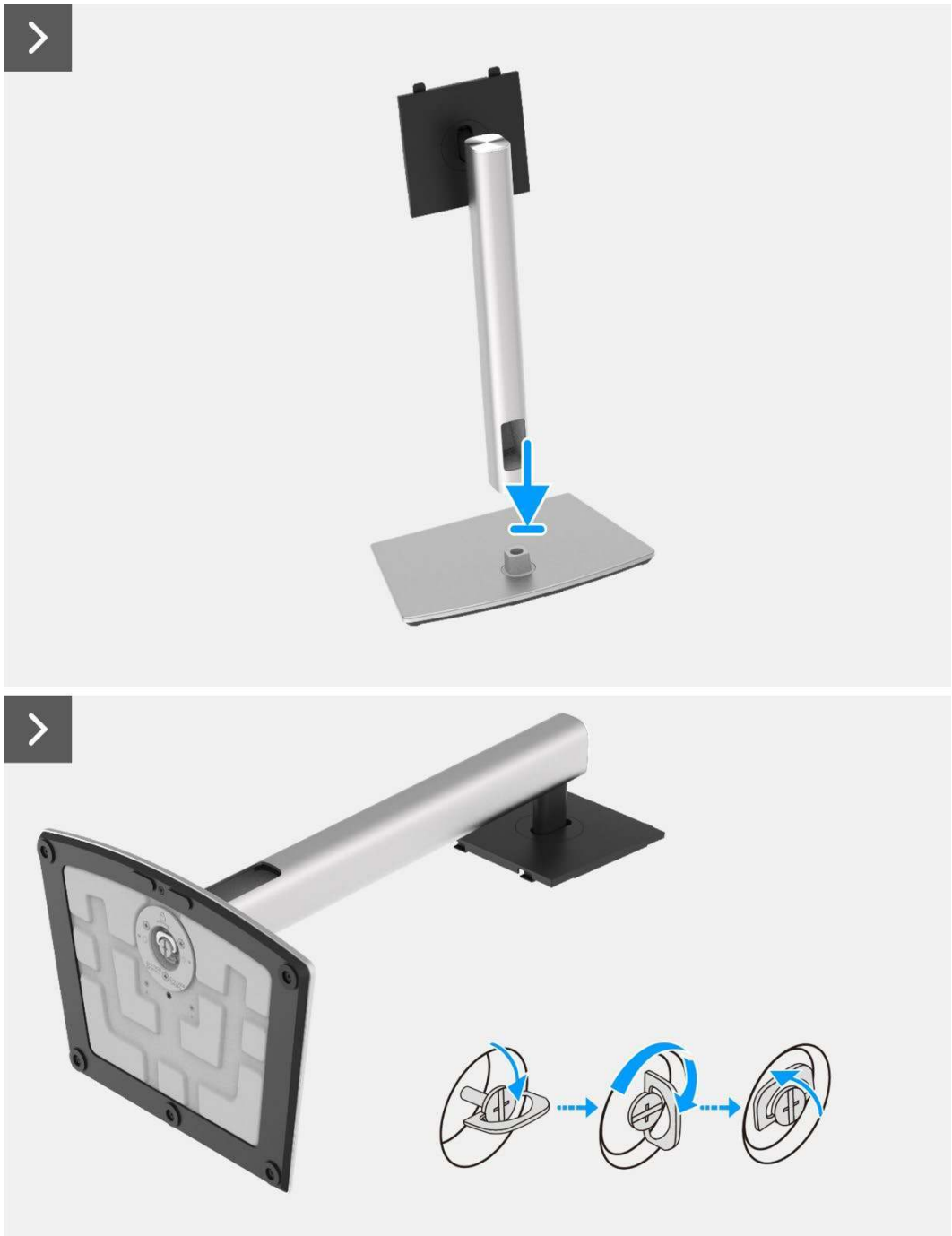

Figure 80. Installing the stand

Figure 81. Installing the stand

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

Steps

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

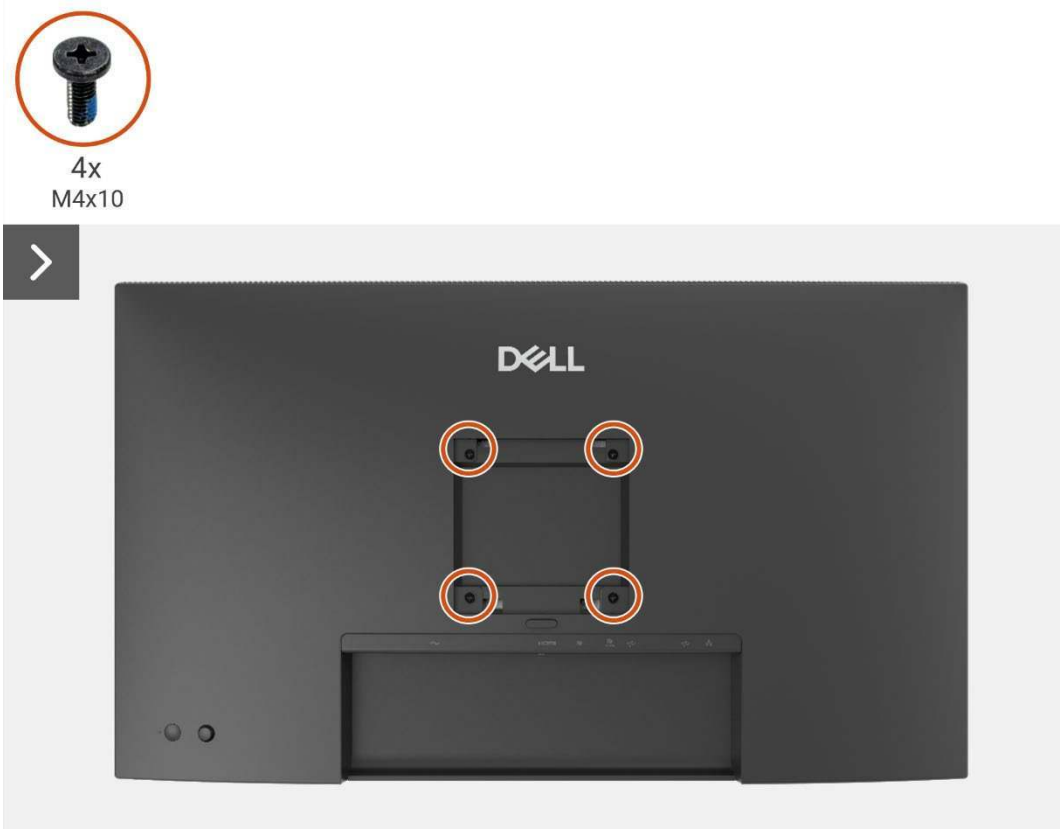

Figure 82. Removing the back cover

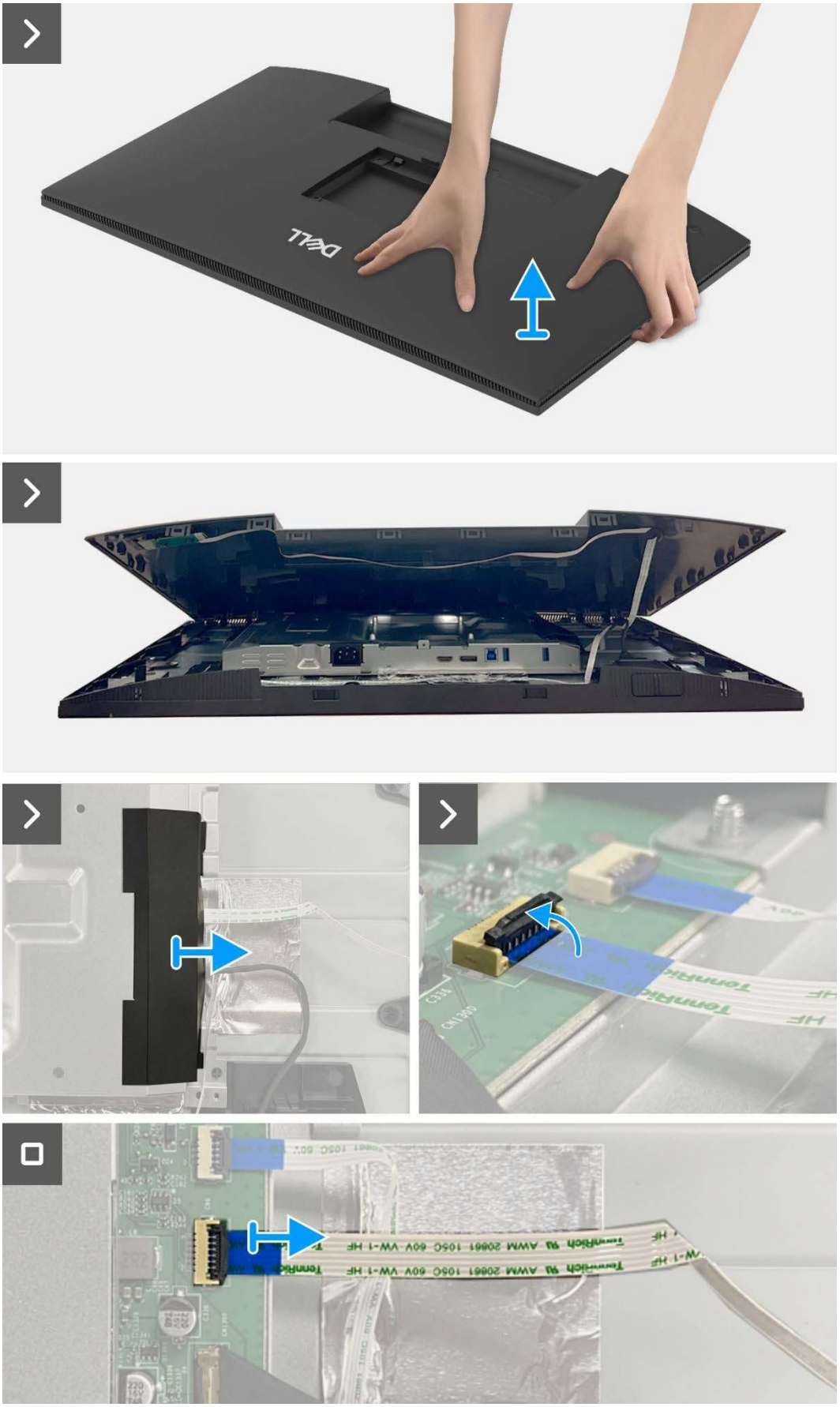

Figure 83. **Removing the back cover**

Installing the back cover

Steps

1. Lift the back cover up above the chassis, connect the keypad cable to the connector on the interface board, attach the side mylar to the chassis.
2. Place and snap the back cover into place on the chassis assembly.

ⓘ **NOTE:** Align the screw holes on the back cover with the screw holes on the chassis assembly before applying slight pressure to the back cover.

