# Dell G2725D Monitor

Service Manual

Model: G2725D
Regulatory model: G2725Do
August 2024
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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# Safety instructions

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

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

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

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

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

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

## Before working inside your monitor

**Steps**

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

   **CAUTION: To disconnect a network cable, first unplug the cable from your monitor and then unplug the cable from the network device.**
5. Remove any media card and optical disc from your monitor, if applicable.

## After working inside your monitor

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

**Steps**

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

# Identifying parts and controls

## Front view

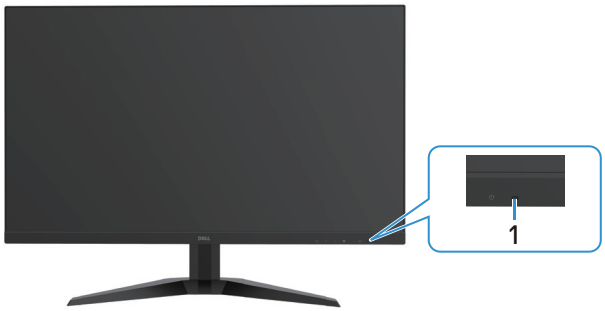



**Figure 1.** **Front view of the monitor**

**Table 1.** Front view of descriptions.

| Label | Description | Use |
|---|---|---|
| 1 | LED indicator | A solid blue light indicates that the monitor is turned on and functioning normally.<br>A solid orange light indicates that the monitor is in Standby Mode. |

## Back view

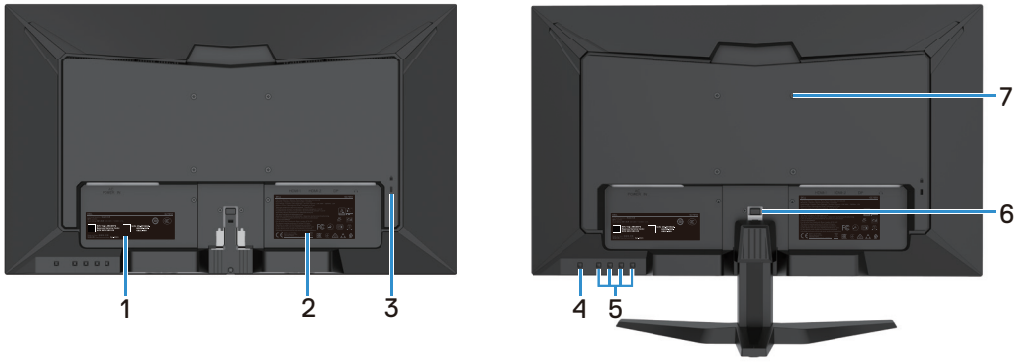



**Figure 2.** **Back view of the monitor**

**Table 2.** Back view of descriptions.

| Label | Description | Use |
|---|---|---|
| 1 | Barcode, serial number, and service tag label | See this label if you must contact Dell for technical support. The Service Tag enables Dell service technicians to identify the hardware components in your computer and access warranty information. |
| 2 | Regulatory information | List the regulatory approvals. |
| 3 | Security-lock slot<br>(based on Kensington Security Slot™) | Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor. |
| 4 | Power button | Press the power button to turn the monitor on and off. |
| 5 | Function buttons | To access the OSD menu and change the settings if required. |
| 6 | Stand release button | Release the stand from monitor. |
| 7 | VESA mounting holes (100 mm x 100 mm) | Supports an optional mounting of the monitor using a VESA mount or arm. |

