Dell Pro 34 Plus USB-C Hub Monitor

P3425WE

Service Manual

Model: P3425WE
Regulatory Model: P3425WEb
March 2025
Rev. A00

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 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 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 P3425WE monitor

Side view

Figure 1. Side view with monitor stand

Front view

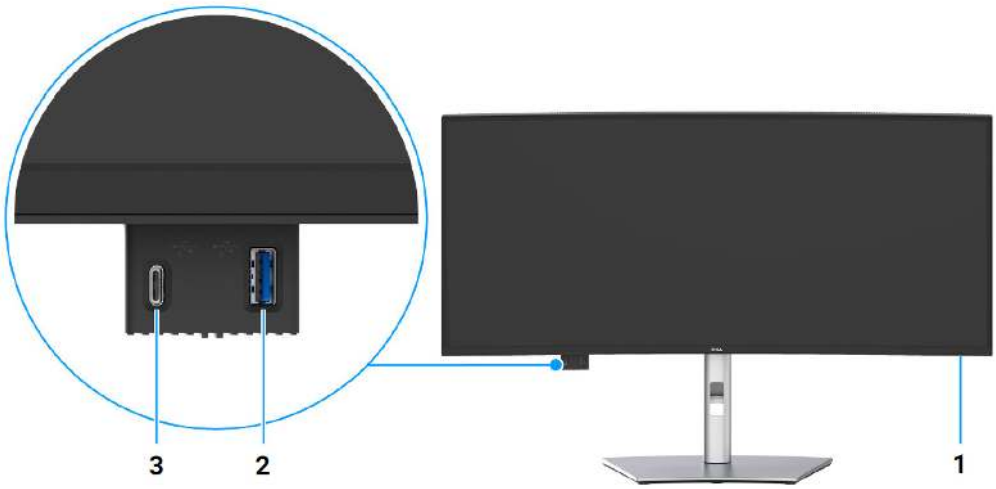

Figure 2. **Front view with monitor stand**

Table 1. **Components and descriptions**

Label	Description	Use
1	Power LED indicator	A solid white light indicates that the monitor is turned on and is functioning normally. Blinking white light indicates that the monitor is in Standby Mode.
2	USB 5Gbps Type-A downstream port	Connect your USB device for data transfer. ⓘ **NOTE**: To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB-C to C cable (Rear side USB-C upstream port) • USB Type-A to Type-B cable (Rear side USB Type-B upstream port)
3	USB-C 5Gbps downstream port	Connect your USB device for data transfer or charging. Charge capability up to 5V / 3A. ⓘ **NOTE**: To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB-C to C cable (Rear side USB-C upstream port) • USB Type-A to Type-B cable (Rear side USB Type-B upstream port)

Back view

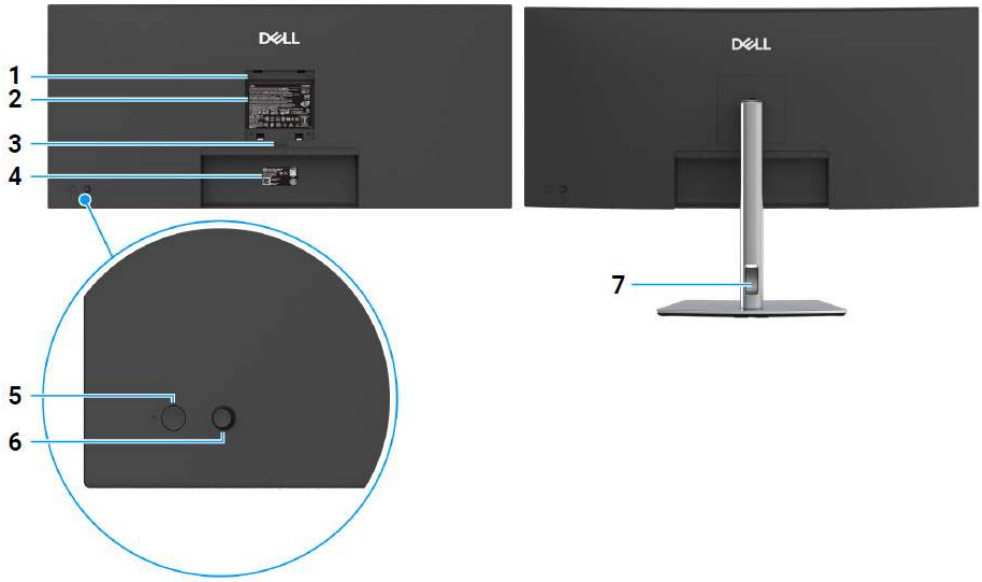

Figure 3. **Back view with monitor stand**

Table 2. **Components and descriptions**

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind attached VESA cover)	Wall mount monitor using VESA-compatible wall mount kit.
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support.
5	Power On/Off button	To turn the monitor on or off.
6	Joystick	Use to control the OSD menu. (For more information, see Operating the monitor in User's Guide)
7	Cable-management slot	Use to organize cables by inserting them through the slot.

Bottom view

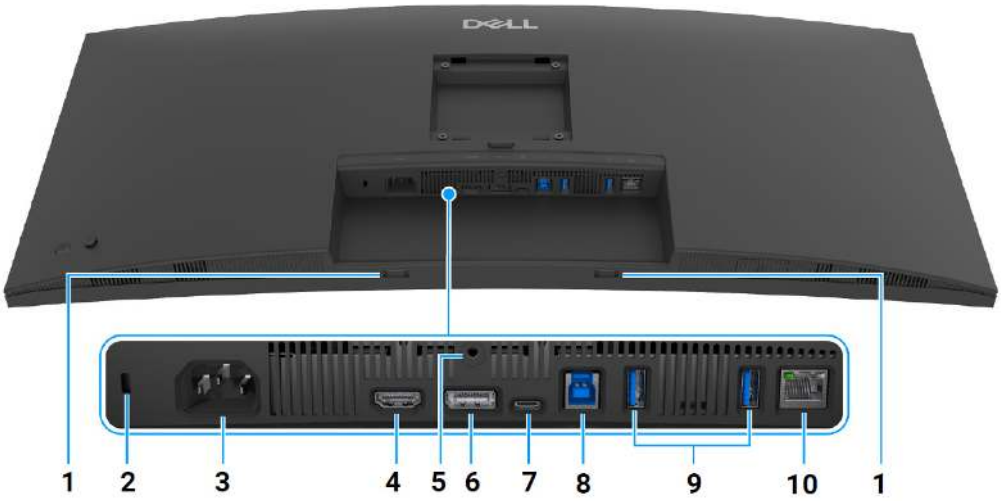

Figure 4. **Bottom view without monitor stand**

Table 3. **Components and descriptions**

Label	Description	Use
1	Soundbar slots	Attach your external Soundbar (sold separately) to the monitor by aligning the magnetic tabs on the soundbar with the slots on the monitor.
2	Security-lock slot (based on Kensington Security Slot)	Secures the monitor with a security lock (security lock not included).
3	Power connector	Connect the power cable (shipped with your monitor).
4	HDMI port	Connect your computer with the HDMI cable.
5	Stand-lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
6	DisplayPort 1.4	Connect your computer with the DisplayPort cable (shipped with your monitor).
7	USB-C 5Gbps upstream port (DisplayPort 1.4 Alternate Mode, Power Delivery up to 90 W)	Connect the USB-C to C cable that came with your monitor to the computer or mobile device. This port supports USB Power Delivery (up to 90 W), Data, and DisplayPort video signal. This port supports DisplayPort 1.4 Alternate Mode with a maximum resolution of 3440 x 1440 100 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, and 5 V/3 A. ⓘ **NOTE**: USB-C is not supported on versions of Windows prior to Windows 10.
8	USB 5Gbps Type-B upstream port (data only)	Connect the USB Type-A to Type-B cable that came with your monitor to the computer. This port supports USB data transfer at 5 Gbps. Once this cable is connected, you can use the USB connectors on the monitor.
9	USB 5Gbps Type-A downstream ports (2)	Connect your USB device*. ⓘ **NOTE:** To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB-C to C cable (Rear side USB-C upstream port) • USB Type-A to Type-B cable (Rear side USB Type-B upstream port)
10	RJ45 port	Supports Ethernet connection 10/100/1000 Mbps. Connect the Internet. You can surf the Internet via RJ45 only after you have connected one of the following cables from your computer to the upstream port of the monitor: • USB-C to C cable (Rear side USB-C upstream port) • USB Type-A to Type-B cable (Rear side USB Type-B upstream port)