3. Replace the four screws (M4x10) to secure the back cover to the monitor.

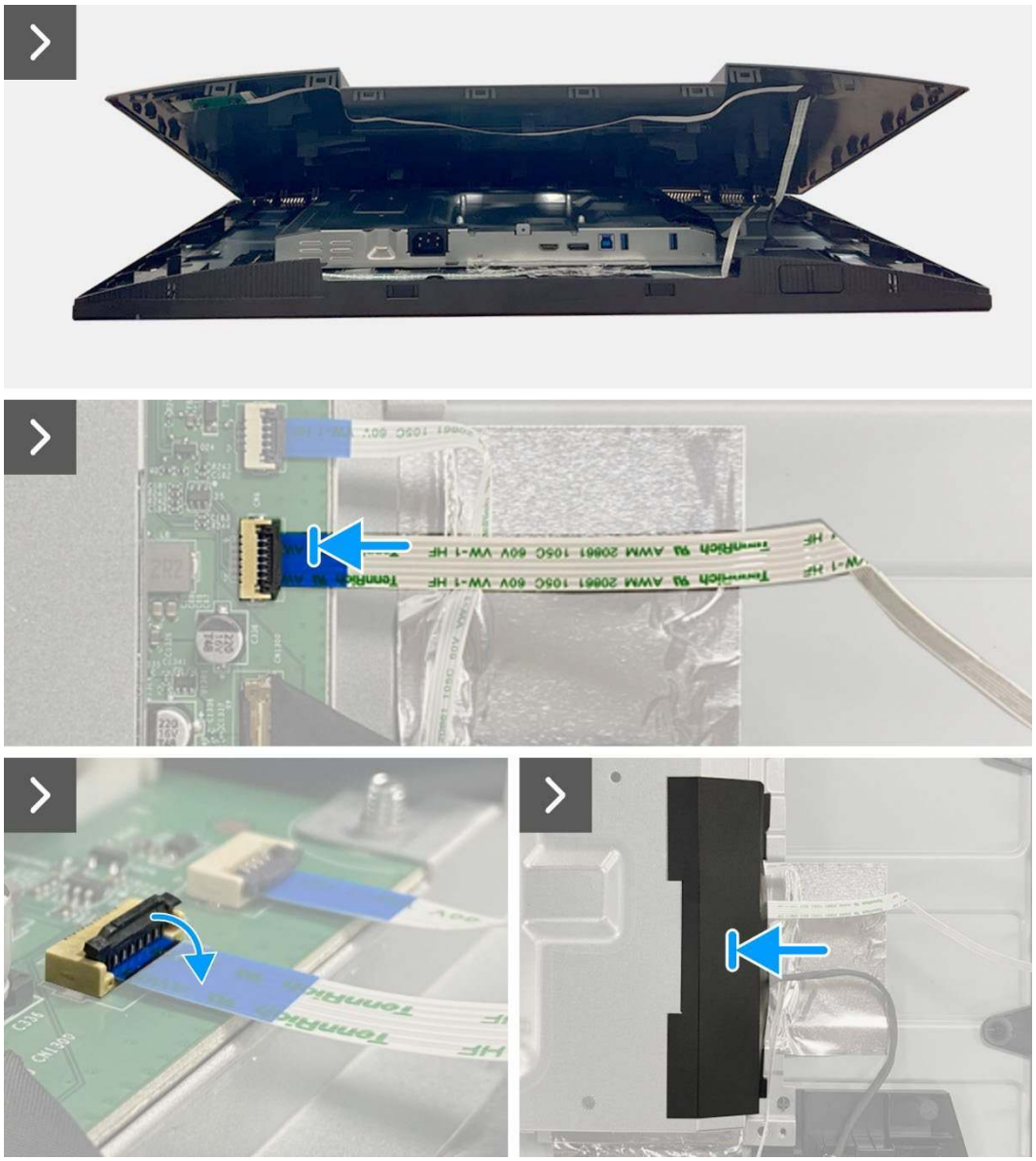

Figure 84. Installing the back cover

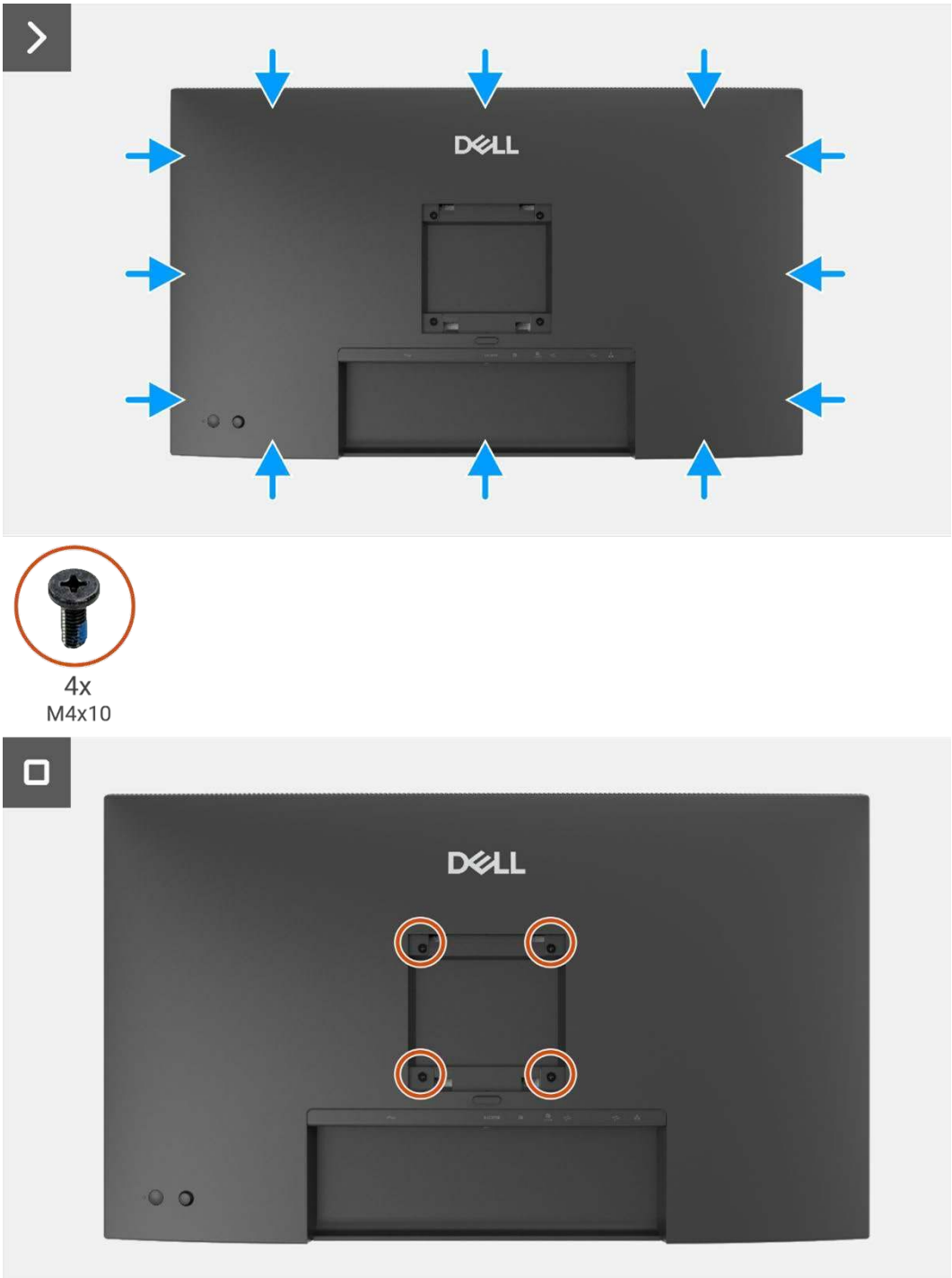

Figure 85. Installing the back cover

Next steps

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

Keypad board

Removing the keypad board

Prerequisites

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

Steps

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

Figure 86. **Removing the keypad board**

Installing the keypad board

Steps

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

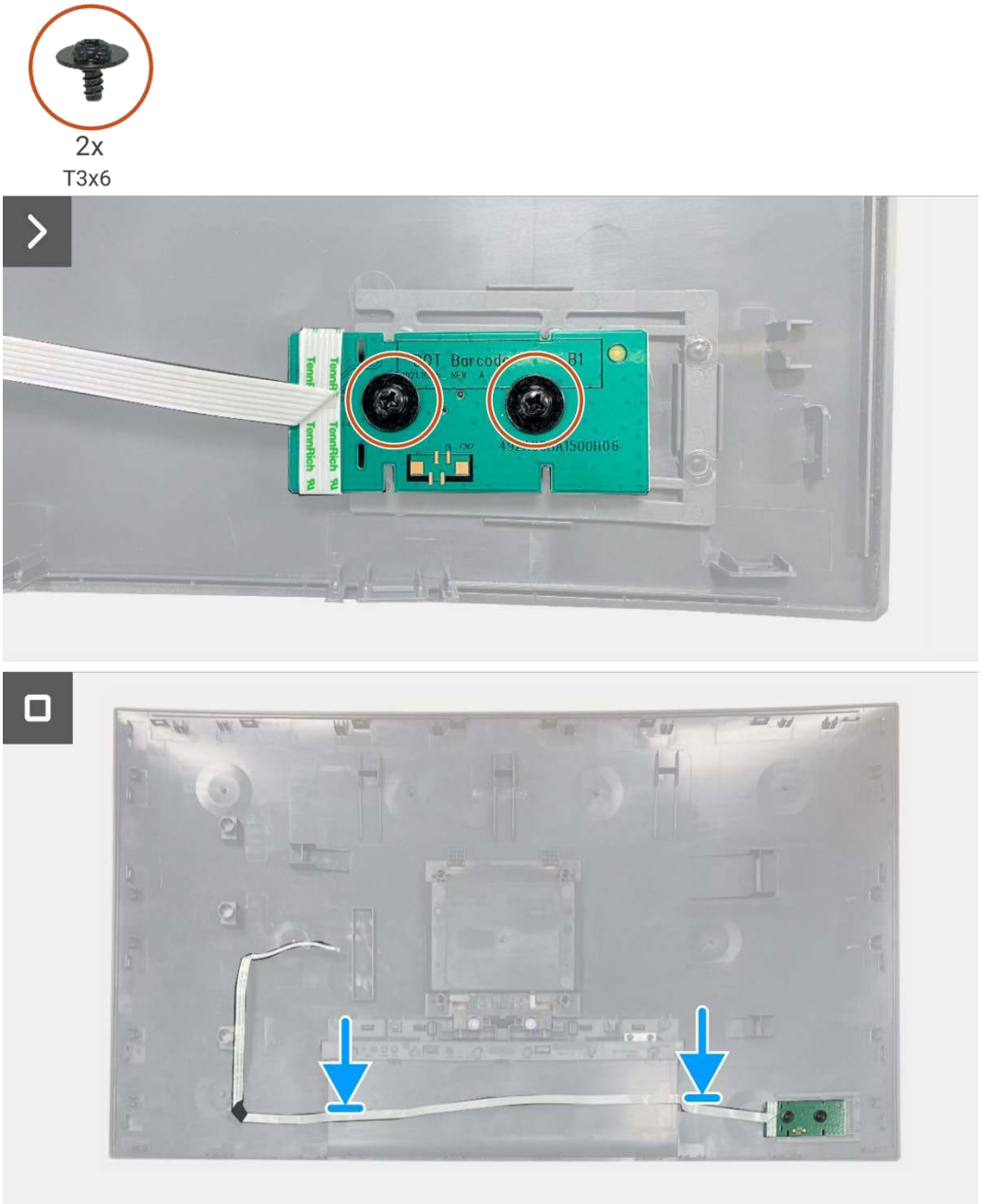

Figure 87. Installing the keypad board

