

Dell Pro 24 Conferencing Monitor

E2426HB

Simplified Service Manual

Notes, cautions, and warnings

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

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

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

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Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure 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.

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.

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.

- 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.

Views of E2426HB monitor

Front view

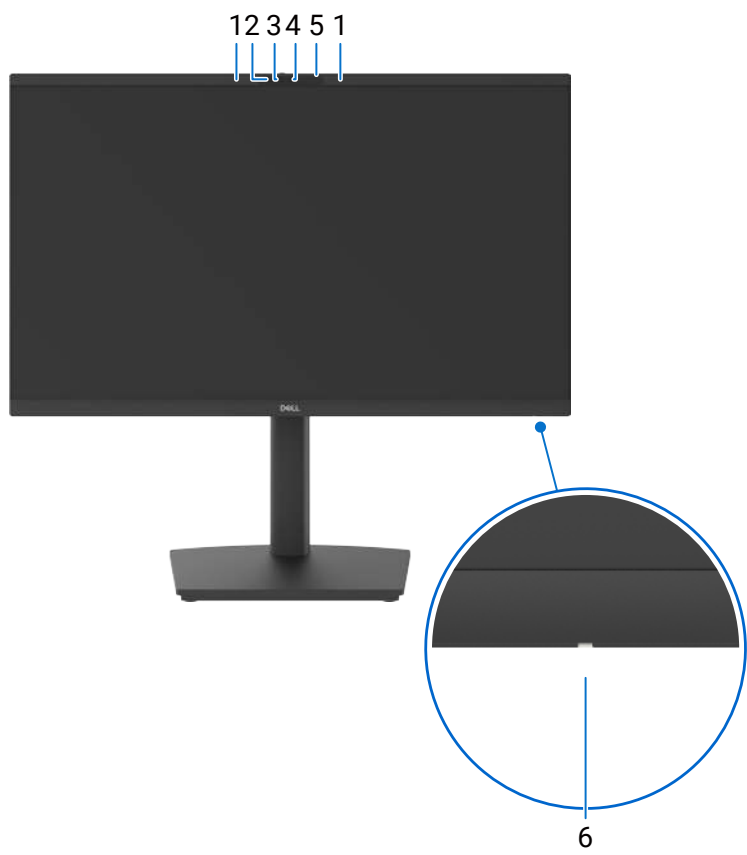


Figure 1. Front view

Table 1. Components and descriptions.

Label	Description	Function
1	Microphones	Monitor microphones (Mic).
2	IR LED	Indicator of infrared (IR).
3	IR Camera	Supports the face recognition feature.
4	Main Camera	Transmits your image in a video conference.
5	Webcam LED indicator	Indicator of Webcam. It will light up in white when webcam is in use.
6	Power LED Indicator	Solid white light indicates that the monitor is turned on and is functioning. Blinking white light indicates that the monitor is in Standby Mode.

Back view

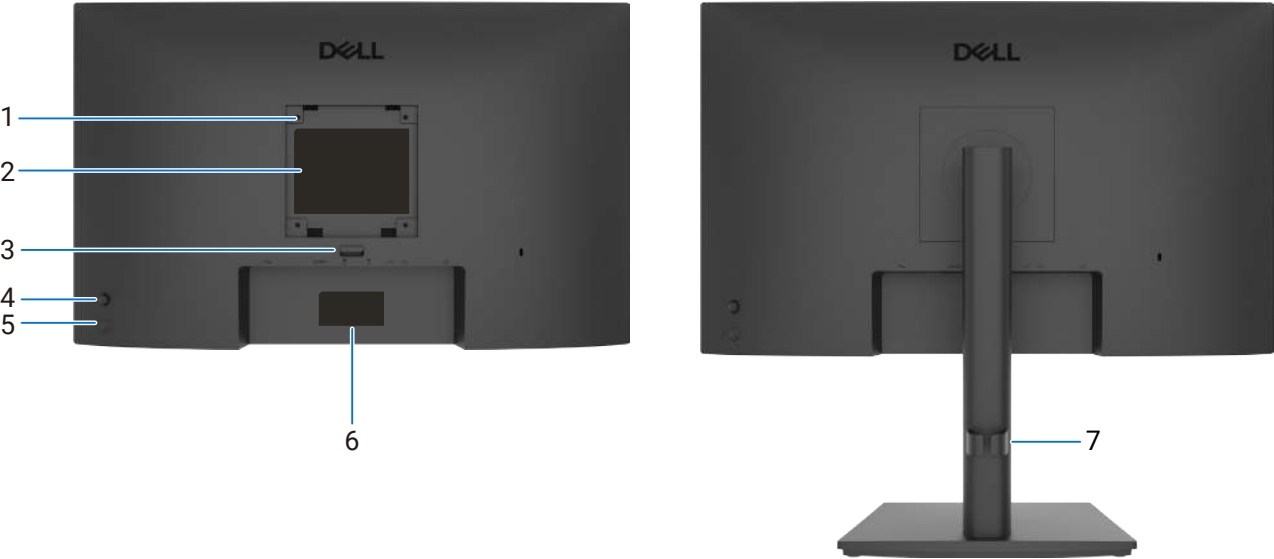


Figure 2. Back view

Table 2. Components and descriptions.

Label	Description	Function
1	VESA mounting 4 holes (100 mm x 100 mm) - behind attached VESA cover	Wall-mount the 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 button	To turn the monitor on or off.
6	Regulatory label (including MyDell QR code, serial number, and Service Tag label)	See this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that allows Dell service technicians to identify your monitor's specifications and access warranty information.
7	Cable management guide	To organize the cables.

Side view



Figure 3. Side view

Bottom view

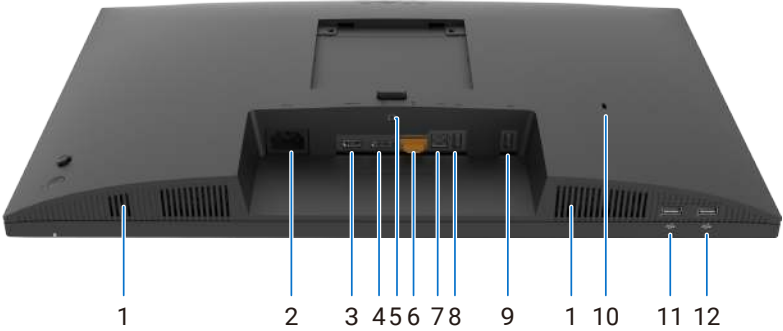


Figure 4. Bottom view

Table 3. Components and descriptions.

Label	Description	Function
1	Built-in speakers	Provides audio output.
2	 Power connector	Connect the power cable.
3	 HDMI port	Connect your computer with the HDMI cable.
4	 DisplayPort (in)	Connect your computer with the DisplayPort cable.
5	Stand lock	Locks the stand to the monitor using a M3 x 6 mm screw (screw not included).
6	 DisplayPort (Out)	Connect your computer with the DisplayPort cable.
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	 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 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	Security-lock slot (based on Kensington Security Slot)	Secures the monitor with a security cable lock (sold separately).
11,12	 USB Type-A 5Gbps downstream port	Connect your USB device. The USB port supports Battery Charging with BC1.2 5 V/1.5 A typical (2 A max) power charging (10W). NOTE: To avoid signal interference, when a USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

Major components of E2426HB monitor

The following image shows the major components of monitor.

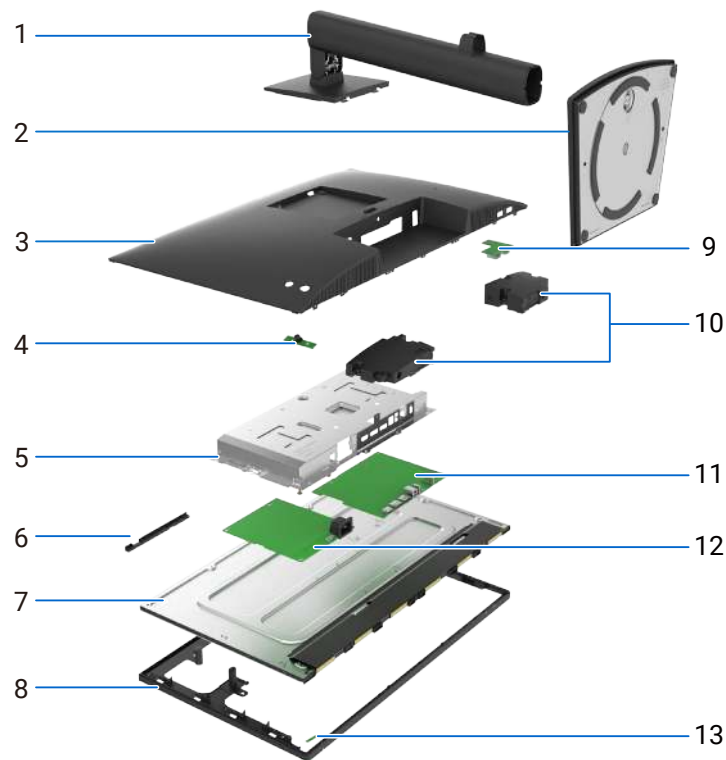


Figure 5. Major Components of E2426HB monitor

Table 4. Major components.