*To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

3

Major components of your monitor

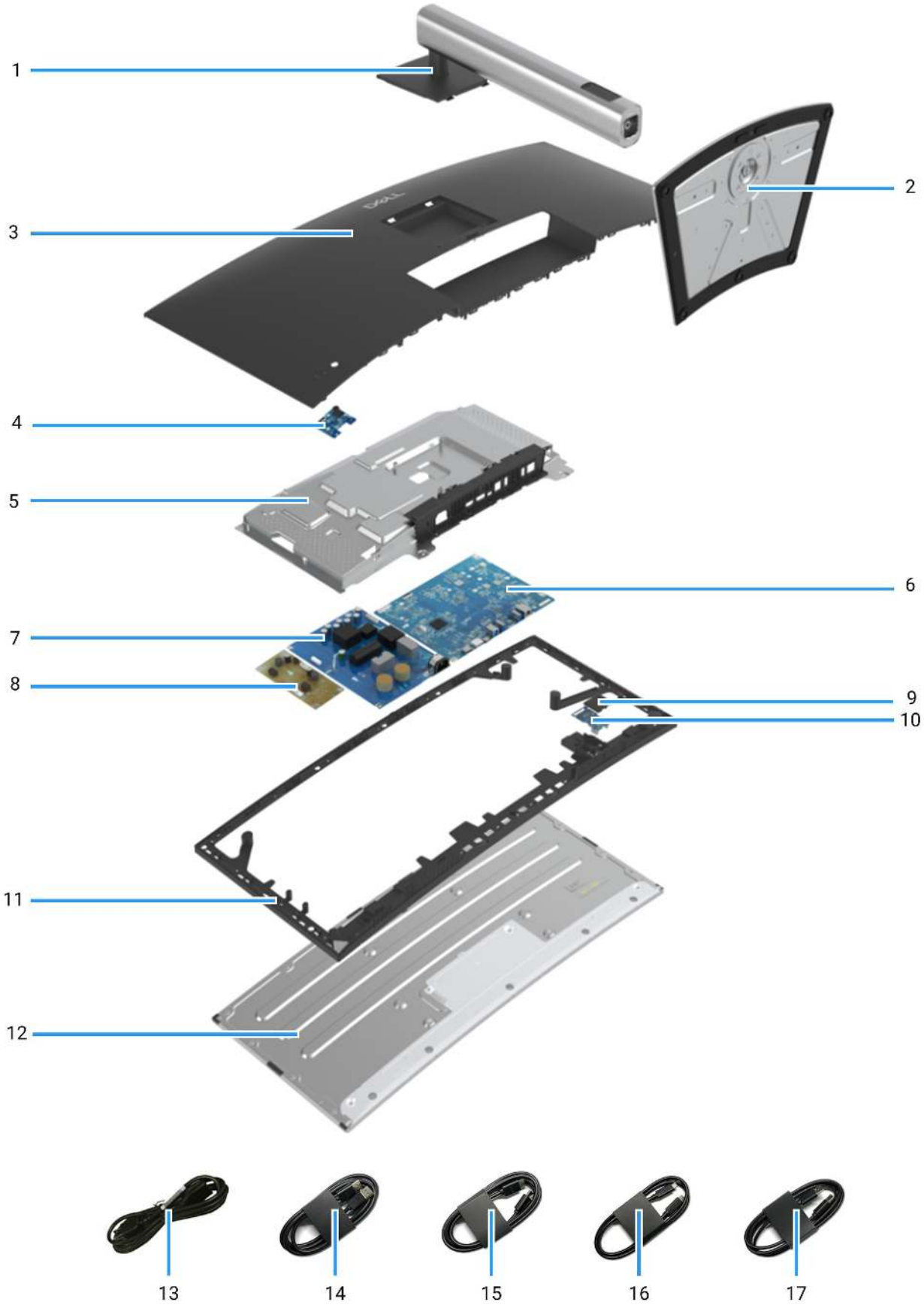

Figure 5. Major components

Table 4. Components

Item	Description
1	Stand riser
2	Stand base
3	Rear cover
4	Control board
5	Chassis
6	Interface board
7	Power board
8	LED driver board
9	Quick access port cover
10	USB board
11	Middle frame
12	Panel
13	Power cable (varies by country)
14	DisplayPort 1.4 cable (DisplayPort to DisplayPort) (cable length: 1.80 M)
15	HDMI cable (cable length: 1.80 M) (for selected countries only)
16	USB-C to C cable (cable length: 1.80 M)
17	USB Type-A to Type-B upstream cable (cable length: 1.80 M)

NOTE: Components in items 3 to 12 are for EMEA only and not for other regions.

NOTE:

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

1. Go to https://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.

4

Wiring connectivity diagram

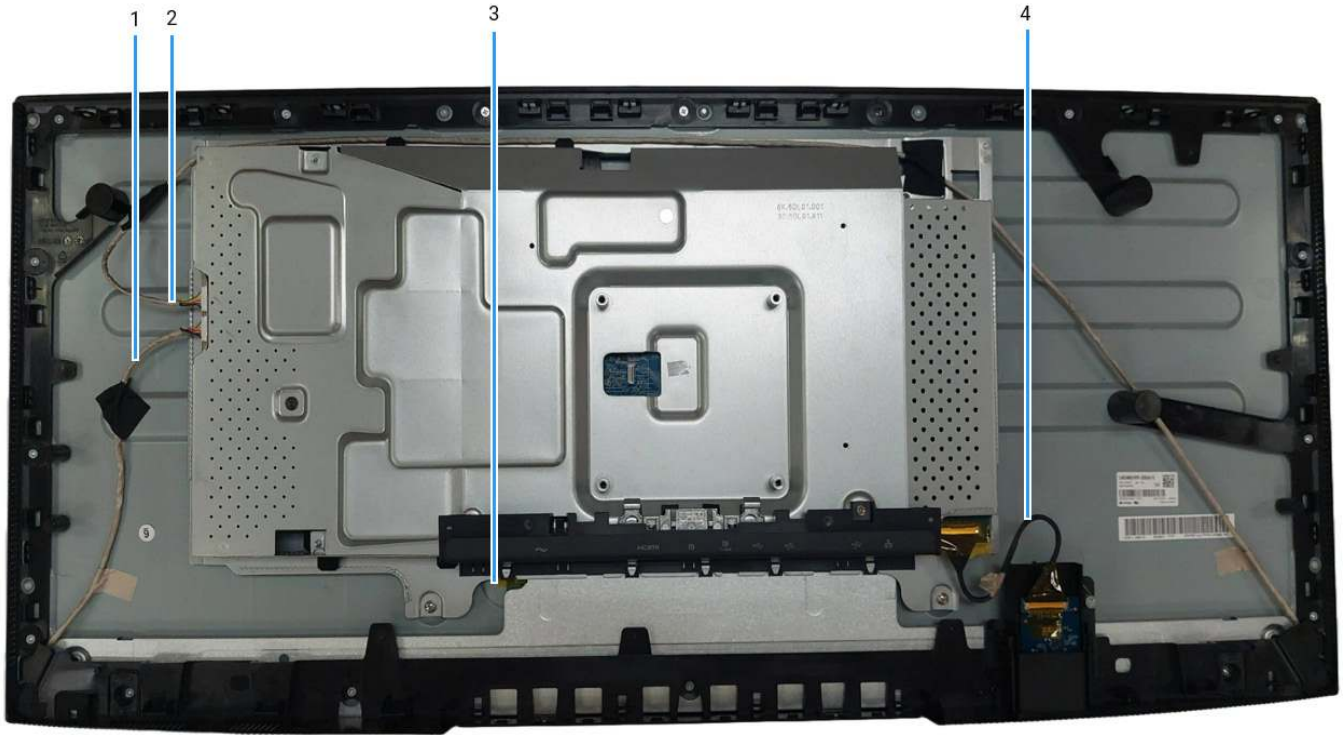

Figure 6. Wiring connectivity diagram

Table 5. Cables

Item	Description
1	Backlight cable (Short)
2	Backlight cable (Long)
3	LVDS cable
4	USB board cable

5

Connecting the cables

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

⚠ **WARNING: Ensure that the grounded power outlet for the power cable is accessible to the operator and located close to the equipment. To disconnect power from the equipment, unplug the power cord from the power outlet by grasping the plug firmly. Never pull on the cord.**

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

ⓘ **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.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the DisplayPort/HDMI/USB-C to 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 DisplayPort (DisplayPort to DisplayPort) cable