Next steps

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

QAP board

Removing the QAP board

Prerequisites

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

Steps

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

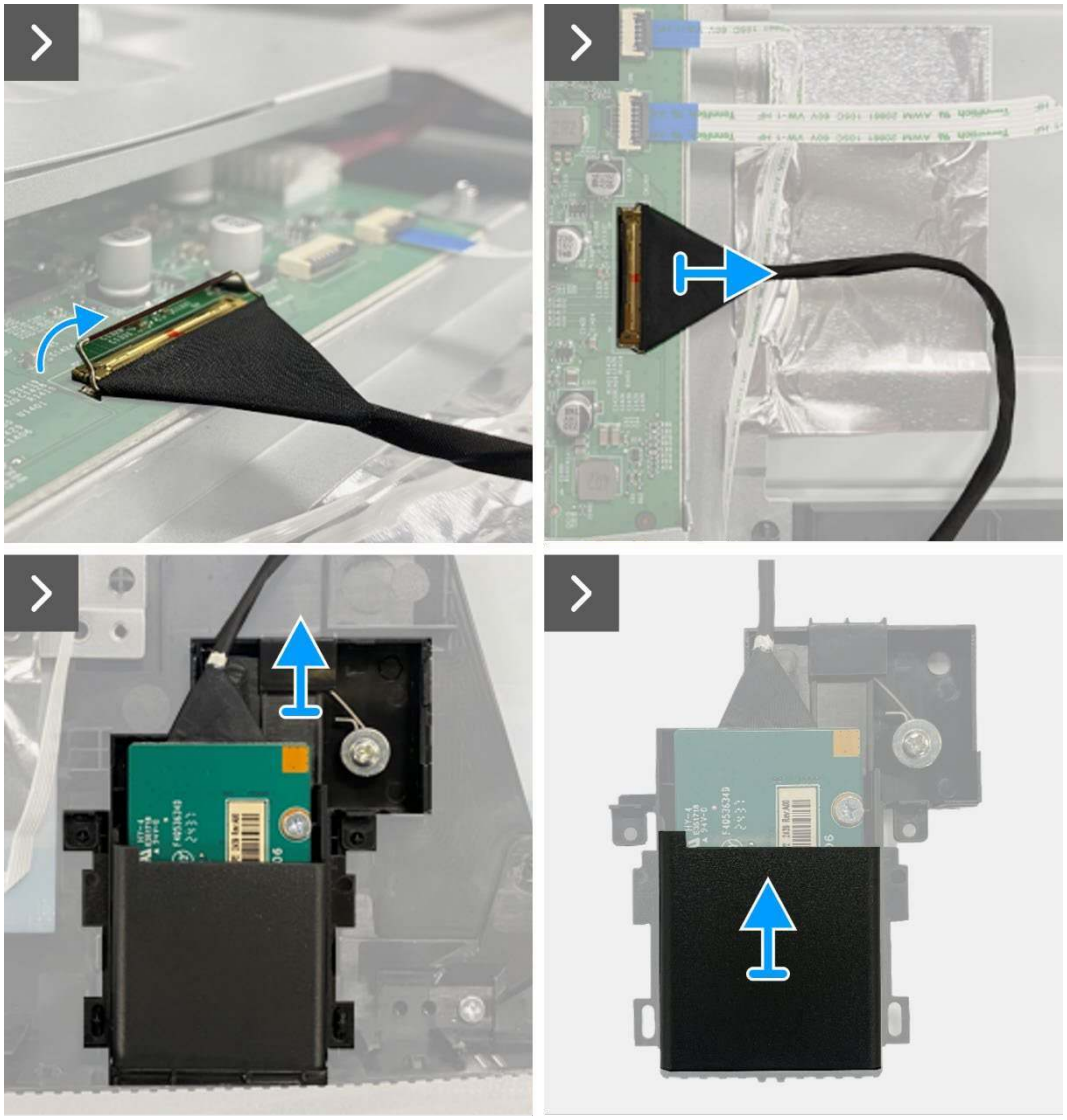

Figure 88. Removing the QAP board

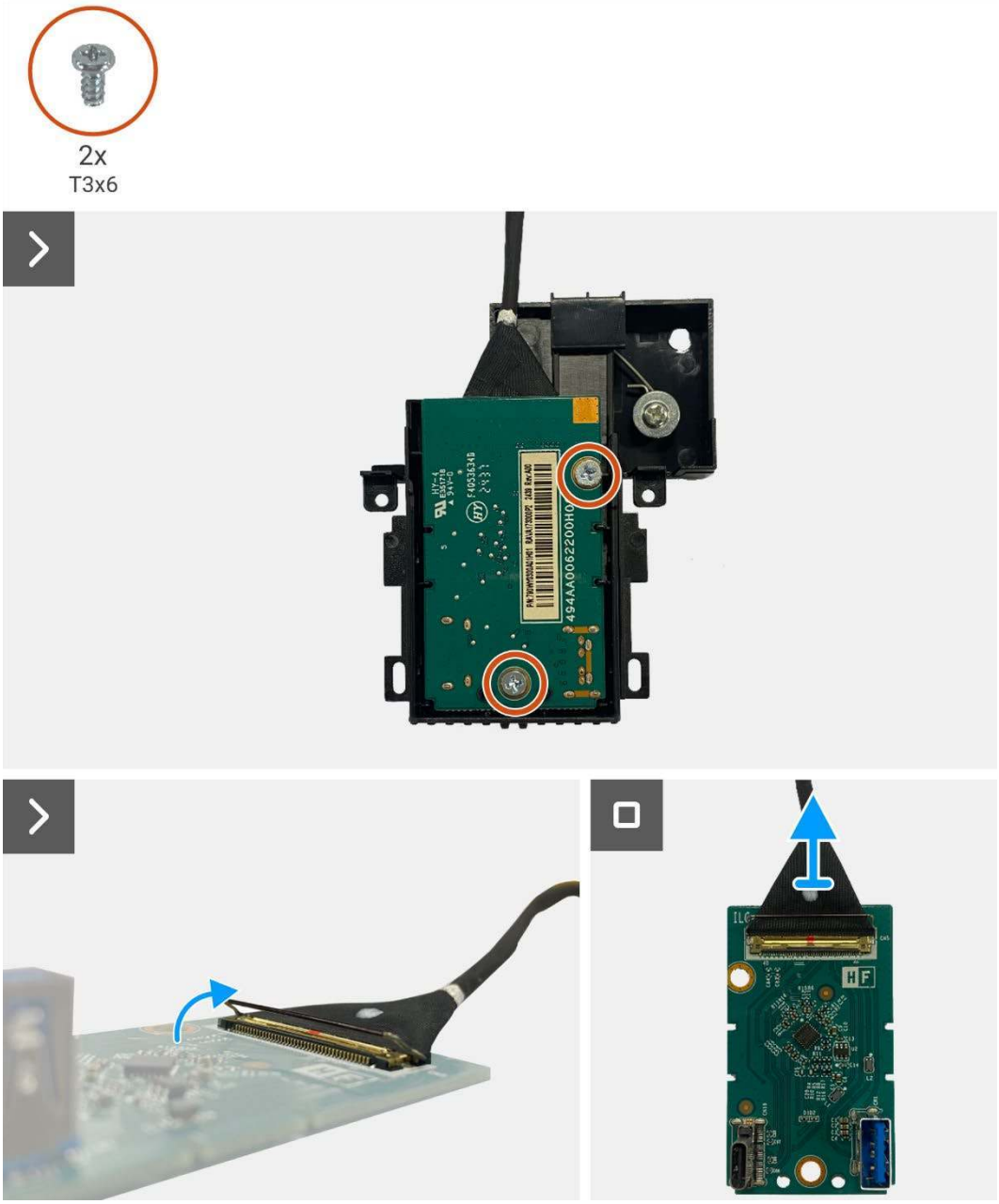

Figure 89. **Removing the QAP board**

Installing the QAP board

Steps

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

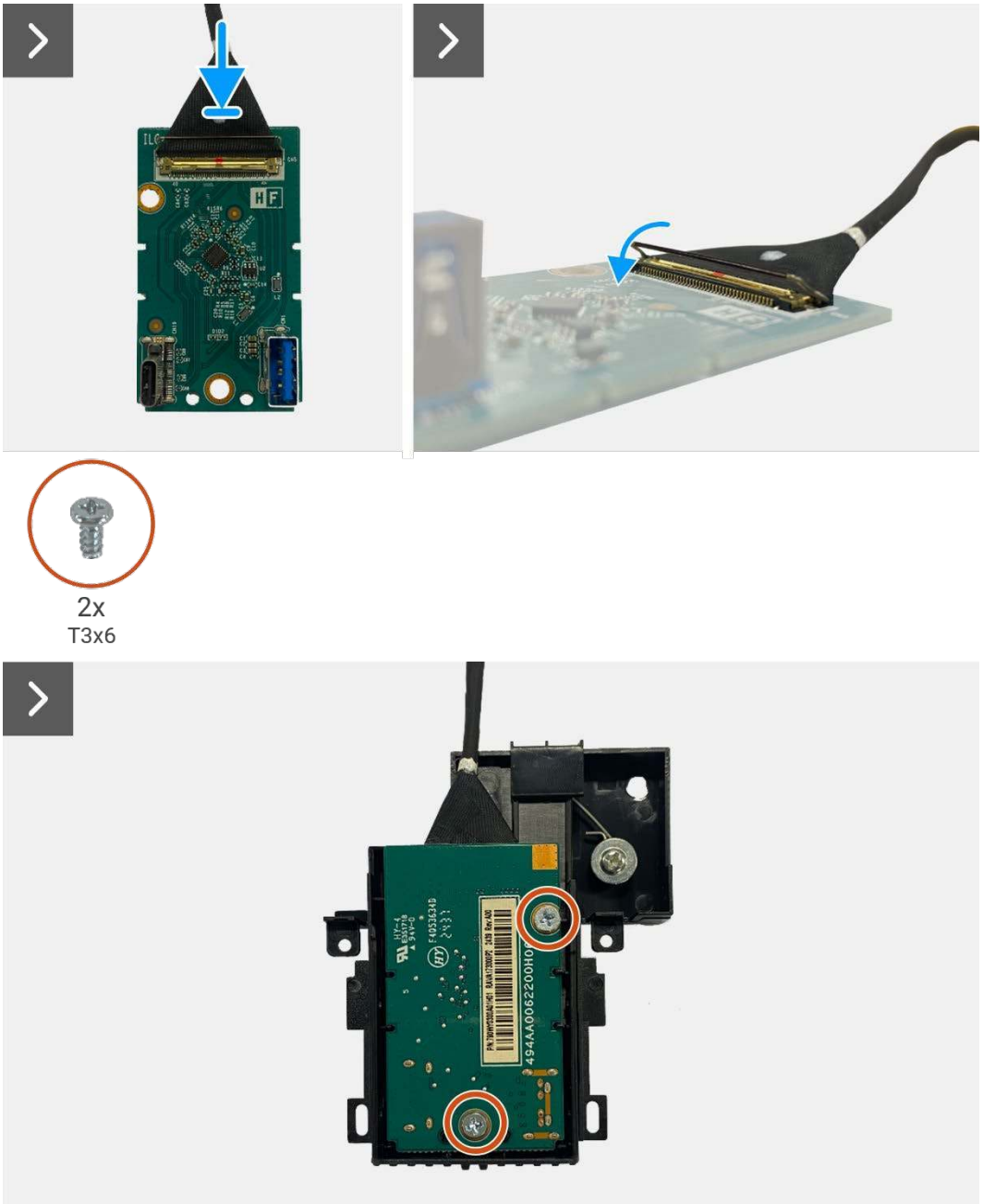

Figure 90. **Installing the QAP board**

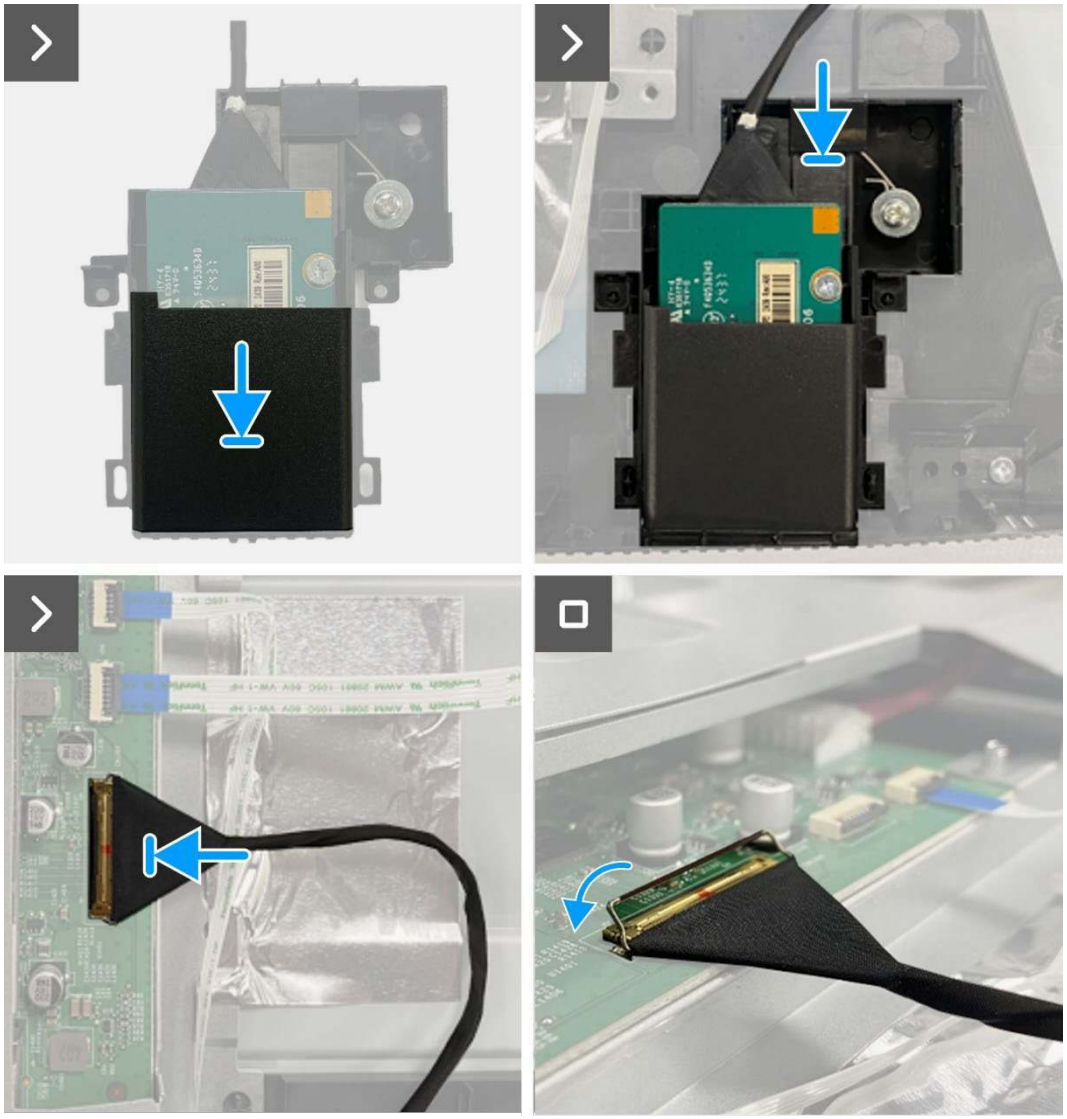

Figure 91. Installing the QAP board

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.