Callout	Description	Callout	Description
1	Stand riser	8	Middle frame
2	Stand base	9	USB board
3	Back cover	10	Speaker
4	Keypad board	11	Main board
5	Main chassis	12	Power board
6	Camera module	13	LED board
7	Display panel		

Wiring connectivity diagram



Figure 6. Wiring connectivity diagram

Table 5. Wiring connectivity diagram.

Callout	Description
1	Lightbar cable
2	Low Voltage Differential Signaling (LVDS) cable
3	Camera module cable
4	Speaker cable
5	Keypad cable
6	LED cable
7	USB cable

Connecting your monitor

⚠ WARNING: Before you begin any of the procedures in this section, follow the [Safety instructions](#).

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

ⓘ 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 guide before connecting them.

ⓘ NOTE: Do not connect all the cables to the computer simultaneously.

ⓘ 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, USB cable from your monitor to the computer.
3. Connect the power cable to the monitor and the wall outlet.
4. Turn on your monitor.
5. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

Connecting the HDMI cable

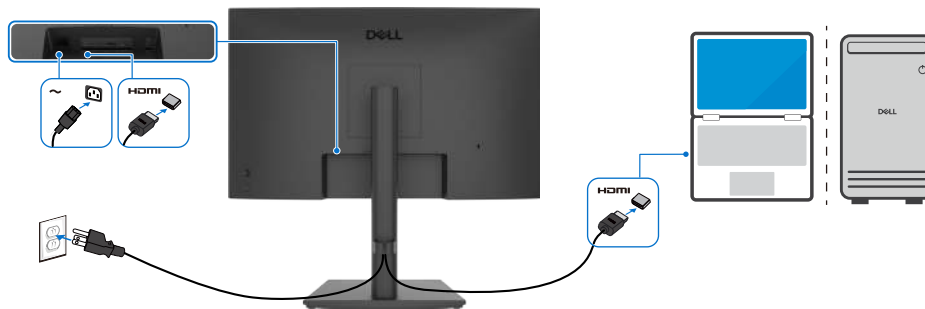


Figure 7. Connecting the HDMI cable

Connecting the DisplayPort cable

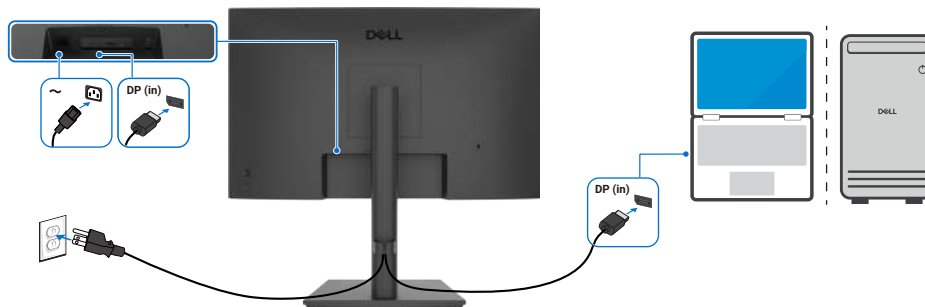


Figure 8. Connecting the DisplayPort cable

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

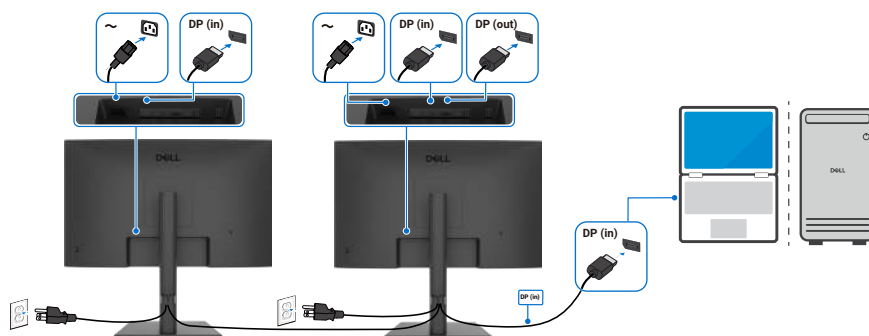


Figure 9. Connecting the monitor for DisplayPort Multi-Stream Transport (MST) function

ⓘ 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-B to Type-A cable

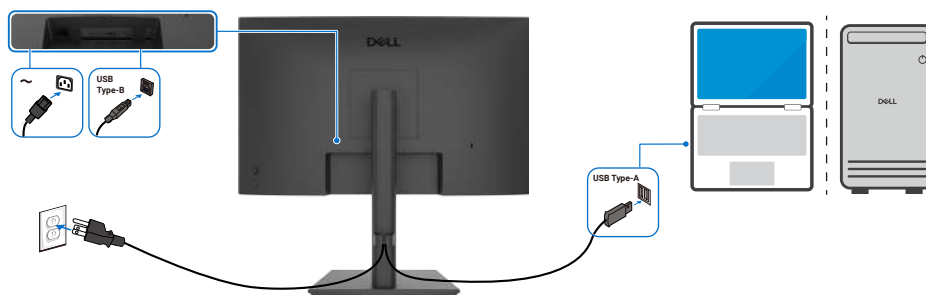


Figure 10. Connecting the USB Type-B to Type-A cable

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 that is caused by unauthorized servicing will not be covered under the warranty.

Recommended tools

Tool Description:

- Phillips screwdriver #0
- 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 6. Components and descriptions.

Component	Screw type	Quantity	Screw image
Back cover	M4x10	4	
Speakers	M3x6	4	
USB board	M3x6	1	
Keypad board	M2x3.3	2	
Main chassis	M3x5	2	
Middle frame	M3x5	9	
Camera module	M2x3.3	2	
Main Board	M3x6	3	
Power board groundwire	M4x8	1	
Power board	M3x6	2	

