Dell Pro P 24 USB-C Hub Conferencing Monitor P2426HEB

Dell Pro P 27 USB-C Hub Conferencing Monitor P2726DEB

Dell Pro P 34 USB-C Hub Conferencing Monitor P3426WEB

Simplified Service Manual

Model: P2426HEB/P2726DEB/P3426WEB
Regulatory Model: P2426HEBt/P2726DEBt/P3426WEBt
March 2026
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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Contents

Safety instructions 5
- **Before working inside your monitor** 6
- **After working inside your monitor** 6

View of P2426HEB/P2726DEB/P3426WEB Monitor 7
- **Front view** 7
- **Back view** 9
- **Bottom view (P2426HEB/P2726DEB)** 10
- **Bottom view (P3426WEB)** 11

Major components of P2426HEB/P2726DEB/P3426WEB monitor 12

Wiring connectivity diagram 14
- **Connecting your monitor** 15

Disassembly and reassembly 18
- **Recommended tools** 18
- **Screw list** 18
- **Stand** 19
  - Removing the stand 19
  - Installing the stand 20
- **Back cover** 21
  - Removing the back cover 21
  - Installing the back cover 22
- **Keypad board** 23
  - Removing the keypad board 23
  - Installing the keypad board 24
- **I/O Cover** 25
  - Removing the I/O cover 25
  - Installing the I/O Cover 26
- **Speakers** 27
  - Removing the speakers 27
  - Installing the speakers 28
- **Main chassis** 29
  - Removing the main chassis 29
  - Installing the main chassis 30
- **USB Board** 31
  - Removing the USB board 31
  - Installing the USB board 32
- **Camera module** 33
  - Removing the camera module 33
  - Installing the camera module 34
- **Middle frame** 35
  - Removing the middle frame 35
  - Installing the middle frame 36
- **Front trim and touch board** 37
  - Removing the front trim and the touch board 37
  - Installing the front trim and the touch board 38

Main board **39**
Removing the main board 39
Installing the main board 40
Power board **41**
Removing the power board 41
Installing the power board 42
Troubleshooting **43**
Self-test **43**
Built-in diagnostics **43**
Common problems **44**
Product-specific problems **45**
Microsoft® Teams® specific problems **49**
Universal Serial Bus (USB) specific problems **49**
Contacting Dell **50**
Revision History **51**

Safety instructions

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

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

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

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

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

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

Before working inside your monitor

Steps

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

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

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

After working inside your monitor

△ **CAUTION: Leaving stray or loose screws inside your monitor may severely damage it.**

Steps

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

View of P2426HEB/P2726DEB/P3426WEB Monitor

Front view

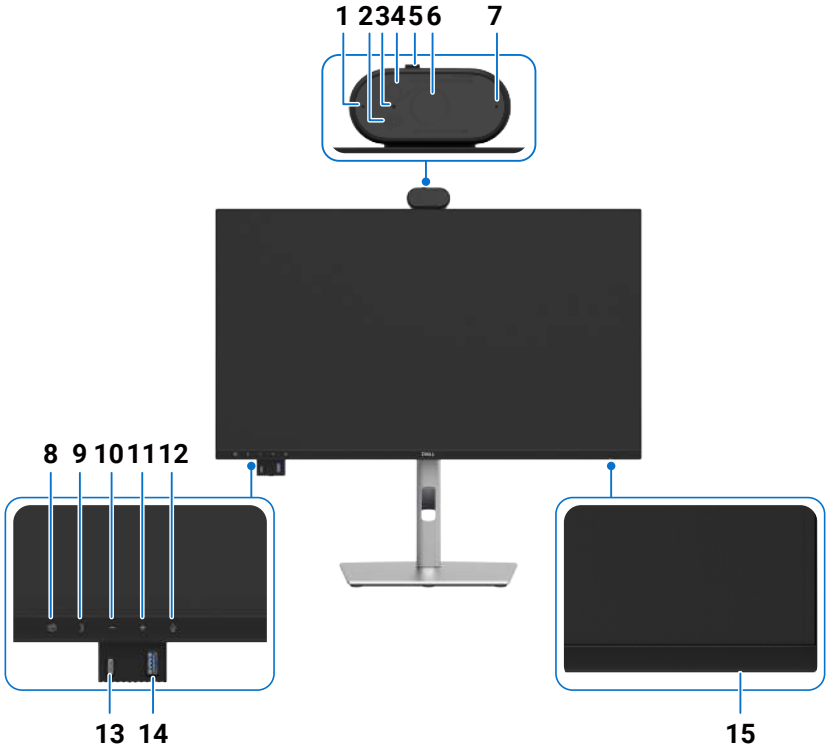


Figure 1. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Function
1	Microphones	Monitor microphones (Mic).
2	IR LED	Indicator of infrared (IR).
3	Webcam LED indicator	Indicator of Webcam. It will light up in white when webcam is in use.
4	IR Camera	Supports the face recognition feature.
5	Camera Shutter Close/Open	Move left to close camera shutter. When closed, the camera will replace the image with a black pattern. Move right to open camera shutter. When opened, UC applications can open camera function to use the camera when it is needed. ⓘ **NOTE:** The close camera shutter is different from the disable 'Webcam & Presence Sensor' in OSD menu. Disabling 'Webcam & Presence Sensor' will turn off the whole webcam module, hence webcam and sensor will not appear in the system.
6	RGB Camera	Transmits your image in a video conference.
7	Microphones	Monitor microphones (Mic).

Label	Description	Function
8	Teams button & LED	LED will light in static white when Microsoft Teams® is signed in and running. LED will blink when there is a Teams notification. Short press on the button to bring up Teams and open notification. Ensure that the Teams application is signed in and is already running at the background. **NOTE:** For the Teams button to work, ensure that the Teams account is provisioned/setup as 'Teams Only' mode. The tenant administrator should enable the account to 'Teams Only' mode. **NOTE:** Teams button will only work with Teams application in 'Teams Only' mode. Setting might vary in corporate environment, resulting in Teams button not working on the monitor. Please check with your system administrator.
9	Hookswitch & LED	LED will blink in green when there is an incoming Teams call. LED will light up in static green during Teams call. Short press to answer/end call. Long press to reject incoming call.
10	Volume down & LED	Short press for 2 unit volume decrement. Long press for continuous volume decrement.
11	Volume up & LED	Short press for 2 unit volume increment. Long press for continuous volume increment.
12	Microphone mute & LED	Press to mute and unmute microphone. LED will light up in static red when mic is muted. LED will go dark when mic is enabled/unmuted.
13	USB-C 5Gbps downstream port	Connect your USB device. The USB-C port supports 5 V/3 A. **NOTE:** To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB-C to C cable or USB Type-A to Type-C cable (Rear side USB-C upstream port) • USB Type-A to Type-B cable (Rear side USB Type-B upstream port)
14	USB Type-A 5Gbps downstream port	Connect your USB device. The USB Type-A port supports BC1.2 5 V/1.5 A typical (2 A max) power charging (10W). **NOTE:** To use this port for USB data transfer, you must connect one of the following cables from your computer to the monitor: • USB-C to C cable or USB Type-A to Type-C cable (Rear side USB-C upstream port) • USB Type-A to Type-B cable (Rear side USB Type-B upstream port)
15	Power LED indicator	Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in Standby Mode.

Back view

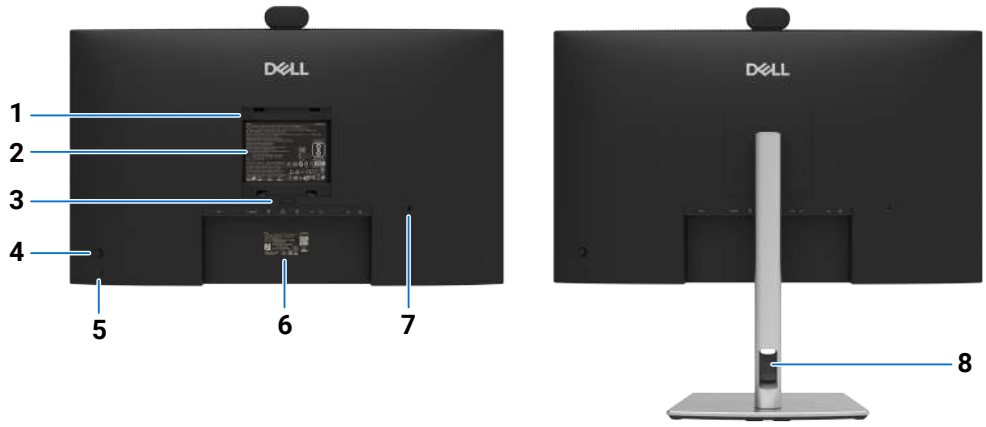


Figure 2. Back view of the monitor

Table 2. Components and descriptions.

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

Bottom view (P2426HEB/P2726DEB)

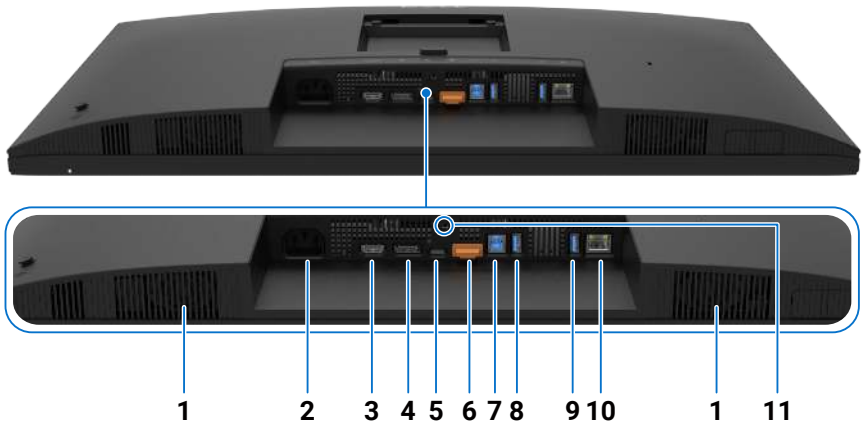


Figure 3. Bottom view of the monitor

Table 3. Components and descriptions.

Label	Description	Function
1	Built-in speakers	To output the sound from audio input.
2	Power connector	Connects the power cable.
3	HDMI port	Connects your computer with the HDMI cable.
4	DisplayPort (in)	Connects your computer with the DisplayPort cable.
5	USB-C 5Gbps upstream port (Video + Data)	Connect to your computer using the USB-C cable. **P2426HEB:** The USB-C port offers the fastest transfer rate and the alternate mode with a DP 1.4 support with a maximum resolution of 1920 x 1080 at 120 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. **P2726DEB:** The USB-C port offers the fastest transfer rate and the alternate mode with a DP 1.4 support with a 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 older than Windows 10.
6	DisplayPort (out)	DP output for MST (multi-stream transport) capable monitor. To enable MST, refer to instruction on section "Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function". **NOTE:** Remove the rubber plug when using DP out connector.
7	USB Type-B upstream port	Connect the USB cable that comes with your monitor to the computer. Once this cable is connected, you can use the USB downstream connectors on the monitor.
8, 9	Two USB Type-A 5Gbps downstream ports	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 port(s).
10	RJ45 connector	Connect to Internet. You can surf the Internet using RJ45 only after you have connected the USB cable (Type-A to Type-B or USB-C to C) from the computer to the monitor.
11	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).

Bottom view (P3426WEB)

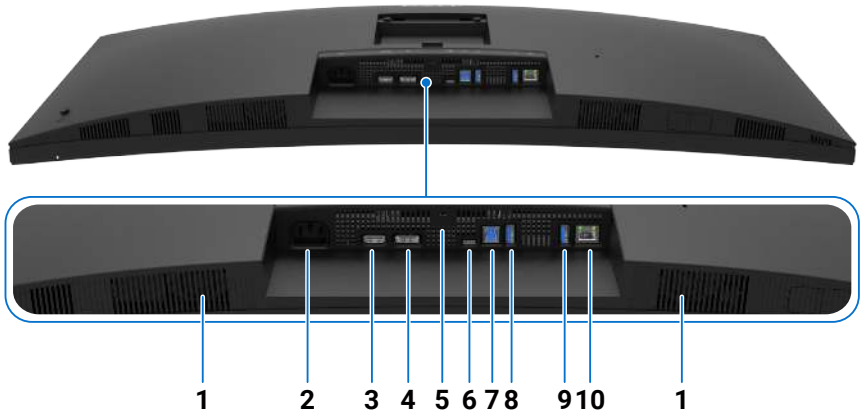


Figure 4. Bottom view of the monitor

Table 4. Components and descriptions.

Label	Description	Function
1	Built-in speakers	To output the sound from audio input.
2	Power connector	Connects the power cable.
3	HDMI port	Connects your computer with the HDMI cable.
4	DisplayPort (in)	Connects your computer with the DisplayPort cable.
5	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
6	USB-C 5Gbps upstream port (Video + Data)	Connect to your computer using the USB-C cable. The USB-C port offers the fastest transfer rate and the alternate mode with a DP 1.4 support with a maximum resolution of 3440 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 older than Windows 10.
7	USB Type-B upstream port	Connect the USB cable that comes with your monitor to the computer. Once this cable is connected, you can use the USB downstream connectors on the monitor.
8, 9	Two USB Type-A 5Gbps downstream ports	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 port(s).
10	RJ45 connector	Connect to Internet. You can surf the Internet using RJ45 only after you have connected the USB cable (Type-A to Type-B or USB-C to C) from the computer to the monitor.

Major components of P2426HEB/P2726DEB/P3426WEB monitor

The following image shows the major components of P2426HEB/P2726DEB/P3426WEB.

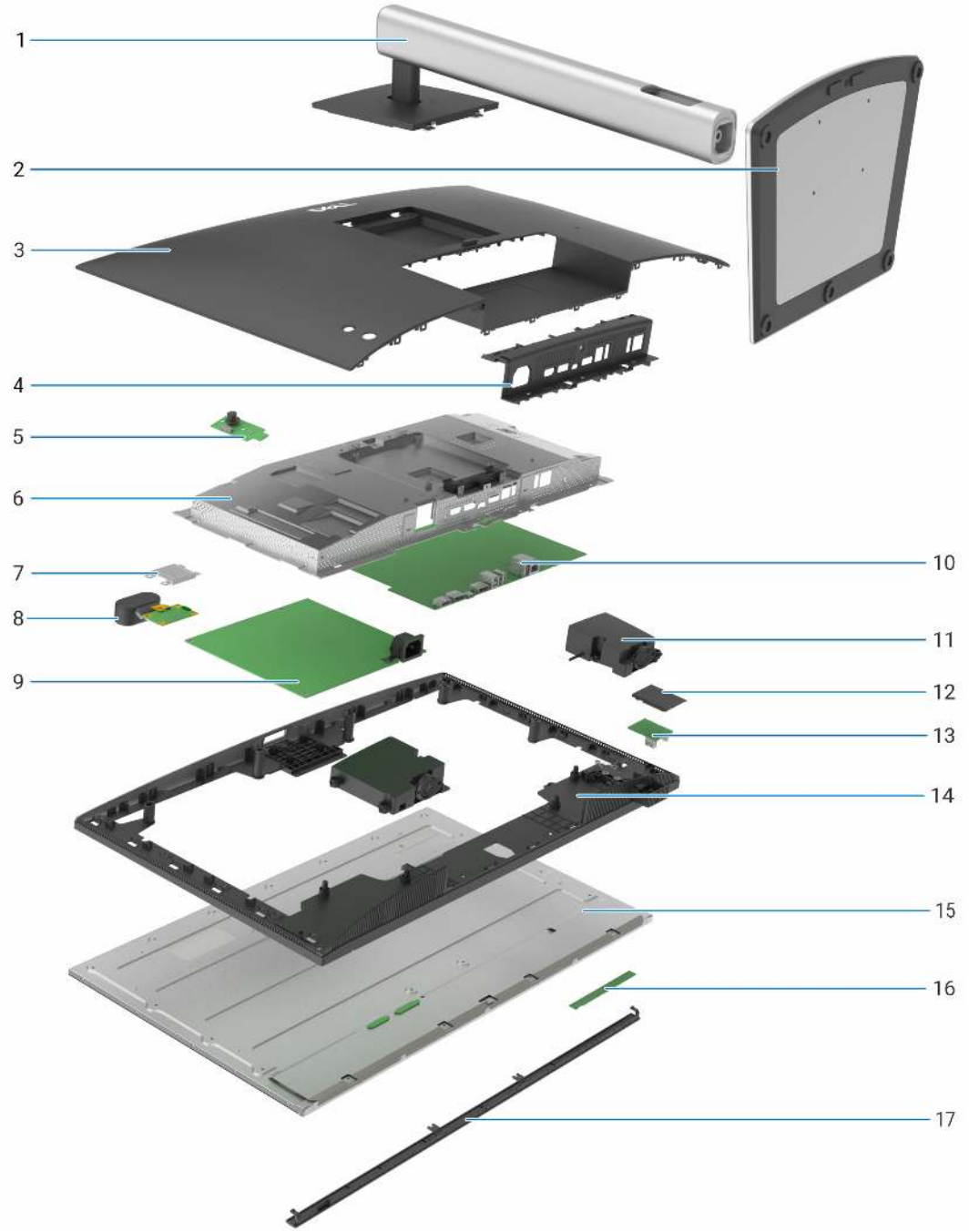


Figure 5. Major components of the P2426HEB/P2726DEB/P3426WEB monitor

Table 5. Major componets

Callout	Description
1	Stand riser
2	Stand base
3	Back cover
4	I/O cover
5	Keypad board
6	Main chassis
7	Shielding cover
8	Camera module
9	Power board
10	Main board
11	Speaker
12	QAP cover
13	USB board
14	Middle frame
15	Display panel
16	Touch board
17	Front trim