Chassis assembly

Removing the chassis assembly

Prerequisites

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

Steps

1. Disconnect the LED cable from the connector on the interface board.
2. Peel the tape on the lightbar connector.
3. Disconnect the lightbar cable from the connector on the display panel.
4. Peel the four aluminum foils from the display panel and chassis assembly.
5. Disconnect the LVDS cables from the connector on the display panel.
6. Remove the chassis assembly from the display panel.

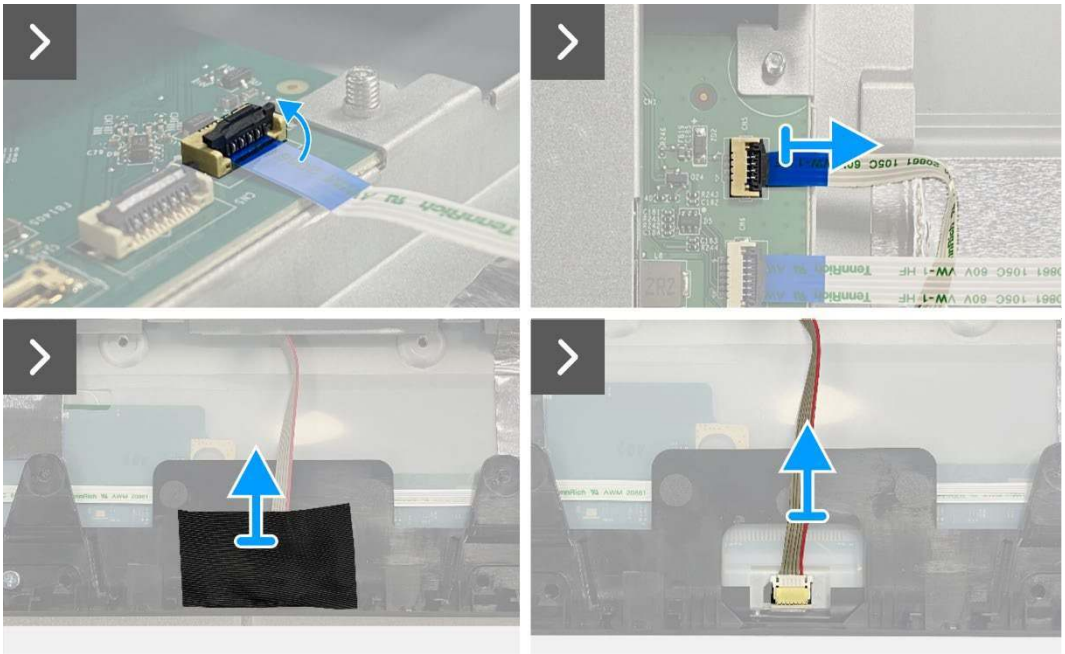

Figure 92. Removing the chassis assembly

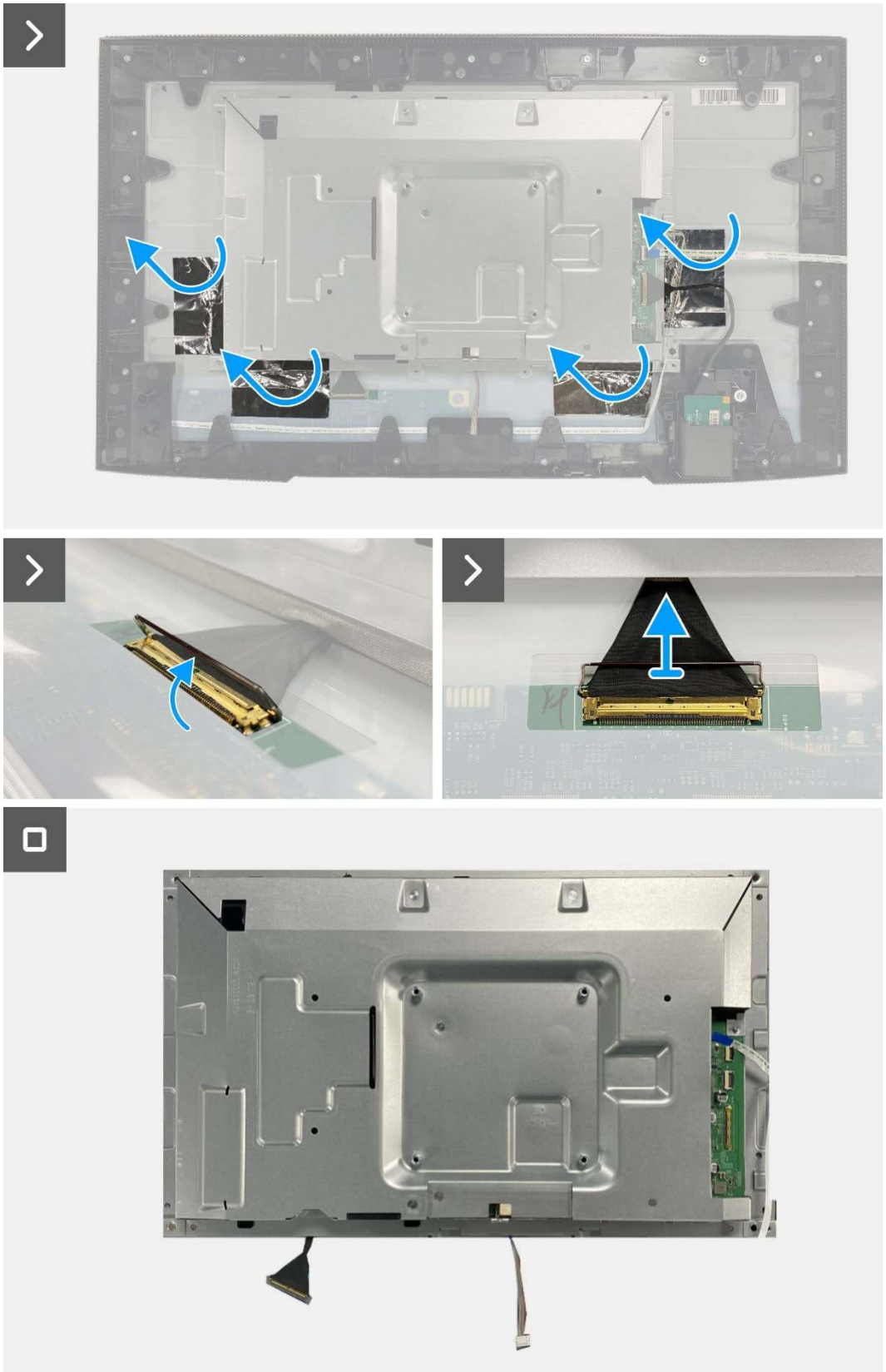

Figure 93. **Removing the chassis assembly**

Installing the chassis assembly

Steps

1. Place the chassis assembly on the display panel.

ⓘ **NOTE:** Align the cross rib on the display middle-frame with the holes on the chassis assembly.

2. Connect the LVDS cables to the connector on the display panel.
3. Adhere four aluminum foils on the chassis assembly and display panel.
4. Connect the lightbar cable to the connector on the display panel.
5. Adhere the tape on the lightbar cable.
6. Connect the LED cable to the connector on the interface board.