Stand

Removing the stand

Prerequisites

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

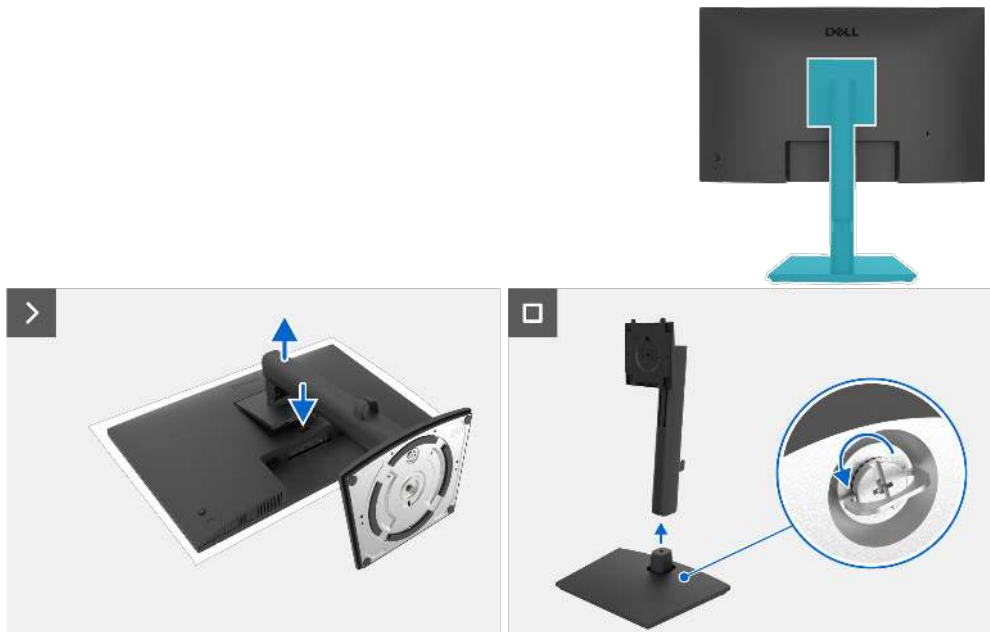


Figure 11. Removing the stand

Steps

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

Installing the stand

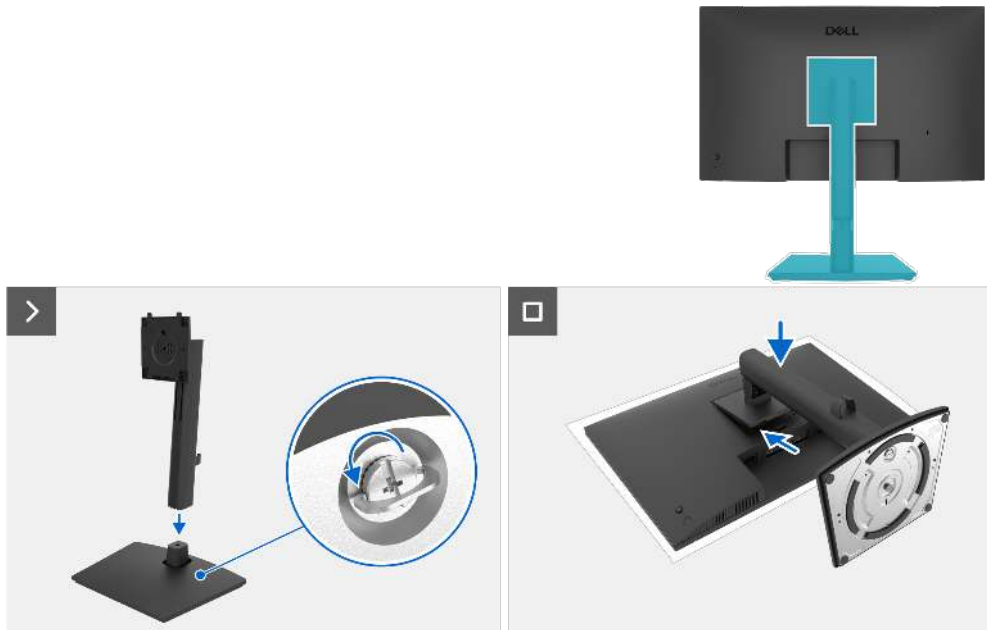


Figure 12. Installing the stand

Steps

1. Align the tabs on the stand base with the slots on the stand riser.
2. Insert the stand riser on the stand base firmly.
3. Open the screw handle at the bottom of the stand base, and rotate it clockwise to tighten the screw firmly. Close the screw handle.
4. Place the monitor on a soft cloth or cushion near the edge of the desk.
5. Align the stand assembly bracket to the monitor head.
6. Insert the stand assembly bracket into the monitor until it locks in place.

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

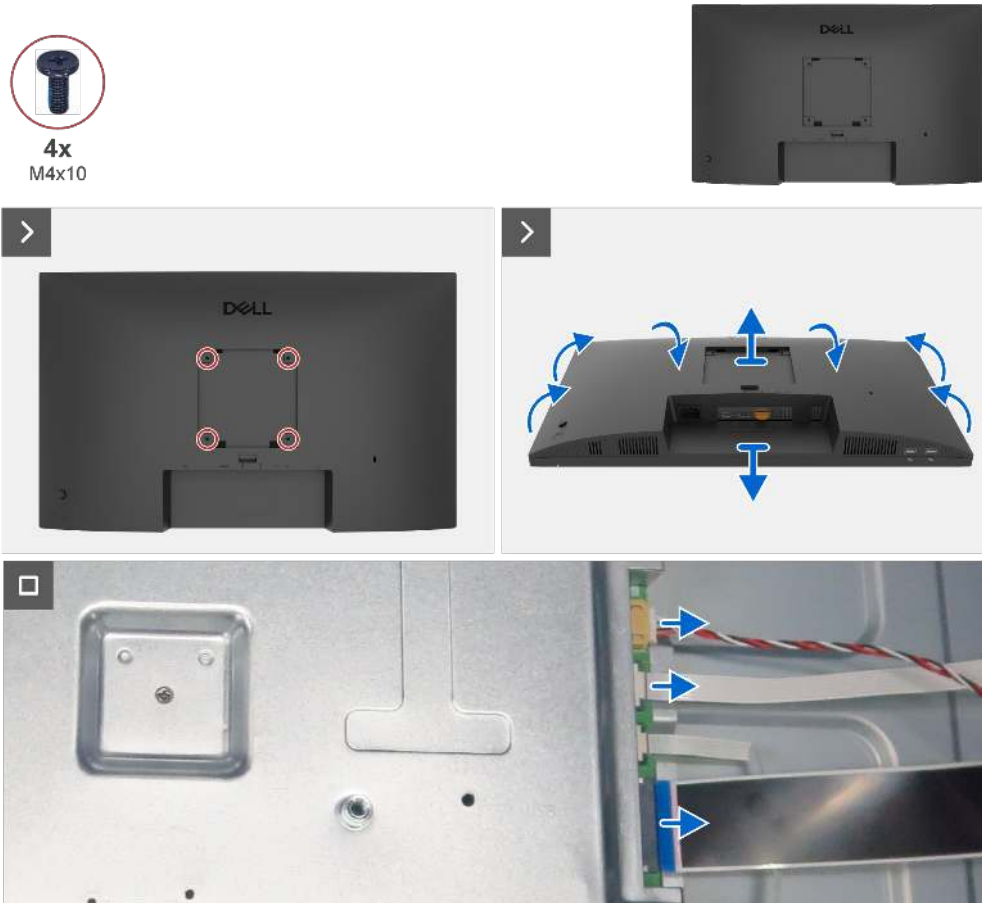


Figure 13. Removing the back cover

Steps

1. Remove the four screws (M4x10) to release the back cover.
2. Using both hands, gently pry the back cover, 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, speaker cable and USB cable from the connectors on the main board.
5. Remove the back cover from the display assembly.

Installing the back cover

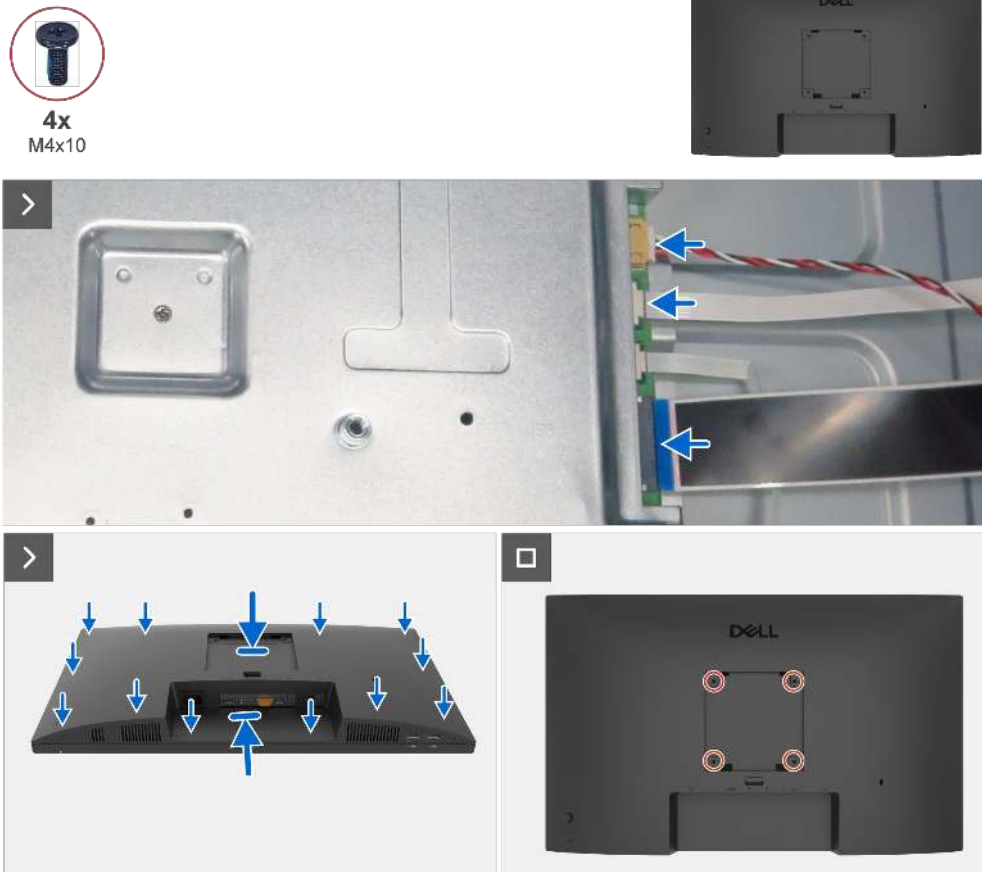


Figure 14. Installing the back cover

Steps

1. Connect the USB cable, speaker cable and keypad cable to the connectors 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](#).