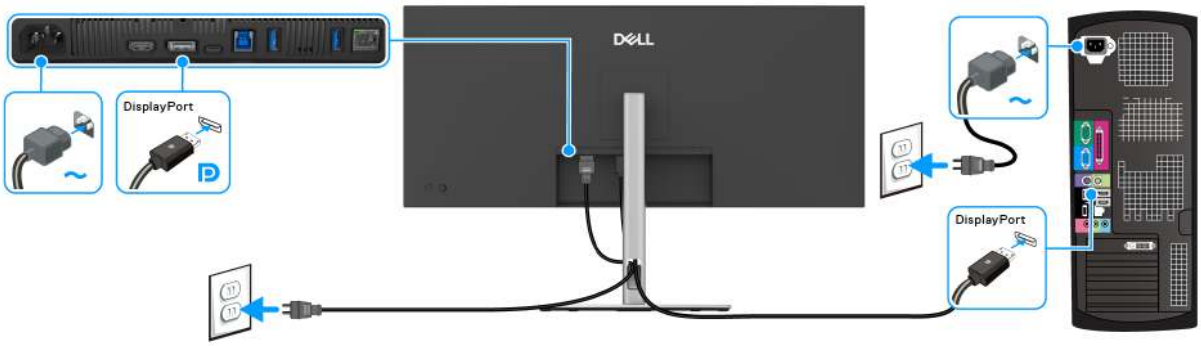

Figure 7. DisplayPort cable connection

Connecting HDMI cable

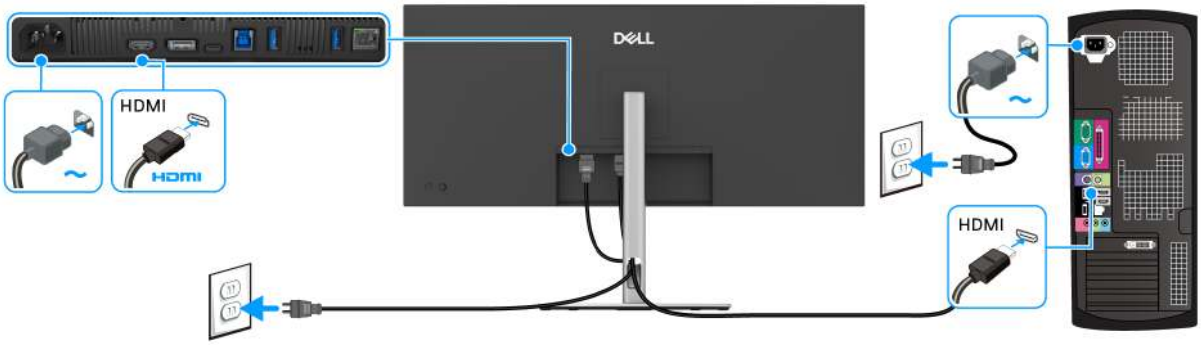

Figure 8. HDMI cable connection

Connecting USB Type-A to Type-B cable

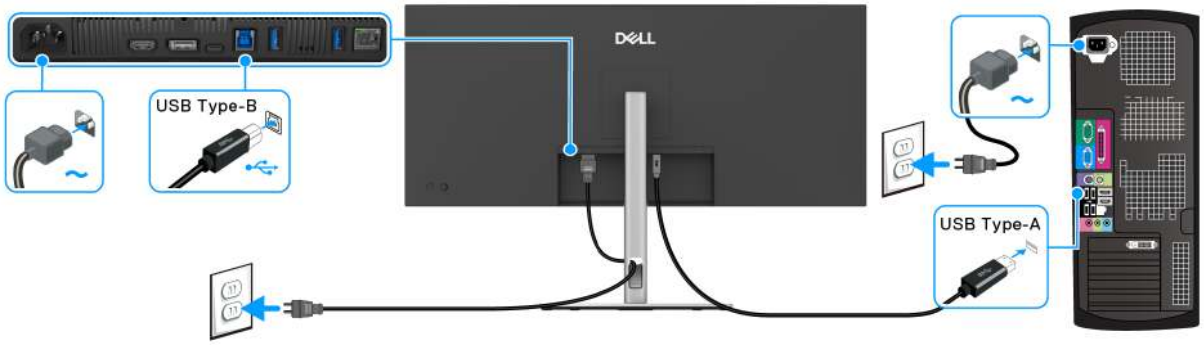

Figure 9. USB Type-A to Type-B cable connection

Connecting USB-C to C cable

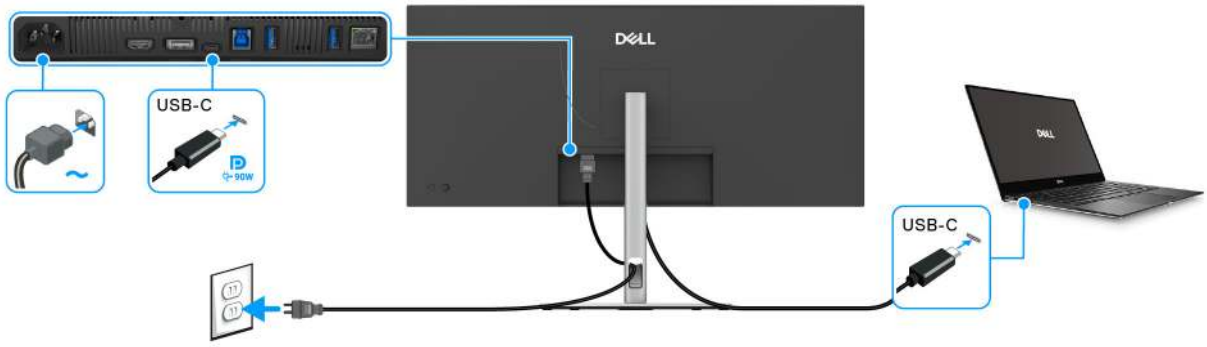

Figure 10. USB-C to C cable connection

Connecting RJ45 (Optional) cable

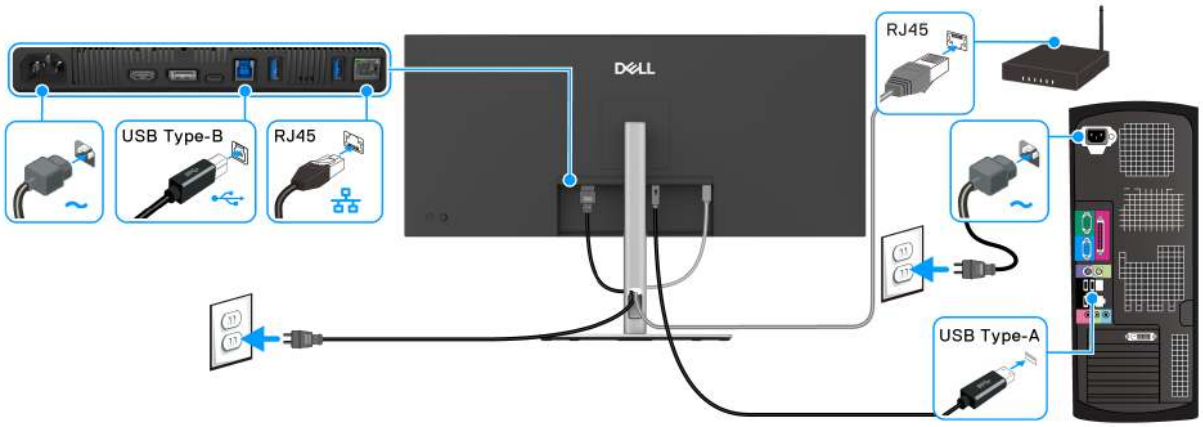

Figure 11. RJ45 cable and USB Type-A to Type-B cable connection

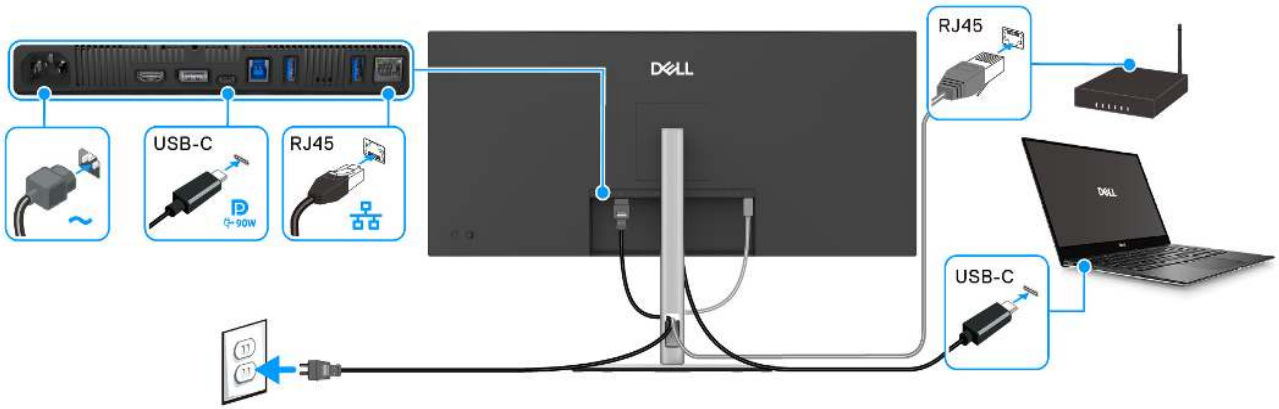

Figure 12. RJ45 cable and USB-C to C cable connection

6

Disassembly and reassembly

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

Recommended tools

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

Screw list

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

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

NOTE: Screw color may vary with the configuration ordered.

Table 6. Screw list

Component	Screw type	Quantity	Screw image
Back Cover	M4x10	4	
Chassis	M3x3	3	
Interface board	M3x9	4	
Power board	M3x9	4	
LED driver board	M3x9	2	

Stand

Removing the stand

Prerequisites

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

NOTE: To prevent the LCD screen from scratches during stand removal, ensure the monitor is positioned on a soft surface and handled carefully.

NOTE: The following steps are specifically for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

Steps

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

Figure 13. Removing the stand

Installing the stand

Steps

1. Aline the two tabs on the upper part of the stand to the groove on the back of the display.
2. Press the stand down untill it snaps into place.

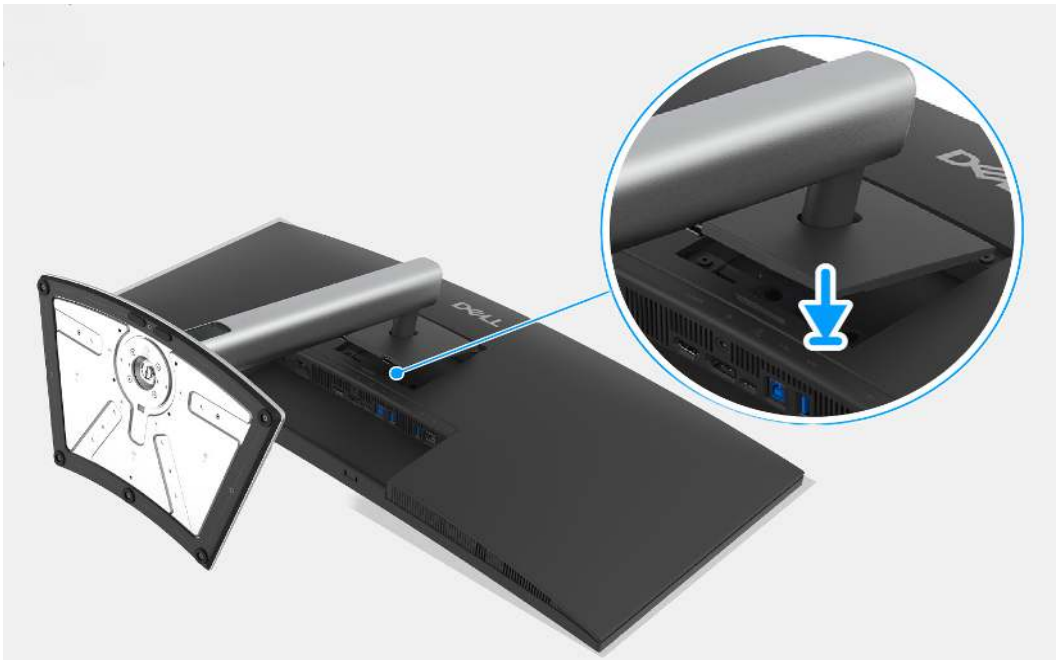

Figure 14. Installing the stand

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. Using the plastic scribe, pry the back cover starting from the edge of the monitor.
3. Lift the back cover.
4. Disconnect the control board cable from the connector on the interface board.

Figure 15. Removing the back cover

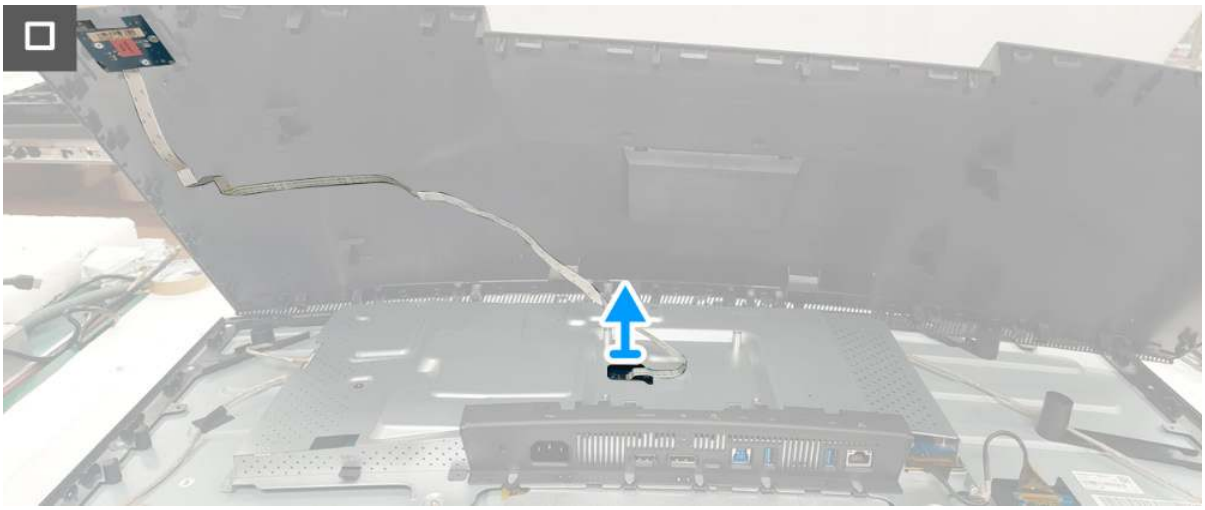

Figure 16. Removing the back cover

Installing the back cover

Steps

1. Connect the control board cable to the connector on the interface board.
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.