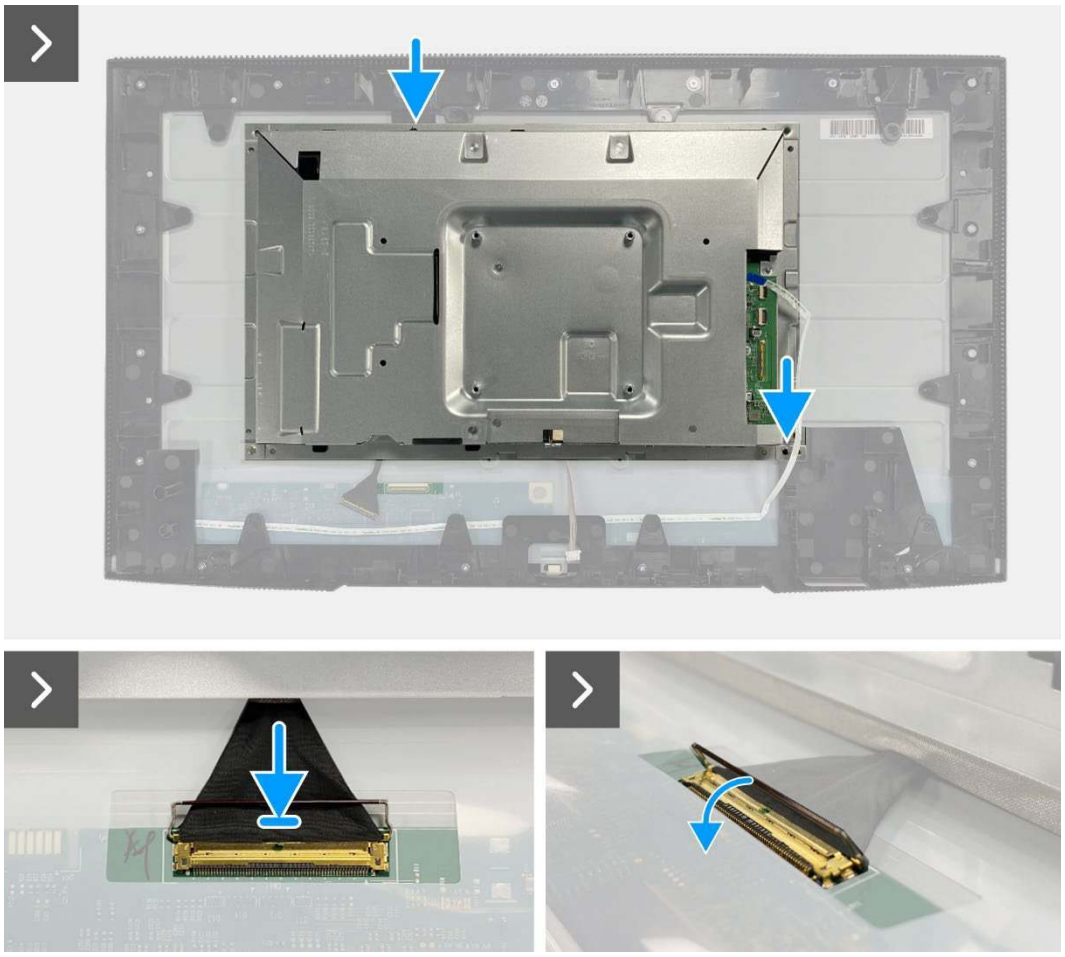

Figure 94. Installing the chassis assembly

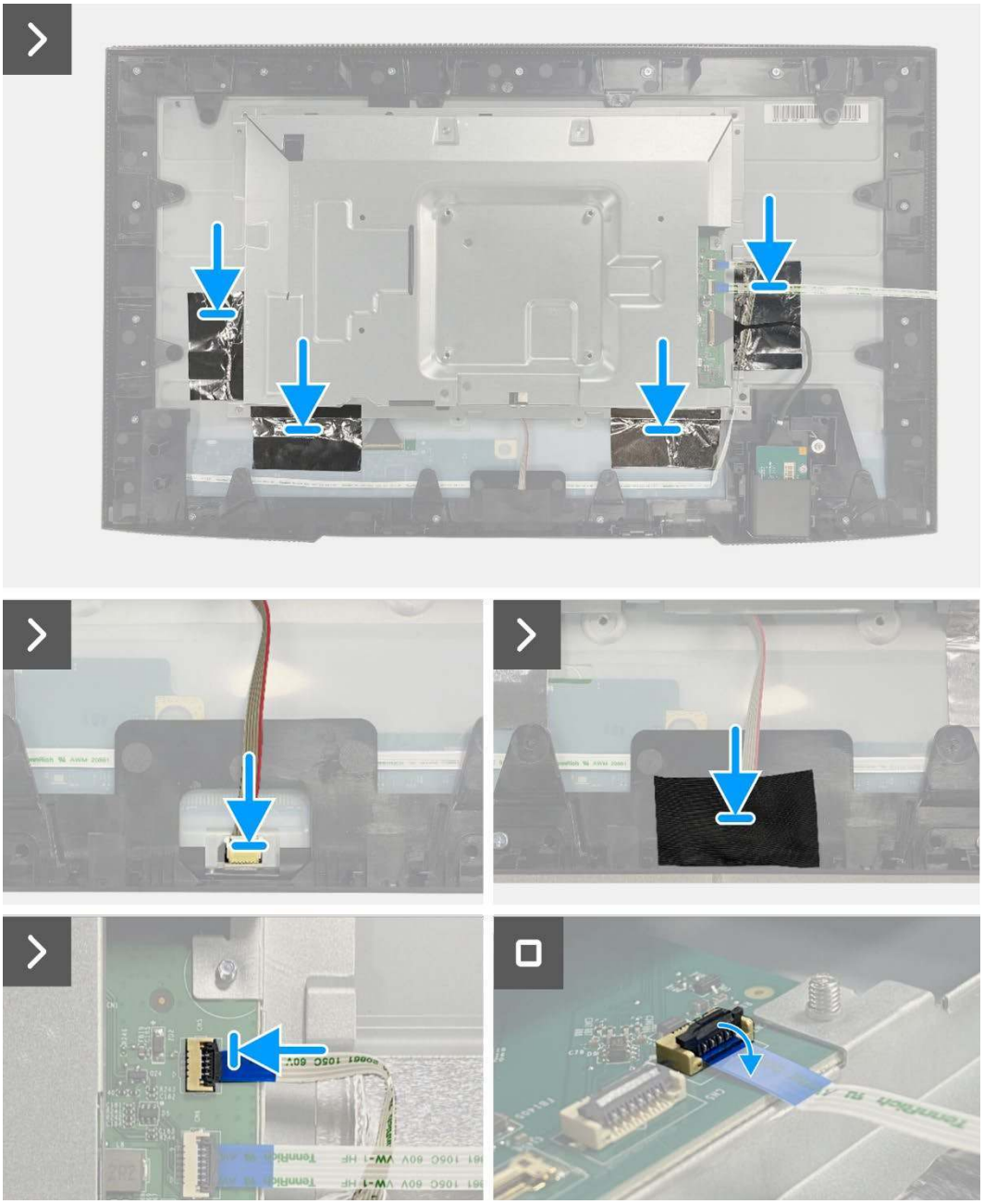

Figure 95. Installing the chassis assembly

Next steps

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

Interface board

Removing the interface board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the QAP board.
6. Remove the chassis assembly.

Steps

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

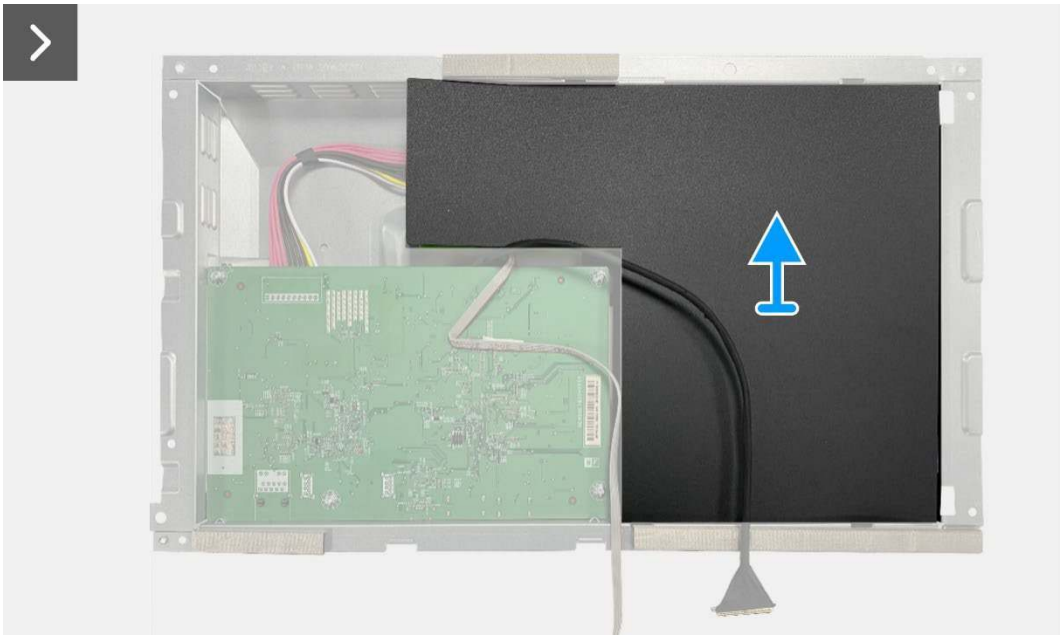

Figure 96. Removing the interface board

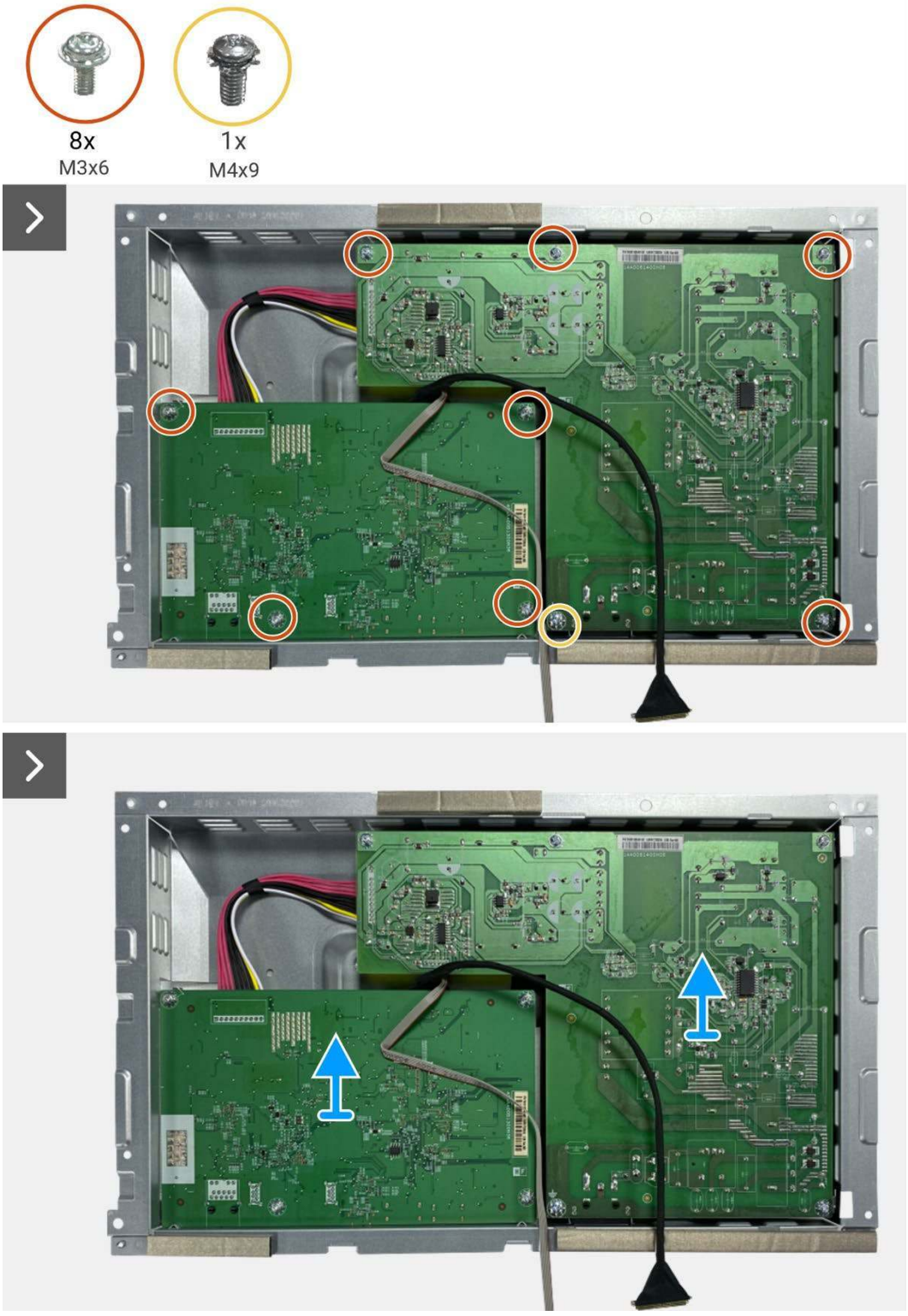

Figure 97. **Removing the interface board**

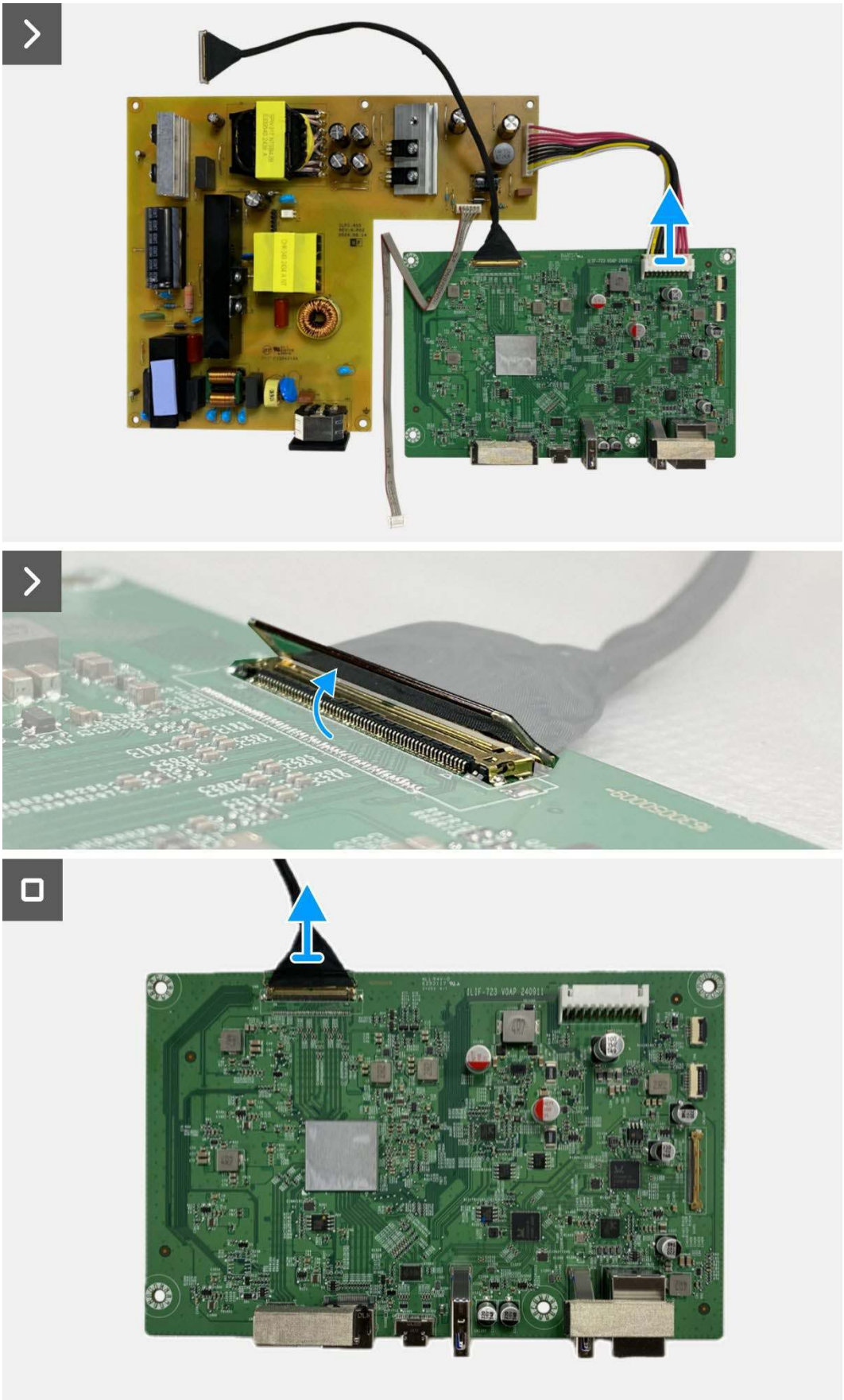

Figure 98. **Removing the interface board**

Installing the interface board

Steps

1. Connect the LVDS cables to the connector on the interface board.
2. Connect the power cable to the connector on the interface board.
3. Assemble the interface board and power board to the chassis.
4. Replace the eight screws (M3x6) to secure the interface board and power board with the chassis assembly.
5. Replace the screw (M4x9) to secure the power board with the chassis assembly.
6. Attach the mylar to the chassis assembly to cover the power board.