Speakers

Removing the speakers

Prerequisites

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

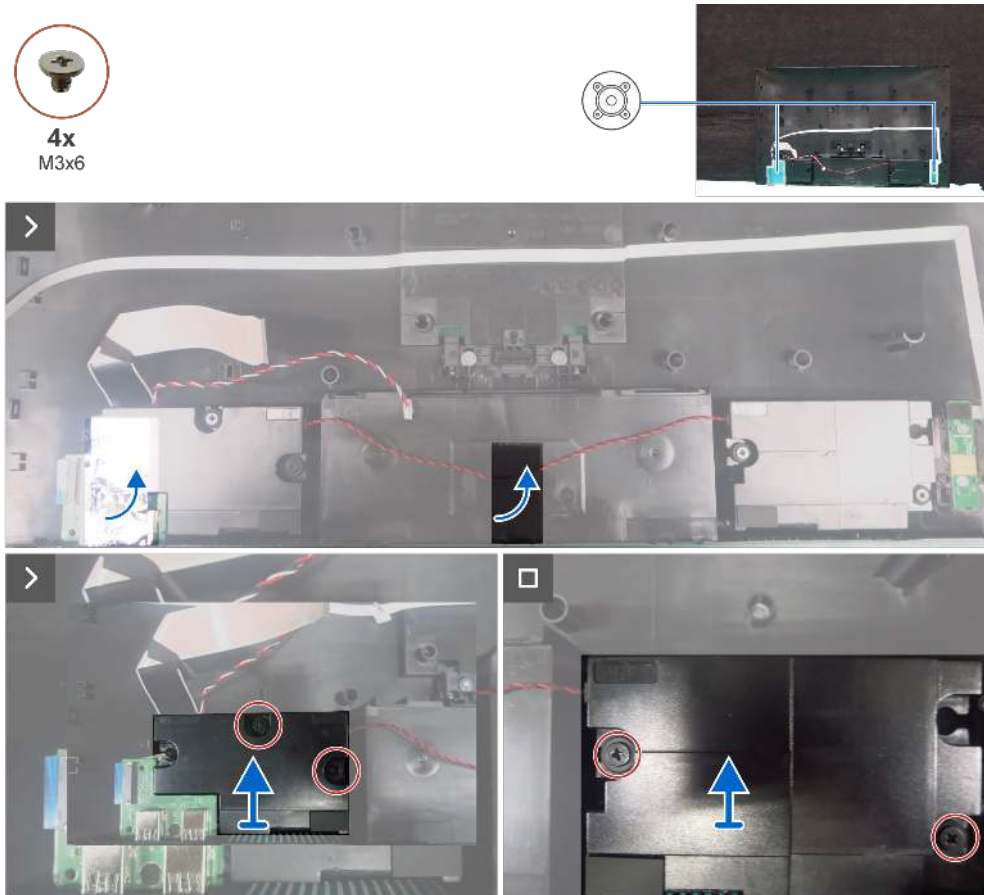


Figure 15. Removing the speakers

Steps

1. Peel the aluminum foil and tapes on the speaker cable.
2. Remove the four screws (M3x6) that secure the two speakers to the back cover.
3. Remove the two speakers from the locating pins on the back cover.

Installing the speakers

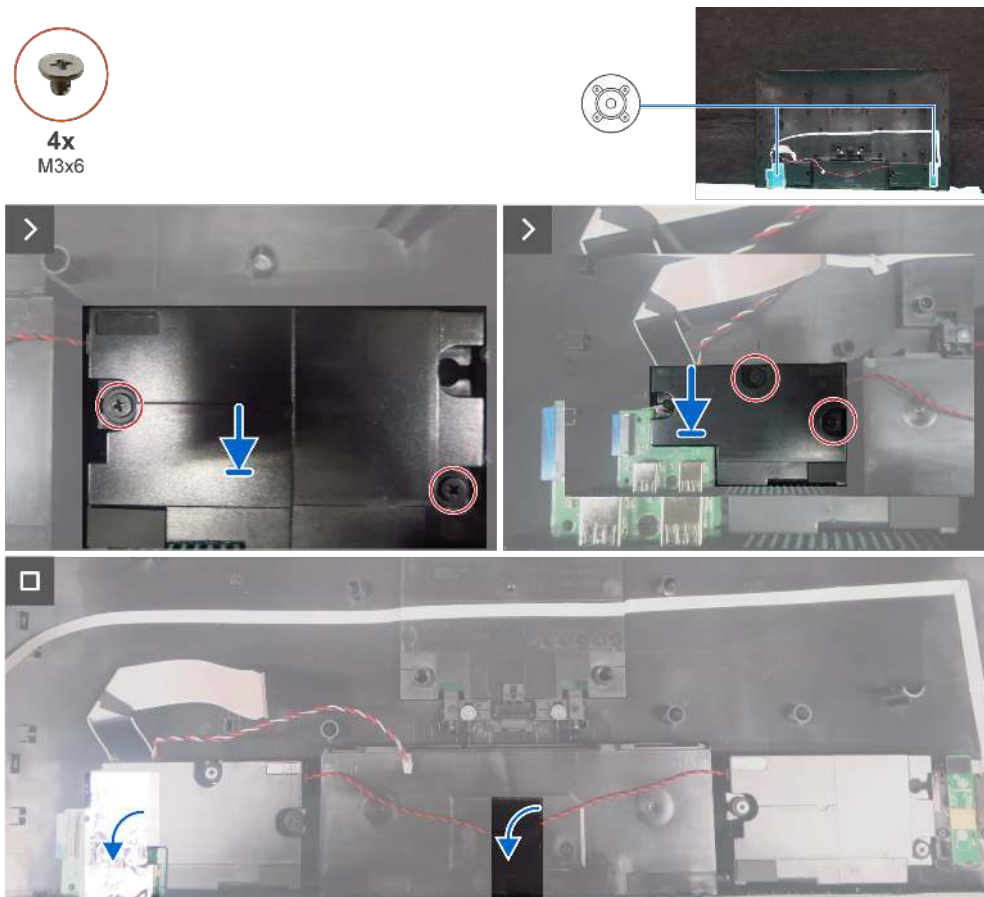


Figure 16. Installing the speakers

Steps

1. Align the holes on the two speakers to the locating pins on the back cover, and place it down.
2. Replace the four screws (M3x6) that secure the two speakers to the back cover.
3. Adhere the aluminum foil and tapes to secure the speaker 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](#).

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 [speakers](#).

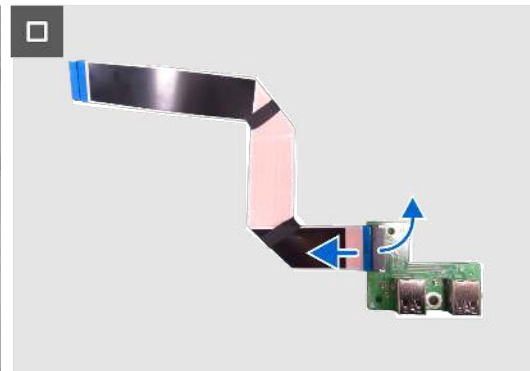
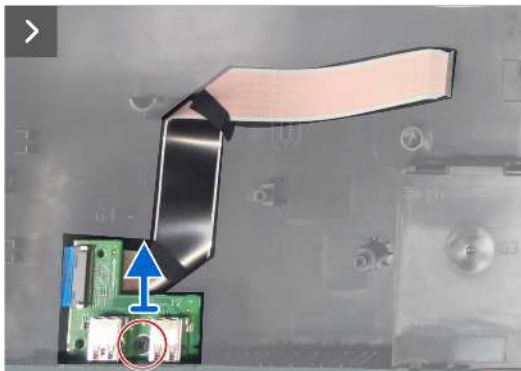


Figure 17. Removing the USB board

Steps

1. Remove the screw (M3x6) that secures the USB board to the middle frame.
2. Remove the USB board from middle frame.
3. Lift the lock and pull out the USB cable from the USB board.

Installing the USB board

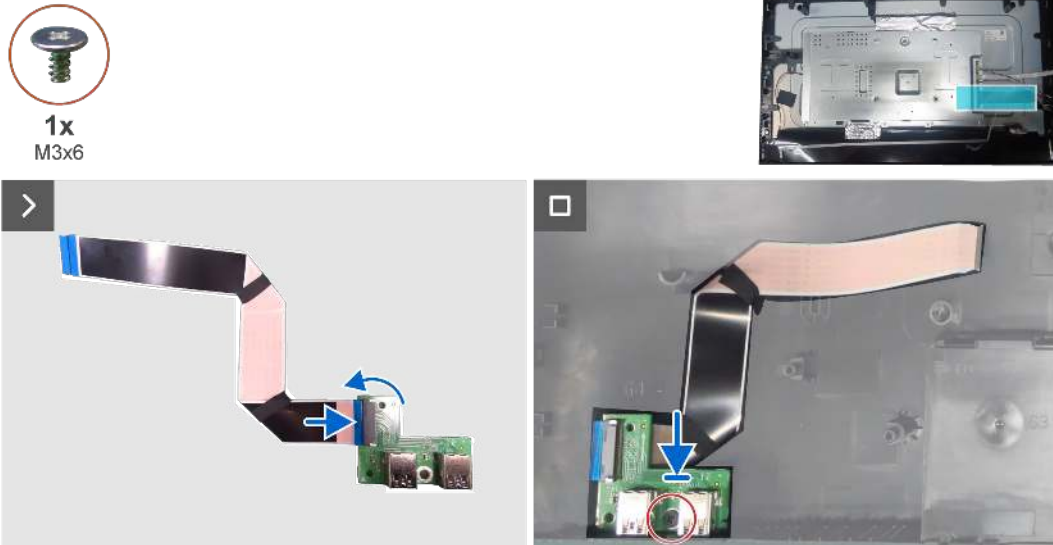


Figure 18. Installing the USB board

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.

Next steps

1. Install the [speakers](#).
2. Install the [back cover](#).
3. Install the [stand](#).
4. 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.](#)
4. Remove the [speakers.](#)
5. Remove the [USB board.](#)



Figure 19. 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. Remove the joystick key from the keypad board.

Installing the keypad board



Figure 20. Installing the keypad board

Steps

1. Replace the joystick key 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 [USB board](#).
2. Install the [speakers](#).
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 [speakers](#).
5. Remove the [USB board](#).
6. Remove the [keypad board](#).