Wiring connectivity diagram

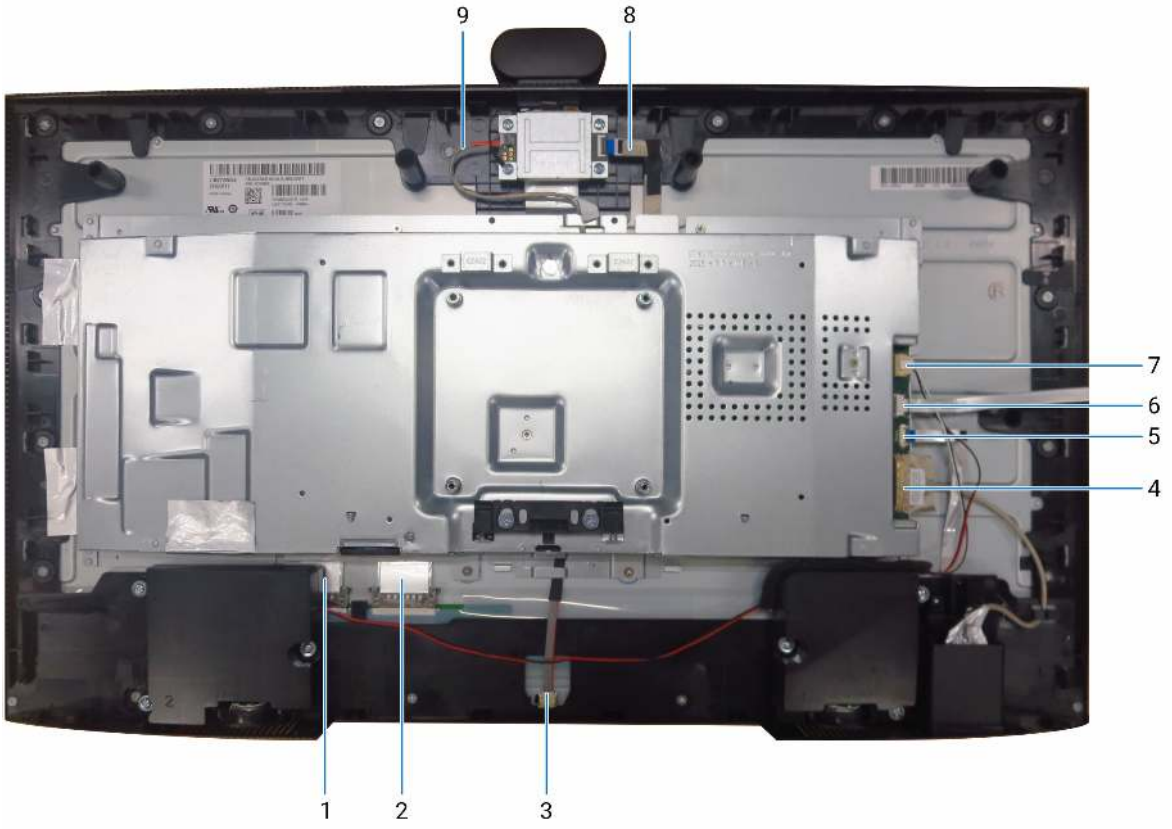


Figure 6. Wiring connectivity diagram

Table 6. Components and descriptions.

Callout	Description
1	LVDS cable 1
2	LVDS cable 2 (only for P2726DEB)
3	Lightbar cable
4	USB cable
5	Touch cable
6	Keypad cable
7	Speaker cable
8	FFC cable
9	ISP connect cable

Connecting your monitor

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

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

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

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

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

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

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the HDMI/DisplayPort/Thunderbolt 4 cable from your monitor to the computer.

△ **CAUTION: Before using the monitor, it is recommended to fasten the stand riser to a wall using cable tie or a cord that can support the weight of monitor in order to prevent the monitor from falling.**

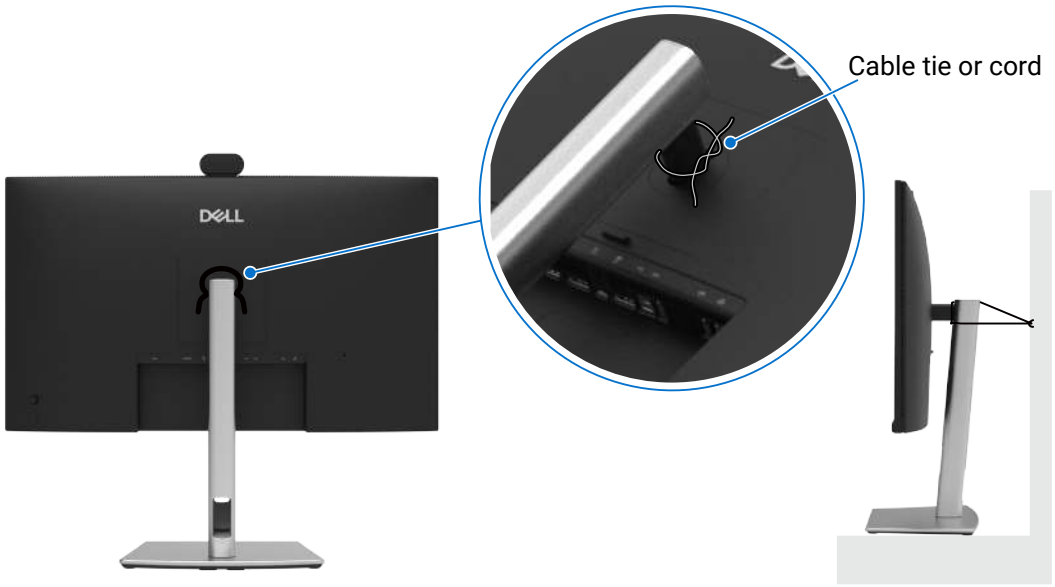


Figure 7. Prevent the monitor from falling

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

ⓘ **NOTE:** The default setting in P2426HEB/P2726DEB/P3426WEB is DisplayPort 1.4. A DisplayPort 1.1 graphic card may not display normally. See product specific problems - No image when using DP connection to the computer to change the default setting.

ⓘ **NOTE:** Remove the rubber plug when using DisplayPort (out).

Connecting the HDMI cable (optional)

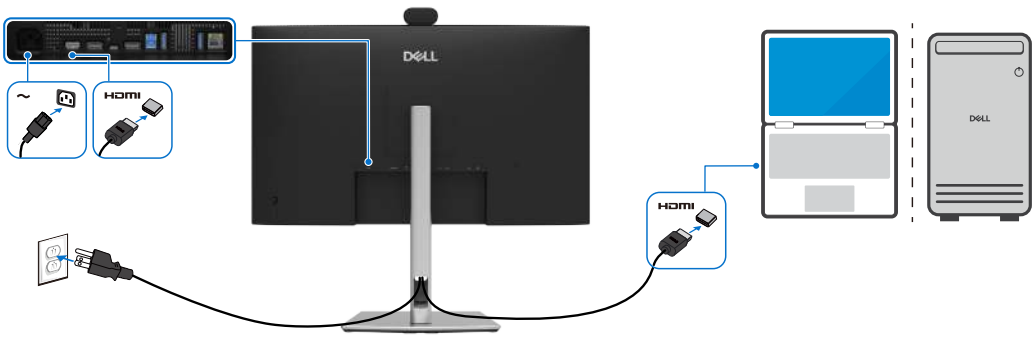


Figure 8. Connecting the HDMI cable

Connecting the DisplayPort cable

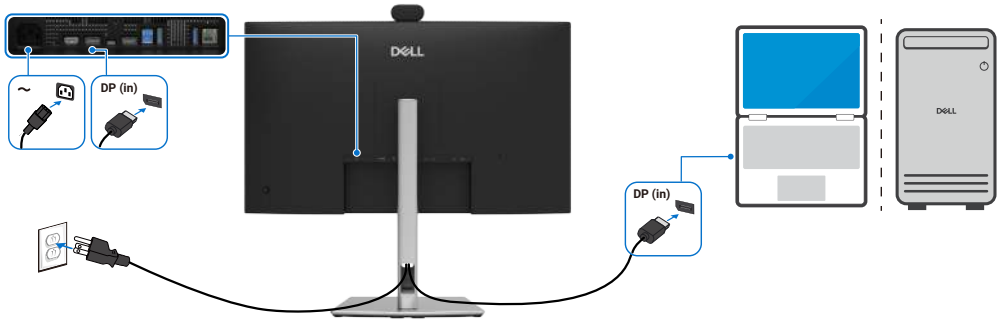


Figure 9. Connecting the DisplayPort cable

Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function (P2426HEB/P2726DEB only)

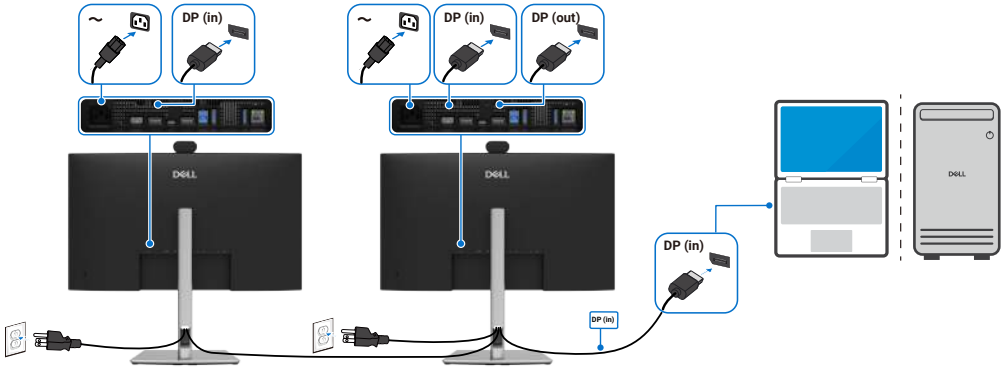


Figure 10. Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function

NOTE: Supports the DisplayPort MST feature. To use this feature, your computer graphic card must be certified to at least DP 1.2 with MST option.

Connecting the USB Type-A to Type-B cable

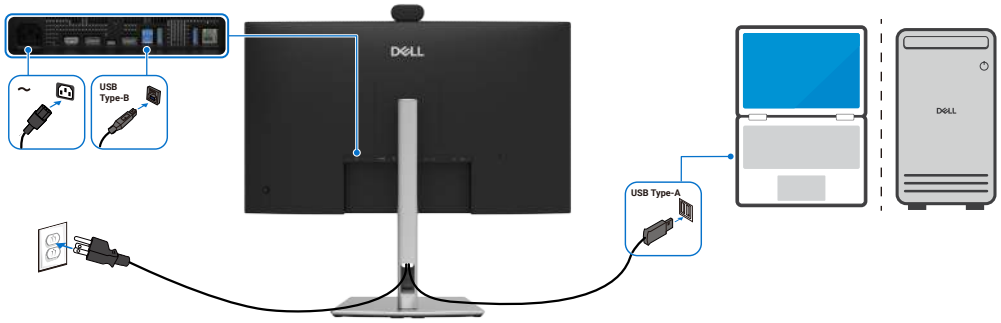


Figure 11. Connecting the USB Type-A to Type-B cable

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

Connecting the USB-C to C cable

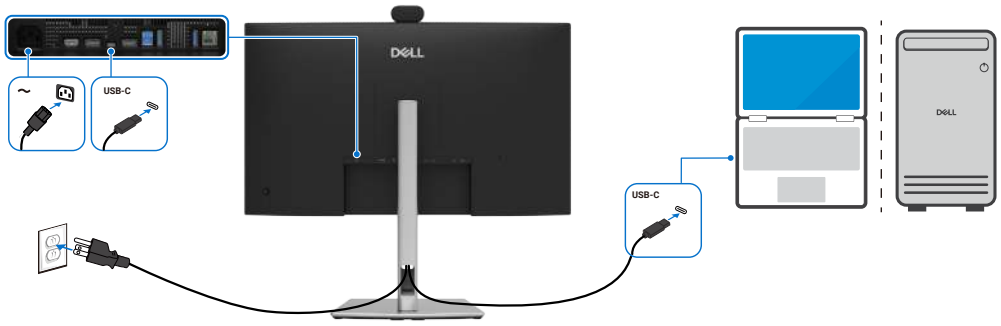


Figure 12. Connecting the USB-C to C cable

The USB-C port on your monitor:

- Can be used as USB-C, DisplayPort 1.4 alternatively.
- Supports USB Power Delivery (PD), with profiles up to 90 W.

NOTE: Regardless of the power requirement/actual power consumption of your laptop, or the remaining power runtime in your battery, the Dell monitor is designed to supply power delivery of up to 90 W to your laptop.

Rated power (on laptops that have USB-C with Power Delivery)	Maximum charging power
45 W	45 W
65 W	65 W
90 W	90 W
130 W	Not supported

Connecting the USB Type-A to Type-C cable (Optional)

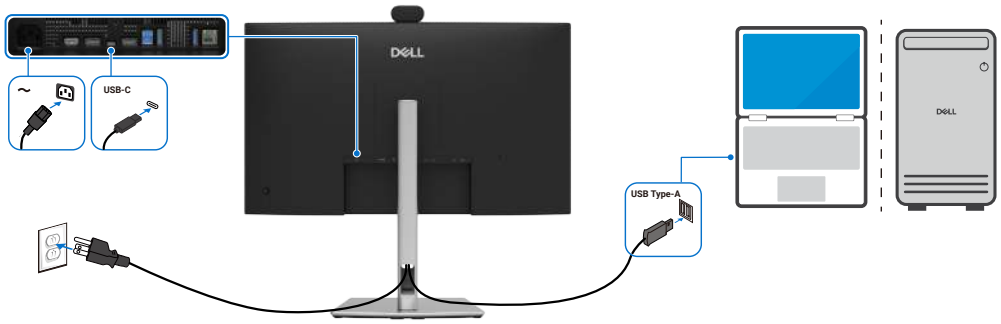


Figure 13. Connecting the USB Type-A to Type-C cable

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

NOTE: USB Type-A to Type-C cable is not the standard in-box accessory.