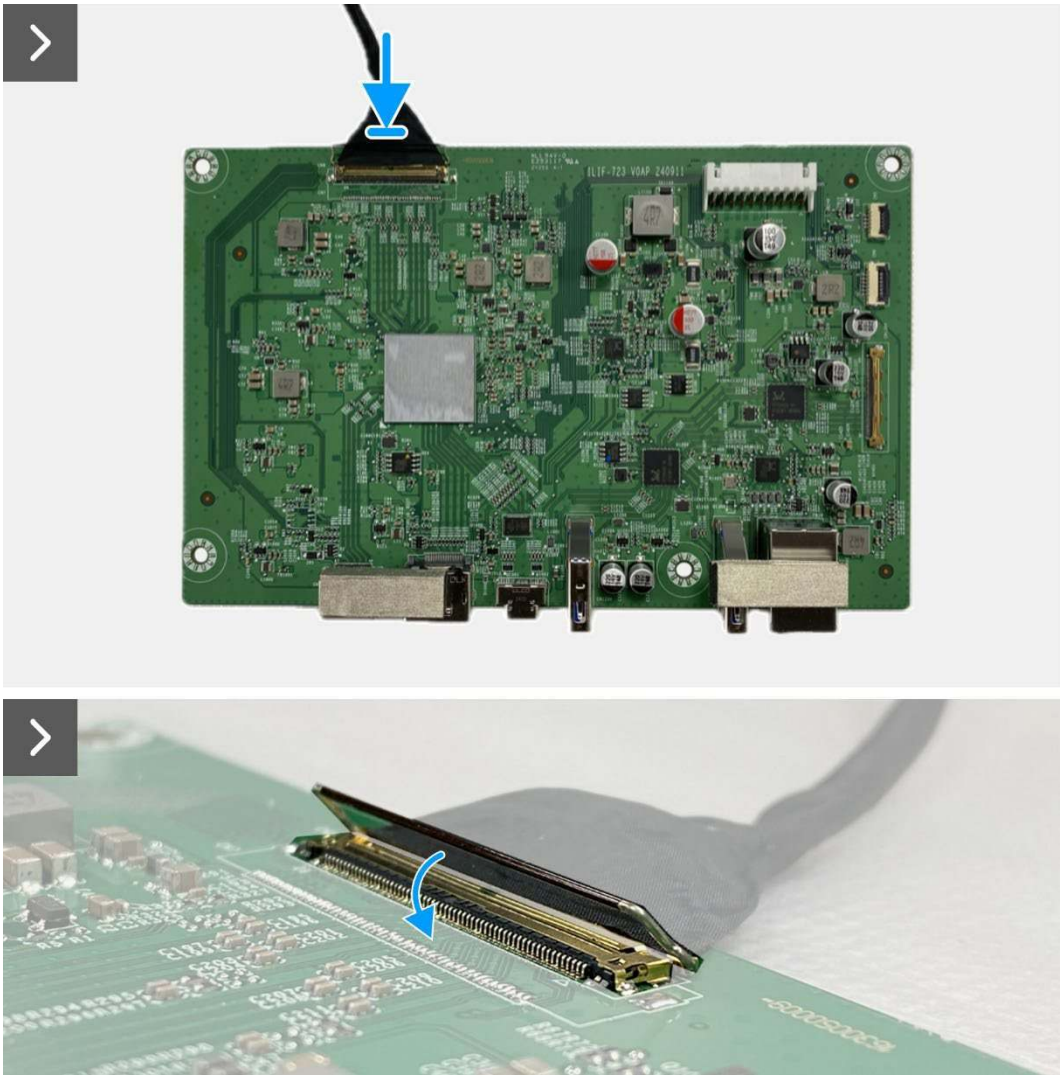

Figure 99. Installing the interface board

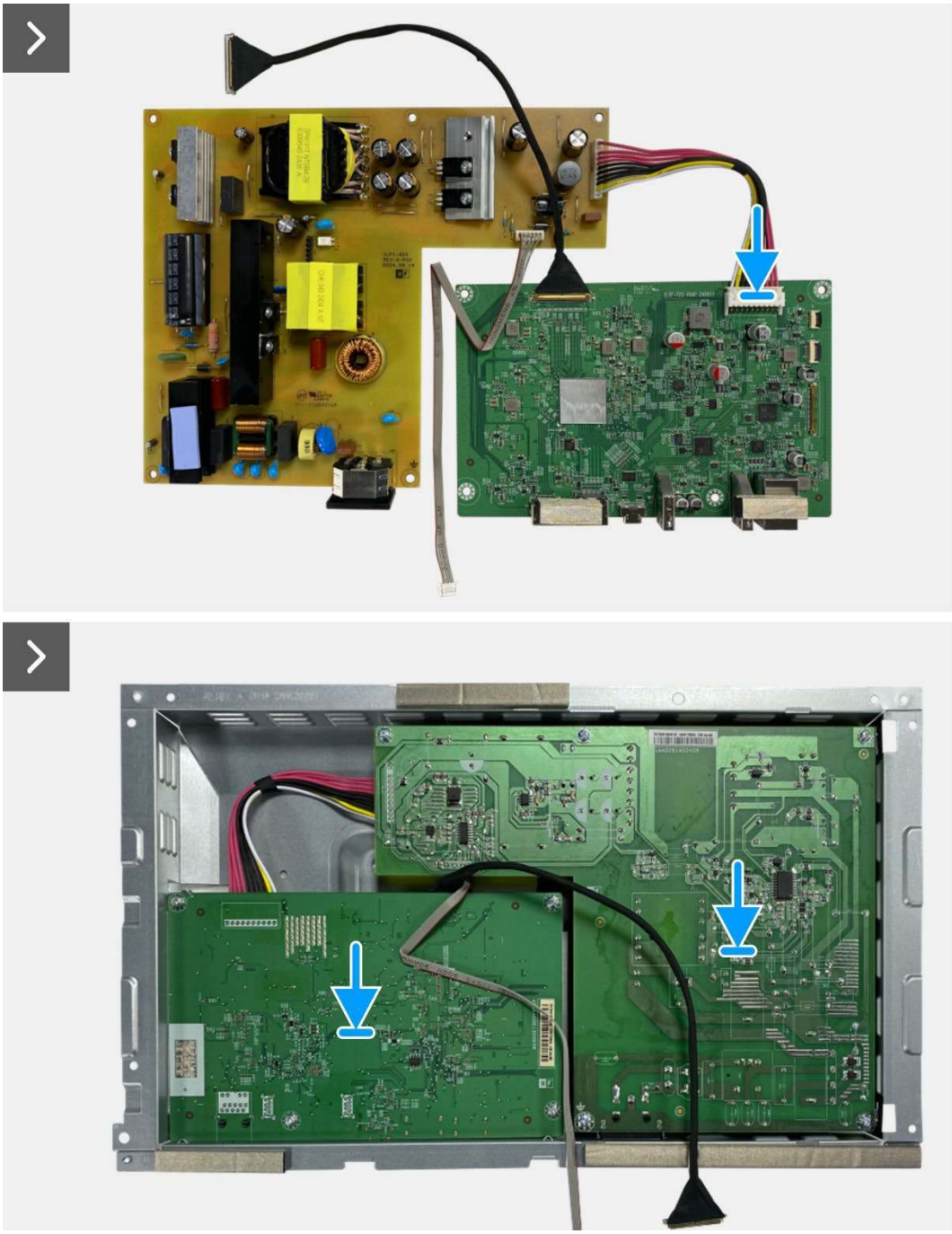

Figure 100. **Installing the interface board**

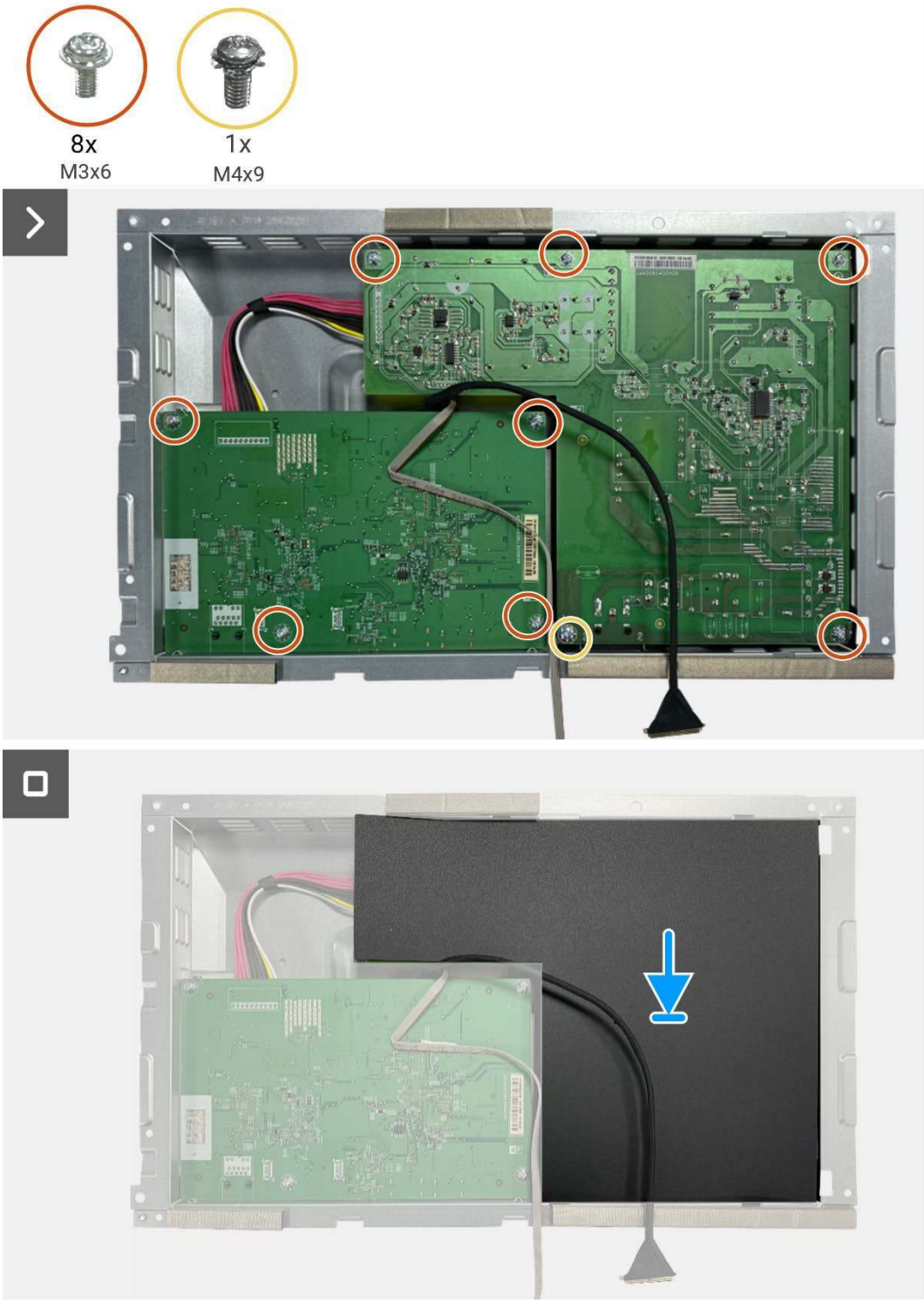

Figure 101. Installing the interface board

Next steps

1. Install the chassis assembly.
2. Install the QAP board.
3. Install the keypad board.
4. Install the back cover.
5. Install the stand.
6. Follow the procedure in After working inside your monitor.

Power board

Removing the power board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the QAP board.
6. Remove the chassis assembly.
7. Remove the interface board.