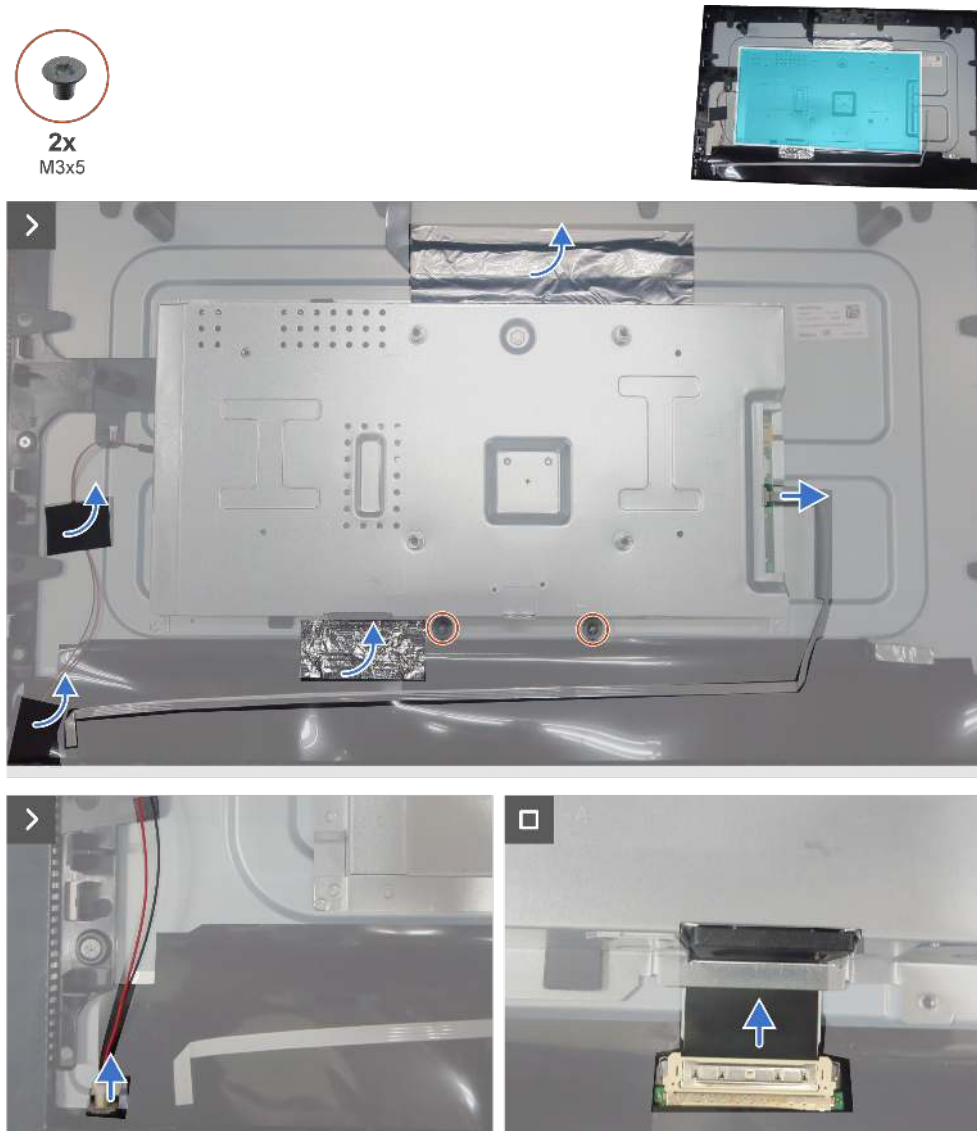


Figure 21. Removing the main chassis

Steps

1. Peel the acetate tape and aluminum foil.
2. Disconnect LED cable from the connector on the main board.
3. Disconnect the lightbar cable from the connector on the display panel.
4. Remove the two screws (M3x5) that secure the main chassis to the display panel.
5. Disconnect the LVDS cable from the connector on the display panel.
6. Lift and remove the main chassis from the display panel.

Installing the main chassis

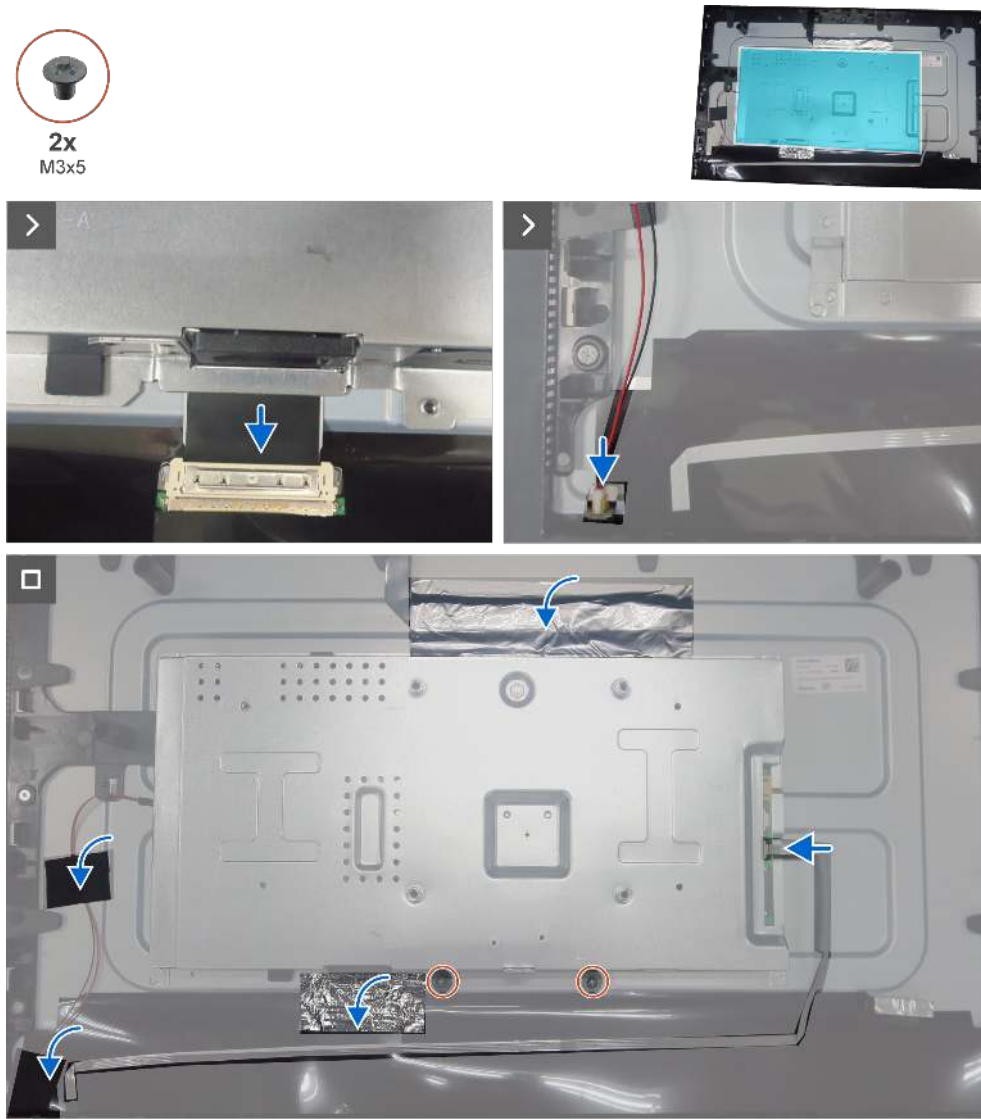


Figure 22. Installing the main chassis

Steps

1. Connect the LVDS cable to the connector on the display panel.
2. Align the holes on the main chassis with the screw holes on the display panel, and place it down.
3. Replace the two screws (M3x5) that secure the main chassis to the display panel.
4. Connect the lightbar cable to the display panel and adhere the acetate tape to cover the lightbar connector.
5. Adhere the aluminum foil on the main chassis.

Next steps

1. Install the [keypad board](#).
2. Install the [USB board](#).
3. Install the [speakers](#).
4. Install the [back cover](#).
5. Install the [stand](#).
6. 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 [speakers.](#)
5. Remove the [USB board.](#)
6. Remove the [keypad board.](#)
7. Remove the [main chassis.](#)

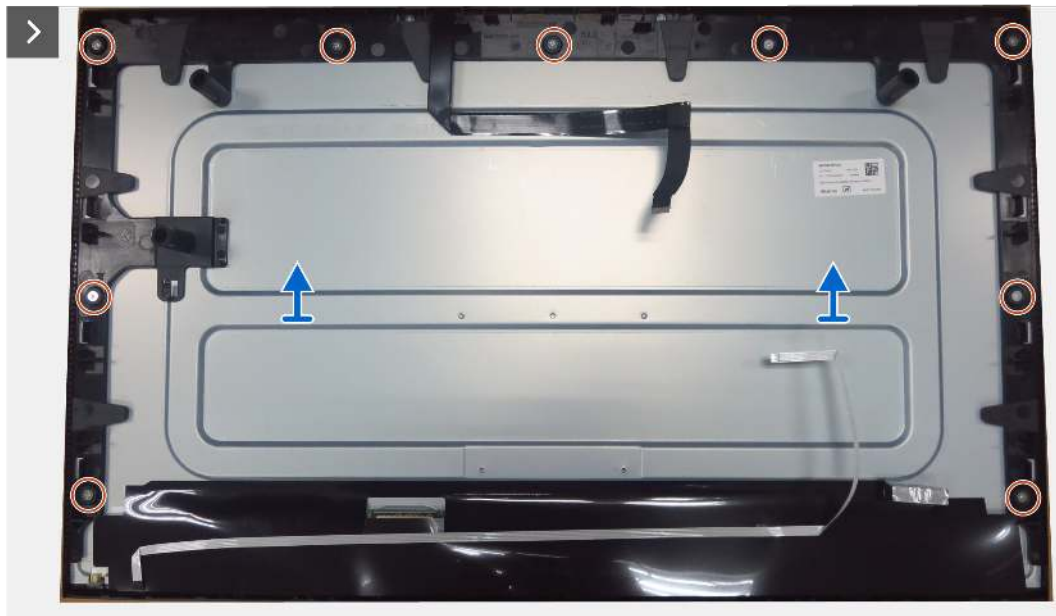
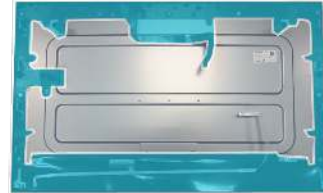


Figure 23. Removing the middle frame

Steps

1. Remove the nine screws (M3x5) that secure the middle frame to the display panel.
2. Lift and remove the middle frame away from the display panel.