Connecting the monitor for USB-C Multi-Stream Transport (MST) function (P2426HEB/P2726DEB only)

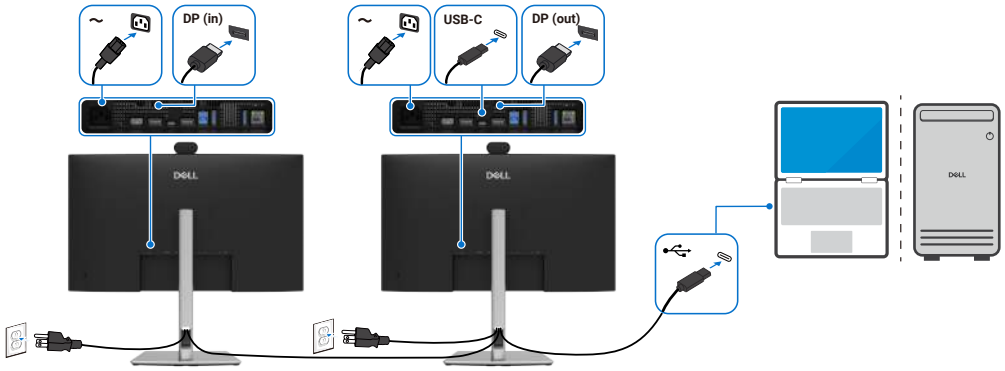


Figure 14. Connecting the Monitor for USB-C Multi-Stream Transport (MST) function

NOTE: The maximum number of supported P2426HEB/P2726DEB via MST is subjected to the bandwith of the USB-C source. Please refer to Product specific problems –No image when using USB-C MST.

Connecting the monitor for RJ45 cable (optional)

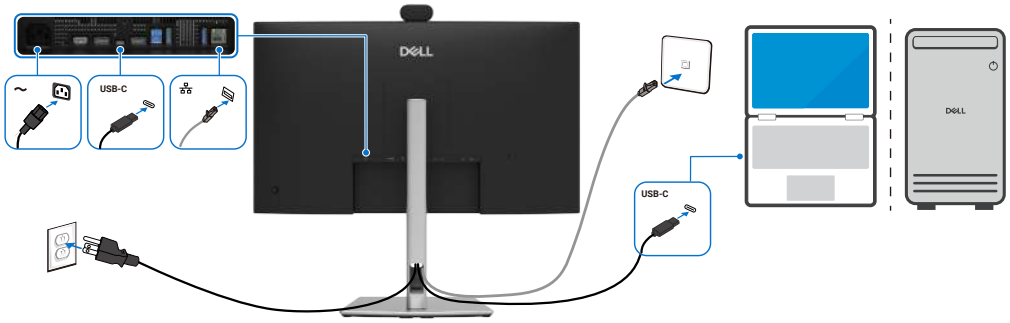


Figure 15. Connecting the monitor for RJ45 cable

Disassembly and reassembly

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

Recommended tools

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

Screw list

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

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

Table 7. Components and descriptions.

Component	Screw type	Quantity	Screw image
Back cover	M4x10	4	
Keypad board	M2x3.3	2	
IO Cover	M3x3	2	
USB board	M3x6	1	
Speakers	M3x8	6	
Camera module	M3x4.5	7	
Main chassis	M3x3	4	
Middle frame (P2426HEB)	M3x5	13	
Middle frame (P2726DEB)	M3x5	17	
Middle frame (P3426WEB)	M3x5	18	
Front trim	M2x3.3	2	
Power board groundwire	M4x8	1	
Power board	M3x6	4	
Main board	M3x6	3	

Stand

Removing the stand

Prerequisites

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

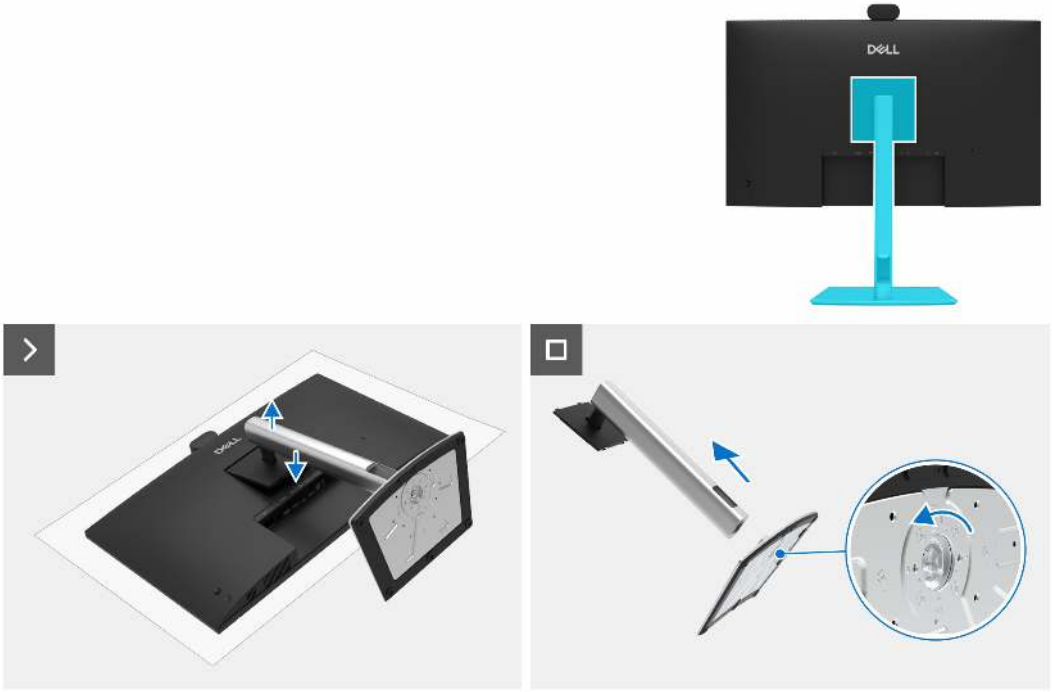


Figure 16. Removing the stand

Steps

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

Installing the stand



Figure 17. Installing the stand

Steps

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

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

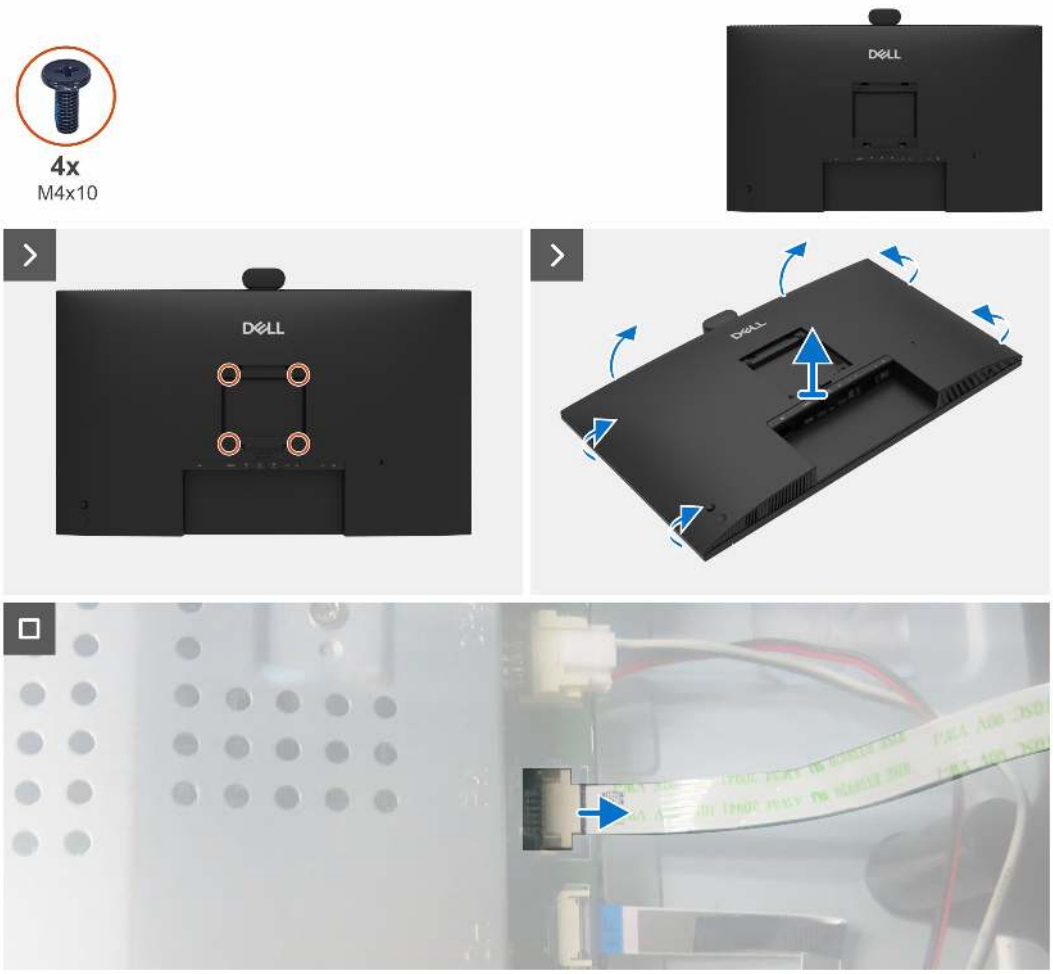


Figure 18. Removing the back cover

Steps

1. Remove the four screws (M4x10) to release the back cover.
2. Using both hands, gently pry the back cover off, starting from the top side, then moving to the left and right sides.
3. Partially lift the back cover from the bottom edge.
4. Disconnect the keypad cable from the connector on the main board.
5. Remove the back cover from the display assembly.

Installing the back cover

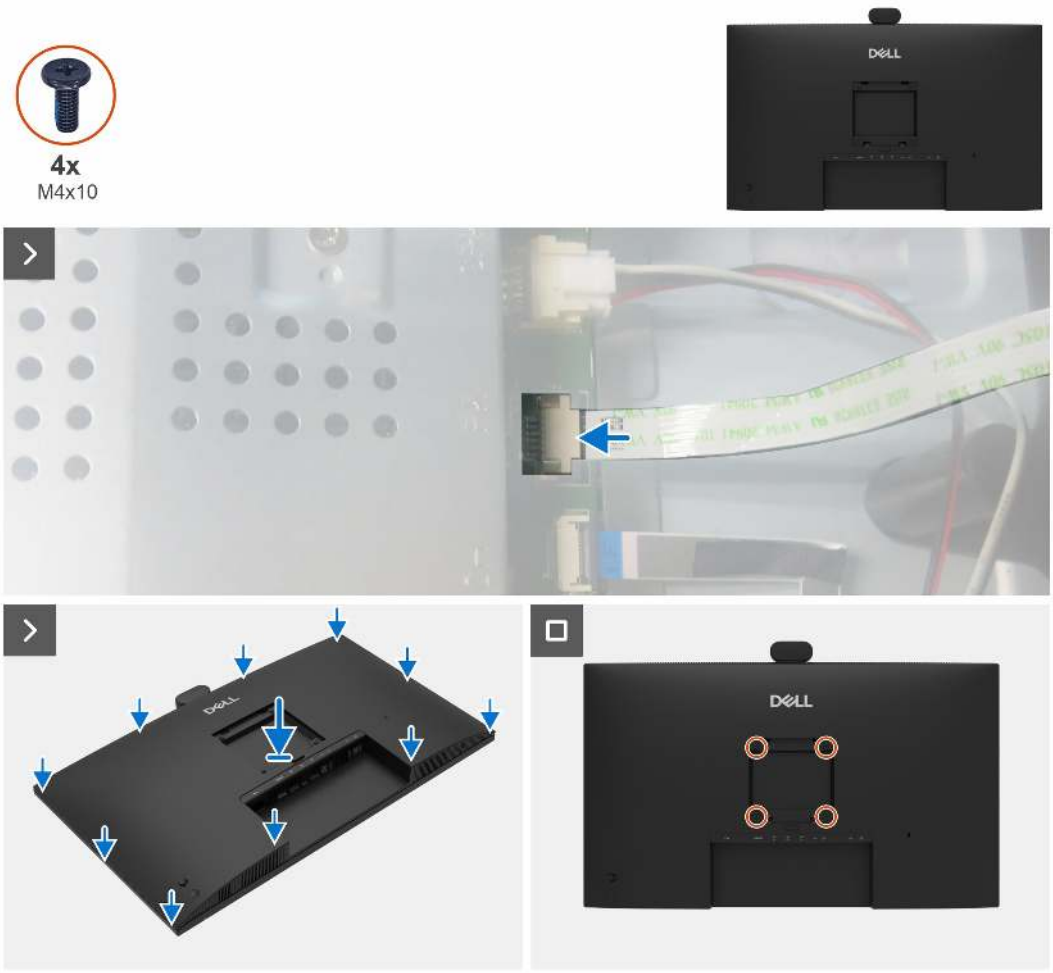


Figure 19. Installing the back cover

Steps

1. Connect the keypad cable to the connector on the main board.
2. Align the back cover with the main chassis, then press along the sides to snap the back cover into place.
3. Replace the four screws (M4x10) to secure the back cover to the monitor.

Next steps

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

Keypad board

Removing the keypad board

Prerequisites

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

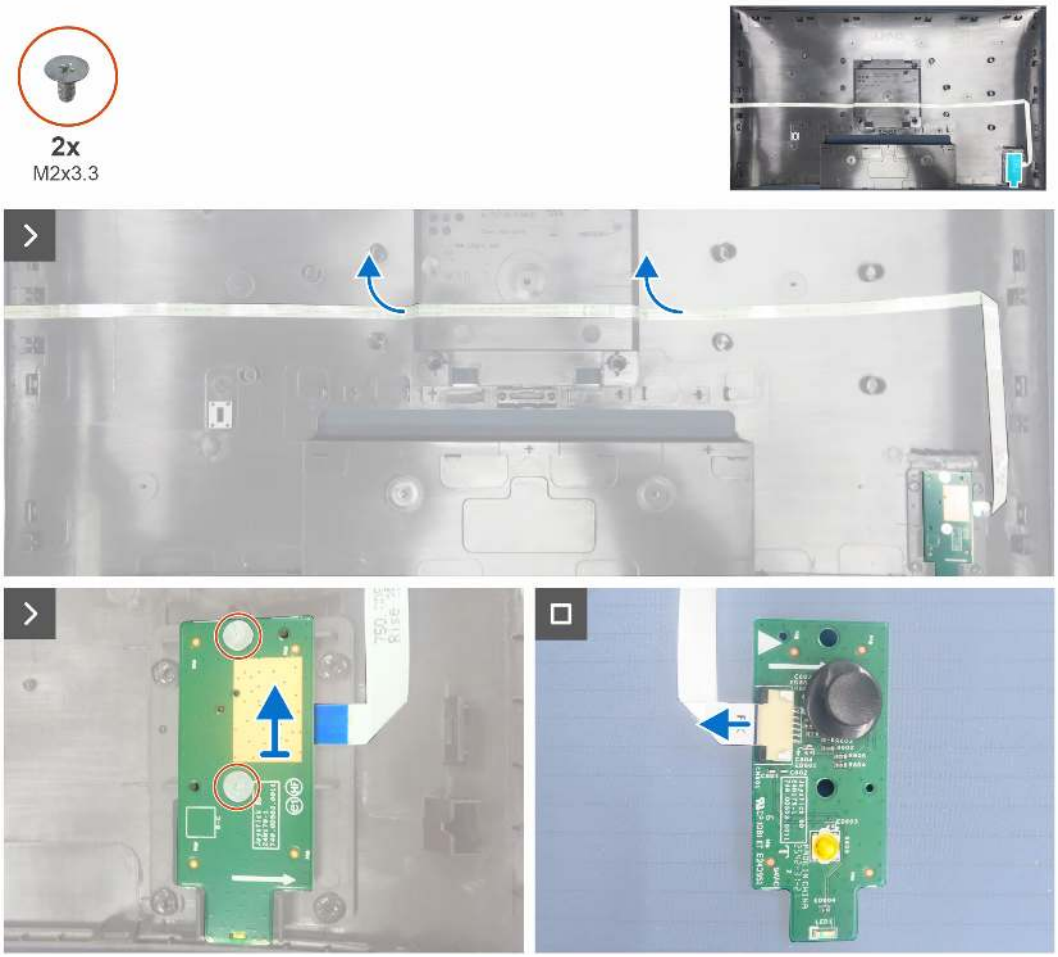


Figure 20. Removing the keypad board

Steps

1. Peel the double-sided tape that secures the keypad cable to the back cover.
2. Remove the two screws (M2x3.3) that secure the keypad board to the back cover.
3. Remove the keypad board from the pins on the back cover.
4. Disconnect the keypad cable from the keypad board.