Steps

1. Disconnect the lightbar cable from the connector on the power board.

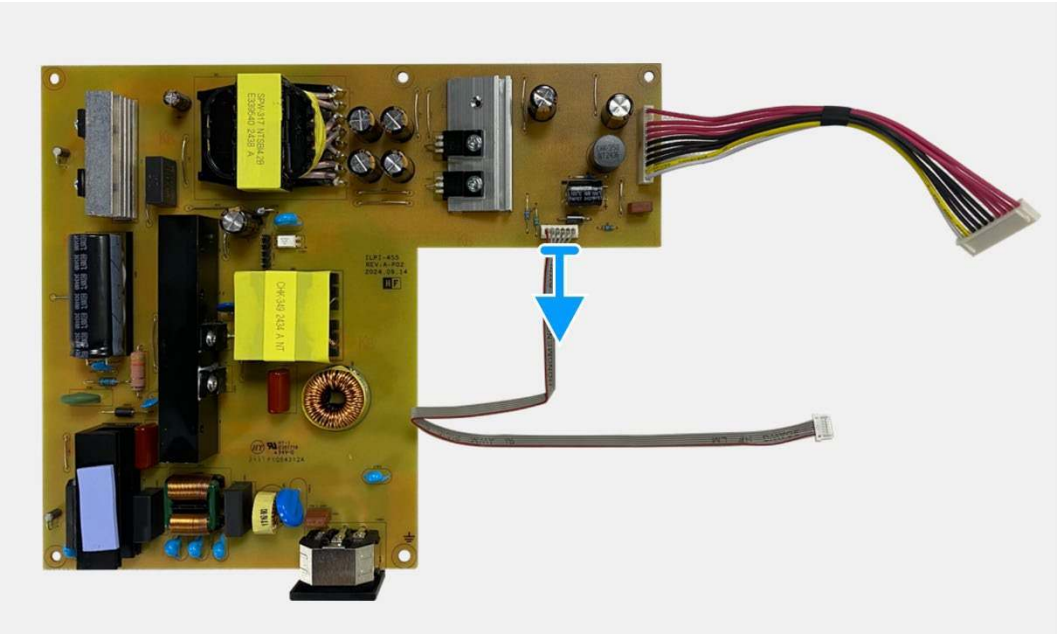

Figure 102. Removing the power board

Installing the power board

Steps

1. Connect the lightbar cable to the connector on the power board.

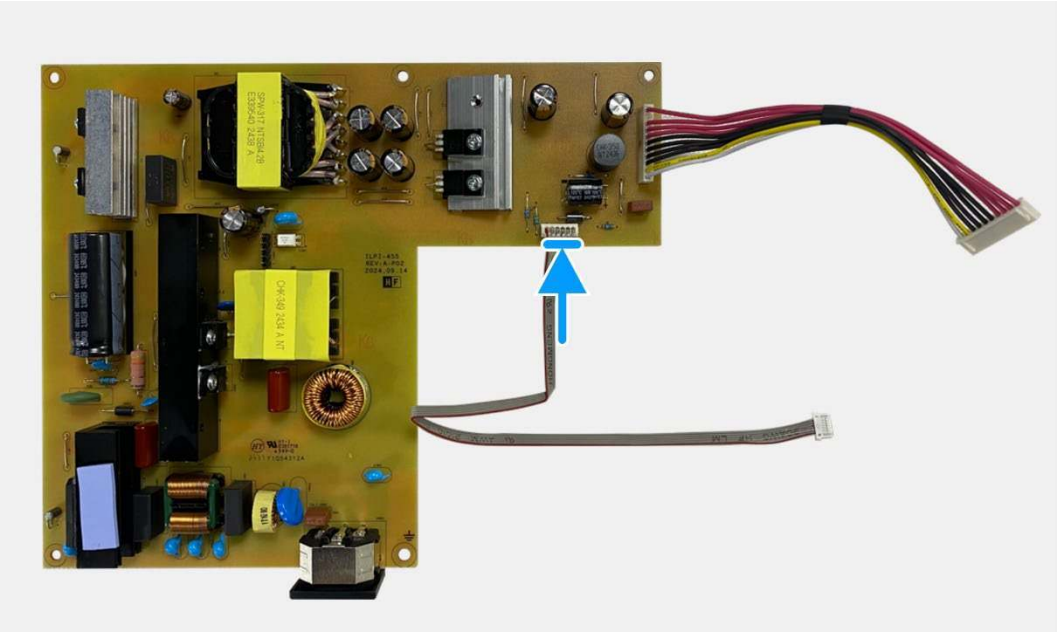

Figure 103. Installing the power board

Next steps

1. Install the interface board.
2. Install the chassis assembly.
3. Install the QAP board.
4. Install the keypad board.
5. Install the back cover.
6. Install the stand.
7. Follow the procedure in After working inside your monitor.