Installing the middle frame

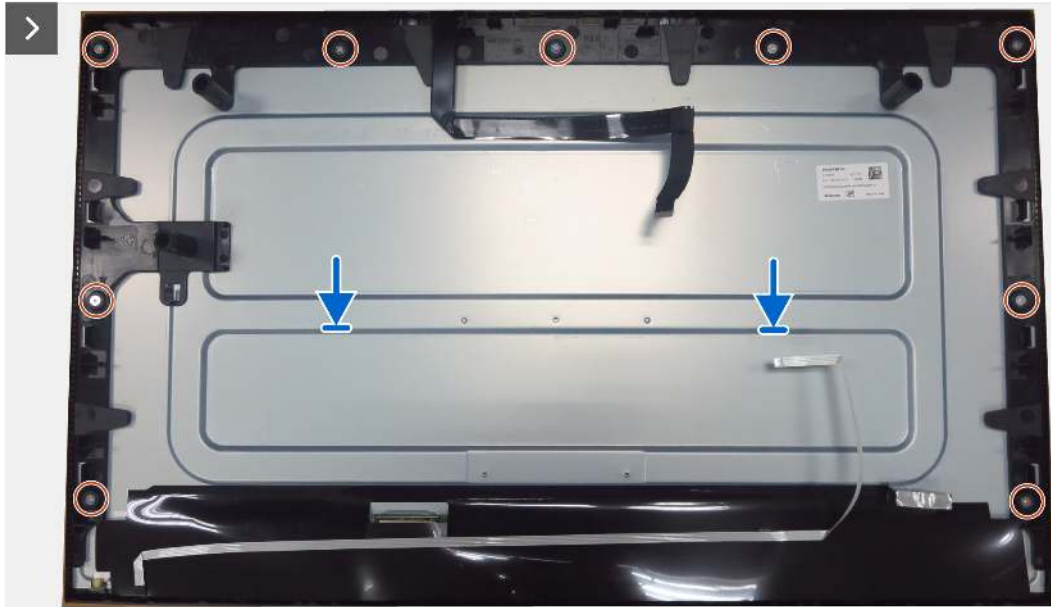
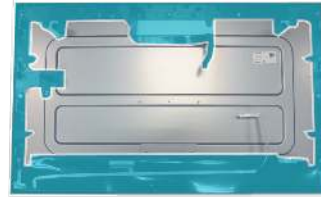


Figure 24. Installing the middle frame

Steps

1. Align and place the middle frame on the display panel.
2. Replace the nine screws (M3x5) that secure the middle frame to the display panel.
3. Adhere the LED board to secure the LED cable to it on the panel.

Next steps

1. Install the [main chassis](#).
2. Install the [keypad board](#).
3. Install the [USB board](#).
4. Install the [speakers](#).
5. Install the [back cover](#).
6. Install the [stand](#).
7. Follow the procedure in [After working inside your monitor](#).

LED board

Removing the LED board

Prerequisites

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

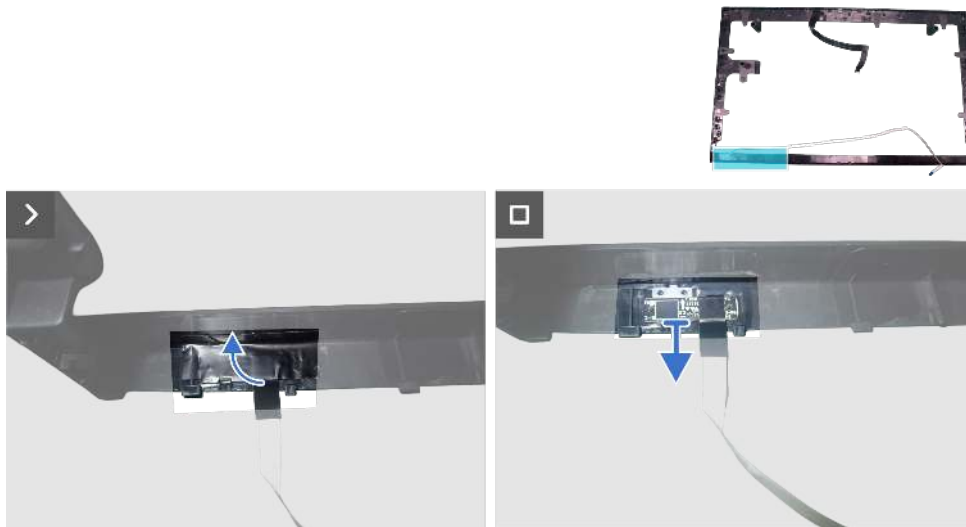


Figure 25. Removing the LED board

Steps

1. Peel the mylar tape from the LED board.
2. Remove the LED board from the pins on the back cover.

Installing the LED board

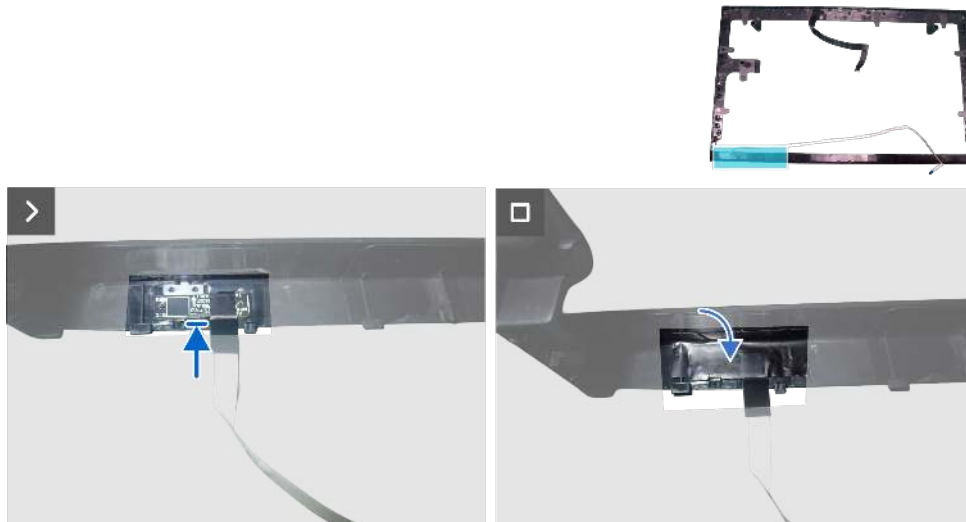


Figure 26. Installing the LED board

Steps

1. Align the holes on the LED board with the pins on the back cover, and place it in the slot.
2. Adhere the mylar tape to cover the LED board.

Next steps

1. Install the [middle frame](#).
2. Install the [main chassis](#).
3. Install the [keypad board](#).
4. Install the [USB board](#).
5. Install the [speakers](#).
6. Install the [back cover](#).
7. Install the [stand](#).
8. 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 [speakers.](#)
5. Remove the [USB board.](#)
6. Remove the [keypad board.](#)
7. Remove the [main chassis.](#)
8. Remove the [middle frame.](#)
9. Remove the [LED board.](#)
10. Remove the [camera module.](#)



Figure 27. Removing the camera module

Steps

1. Remove the two screws (M2x3.3) that secure the camera module to the middle frame.
2. Remove the camera module.
3. Disconnect the camera cable from the connector on the camera module board.

Installing the camera module



Figure 28. Installing the camera module

Steps

1. Connect the camera cable to the connector on the camera board.
2. Align the screw holes on the camera module to the screws holes on the middle frame.
3. Replace the two screws (M2x3.3) that secure the camera module to the middle frame.