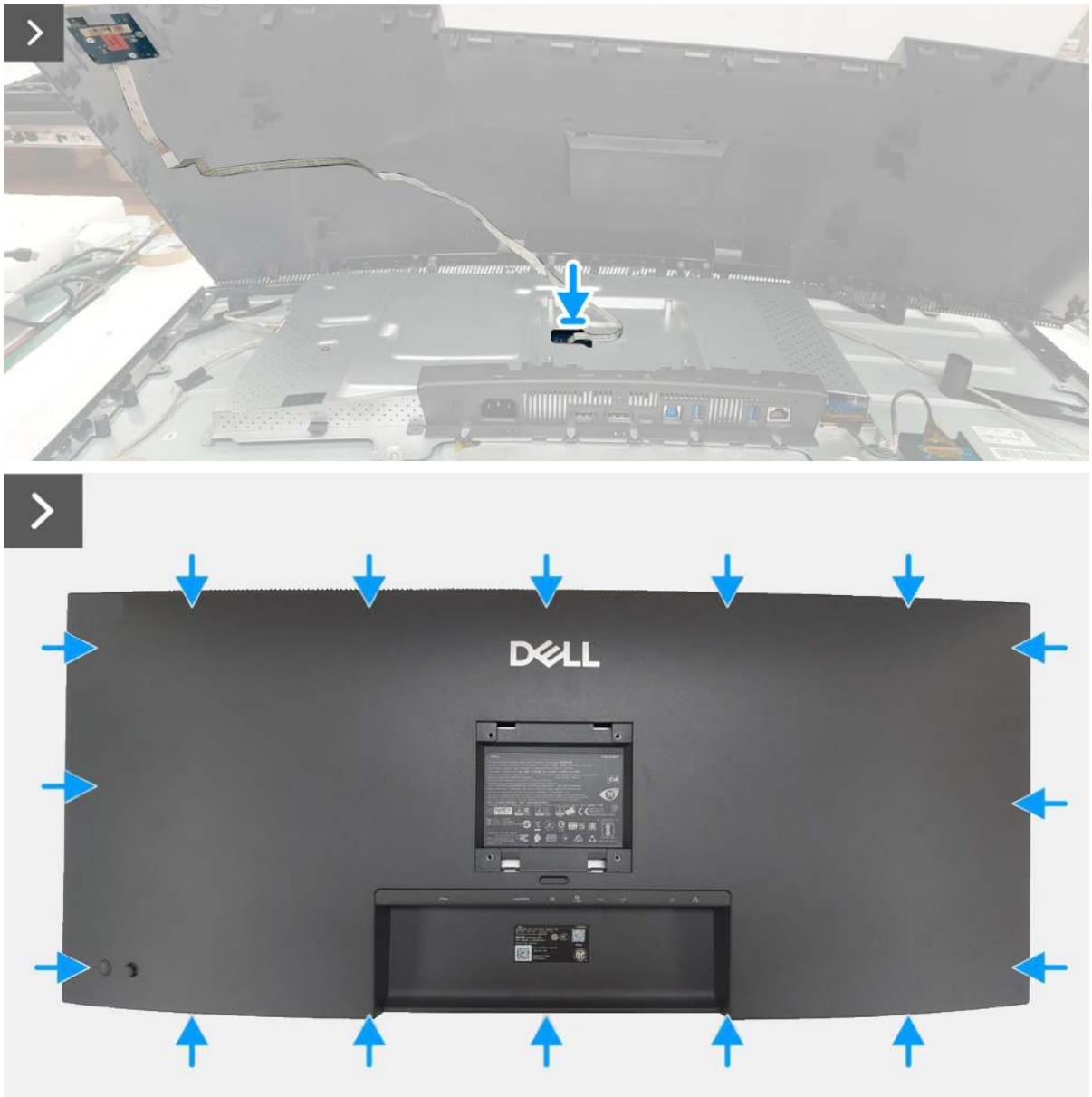

Figure 17. **Installing the back cover**

Figure 18. **Installing the back cover**

Next steps

1. Install the stand.
2. 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.

Steps

1. Disconnect the short backlight cable and long backlight cable from the connectors on the LED driver board.
2. Peel the tape on the long backlight cable.
3. Peel the yellow tape on the USB boad cable from the interface board.
4. Lift the lock and disconnect the USB board cable from the connector on the interface board.
5. Remove three screws (M3x3) that secure the chassis assembly to the display panel.
6. Peel the yellow tape on the LVDS connector.
7. Lift the lock and disconnect the LVDS cable from the connector on the display panel.
8. Remove the chassis assembly from the display panel.

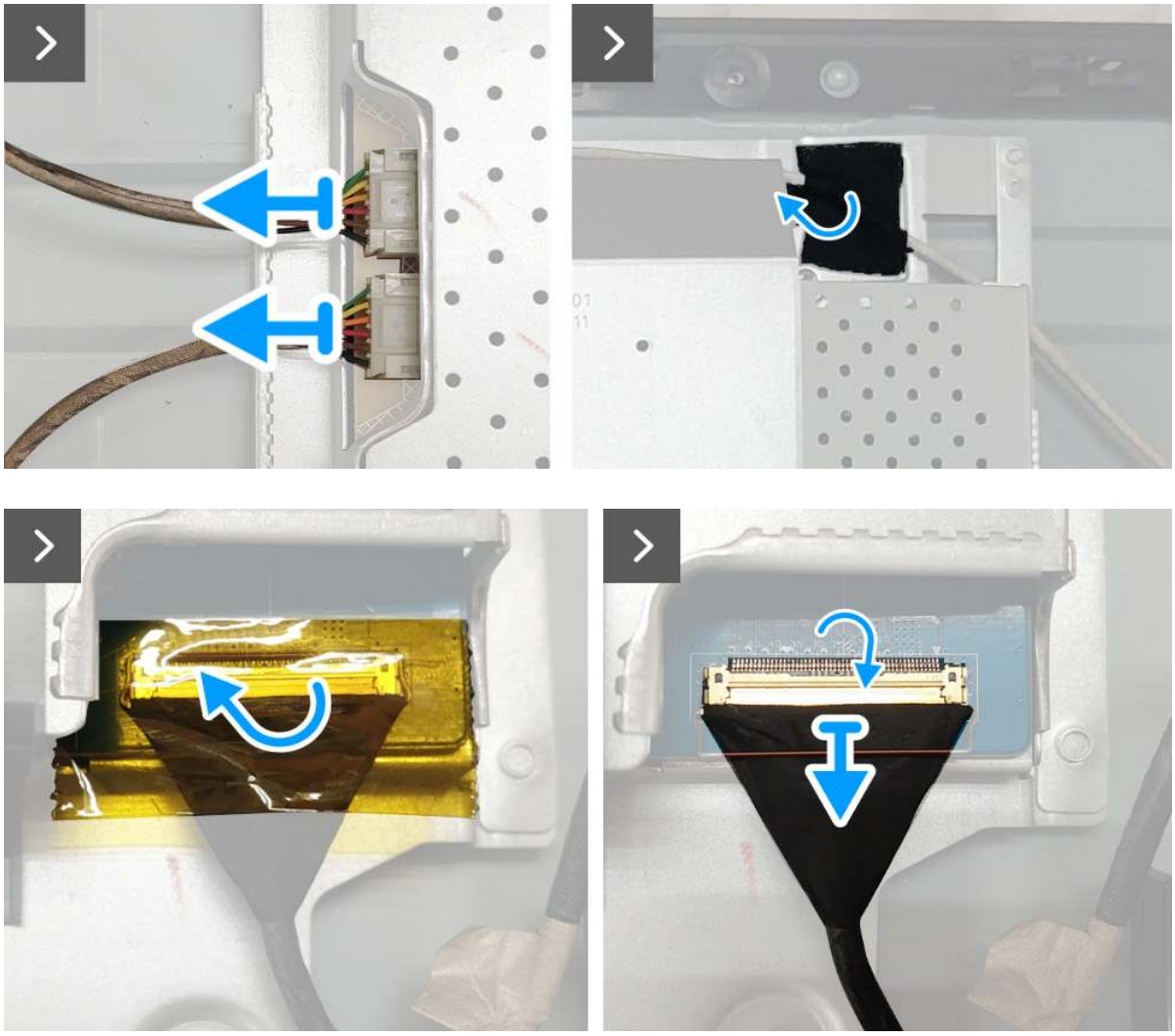

Figure 19. Removing the chassis assembly

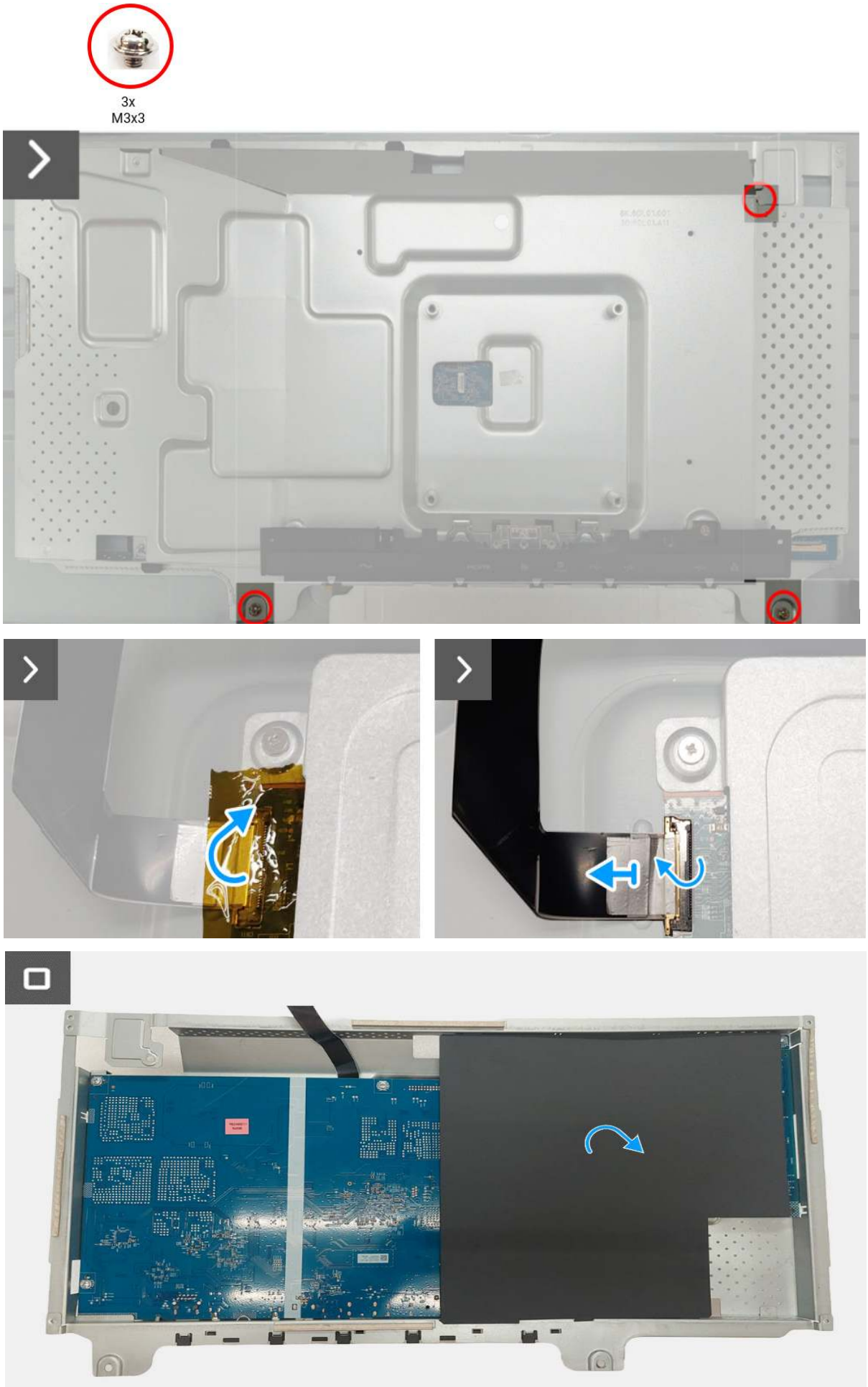

Figure 20. Removing the chassis assembly

Installing the chassis assembly

Steps

1. Connect the LVDS cable to the connector on the display panel and make sure the LVDS cable is locked properly.
2. Adhere the yellow tape on the LVDS connector.
3. Place the chassis assembly on the display panel.
4. Replace three screws (M3x3) to secure the chassis assembly to the display panel.
5. Connect the USB board cable to the connector on the interface board and make sure the USB board cable is locked properly.
6. Adhere the yellow tape on the USB boad cable to cover the connector on the interface board.
7. Connect the short backlight cable and long backlight cable to the connectors on the LED driver board.
8. Adhere the tape on the long backlight cable.