Installing the keypad board

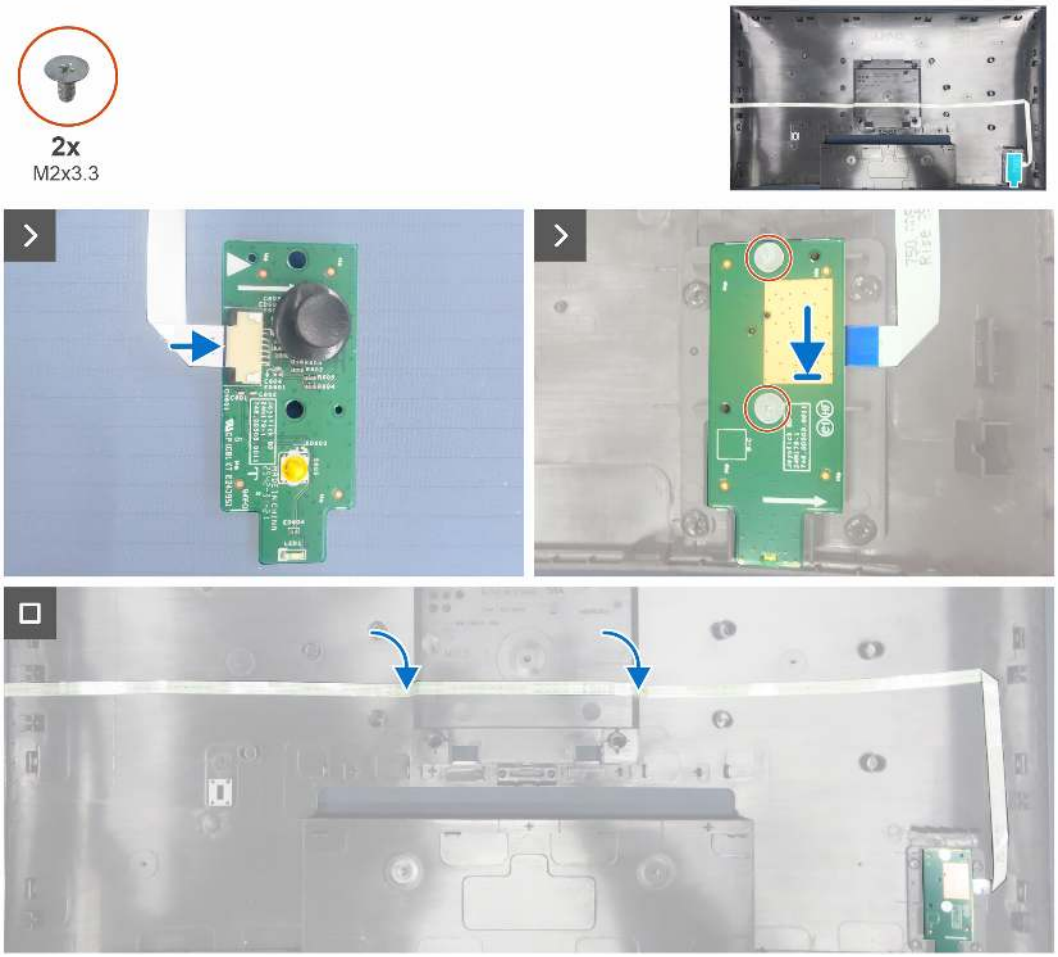


Figure 21. Installing the keypad board

Steps

1. Connect the keypad cable to the keypad board.
2. Align the holes on the keypad board with the screw holes on the back cover, and place it down.
3. Replace the two screws (M2x3.3) that secure the keypad board to the back cover.
4. Adhere the double-sided tape to secure the keypad cable to the back cover.

Next steps

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

I/O Cover

Removing the I/O cover

Prerequisites

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

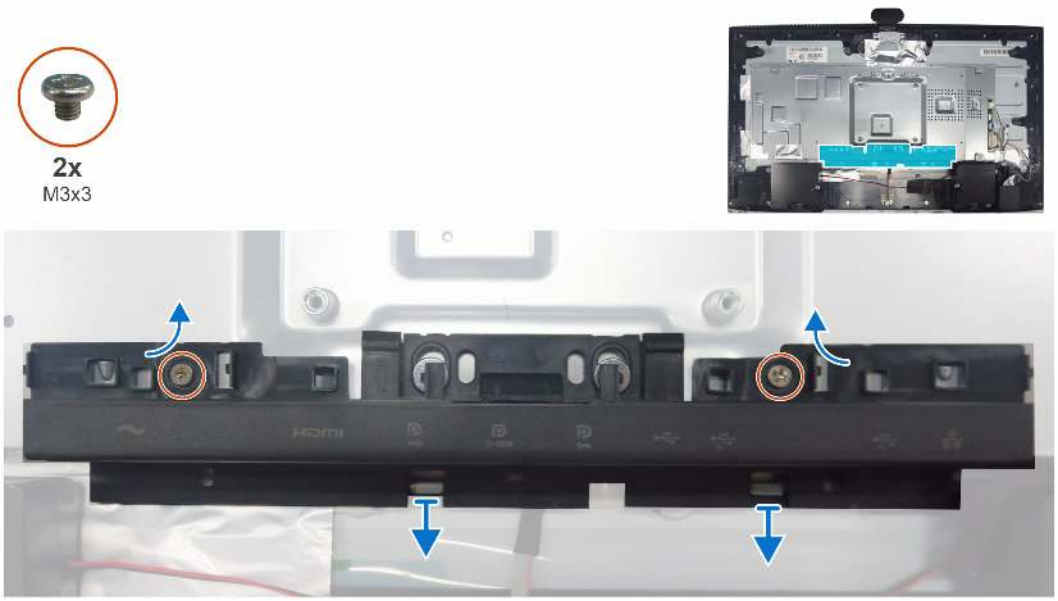


Figure 22. Removing the I/O cover

Steps

1. Remove the two screws (M3x3) that secure the I/O cover to the main chassis.
2. Lift and remove the I/O cover off the main chassis.

Installing the I/O Cover

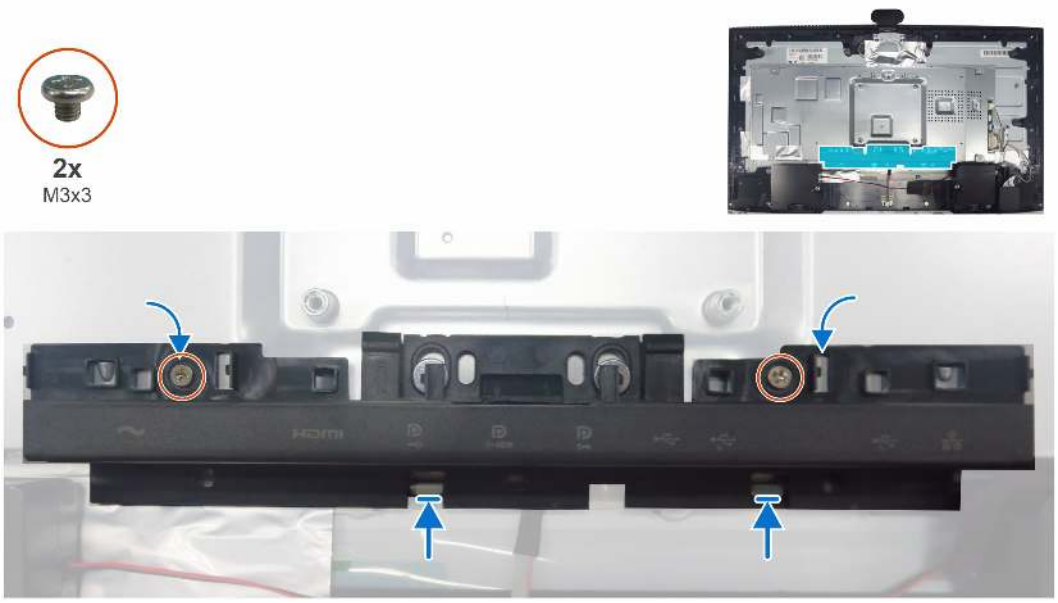


Figure 23. Installing the I/O cover

Steps

1. Place the I/O cover on the main chassis.
2. Align the screw holes on the I/O cover with the screw holes on the main chassis.
3. Replace the two screws (M3x3) that secure the I/O cover to the main chassis.

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.

Speakers

Removing the speakers

Prerequisites

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

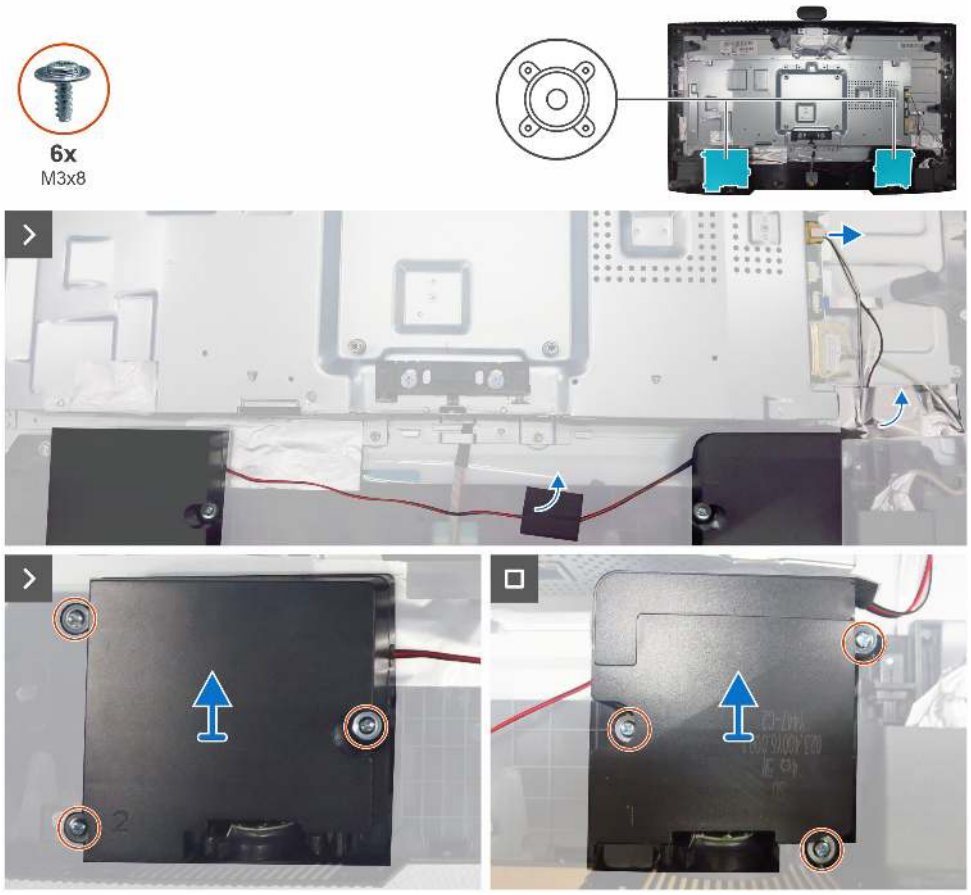


Figure 24. Removing the speakers

Steps

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

Installing the speakers

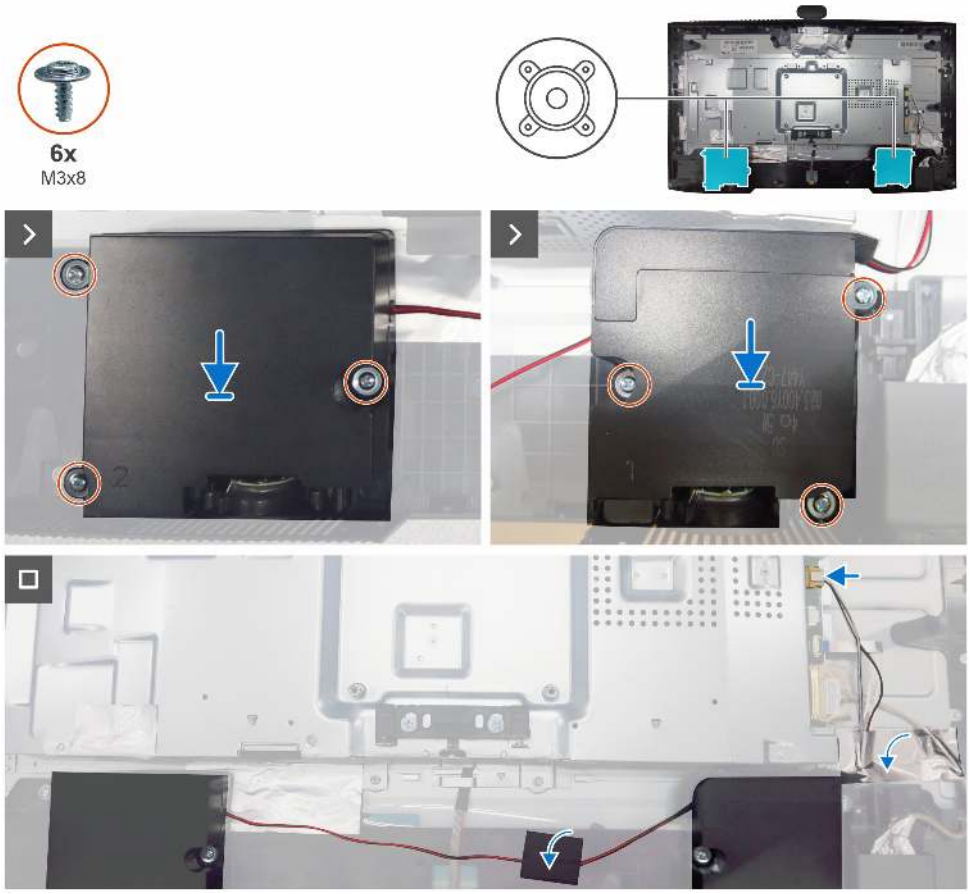


Figure 25. Installing the speakers

Steps

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

Next steps

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

Main chassis

Removing the main chassis

Prerequisites

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

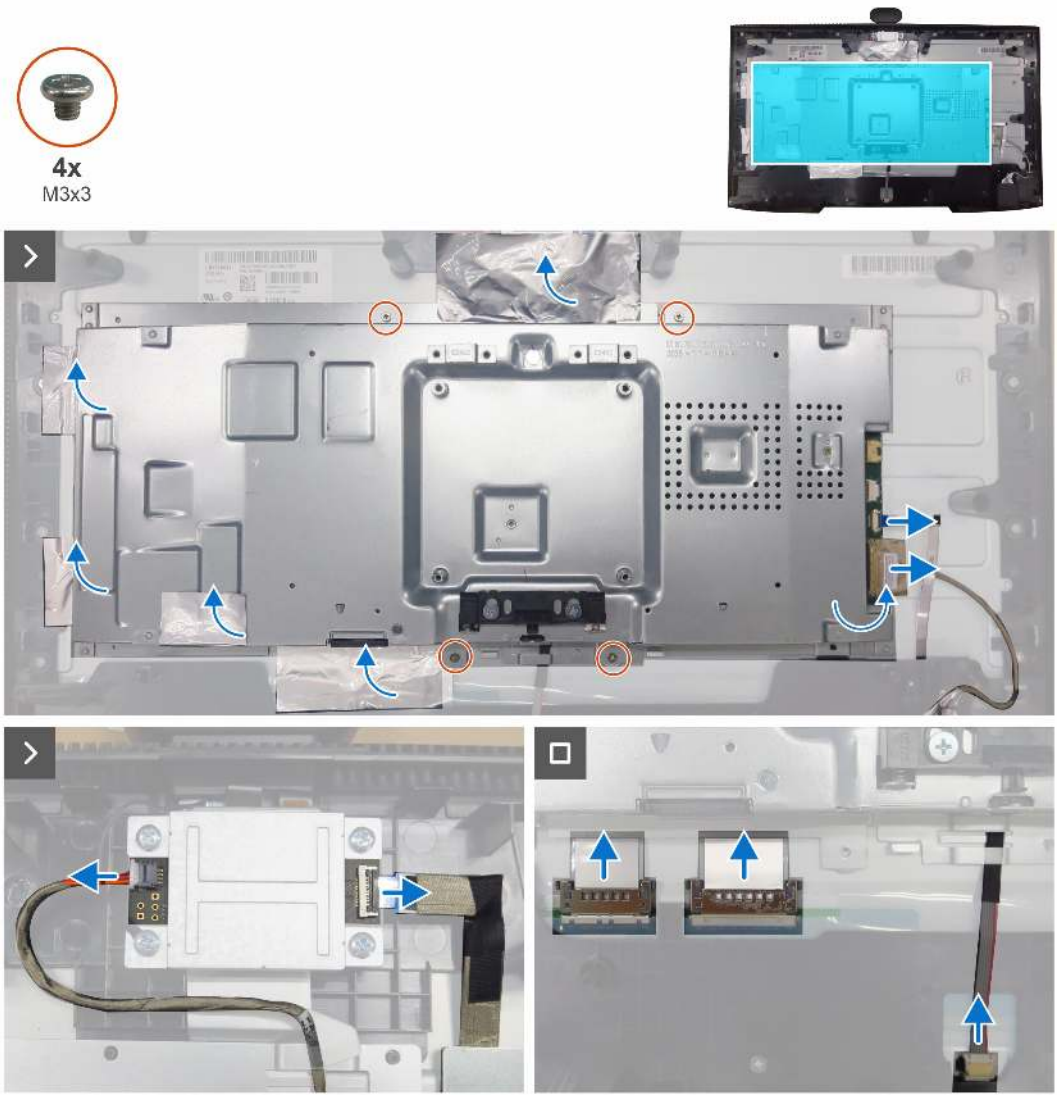


Figure 26. Removing the main chassis

Steps

1. Peel all the aluminum foil on the chassis.
2. Remove the four screws (M3x3) that secure the main chassis to the display panel.
3. Disconnect the FFC cable and ISP connect cable from the connectors on the ISP board.
4. Disconnect the USB cable and touch cable from the connectors on the main board.
5. Disconnect the lightbar cable and the LVDS cables from the connectors on the display panel.
6. Remove the main chassis away from the display panel.