Next steps

1. Install the [LED board](#).
2. Install the [middle frame](#).
3. Install the [main chassis](#).
4. Install the [keypad board](#).
5. Install the [USB board](#).
6. Install the [speakers](#).
7. Install the [back cover](#).
8. Install the [stand](#).
9. 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 [speakers.](#)
5. Remove the [USB board.](#)
6. Remove the [keypad board.](#)
7. Remove the [main chassis.](#)
8. Remove the [middle frame.](#)
9. Remove the [LED board.](#)
10. Remove the [camera module.](#)

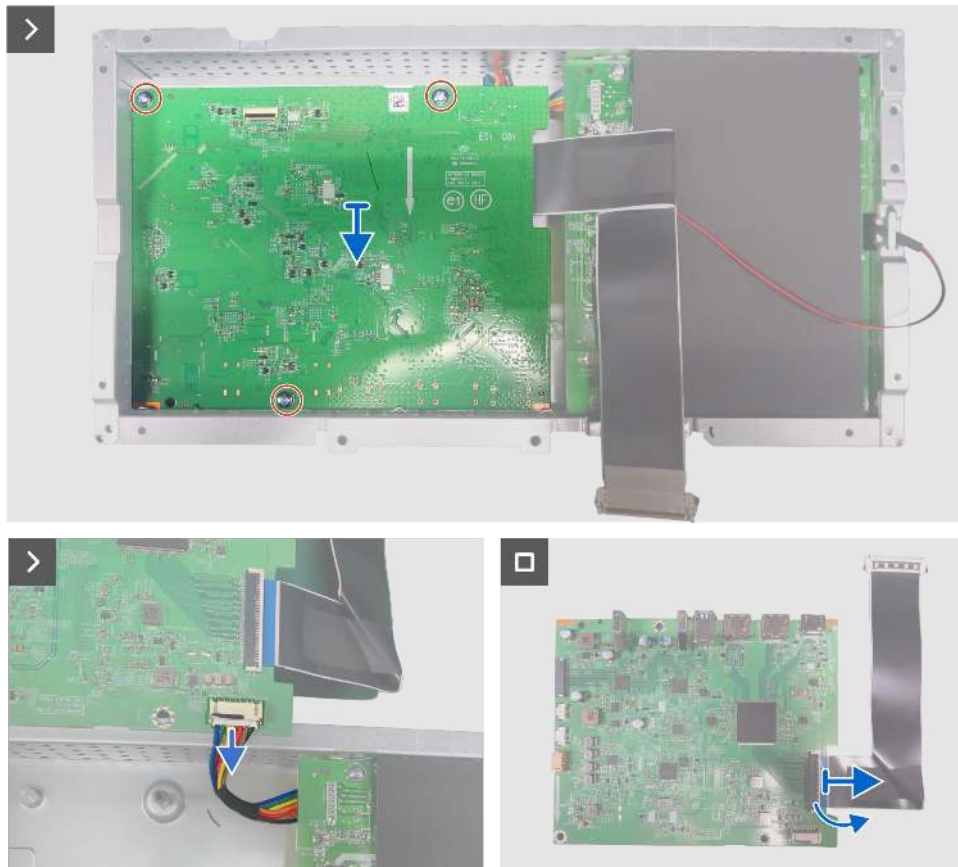


Figure 29. Removing the main board

Steps

1. Remove the three screws (M3x6) that secures the main board to the main chassis.
2. Disconnect the power cable from the main board.
3. Remove the main board, and disconnect the LVDS cable from the connector on the main board.

Installing the main board

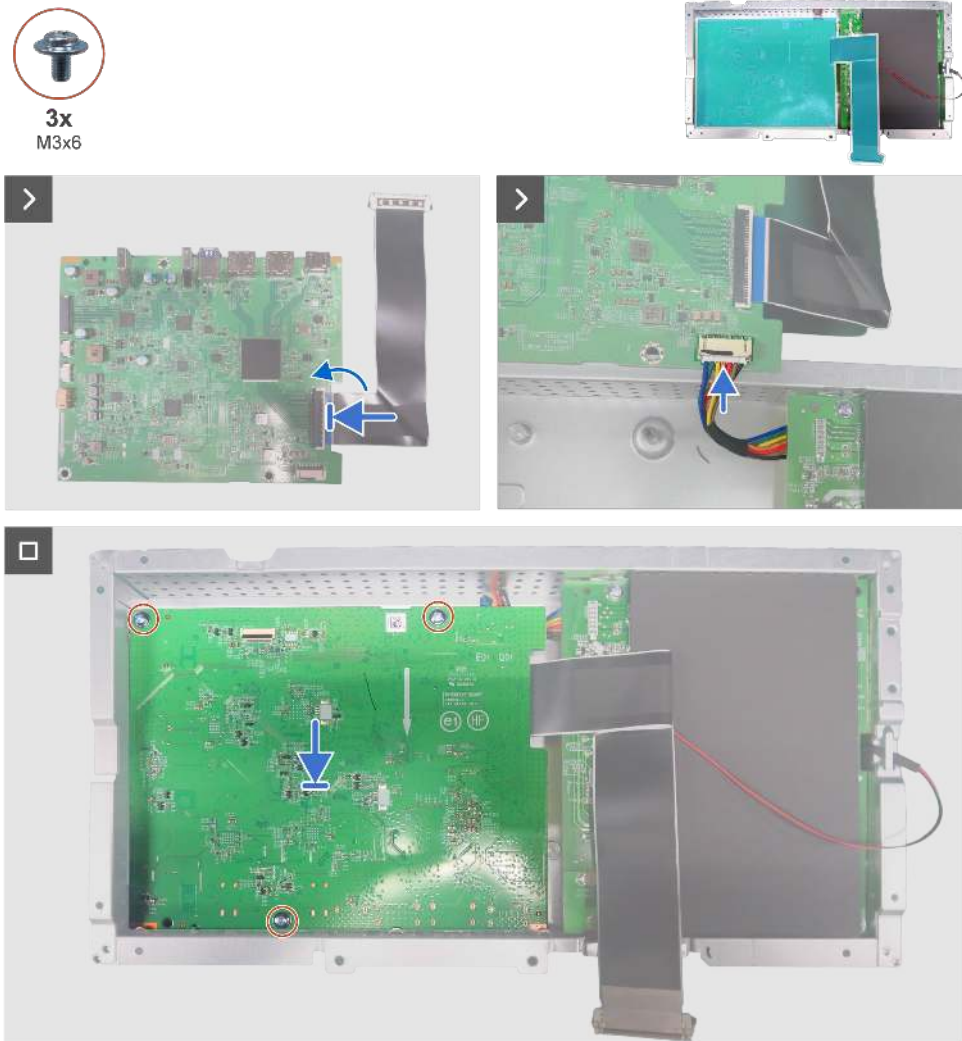


Figure 30. Installing the main board

Steps

1. Connect the LVDS cable to the connector on the main board.
2. Connect the power cable to the main board and then place the main board onto the main chassis.
3. 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) that secures the main board to the main chassis.

Next steps

1. Install the [camera module](#).
2. Install the [LED board](#).
3. Install the [middle frame](#).
4. Install the [main chassis](#).
5. Install the [keypad board](#).
6. Install the [USB board](#).
7. Install the [speakers](#).
8. Install the [back cover](#).
9. Install the [stand](#).
10. 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 [speakers](#).
5. Remove the [USB board](#).
6. Remove the [keypad board](#).
7. Remove the [main chassis](#).
8. Remove the [middle frame](#).
9. Remove the [LED board](#).
10. Remove the [camera module](#).
11. Remove the [main board](#).