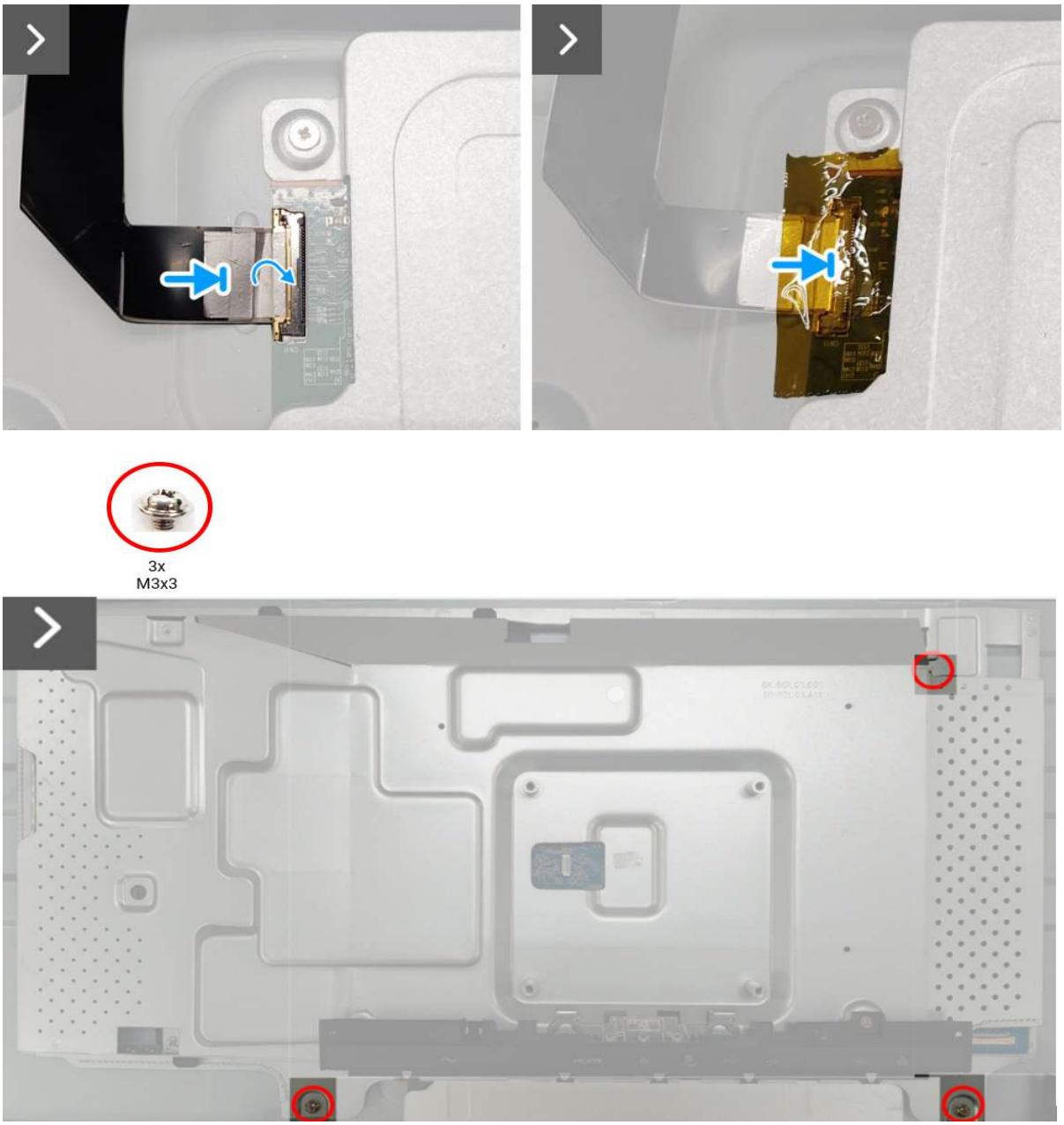

Figure 21. **Installing the chassis assembly**

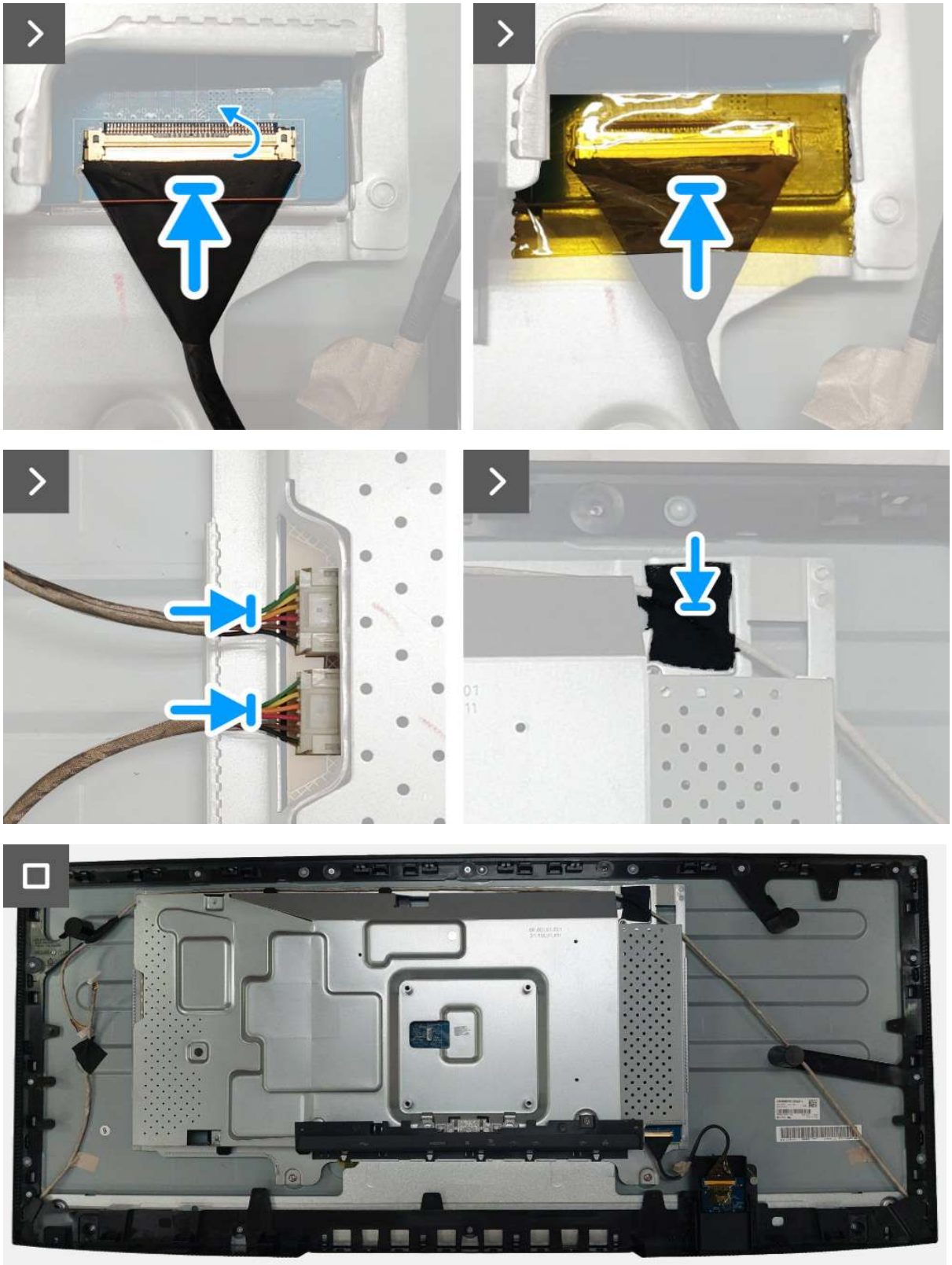

Figure 22. **Installing the chassis assembly**

Next steps

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

LED driver board

Removing the LED driver board

Prerequisites

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

Steps

1. Peel the mylar from the chassis assembly.
2. Remove the two screws (M3x9) that secure the LED driver board to the chassis assembly.
3. Remove the LED driver board from the chassis assembly.
4. Turn the LED driver board and disconnect the power cable from the connector on the LED driver board.