LED board

Removing the LED board

Prerequisites

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

Steps

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

Figure 104. Removing the LED board

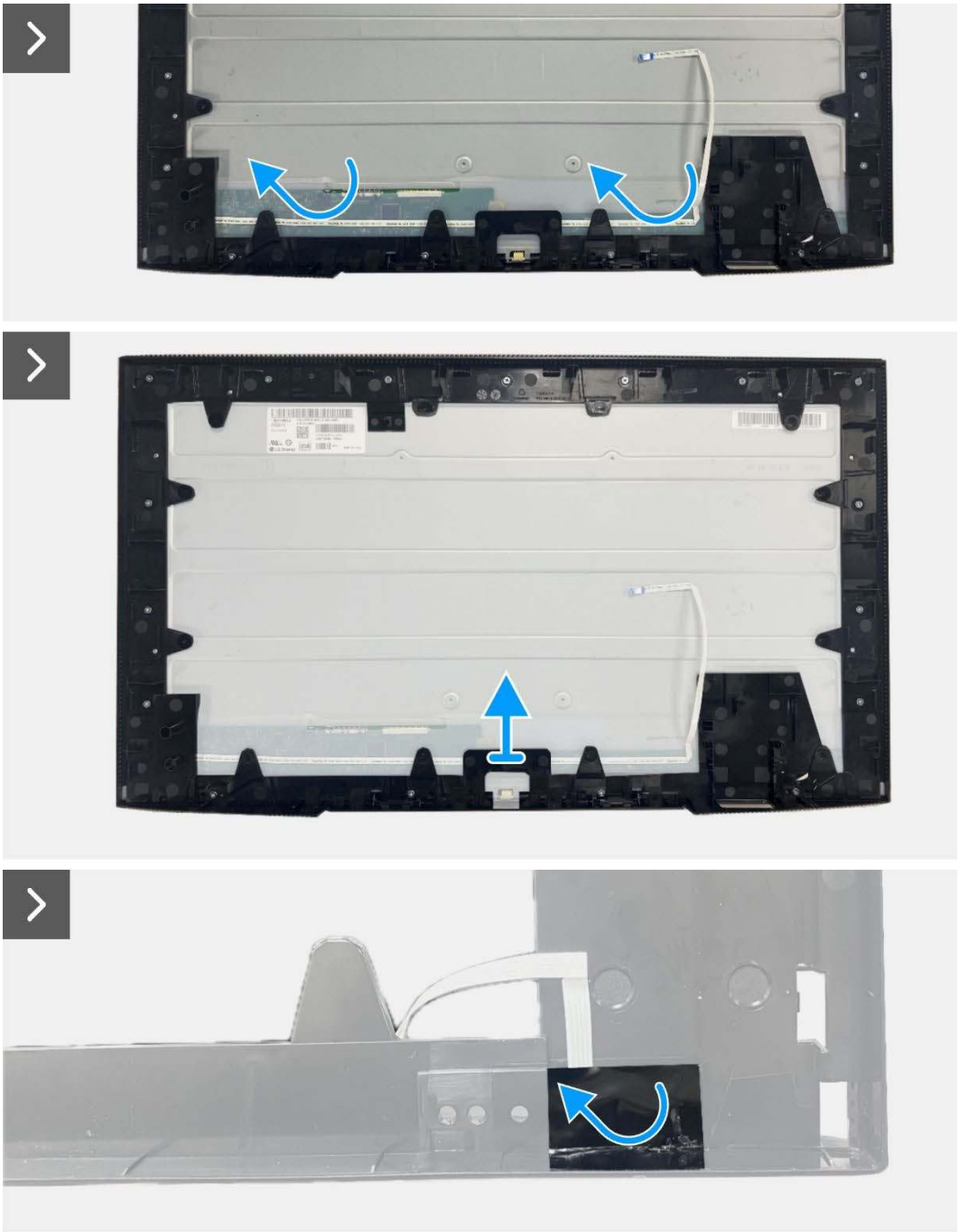

Figure 105. **Removing the LED board**

Installing the LED board

Steps

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

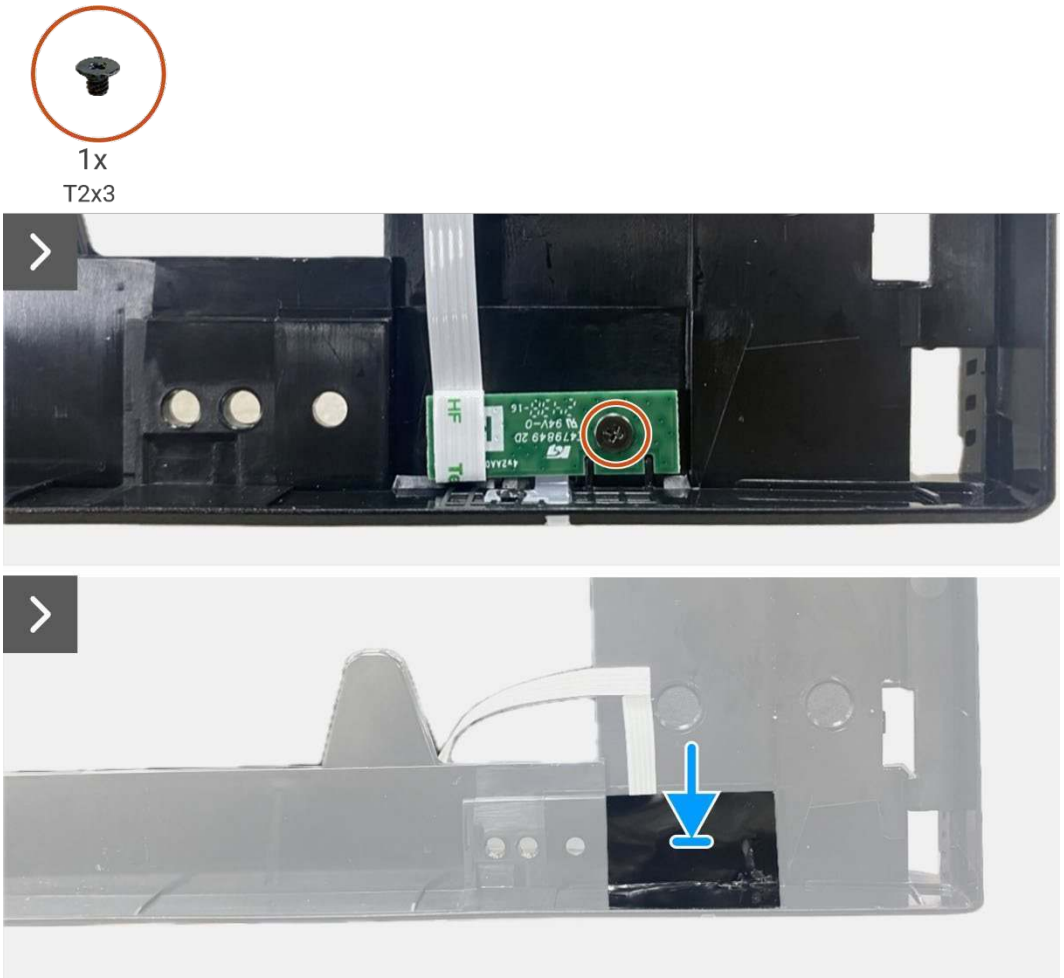

Figure 106. Installing the LED board

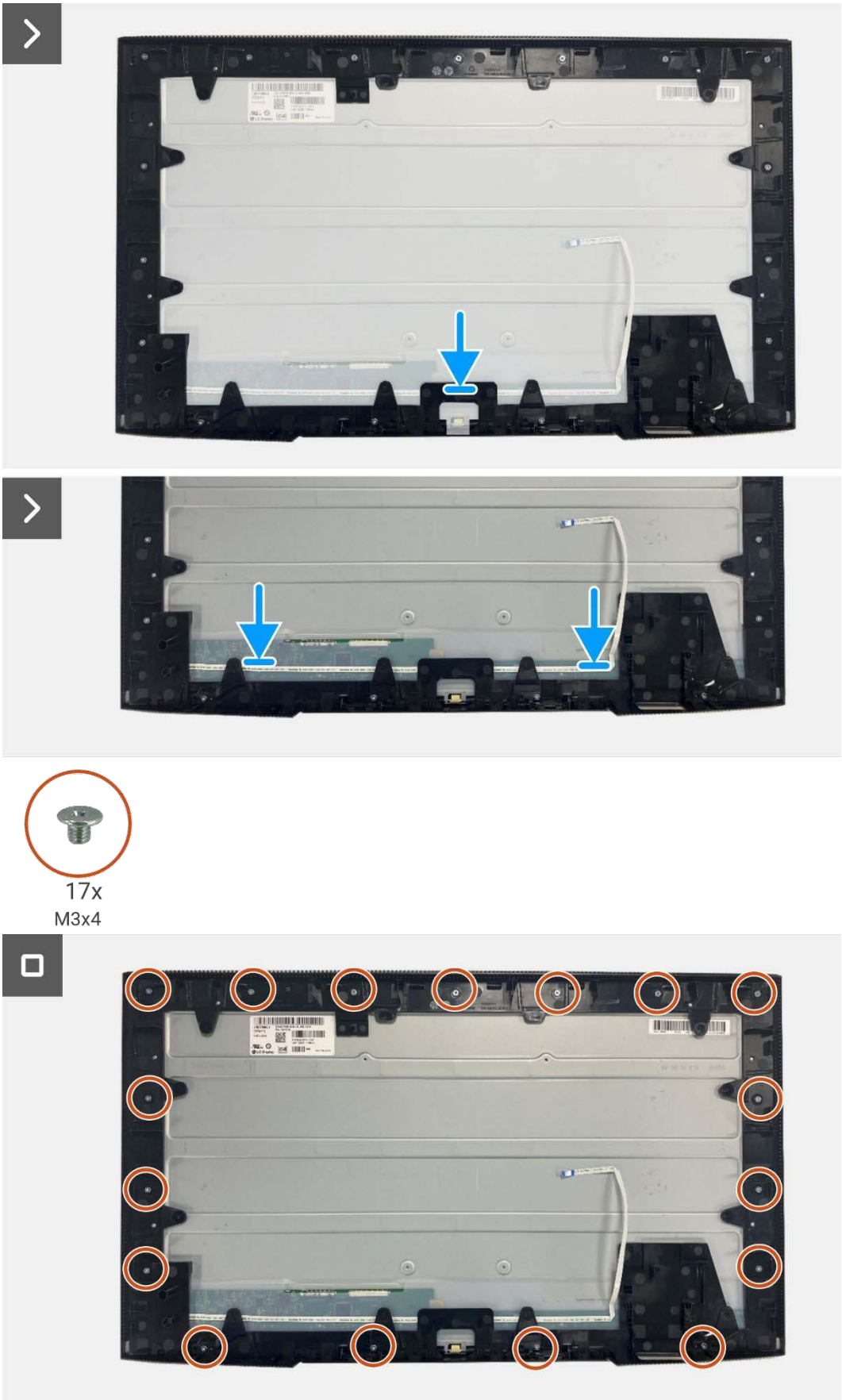

Figure 107. **Installing the LED board**

Next steps

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

9

Troubleshooting Instructions

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

Self-test

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

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

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

ⓘ NOTE: A dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white.

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

Figure 108. DP cable disconnected warning message

ⓘ NOTE: This message also appears during normal operation, when the video cable is disconnected or damaged.

4. Turn off your monitor and reconnect the video cable; then turn on your computer and the monitor.

If your monitor screen remains blank after you perform 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 any screen abnormality you experience is an inherent problem with your monitor, or with your computer and video card.

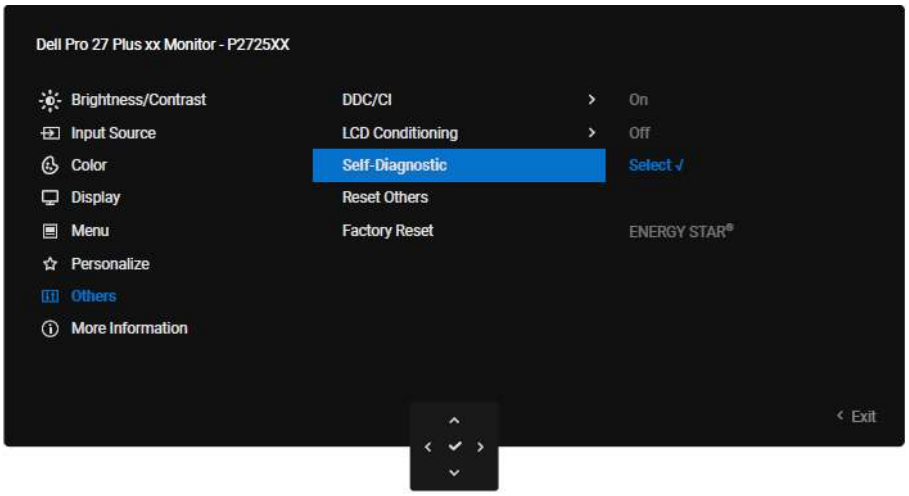

Figure 109. Built-in diagnostics function buttons

To run the built-in diagnostics:

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

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

If 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 provides general information about common monitor problems that you might encounter and the possible solutions:

Table 8. Common problems and solutions.

Common symptoms	Common symptoms	Possible solutions
No video/power LED off	No picture	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Ensure that the power button is pressed fully.
No video/power LED on	No picture or no brightness	• Increase brightness and contrast controls using the OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. For more information, see Built-in diagnostics.
Poor focus	The picture is fuzzy, blurry, or ghosting	• Disconnect video extension cables. • Reset the monitor to Factory Settings (**Factory Reset**). • Change the video resolution to the correct aspect ratio.
Shaky/jittery video	Wavy picture or fine movement	• Reset the monitor to Factory Settings (**Factory Reset**). • Check environmental factors. • Relocate the monitor and test in another room.
Missing pixels	LCD screen has spots	• Cycle power On-Off. • A pixel that is permanently Off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: https://www.dell.com/pixelguidelines.
Stuck-on pixels	LCD screen has bright spots	• Cycle power On-Off. • A pixel that is permanently Off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: https://www.dell.com/pixelguidelines.
Brightness problems	Picture too dim or too bright	• Reset the monitor to factory settings (**Factory Reset**). • Adjust brightness and contrast controls using OSD.
Horizontal/vertical lines	Screen has one or more lines	• Reset the monitor to factory settings (**Factory Reset**). • Perform a monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. • Run the Built-in diagnostics.
Synchronization problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings (**Factory Reset**). • Perform a monitor self-test feature check to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in safe mode.
Safety-related issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contacting Dell immediately.

Common symptoms	Common symptoms	Possible solutions
Intermittent problems	Monitor malfunctions on and off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to Factory Settings (**Factory Reset**). • Perform a monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing color	Picture missing color	• Perform monitor self-test feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong color	Picture color is not good	• Try different **Preset Modes** in **Color** settings OSD. Adjust **R/G/B** value in **Custom Color** in **Color** settings OSD. • Change the **Input Color Format** to **RGB** or **YCbCr** in the **Color** settings OSD. • Run the Built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	A faint shadow from the static image that is displayed appears on the screen	• Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in the **Windows Power Options** or **Mac Energy Saver** setting. • Alternatively, use a dynamically changing screensaver.
Video ghosting or overshooting	Video ghosting, shadows, or color smear while scrolling	• Change the **Response Time** in the **Display** OSD to **Fast** or **Normal** depending on your application and usage.

Product-specific problems

Table 9. Product-specific problems and solutions.

Common symptoms	Common symptoms	Possible solutions
The screen image is too small	The image is centered on the screen, but does not fill the entire viewing area	• Check the **Aspect Ratio** setting in the **Display** settings OSD. • Reset the monitor to factory settings (**Factory Reset**).
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	• Turn Off the monitor, unplug the power cable, plug it back, and then turn On the monitor.
No input signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure that the computer is not in Standby Mode by moving the mouse or pressing any key on the keyboard. • Check if the video cable is plugged in properly. Disconnect and reconnect the video cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.
No video at HDMI/ DisplayPort/USB-C port	When connected to some dongle/ docking device at the port, there is no video when unplugging/plugging the cable from the notebook	• Unplug the HDMI/DisplayPort/USB-C cable from dongle/docking device, then plug the docking HDMI/DisplayPort/USB-C cable to the notebook.
When a PS console is connected, the monitor is not compatible with the 1080i (interlaced) video timing	A message appears to notify you that the monitor does not support the current input timing	• Change the resolution of the PS console in Safe Mode. For the information about setting up the resolution, go to the official website of PlayStation.
No network connection	Network dropped or intermittent	• Do not turn Off the monitor during a network connection.
The LAN port is not functioning	Operating system setting or cable connection issue	• Ensure that the latest BIOS and drivers for your computer are installed on your computer. • Ensure that the RealTek Gigabit 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 turn off the computer and unplug the USB-C cable and the power cable from the monitor. Then, turn on the computer and plug the power cable and the USB-C cable into the monitor.
No image when using USB-C connection to computer, laptop, and so on	Black screen	• Verify if the USB-C interface of the device can support DP Alternate mode. • Verify if the device required more than 90 W power charging. • USB-C interface of the device cannot support DP Alternate mode. • Set Windows to Projection mode. • Ensure that the USB-C cable is not damaged.

Common symptoms	Common symptoms	Possible solutions
No charging when using USB-C connection to computer, laptop, and so on	No charging	• Verify if the device can support one of the 5 V/9 V/15 V/20 V charging profiles. • Verify if the Notebook requires a > 90 W power adapter. • If the Notebook requires a > 90 W power adapter, it may not charge with the USB-C connection. • Ensure that you use only the Dell approved adapter or the adapter that comes with the product. • Ensure that the USB-C cable is not damaged.
Intermittent charging when using USB-C connection to a computer, laptop, and so on	Intermittent charging	• Check if the maximum power consumption of the device is over 90 W. • Ensure that you use only the Dell approved adapter or the adapter that comes with the product. • Ensure that the USB-C cable is not damaged.
No image when using DP connection to the personal computer	Black screen	• Verify which DP standard (DP 1.1a or DP 1.2 or DP 1.4) is your Graphics card that is certified to. Download and install the latest graphics card driver. • Some DP 1.1a graphics card cannot support DP 1.4 monitors. Go to OSD menu, under Input Source selection, press and hold the DP select key for 8 secs to change the monitor setting from DP 1.4 to DP 1.1a.
When the first monitor is connected to your personal computer or laptop using the USB-C connection, you might not be able to select the optimal resolution* for the third (or more) monitor in Daisy chain mode in DP1.4	When **MST** is **On** and **USB-C Prioritization** is set to **High Data Speed**, the displayed pictures on the 3rd (or more) daisy chained monitor are not at the optimal resolution*	• Switch **USB-C Prioritization** from **High Data Speed** to **High Resolution** (USB speed reduced to 2.0).
No image when using DP out connection on first monitor	Black screen in secondary monitor, but first monitor is normal	• Switch **MST On** on first monitor.

*The optimal resolution for **P2725D/P2725DE** is **2560 x 1440** at 60 Hz; the optimal resolution for **P2725QE** is **3840 x 2160** at 60 Hz.

Universal Serial Bus (USB) specific problems

Table 10. Universal Serial Bus (USB) specific problems and solutions.

Common symptoms	Common symptoms	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your monitor is turned On. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Turn off the monitor and turn it on again. • Reboot the computer. • Certain USB devices such as portable hard drive require a higher power source; connect the drive to the computer directly.
USB-C port does not supply power	USB peripherals cannot be charged	• Check that the connected device is compliant with the USB-C specification. The USB-C port supports USB 5Gbps and an output of 90 W. • Check that you use the USB-C cable that is shipped with your monitor.
USB 5Gbps interface is slow	USB 5Gbps peripherals working slowly or not working at all	• Check that your computer is USB 5Gbps-compatible. • Some computers have USB 5Gbps, USB 10Gbps, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.
Wireless USB peripherals stop working when a USB 5Gbps, USB 10Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 5Gbps, USB 10Gbps peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 5Gbps, USB 10Gbps port.
Wireless USB mouse does not work properly	When plugged into one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	• Unplug the Wireless USB Mouse receiver and replug it into one of the Quick Access USB ports at the bottom of the monitor.

10

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see https://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 about your purchase invoice, packing slip, bill, or Dell product catalog.