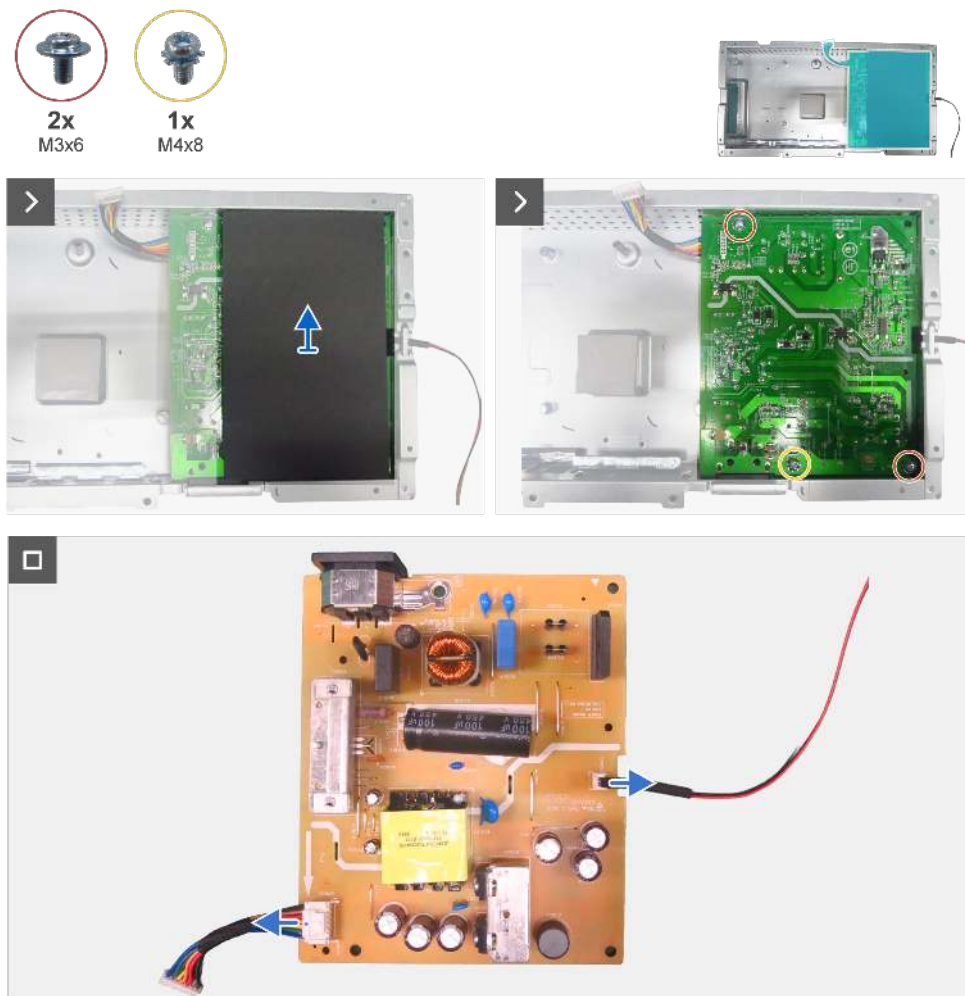


Figure 31. Removing the power board

Steps

1. Unroute the lightbar cable from the routing guides on the main chassis.
2. Remove the Mylar sheet from the slot in the main chassis.
3. Remove the screw (M4x8) and the two screws (M3x6) that secure the Mylar sheet and power board to the main chassis.
4. Remove the power board from the main chassis.
5. Disconnect the lightbar cable and power cable from the connectors on the power board.

Installing the power board

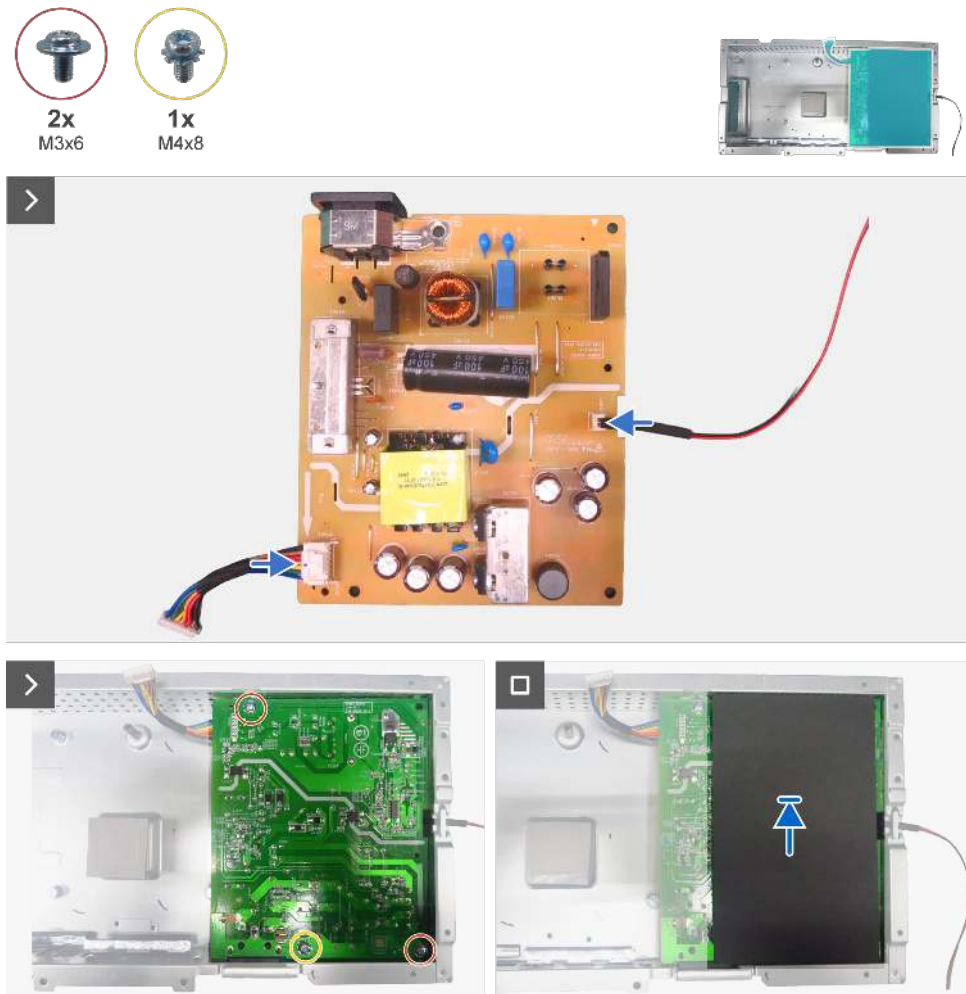


Figure 32. Installing the power board

Steps

1. Connect the power cable and lightbar cable to the connectors on the power board.
2. Align the screw holes on the power board with the screw holes on the main chassis, and place it down.
3. Replace the two screws (M3x6) and the screw (M4x8) to secure the power board to the main chassis.
4. Insert the Mylar sheet into the slot on the main chassis.
5. Route the lightbar cable through the routing guides on the main chassis.

Next steps

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

Troubleshooting

⚠ WARNING: Before you begin any of the procedures in this section, follow the [Safety instructions](#).

Self-test

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

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the 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 33. HDMI cable disconnected warning message

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

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

Built-in diagnostics

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

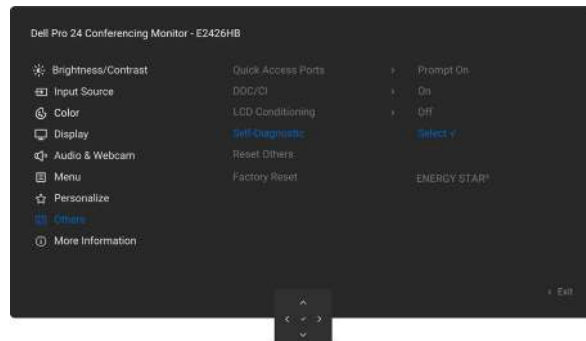


Figure 34. Built-in diagnostics

To run the built-in diagnostics:

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

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

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

Common problems

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

Table 7. Common problems

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

Product-specific problems

Table 8. Product-specific problems

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on the screen, but does not fill the entire viewing area	- Check the Aspect Ratio setting in the Display menu OSD. - Reset the display to factory settings.
Cannot adjust the monitor with the joystick control on the rear of the monitor	OSD does not appear on the screen	- Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor. - Check whether the OSD menu is locked. If yes, move and hold the joystick Up, Down, Left, or Right navigation keys for 4 seconds to unlock.
No input signal when user controls are pressed	No picture; the LED light is white	- Check the signal source. Ensure that the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. - Ensure the signal cable is securely connected. If needed, disconnect and reconnect the cable to confirm a proper connection. - Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	- Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. - Run the built-in diagnostics.
No image when using 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.
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.
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 E2426HB 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 E2426HB in Sound setting interface	- Increase the speaker volume of DELL E2426HB to maximum in the Sound setting interface. - Press the Volume Up button to increase the speaker volume of DELL E2426HB. - If you select DELL E2426HB audio path, please ensure that the Echo Cancelling Speakerphone volume is set to medium or high. Else, the DELL E2426HB 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 E2426HB volume is set to 100% will have the same sound level as the former.
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 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 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 E2426HB 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.
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.
Image quality poor	The image quality of the monitor was poor	Always poor: • Check that your computer is USB 3.0-capable. • Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. Sometime poor: • Network will effect the image quality, ensure your network is fine.
The recording video blurred out.	Change monitor Camera resolution to 480p, Record with the camera app, save and playback the recording. There will show Mosaic in the video.	• Change monitor camera resolution to 720p or higher.

Specific symptoms	What you experience	Possible solutions
The wireless mouse does not work smoothly and pauses.	Connect USB up-stream cable to the DUT. More than one meter away, 2.4Ghz mouse does not work.	- Workaround: - connect to Quick Access Port - Connect USB 2.4Ghz dongle via USB Type-A Male to Female cable (0.5M)
Wireless mouse does not work smoothly and properly.	When plugged into one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	Unplug the Wireless USB Mouse receiver and replug it into one of the Quick Access USB ports at the bottom of the monitor.

Universal Serial Bus (USB) specific problems

Specific Symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	- Check that your display is turned ON. - Reconnect the upstream cable to your computer. - Reconnect the USB peripherals (downstream connector). - Turn off the monitor and turn it on again. - Reboot the computer. - Certain USB devices such as portable hard drives require higher power source; connect the drive to the computer directly.
super speed USB 5Gbps interface is slow.	super speed USB 3.2 Gen1 peripherals working slowly or not working at all	- 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. - 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.

Contacting Dell

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

- ① **NOTE:** Availability varies by country or region and product, and some services may not be available in your country or region.
- ① **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.

Revision History

The following table provides the revision history of this document:

Table 9. Revision history

Revision	Date	Description
A00	March 2026	Original publish date