Installing the main chassis

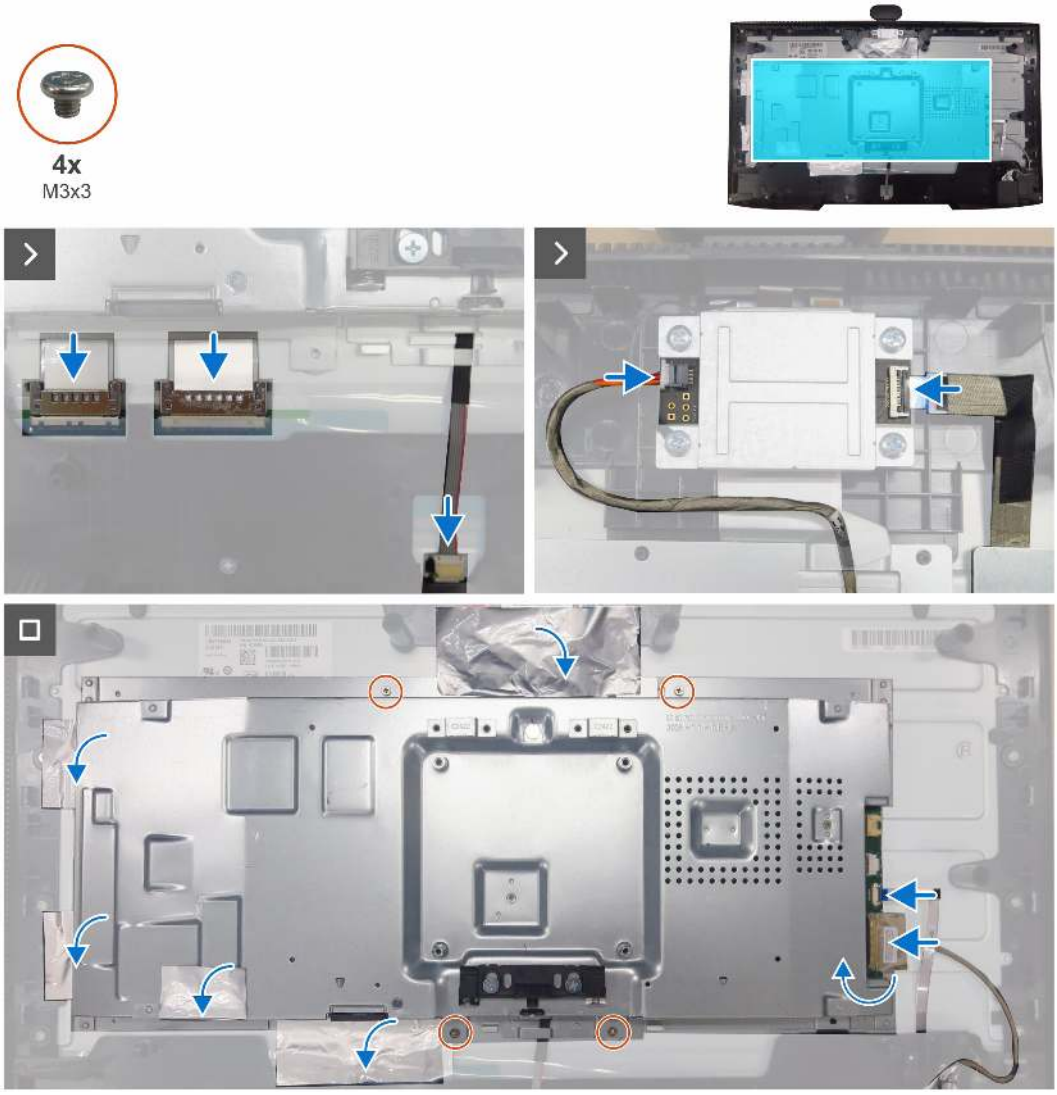


Figure 27. Installing the main chassis

Steps

1. Align the holes on the main chassis with the screw holes on the display panel and place it down.
2. Connect the the LVDS cables and lightbar cable to the connectors on the display panel.
3. Connect the USB cable and touch cable to the connectors on the main board.
4. Connect the FFC cable and ISP connect cable to the connectors on the ISP board.
5. Replace the four screws (M3x3) to secure the main chassis with the display panel.
6. Adhere all the aluminum foil on the main chassis.

Next steps

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

USB Board

Removing the USB board

Prerequisites

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

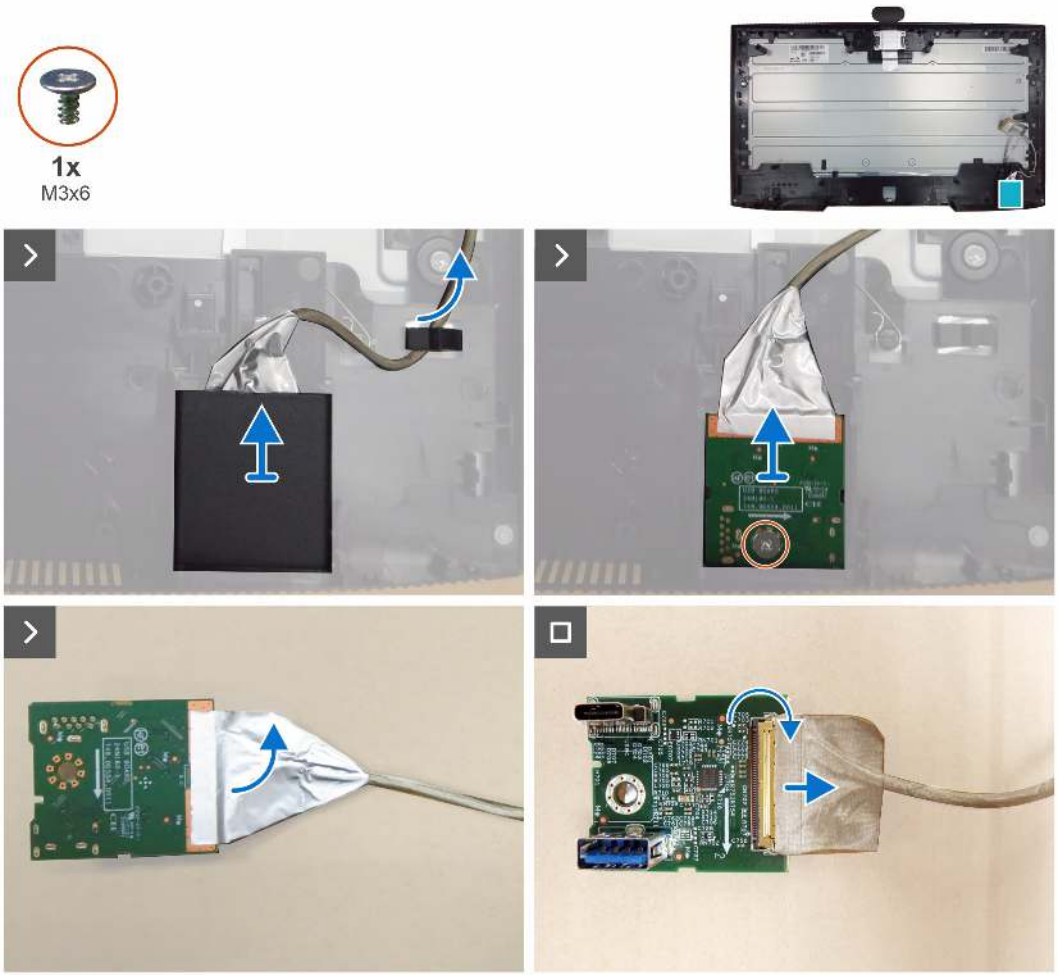


Figure 28. Removing the USB board

Steps

1. Release the USB cable from the slot on the middle frame.
2. Pry the top cover of the QAP to remove it.
3. Remove the screw (M3x6) that secures the USB board to the middle frame.
4. Remove the USB board from middle frame.
5. Lift the locks and pull out the USB cable from the USB board.

Installing the USB board

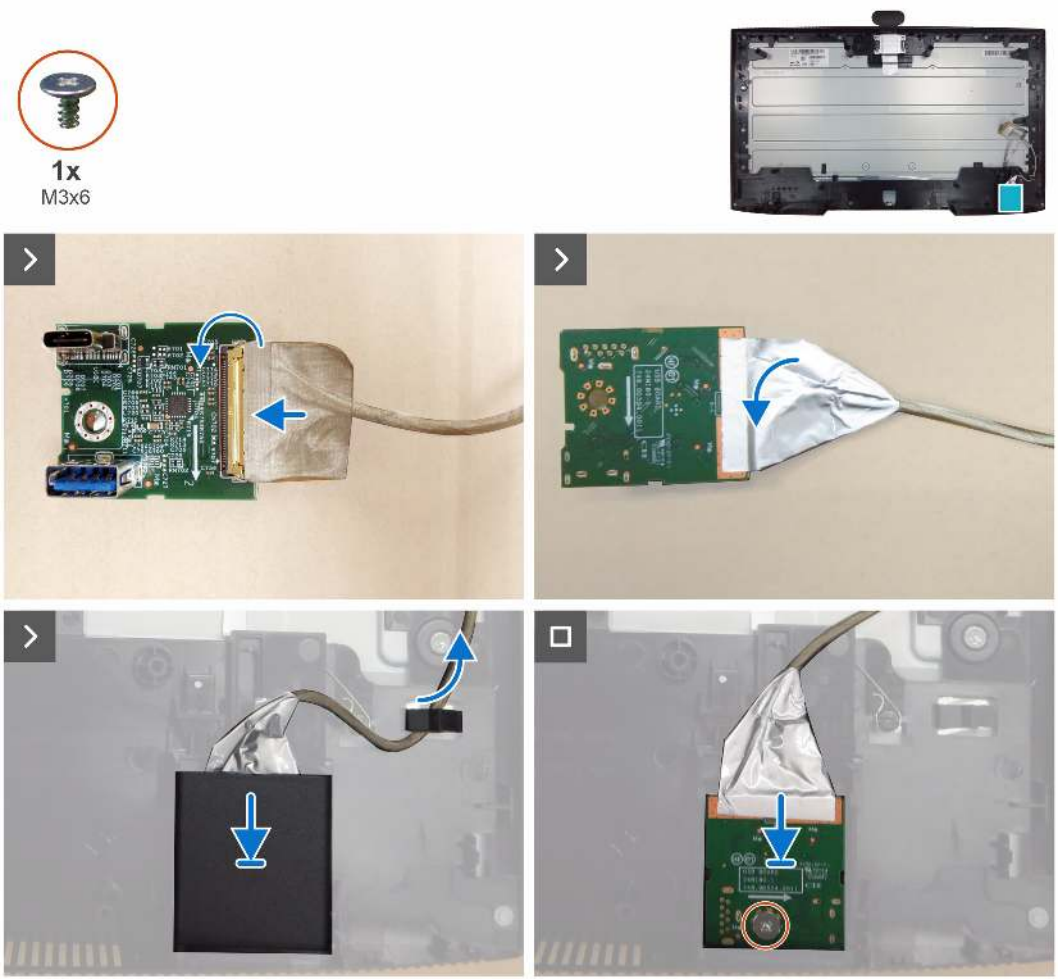


Figure 29. Installing the USB board

Steps

1. Connect the USB cable to the USB board and lock it.
2. Replace the USB board to the middle frame.
3. Replace the screw (M3x6) that secures the USB board to the middle frame.
4. Replace the top cover of the QAP
5. Route the USB cable through the slot on the middle frame.

Next steps

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

Camera module

Removing the camera module

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the IO cover.
6. Remove the speakers.
7. Remove the main chassis.
8. Remove the USB board.

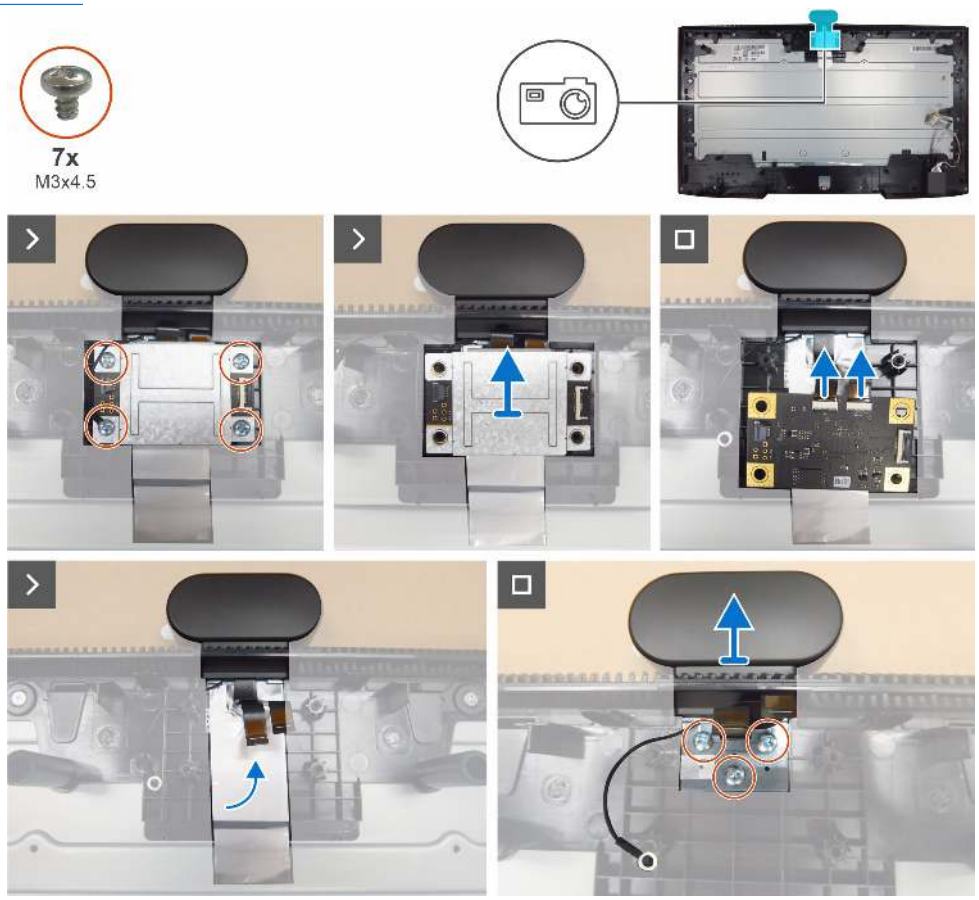


Figure 30. Removing the camera module

Steps

1. Remove the four screws (M3x4.5) that secure the shielding cover to the middle frame.
2. Remove the shielding cover.
3. Disconnect the two camera cables from the connectors on the ISP board.
4. Peel the aluminum foil from the camera module. (P2726DEB and P3426WEB)
5. Remove the three screws (M3x4.5) that secure the camera module to the middle frame.
6. Remove the camera module from the middle frame.