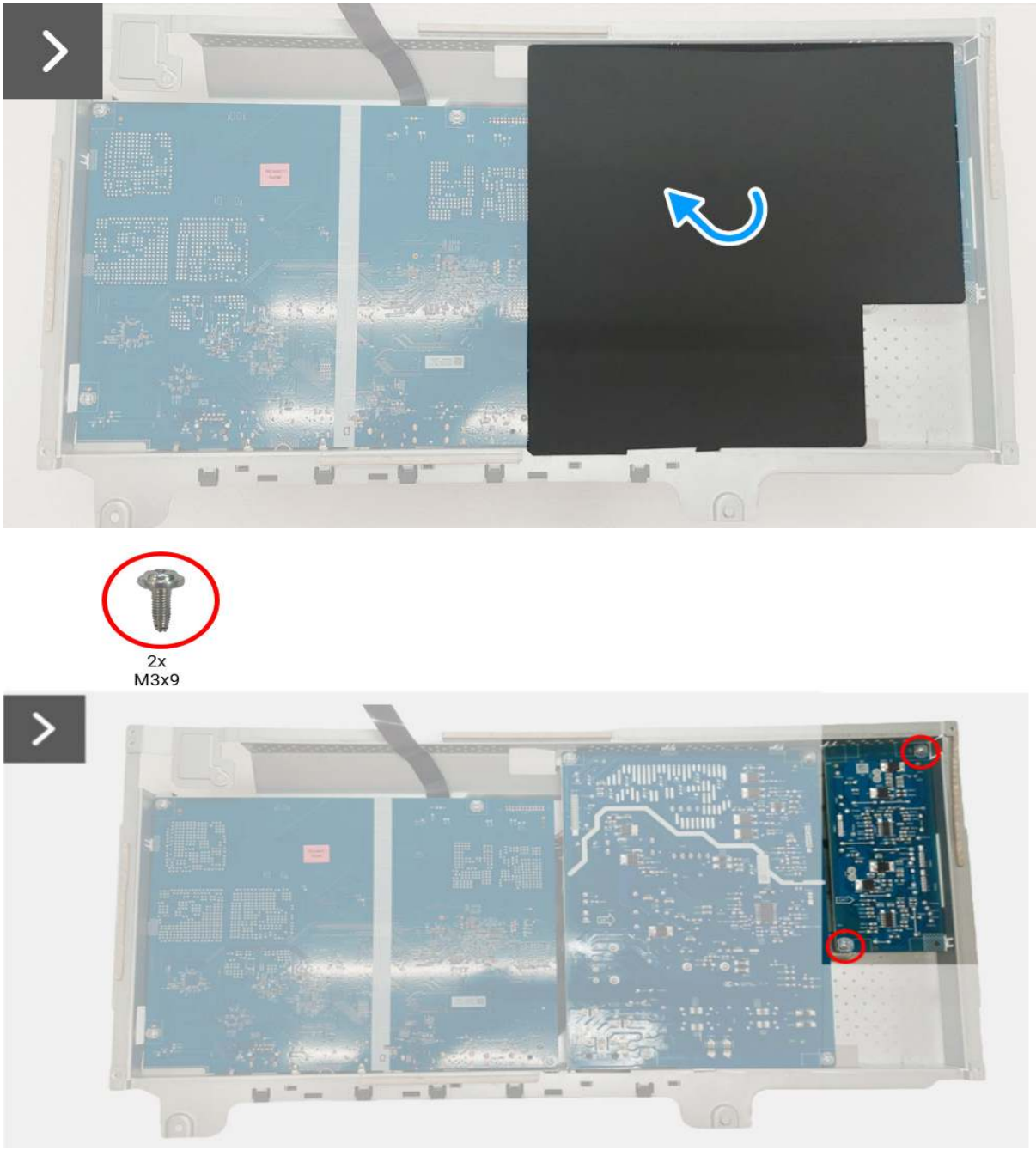

Figure 23. Removing the LED driver board

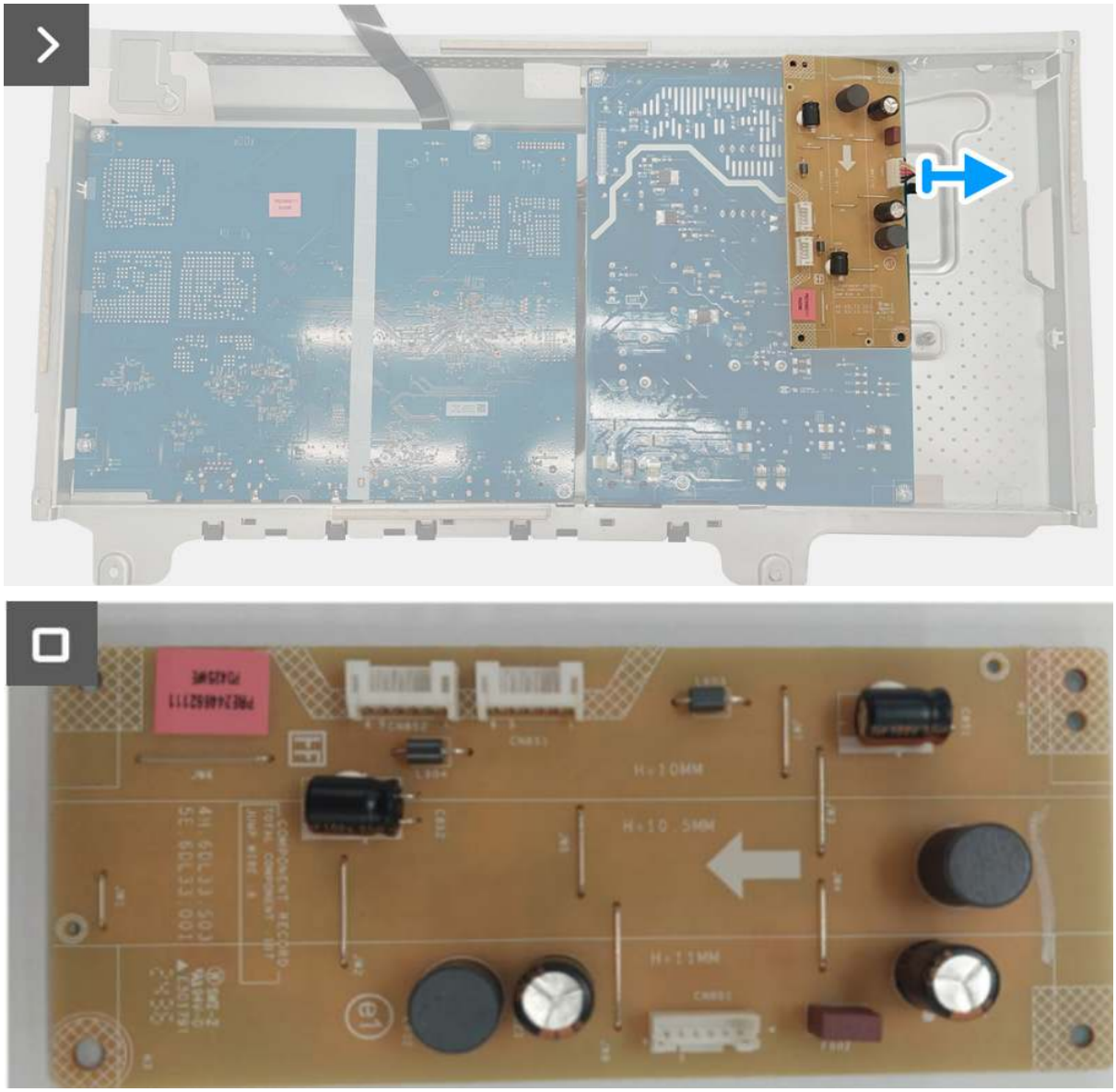

Figure 24. **Removing the LED driver board**

Installing the LED driver board

Steps

1. Connect the power cable to the connector on the LED driver board.
2. Align and place the LED driver board to the chassis assembly.
3. Replace the two screws (M3x9) to secure the LED driver board to the chassis assembly.
4. Assemble the mylar to the chassis assembly.

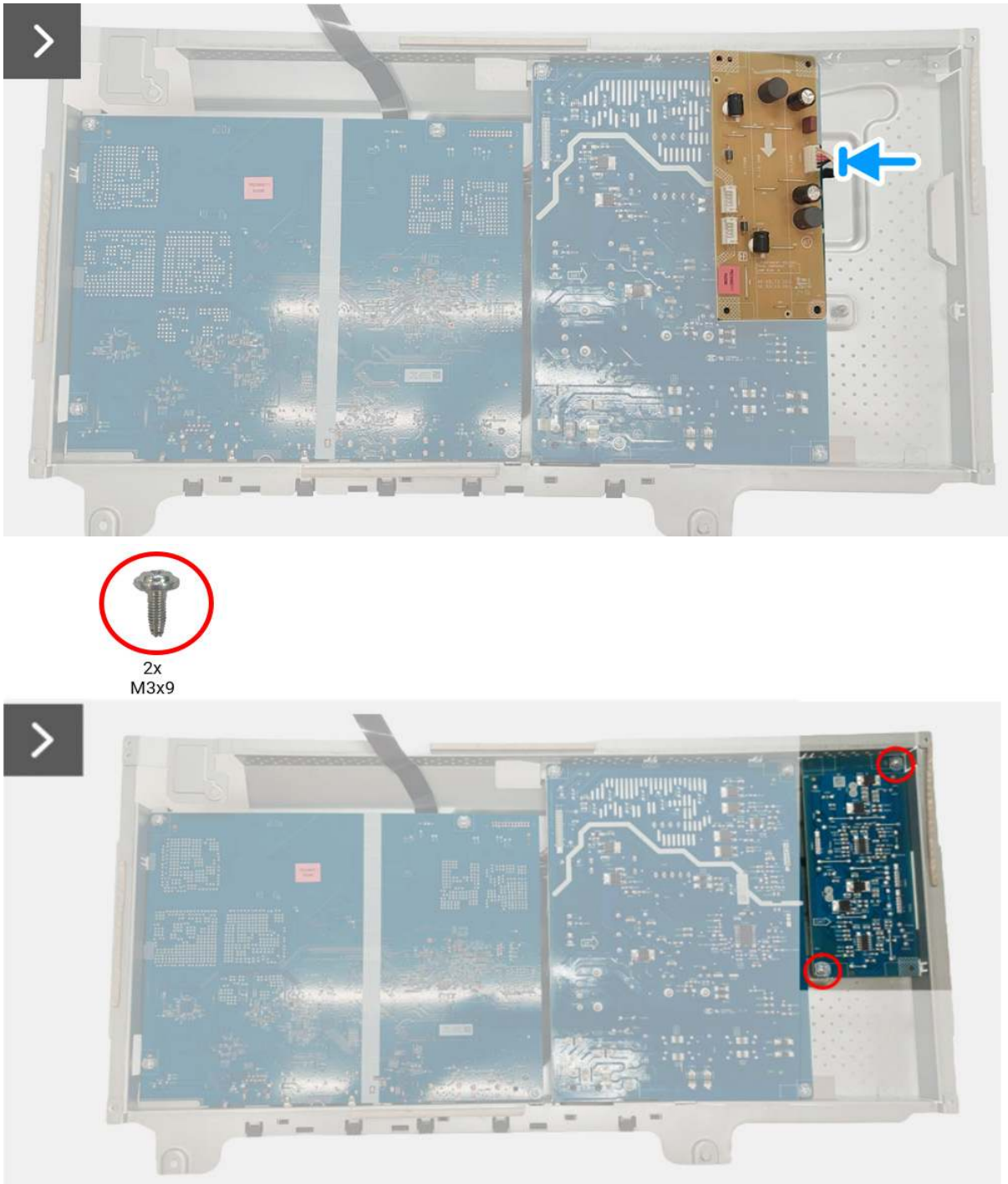

Figure 25. **Installing the LED driver board**

Figure 26. **Installing the LED driver board**

Next steps

1. Install the chassis assembly.
2. Install the back cover.
3. Install the stand.
4. 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 chassis assembly.
5. Remove the LED driver board.

Steps

1. Remove the eight screws (M3x9) from the interface board and power board.
2. Remove the interface board and power board from the chassis assembly.
3. Disconnect the power cable and LVDS cable from the connectors on the interface board.

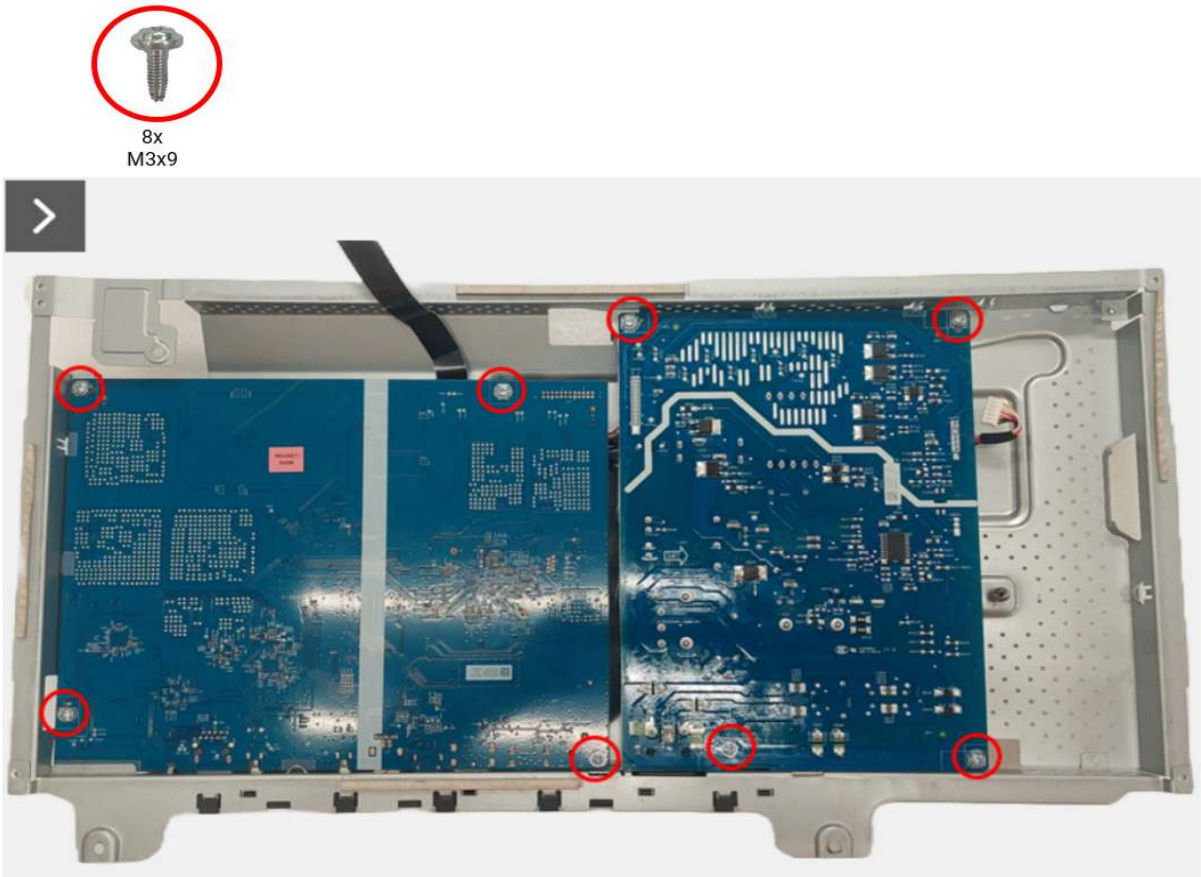

Figure 27. **Removing the interface board**

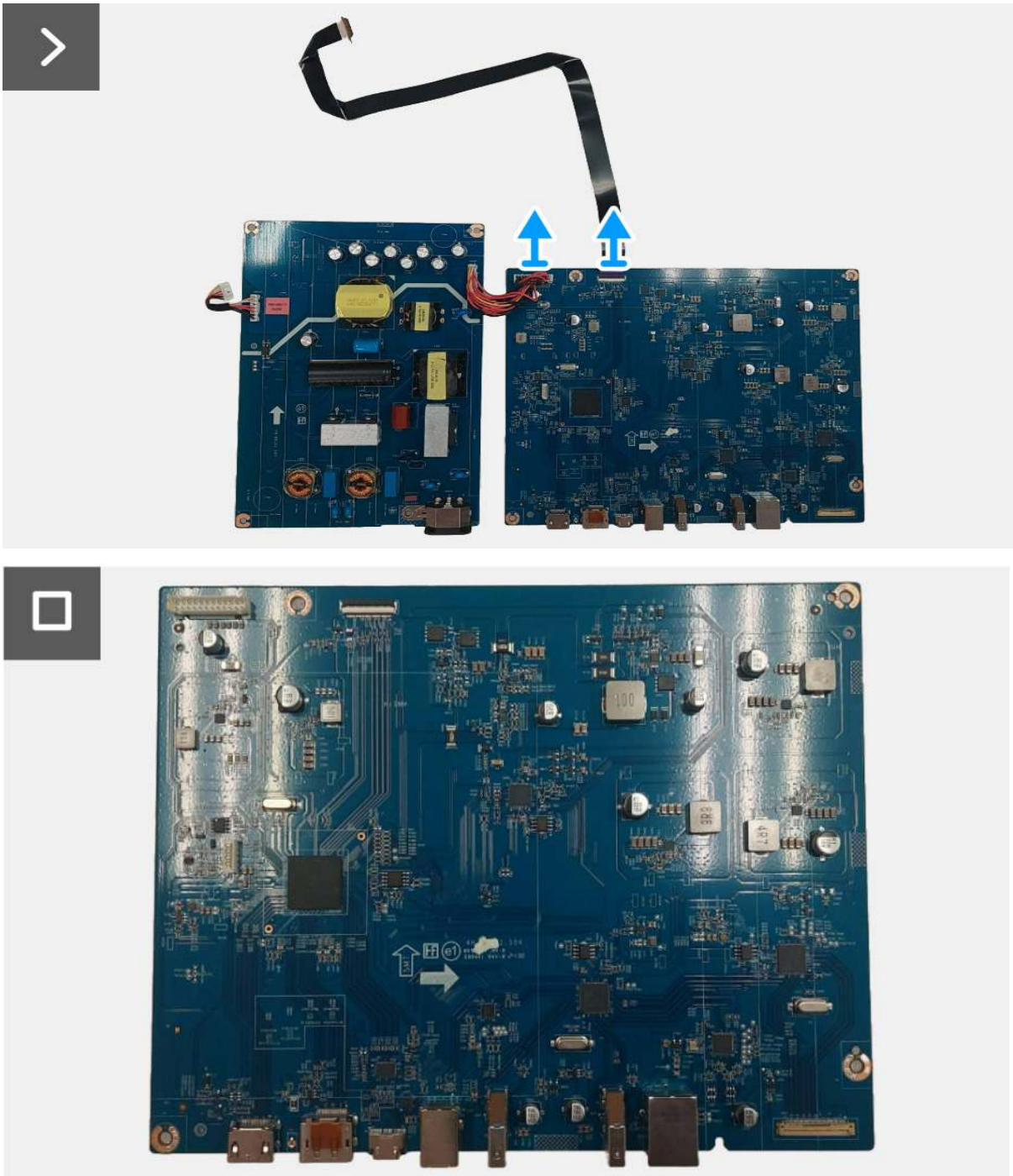

Figure 28. Removing the interface board

Installing the interface board

Steps

1. Connect the power cable and LVDS cable to the connectors on the interface board.
2. Align and place the the power board and interface board to the chassis assembly.
3. Replace the eight screws (M3x9) to secure the power board and interface board with the chassis assembly.

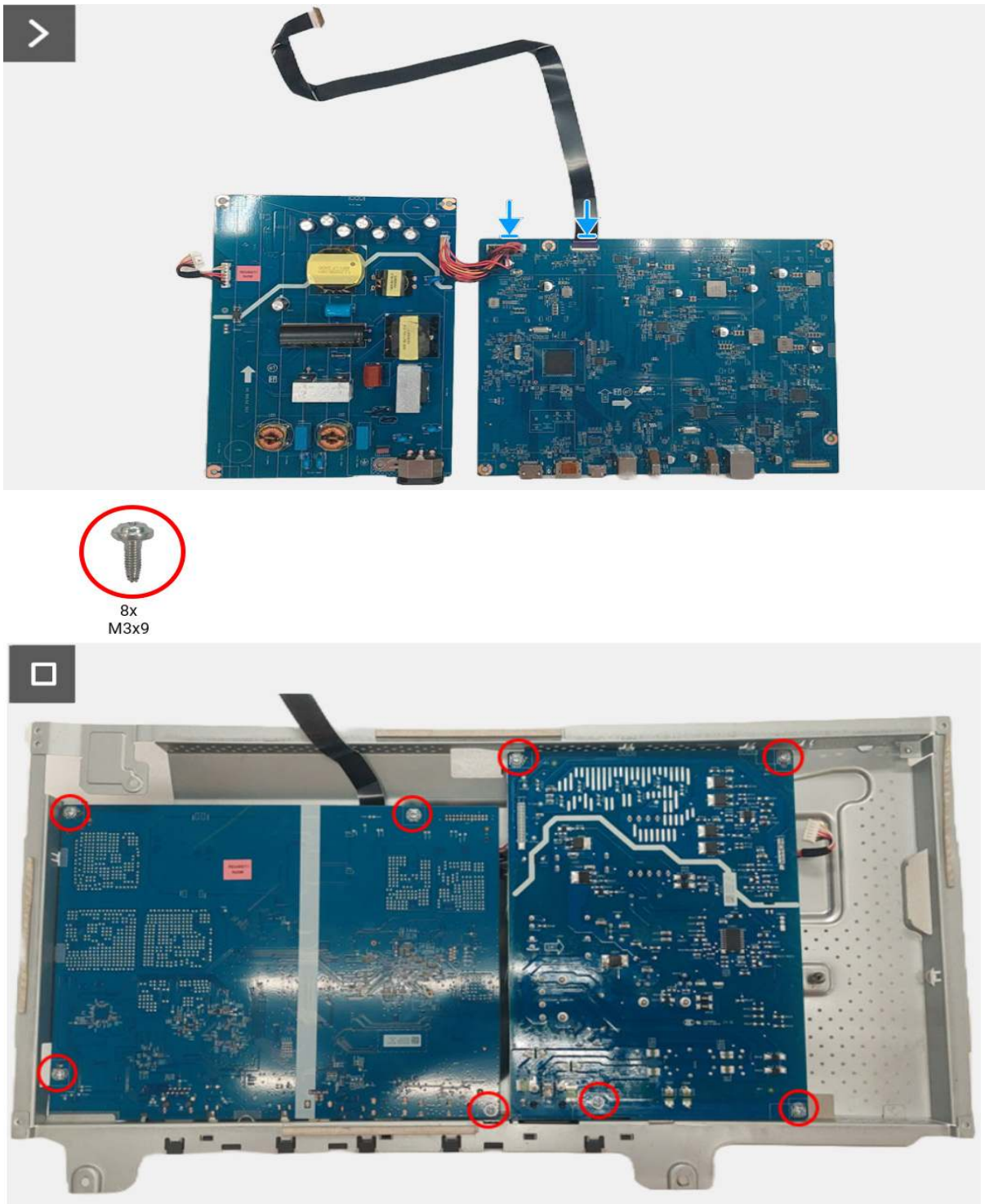

Figure 29. **Installing the interface board**

Next steps

1. Install the LED driver board.
2. Install the chassis assembly.
3. Install the back cover.
4. Install the stand.
5. 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 chassis assembly.
5. Remove the LED driver board.
6. Remove the interface board.