Installing the camera module

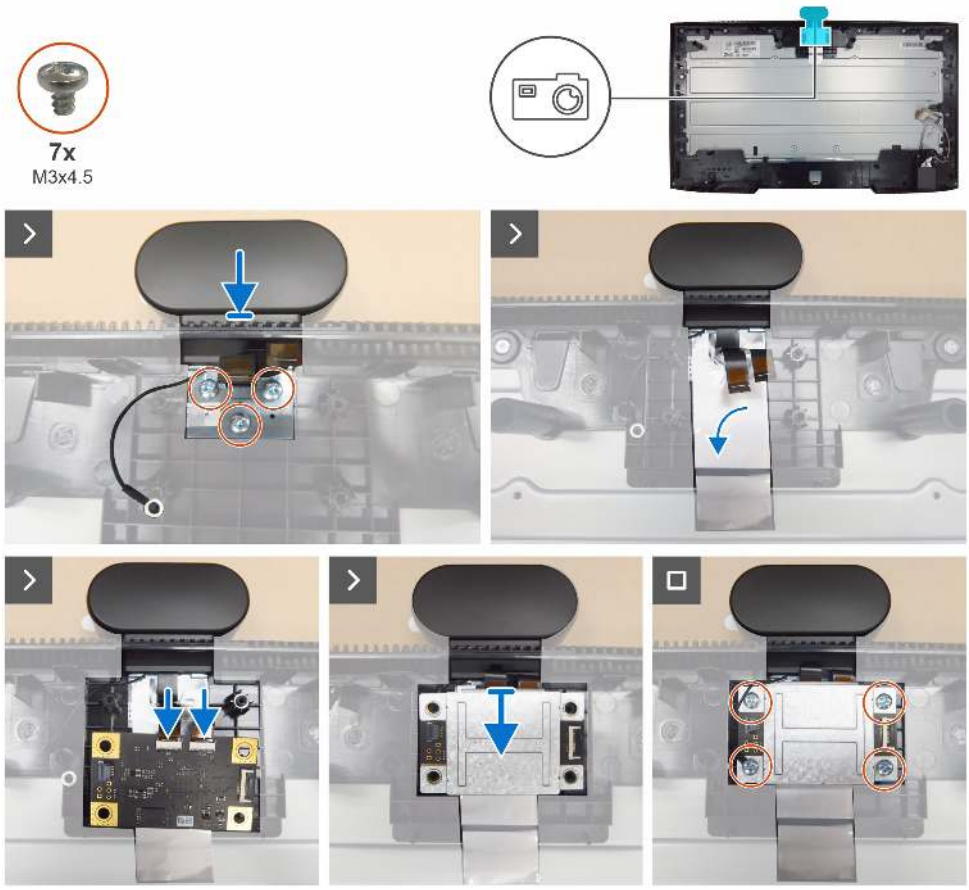


Figure 31. Installing the camera module

Steps

1. Replace the camera module to the middle frame.
2. Replace the three screws (M3x4.5) that secure the camera module to the middle frame.
3. Adhere a aluminiun foil on the camera module. (P2726DEB and P3426WEB)
4. Connect the camera cables to the connectors on the camera board.
5. Align the screw holes on the shielding cover to the screws holes on the camera board.
6. Replace the four screws (M3x4.5) that secure the shilding cover, grounding wire and camera board to the middle frame.

Next steps

1. Install the USB board.
2. Install the main chassis.
3. Install the speakers.
4. Install the IO cover.
5. Install the keypad board.
6. Install the back cover.
7. Install the stand.
8. Follow the procedure in After working inside your monitor.

Middle frame

Removing the middle frame

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the IO cover.
6. Remove the speakers.
7. Remove the main chassis.
8. Remove the USB board.
9. Remove the camera module.

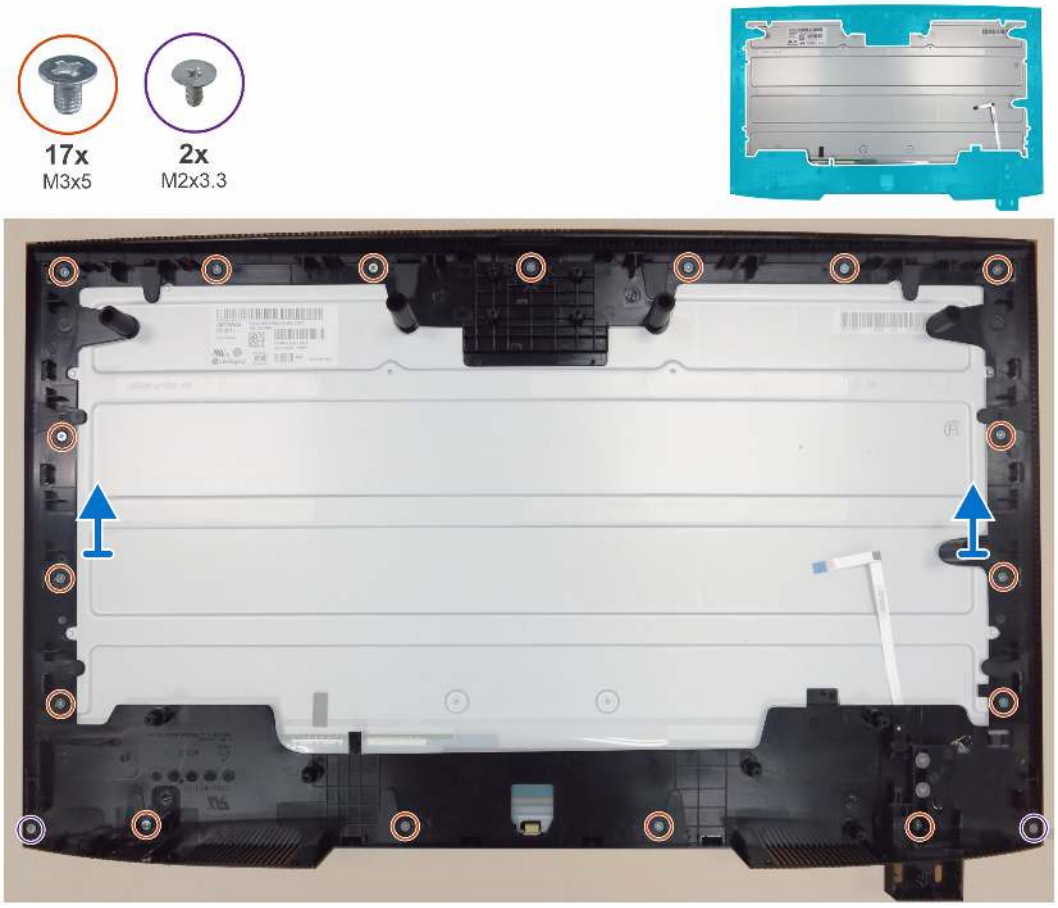


Figure 32. Removing the middle frame

Steps

1. Remove the thirteen screws (M3x5) that secure the middle frame to the display panel. (P2426HEB)
2. Remove the seventeen screws (M3x5) that secure the middle frame to the display panel. (P2726HEB)
3. Remove the eighteen screws (M3x5) that secure the middle frame to the display panel. (P3426WEB)
4. Remove the two screws (M2x3.3) that secure the middle frame to the front trim.
5. Lift and remove the middle frame away from the display panel.

Installing the middle frame

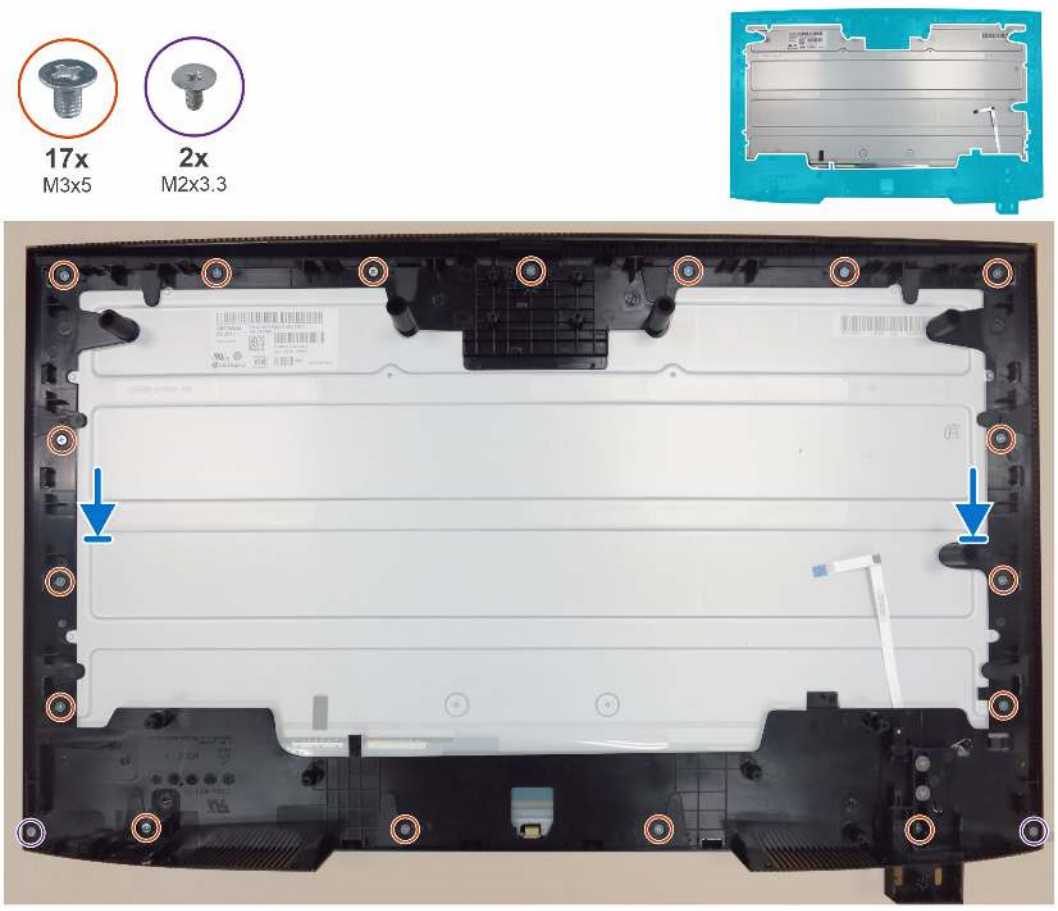


Figure 33. Installing the middle frame

Steps

1. Align and place the middle frame on the display panel.
2. Replace the two screws (M2x3.3) that secure the middle frame to the front trim.
3. Replace the thirteen screws (M3x5) that secure the middle frame to the display panel. (P2426HEB)
4. Replace the seventeen screws (M3x5) that secure the middle frame to the display panel. (P2726DEB)
5. Replace the eighteen screws (M3x5) that secure the middle frame to the display panel. (P3426WEB)

Next steps

1. Install the camera module.
2. Install the USB board.
3. Install the main chassis.
4. Install the speakers.
5. Install the IO cover.
6. Install the keypad board.
7. Install the back cover.
8. Install the stand.
9. Follow the procedure in After working inside your monitor.

Front trim and touch board

Removing the front trim and the touch board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the IO cover.
6. Remove the speakers.
7. Remove the main chassis.
8. Remove the USB board.
9. Remove the camera module.
10. Remove the middle frame.

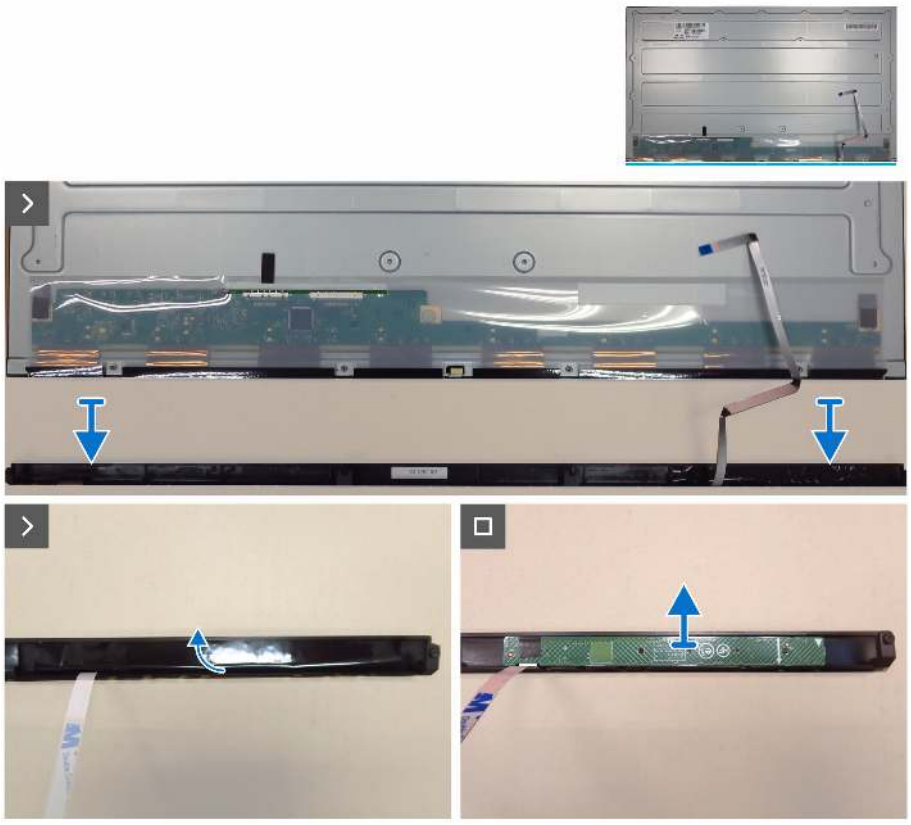


Figure 34. Removing the front trim and the touch board

Steps

1. Lift up the display panel and remove the front trim.
2. Peel the mylar tape on the touch board.
3. Remove the LED board from the front trim.

Installing the front trim and the touch board

Steps

1. Align the holes of the touch board with the pins on the front trim and paste it.
2. Adhere a mylar tape to cover the touch board.
3. Lift up the display panel and replace the front trim to the display panel.

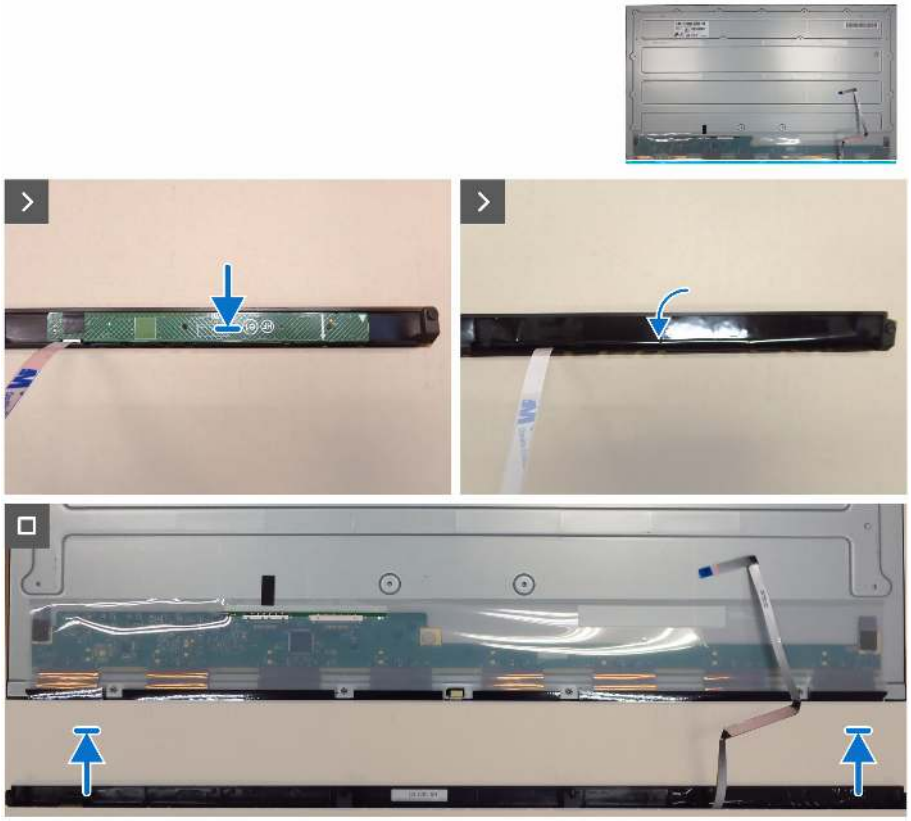


Figure 35. Installing the front trim and the touch board

Next steps

1. Install the middle frame.
2. Install the camera module.
3. Install the USB board.
4. Install the main chassis.
5. Install the speakers.
6. Install the IO cover.
7. Install the keypad board.
8. Install the back cover.
9. Install the stand.
10. Follow the procedure in After working inside your monitor.

Main board

Removing the main board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the IO cover.
6. Remove the speakers.
7. Remove the main chassis.
8. Remove the USB board.
9. Remove the camera module.
10. Remove the middle frame.
11. Remove the front trim and touch board.

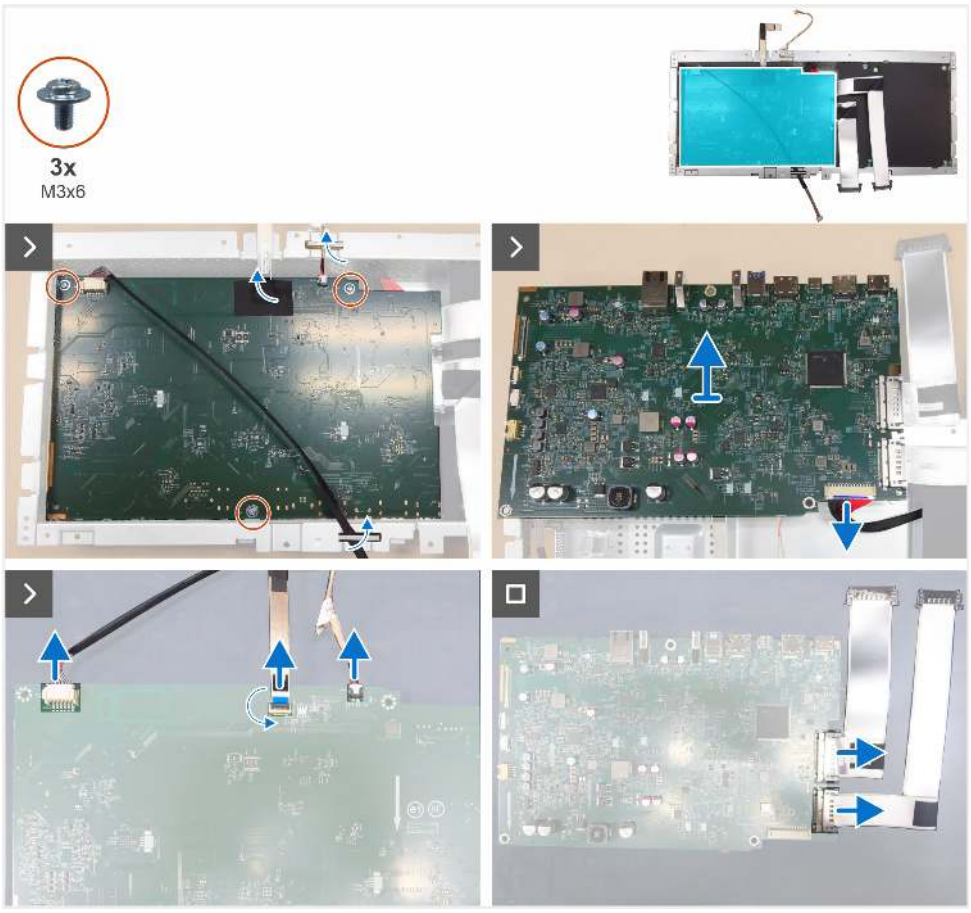


Figure 36. Removing the main board

Steps

1. Unroute the lightbar cable and ISP connect cable from the routing guides on the main chassis.
2. Peel the tape on the FFC connector.
3. Remove the three screws (M3x6) that secure the main board to the main chassis.
4. Turn over the main board and disconnect the power cable from the connector on the main board.
5. Remove the main board from the main chassis.
6. Disconnect the FFC cable, ISP connect cable and two LVDS cables (only for P2726DEV) from the connectors on the main board.

Installing the main board

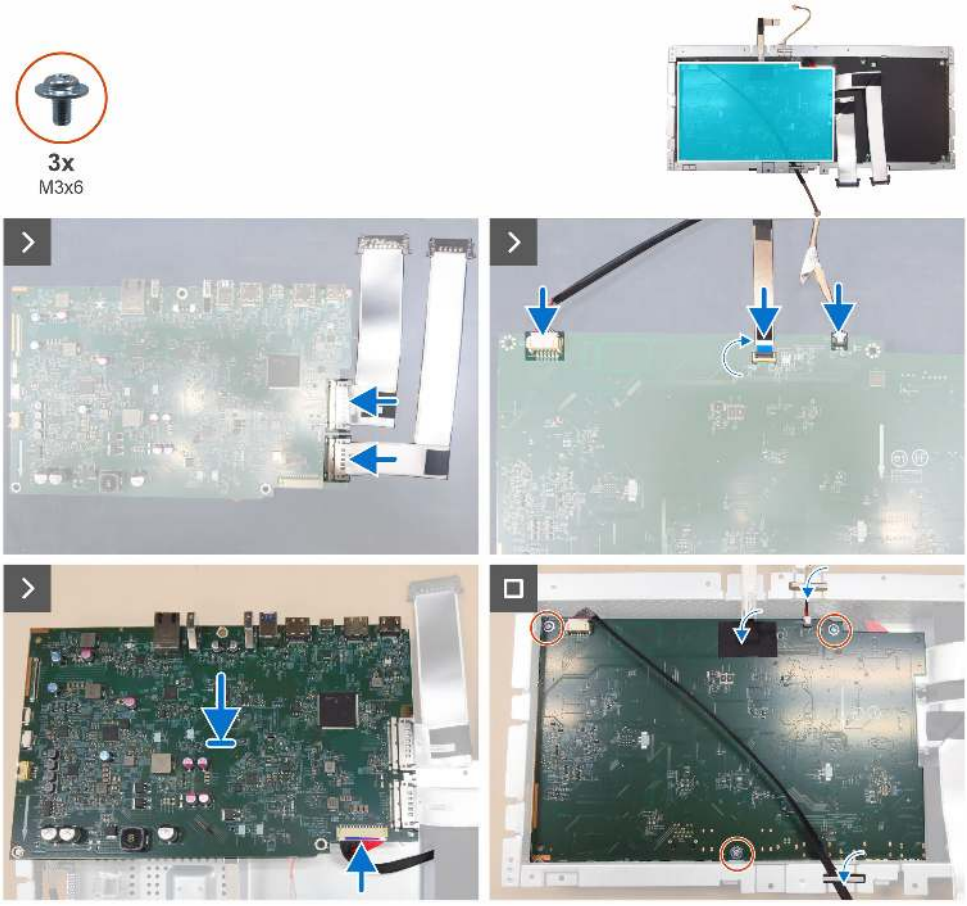


Figure 37. Installing the main board

Steps

1. Connect the two LVDS cables (only for P2726DEV), FFC cable and ISP connect cable to the connectors on the main board.
2. Connect the power cable to the main board.
3. Turn over the main board and align the screw holes on the main board to the screw holes on the main chassis, and place it down.
4. Replace the three screws (M3x6) to secure the main board to the main chassis.
5. Adhere a tape to cover the ISP connector.
6. Route the lightbar cable and ISP connect cable through the routing guides on the main chassis.

Next steps

1. Install the front trim and touch board.
2. Install the middle frame.
3. Install the camera module.
4. Install the USB board.
5. Install the main chassis.
6. Install the speakers.
7. Install the IO cover.
8. Install the keypad board.
9. Install the back cover.
10. Install the stand.
11. Follow the procedure in After working inside your monitor.

Power board

Removing the power board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the IO cover.
6. Remove the speakers.
7. Remove the main chassis.
8. Remove the USB board.
9. Remove the camera module.
10. Remove the middle frame.
11. Remove the front trim and touch board.
12. Remove the main board.

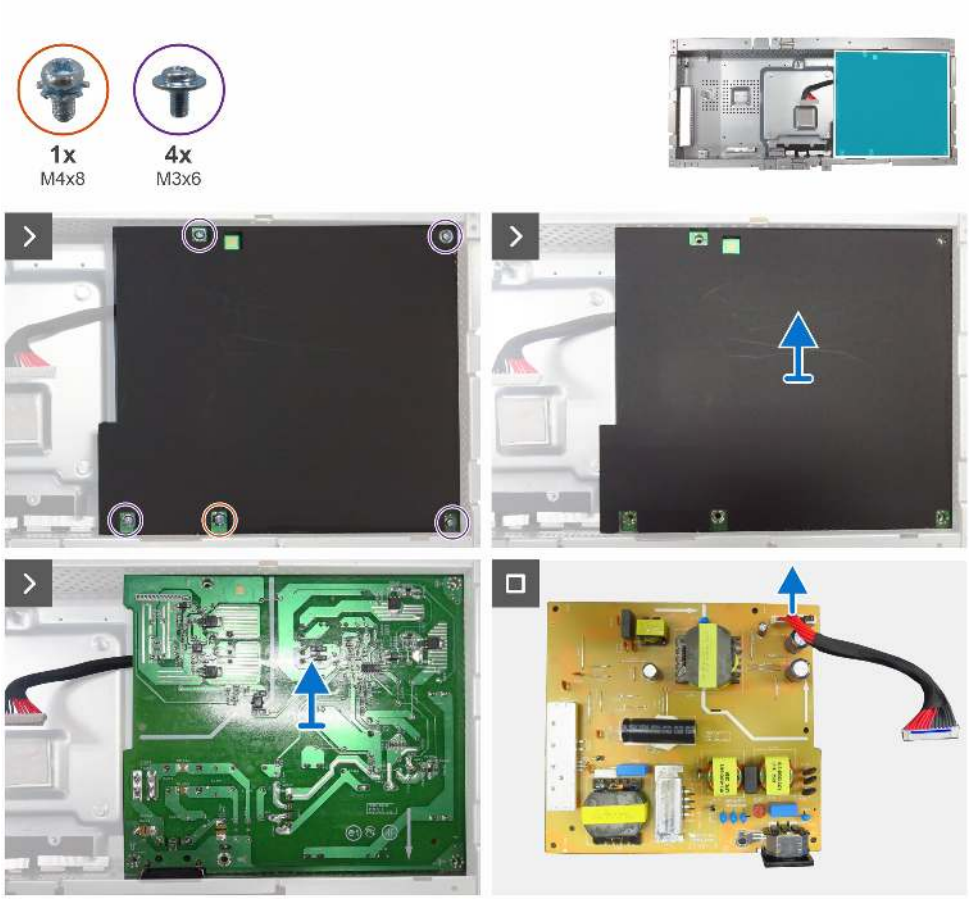


Figure 38. Removing the power board

Steps

1. Remove the screw (M4x8) and the four screws (M3x6) that secure the Mylar sheet and power board to the main chassis.
2. Remove the Mylar sheet from the slots in the main chassis.
3. Remove the power board from the main chassis.
4. Disconnect the power cable from the connector on the power board.

Installing the power board

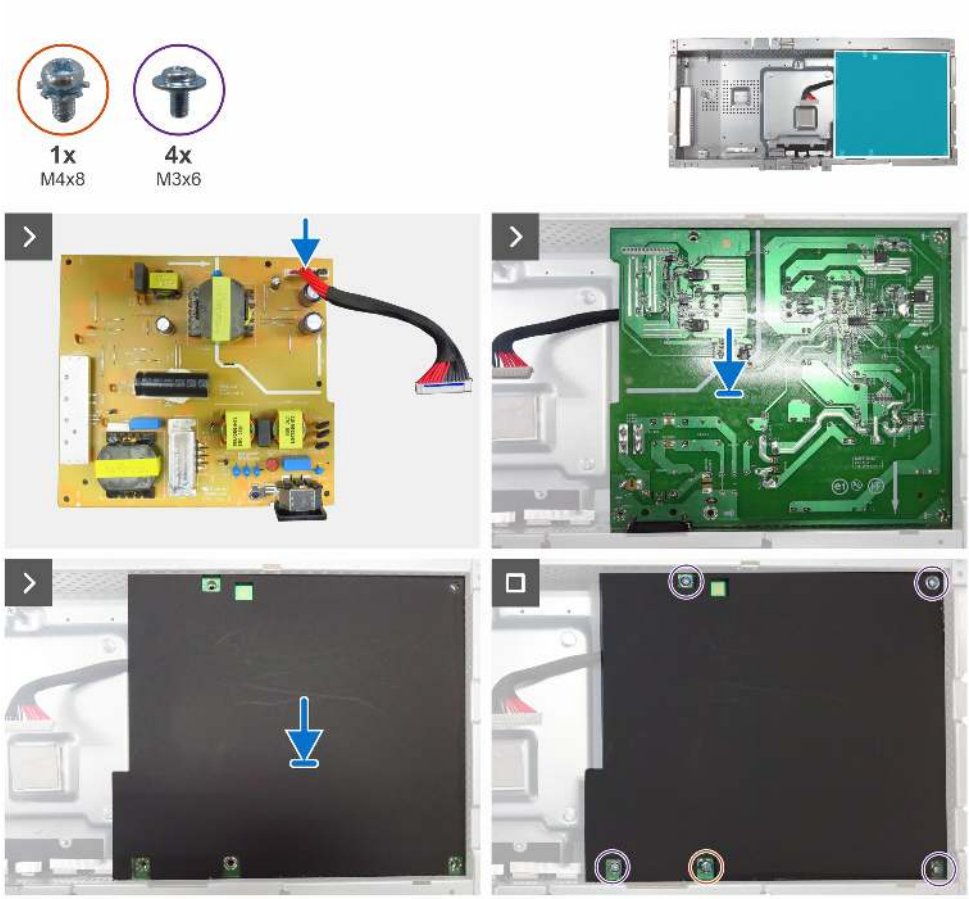


Figure 39. Installing the power board

Steps

1. Connect the power cable to the connector on the power board.
2. Align the screw holes on the power board with the screw holes on the main chassis, and place it down.
3. Insert the Mylar sheet into the slot on the main chassis.
4. Replace the one screw (M4x8) and the four screws (M3x6) that secure the power board to the main chassis.

Next steps

1. Install the main board.
2. Install the front trim and touch board.
3. Install the middle frame.
4. Install the camera module.
5. Install the USB board.
6. Install the main chassis.
7. Install the speakers.
8. Install the IO cover.
9. Install the keypad board.
10. Install the back cover.
11. Install the stand.
12. Follow the procedure in After working inside your monitor.

Troubleshooting

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

Self-test

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

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
3. Turn on the monitor.