Steps

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

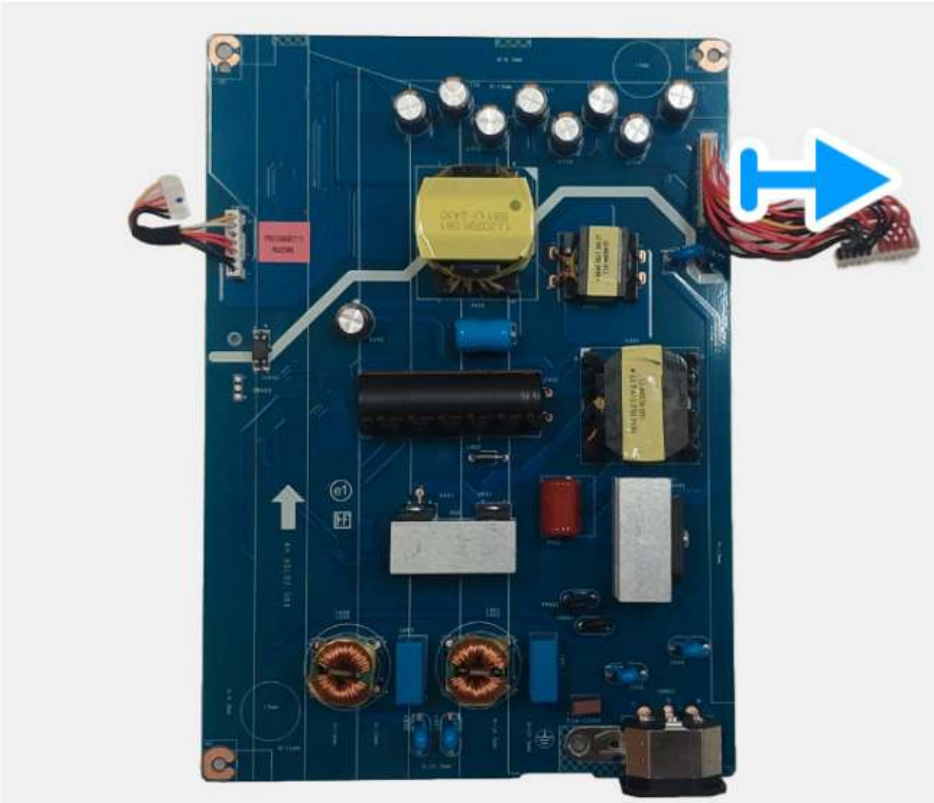

Figure 30. **Removing the power board**

Installing the power board

Steps

1. Connect the power cable to the connectors on the power board.

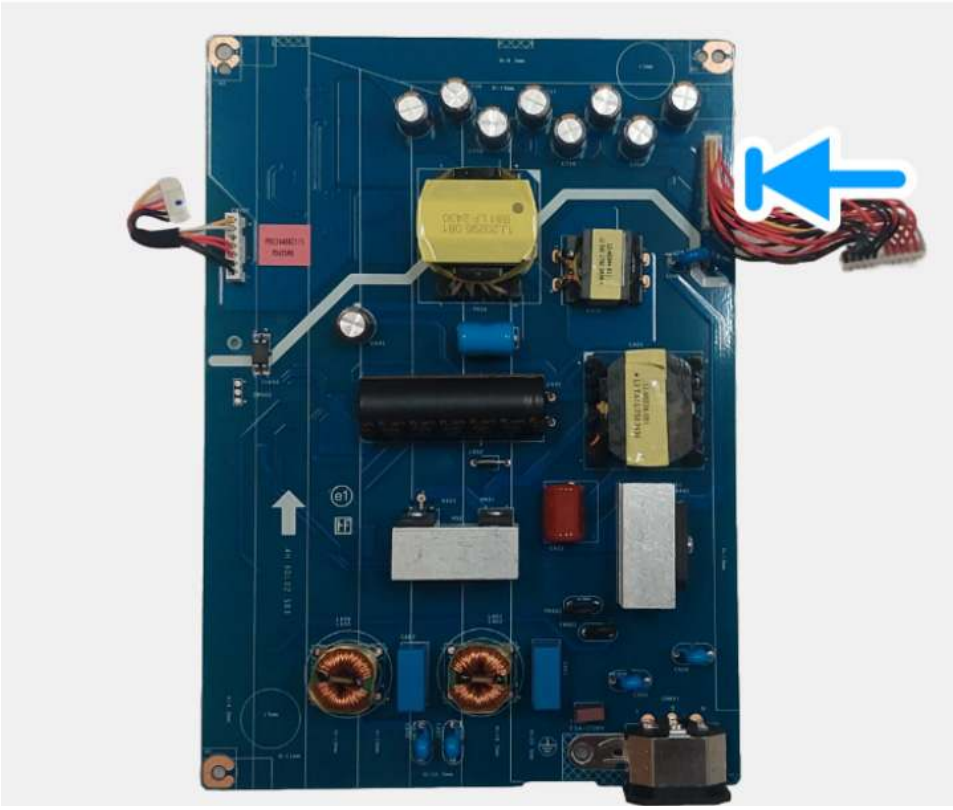

Figure 31. **Installing the power board**

Next steps

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

7

Troubleshooting Instructions

⚠ **Warning: Before you begin any of the procedures in this section, follow the Safety instructions.**

Self-test

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

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

ⓘ NOTE: If the monitor cannot sense a video signal and is working correctly, the following message will appear:

Figure 32. No cable connection message

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

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

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

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

Built-in diagnostics

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

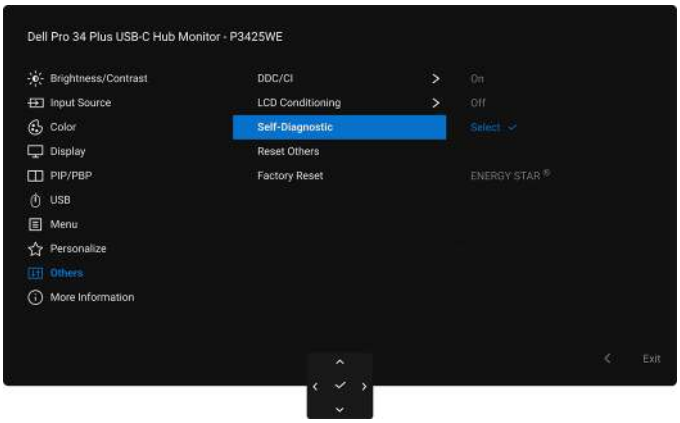

Figure 33. Self-diagnostics in OSD

To run the built-in diagnostics:

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

The test is 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 graphics card and computer.

Common problems

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

Table 7. Common troubleshooting 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 the power button is pressed fully. • 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 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. • Ensure that the correct input source is selected in the Input Source menu.
Poor focus	Picture is fuzzy, blurry, or ghosting	• Eliminate video extension cables. • Reset the monitor to factory settings. • Change the video resolution to the correct aspect ratio.
Shaky/jittery video	Wavy picture or fine movement	• Reset the monitor to factory settings. • 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 on Dell Monitor Quality and Pixel Policy, see Dell Support site at: 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 Dell Support site at: www.dell.com/pixelguidelines.
Brightness problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness and contrast controls using the OSD.
Geometric distortion	Screen not centered correctly	Reset the monitor to factory settings.
Horizontal/vertical lines	Screen has one or more lines	• Reset the monitor to factory settings. • Perform monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. For more information, see Built-in diagnostics.
Synchronization problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in the safe mode.
Safety related issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.

Common symptoms	What you experience	Possible solutions
Intermittent problems	Monitor malfunctions on and off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings. • 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 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 not good	• Change the settings of the **Preset Modes** in the **Color** menu OSD depending on the application. • Adjust the **Gain/Offset/Hue/Saturation** values under **Custom Color** in the **Color** menu OSD. • Change the **Input Color Format** to **RGB** or **YCbCr/YPbPr** in the **Color** settings OSD. • Run the built-in diagnostics. For more information, see Built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	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.
Image ghosting	Fast moving images leave a trail of shadow images	Change the **Response Time** in the **Display** menu OSD.
Picture quality (Refresh rate of native resolution changes from 60 Hz to 30 Hz)	Issues of incorrect refresh rate	• Check the resolution settings of your graphics card. • For HDMI connection, ensure that you are using HDMI 2.1 cable. • For HDMI connection, ensure that your computer supports up to HDMI 2.1.

Product-specific problems

Table 8. Product-specific troubleshooting problems

Common symptoms	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill the entire viewing area	• Check the Aspect Ratio setting in the Display menu OSD. • Reset the monitor to factory settings.
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. • Check whether the OSD menu is locked. If yes, move and hold the joystick up/down/left/right for 4 seconds to unlock (see Lock and Locking the control buttons in User's Guide).
No input signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure 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. Re-plug the signal cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics. For more information, see Built-in diagnostics.

Common symptoms	What you experience	Possible solutions
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 to C cable from dongle/docking device, then plug the docking HDMI/DisplayPort/USB-C to C cable into the notebook.
No network connection	Network dropped or intermittent	• Ensure the RJ45 cable is firmly connected between your monitor and your computer. • Do not turn off the display during network connection.

Universal Serial Bus (USB) specific problems

Table 9. USB specific troubleshooting problems

Common symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your monitor is turned On. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Switch off and then turn on the monitor again. • Reboot the computer. • Some USB devices like external portable hard drive require higher electric current; connect the device directly to the computer system.
USB-C port does not supply power	USB peripherals can not be charged	• Check that the connected device is compliant with the USB-C specification. The USB-C upstream port (video and data) with icon supports USB 5Gbps and an output of 90 W. • Check that you use the USB-C to C cable 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 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.
Wireless USB peripherals stop working when a USB 5Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 5Gbps peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 5Gbps port.

8

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