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

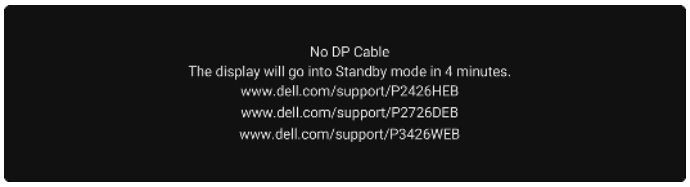


Figure 40. DP cable disconnected warning message

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

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

Built-in diagnostics

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

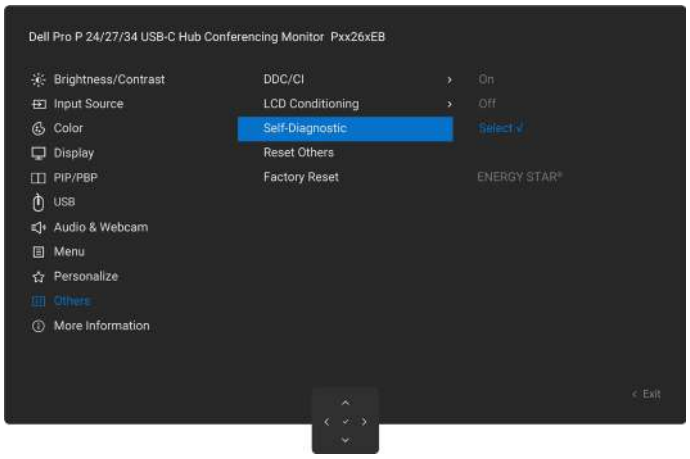


Figure 41. Built-in diagnostics

To run the built-in diagnostics:

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

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

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

Common problems

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

Table 8. Common problems

Common symptoms	What you experience	Possible solutions
No video/power LED off	No picture	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Ensure that you have pressed the power button properly. • Ensure that the correct input source is selected in the **Input Source** menu.
No video/power LED on	No picture or no brightness	• Increase brightness and contrast controls through OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the Built-in diagnostics. • Ensure that the correct input source is selected in the **Input Source** menu.
Missing pixels	LCD screen has spots	• Cycle power on-off. • A pixel that stays permanently off is a common defect in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Stuck-on pixels	LCD screen has bright spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Brightness problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness and contrast controls through OSD.
Safety-related issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent problems	Monitor malfunctions on and off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing color	Picture missing color	• Perform a monitor self-test. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong color	Picture color not good	• Try different **Preset Modes** in **Color** settings OSD. • Adjust R/G/B value under **Custom Color** in the Color menu OSD. • Change the **Input Color Format** to **RGB** or **YCbCr** in the Color settings OSD. • Run the Built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	• Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in the Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver.
Mic/Webcam does not work	• USB cable not plug in or not select the correct USB source • Not set the monitor Mic/webcam as the default device	• Plug in the USB Cable (Type-A to Type-B or Type-C to Type-C), and if you connect both USB-C port and USB Type-B port, switch the USB source in the OSD menu. • Select the monitor Mic/webcam as the default in the PC side. • Touch the Mic button and make sure the Mic mute LED is dark.

Product-specific problems

Table 9. Product-specific problems

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on the screen, but does not fill the entire viewing area	• Check the **Aspect Ratio** setting in the **Display** menu OSD. • Reset the display to factory settings.
Cannot adjust the monitor with the joystick control on the rear of the monitor	OSD does not appear on the screen	• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, move and hold the joystick **Up**, **Down**, **Left**, or **Right** navigation keys for 4 seconds to unlock.
No input signal when user controls are pressed	No picture; the LED light is white	• Check the signal source. Ensure that the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Ensure the signal cable is securely connected. If needed, disconnect and reconnect the cable to confirm a proper connection. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.
No image when using DP connection to the computer	Black screen	• Verify the DisplayPort (DP) certification (DP 1.1a or DP 1.4) of your graphics card. Download and install the latest graphics card driver. • Some DP 1.1a graphics card cannot support DP 1.4 monitors.
No image when using USB-C connection to computer, laptop, and so on	Black screen	• Verify if the USB-C interface of the device can support DP alternate mode. • Verify if the device requires more than 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.
No charging when using USB-C connection to computer, laptop, and so on	No charging	• Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles. • Verify if the laptop requires a >90 W power adapter. • If the laptop requires a >90 W power adapter, it may not charge with the USB-C connection. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB-C cable is not damaged.
Intermittent charging when using USB-C connection to computer, laptop, and so on	Intermittent charging	• Check if the maximum power consumption of the device is over 90 W. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB-C cable is not damaged.
No image when using USB-C MST	Black screen or second DUT is not Prime mode	• USB-C input - Go to OSD menu. Under Display Info, check if the Link Rate is HBR2 or HBR3. If the Link Rate is HBR2, suggest using USB-C to DP cable to turn on the MST.
No network connection	Network dropped or intermittent	• Do not toggle Off/On the power button when network is connected, keeps the power button On.
The LAN port is not functioning	Operating system setting or cable connection issue	• Ensure that your computer has the latest BIOS and drivers installed. • Ensure that the RealTek Ethernet Controller is installed in the Windows Device Manager. • If your BIOS Setup has a LAN/GBE Enabled/ Disabled option, ensure it is set to **Enabled**. • Ensure that the Ethernet cable is connected securely to both the monitor and the hub/router/ firewall. • Verify the status LED on the Ethernet cable to ensure it is connected. If the LED it not lit, try reconnecting both ends of the cable. • First, turn off the computer and disconnect the USB-C cable and power cord from the monitor. Next, turn the computer back on and reconnect the monitor's power cord and USB-C cable.

Specific symptoms	What you experience	Possible solutions
Monitor buttons (Mute/ Volume down/Volume up/Hookswitch)not working with Microsoft Teams® App	Monitor buttons (Mute/ Volume down/Volume up/Hookswitch) not working on Microsoft Teams® App with Chrome OS/Ubuntu	Use Microsoft Teams® App to perform the below tasks: • Call Icon to accept/hang up call • Volume down/Volume up adjustment • Mic mute/unmute • Video on/off
Headset with Mic (3.5mm combo jack) not working with monitor mute/unmute button	Headset with Mic (3.5mm combo jack) not working with monitor mute/ unmute button	• Use UC App (e.g. Microsoft Teams, Zoom, etc.) Mic Icon to mute/unmute • Select 'Echo Cancelling Speakerphone' audio path in the 'Sounds Setting' on UC application. • Connect the USB-C to C cable or USB Type-A to Type-B cable.
When press either Volume down/Volume up or Mute button, LED not blink	When press either Volume down/Volume up or Mute button, LED not blink when connected to HDMI or DP only	Connect USB Type-A to Type-B cable
Webcam or Mic not working	Webcam or Mic not working when connected to HDMI or DP only	Connect USB Type-A to Type-B cable
Ethernet port (RJ45) cannot connect to internet	Ethernet port (RJ45) cannot connect to internet on Win 10/Win 11	Change the LAN Controller Power Saving from Enable to Disable
No sound coming from the speakers	No sound coming from the speakers when play audio/video on your system	• Ensure that you have set the default playback device as Echo Cancelling Speakerphone or **DELL P2426HEB/P2726DEB/P3426WEB** on your system. • Turn Off the monitor, unplug the monitor power cord, replug it, and then turn On the monitor. • Reset the monitor to Factory Settings.
Speaker volume is low/ sounds soft	Speaker volume is low/sounds soft when speaker option is DELL P2426HEB/P2726DEB/ P3426WEB in Sound setting interface	• Increase the speaker volume of **DELL P2426HEB/P2726DEB/P3426WEB** to maximum in the Sound setting interface • Press the Volume Up button to increase the speaker volume of **DELL P2426HEB/P2726DEB/P3426WEB** • If you select **DELL P2426HEB/P2726DEB/P3426WEB** audio path, please ensure that the **Echo Cancelling Speakerphone** volume is set to medium or high. Else, the **DELL P2426HEB/P2726DEB/P3426WEB** maximum volume may sound soft because it is limited by the **Echo Cancelling Speakerphone** volume. For example, when the Echo Cancelling Speakerphone volume is at 50%, and the **DELL P2426HEB/P2726DEB/ P3426WEB** volume is set to 100% will have the same sound level as the former.
No sound from speaker	No sound from monitor's speaker when in Teams/Zoom call.	• Select the same audio path in the Teams/Zoom application as the operating system's Sound setting.
Monitor's Volume up/ Volume down buttons not sync with OS	Pressing the Volume up/ Volume down buttons on the monitor does not increase or decrease the volume on the OS.	• Select 'Echo Cancelling Speakerphone' audio path on the operating system's Sound setting of your laptop. • Select 'Echo Cancelling Speakerphone' audio path on the UC application. • Connect the USB-C to C cable or USB Type-A to Type-B cable.

Specific symptoms	What you experience	Possible solutions
Webcam is not detected	Webcam is not detected in the Windows Device Manager	• Ensure that the USB upstream cable is connected between the monitor and the computer or notebook. • Ensure that the **Webcam & Presence Sensor** in OSD is set to Enable. • Reconnect the USB upstream cable to the computer or notebook.
	Webcam is not detected in the Dell Peripheral Manager for Windows software	• To support the **P2426HEB/P2726DEB/P3426WEB** monitor, please use the Dell Peripheral Manager version 1.7.0 or later.
Webcam cannot connect/Webcam disconnected	Could not detect Monitor camera/Could not switch back to the PC camera	• Reset the monitor to factory settings. • Turn off the monitor, unplug the monitor power cord, replug it, and then turn on the monitor. • Select the monitor camera again in the Camera/Video setting on your UC conference application.
Microphone is muted	Microphone is muted in the Windows Device Manager	• Ensure that the USB upstream cable is connected between the monitor and the computer or notebook. • Ensure that the 'Microphone' in OSD is set as Unmute. • Reconnect the USB upstream cable to the computer or notebook. • Ensure that the microphone is enabled/unmuted on the monitor. If the microphone mute LED is lighting up in static red (indicates microphone muted), press the microphone button to unmute the microphone. • Ensure that the monitor's microphone is selected and enabled/unmuted on the setting in the UC application.
Microphone volume is low/sounds soft	Microphone volume is low /sounds soft to the other participant when in audio/video call	• Ensure the Mute button's LED go dark (indicates microphone unmuted). • Adjust the distance between the user and the microphone. The user should avoid sitting too far away from the microphone. The most optimum distance between the user and the microphone is 70 cm. • Ensure that the monitor's microphone is selected and enabled/unmuted on the setting in the UC application. • Increase the microphone volume in the Sound setting interface at the PC side/in the UC application.
Front buttons don't work	No response on the UC application when press on the buttons located on the speaker	• Ensure that the USB upstream cable (Type-A to Type-B or Type-C to Type-C) is connected from the PC to the monitor. • For some UC platforms/applications, the Mute function works by pressing the Mute button, but the Mute Icon on the UC platform is not sync (Icon shows unmute).
Webcam image looks over-exposed	Webcam image shows over-exposed background	• Adjust the environment lighting condition.Ensure the monitor is setup at a well lighted environment, preferably under ceiling lights. The user should avoid a dim/dark background. The user should avoid direct facing a window with bright sunlight. • Alternatively, you may use Dell Peripheral Manager to adjust the webcam setting on color.
Webcam image looks grainy/dark	Webcam image appears grainy/dark	• Adjust the environment lighting condition. Ensure the monitor is setup at a well lighted environment, preferably under ceiling lights. The user should avoid a dim environment.
Webcam image looks blurry	Webcam image appears blurry/not clear.	• Use a clean and slightly damp cloth to wipe the surface of the front webcam. • Adjust the distance between the user and the camera. The user should avoid sitting too far away from the camera. The most optimum distance between the user and the camera is 70 cm.
Teams Microphone volume	Teams Microphone volume is lower than Zoom	• This is normal behavior as the volume specifications are different between Teams and Zoom.
Teams/Zoom small window distorted	Teams/Zoom small window image distorted	• This is normal behavior. The resolution of the small images are compressed when the main image is in high resolution (2K). If a lower resolution (720P & 1080P) is selected, there will not be any difference between the images.

Specific symptoms	What you experience	Possible solutions
Image quality poor	The image quality of the monitor was poor	Always poor: • Check that your computer is USB 3.0-capable. • Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. Sometime poor: • Network will effect the image quality,ensure your network is fine.
Proximity sensor does not work	Presence detection/ wake-up not working	• When using Teams/Zoom call, the wake up function not working is normal. • It works when a user is not using Teams/Zoom.
The recording video blurred out.	Change monitor Camera resolution to 480p, Record with the camera app, save and playback the recording. There will show Mosaic in the video.	• Change monitor camera resolution to 720p or higher.
Notebook not charging via USB-C	Notebook ≥ 180W not charging when connected to P2426HEB/P2726DEB/ P3426WEB monitor USB-C port	• Connect the Notebook with Power adaptor
Notebook cannot power on	When the Notebook battery is at 0%, Notebook cannot power on when connecting USB-C cable to monitor.	• Connect the Notebook with Power adaptor
The wireless mouse does not work smoothly and pauses.	Connect USB up-stream cable to the DUT. More than one meter away, 2.4Ghz mouse does not work.	• Workaround: a) connect to Quick Access Port b) Connect USB 2.4Ghz dongle via USB Type-A Male to Female cable (0.5M)
Black screen shows up on monitor after Mac book restarting system under lid closing.	When you close the lid of your Mac book and restart your Mac book, the monitor will show black screen.	• Move the mouse or hit the keyboard to wake up the Mac book. • Turn on the monitor setting of fast wakeup, Personalize -> Fast Wakeup -> on.

Microsoft® Teams® specific problems

Table 10. Microsoft® Teams® specific problems

Problem	What you experience	Possible solutions
The **Teams** button is not working	Short press on the **Teams** button does not bring up Teams application to the foreground	• Ensure that the USB upstream cable (Type-A to Type-B or Type-C to Type-C) is connected from the PC to the monitor. • Ensure that the Teams application is signed in and is already running at the background. The Teams button's LED will light in static white. • Ensure that the Teams account is provisioned/setup as 'Teams Only' mode. The tenant administrator should enable the account to 'Teams Only' mode. • Teams button will only work with Teams application in 'Teams Only' mode. Setting might vary in corporate environment, resulting in Teams button not working on the monitor. Please check with your system administrator.
The **Hookswitch** button is not working	Short press on the **Hookswitch** button does not answer call	• Ensure that the USB upstream cable (Type-A to Type-B or Type-C to Type-C) is connected from the PC to the monitor. • Ensure that the Teams account is provisioned/setup as 'Teams Only' mode. The tenant administrator should enable the account to 'Teams Only' mode.
The **Mute** button is not working	Press on the **Mute** button does not mute and unmute microphone	• Ensure that the USB upstream cable (Type-A to Type-B or Type-C to Type-C) is connected from the PC to the monitor. • Ensure that the Mute button's LED will go dark (indicates microphone unmuted). • Ensure that the Teams account is provisioned/setup as 'Teams Only' mode. The tenant administrator should enable the account to 'Teams Only' mode.
Webcam no image	Webcam no image when using Teams	• Ensure that the USB upstream cable (Type-A to Type-B or Type-C to Type-C) is connected from the PC to the monitor. • Select 'DELL Monitor RGB Webcam' as the camera in Teams Video settings.
Webcam being occupied	Webcam being occupied and can't be used	• Avoid running multiple conference softwares at the same time. While you are using 'conference software A', close the other 'conference software B'.

Universal Serial Bus (USB) specific problems

Table 11. USB specific problems

Specific Symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your monitor is turned on. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Turn off and then turn on the monitor again. • Reboot your computer. • Some USB devices like external portable HDD require higher electric current, connect the device directly to the computer system.
USB 5Gbps interface is slow	USB 5Gbps peripherals working slowly or not working at all	• Check that your computer is USB 5Gbps-compatible. • Some computers have USB 3.2, USB 2.0, and USB 1.1 ports. • Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.
Wireless USB peripherals stop working when a USB 5Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 5Gbps peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 5Gbps port.
Wireless USB mouse does not work properly	When plugged into one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	• Unplug the Wireless USB mouse receiver and re-plug it into an appropriate Quick Access USB port at the bottom of the monitor.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see Contact Support at Dell Support Site.

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

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

Revision History

The following table provides the revision history of this document:

Table 12. Revision history

Revision	Date	Description
A00	March 2026	Original publish date.