## Side view

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

## Bottom view

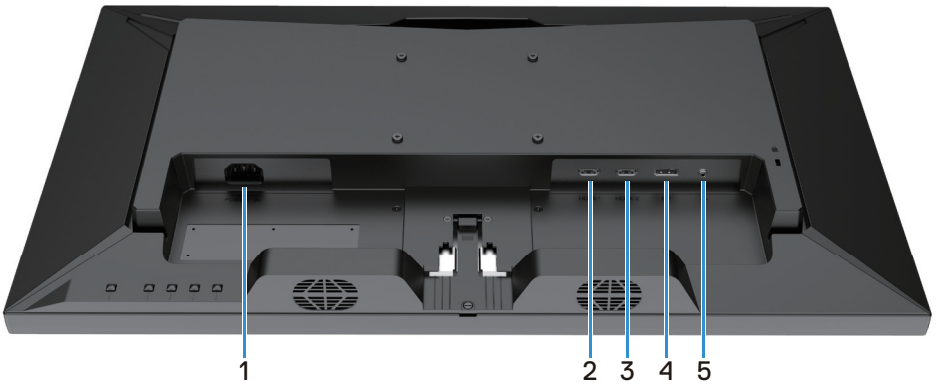



**Figure 4.** **Bottom view of the monitor**

**Table 3.** Bottom view of descriptions.

| Label | Description | Use |
|---|---|---|
| 1 | Power port | To connect the monitor power cable. |
| 2 | HDMI 1 port | Connect to your computer or external device using an HDMI cable. |
| 3 | HDMI 2 port | Connect to your computer or external device using an HDMI cable. |
| 4 | DisplayPort | Connect to your computer or external device using a DisplayPort cable. |
| 5 | Headphone port | Connect the headphones to the monitor. |

# Major components

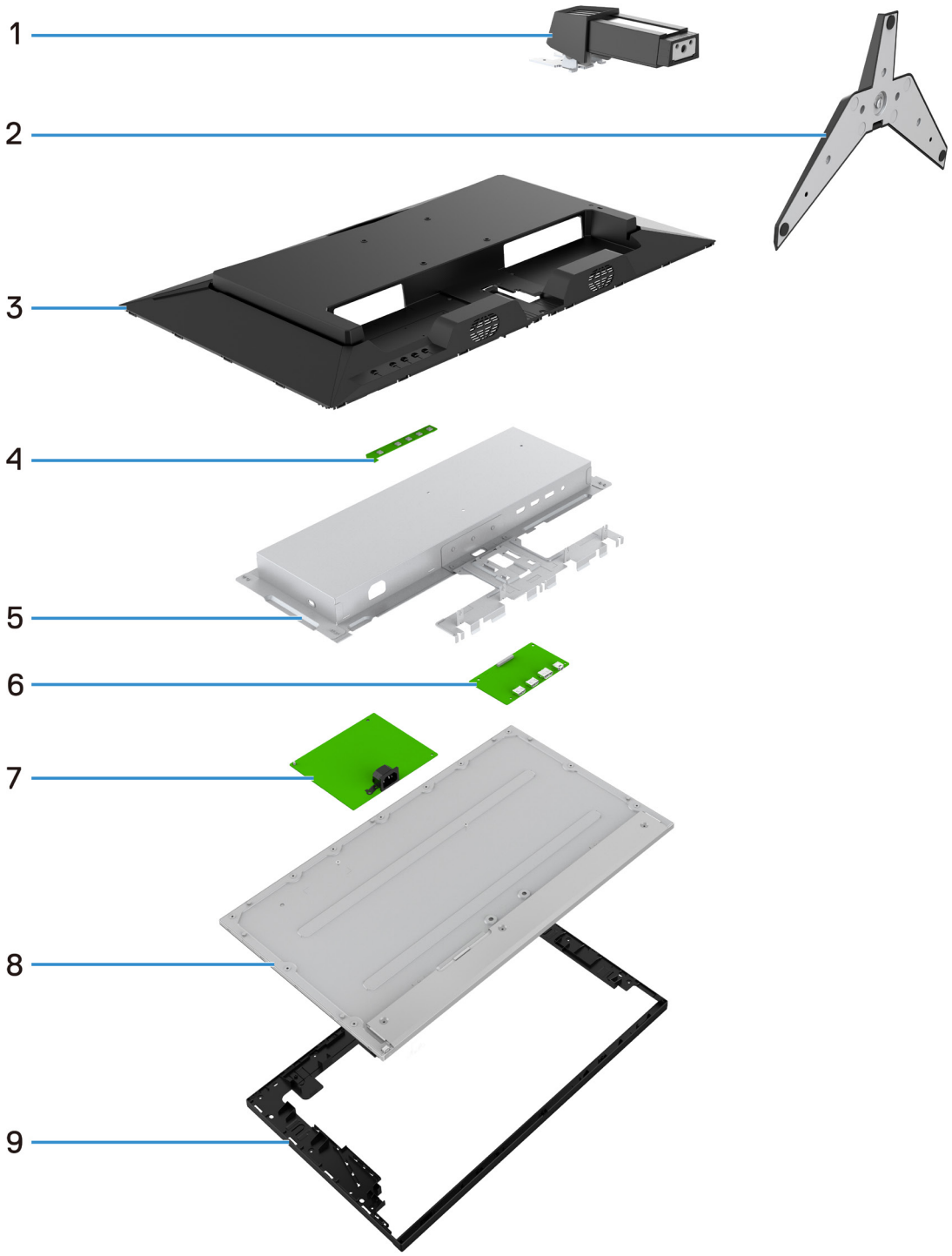


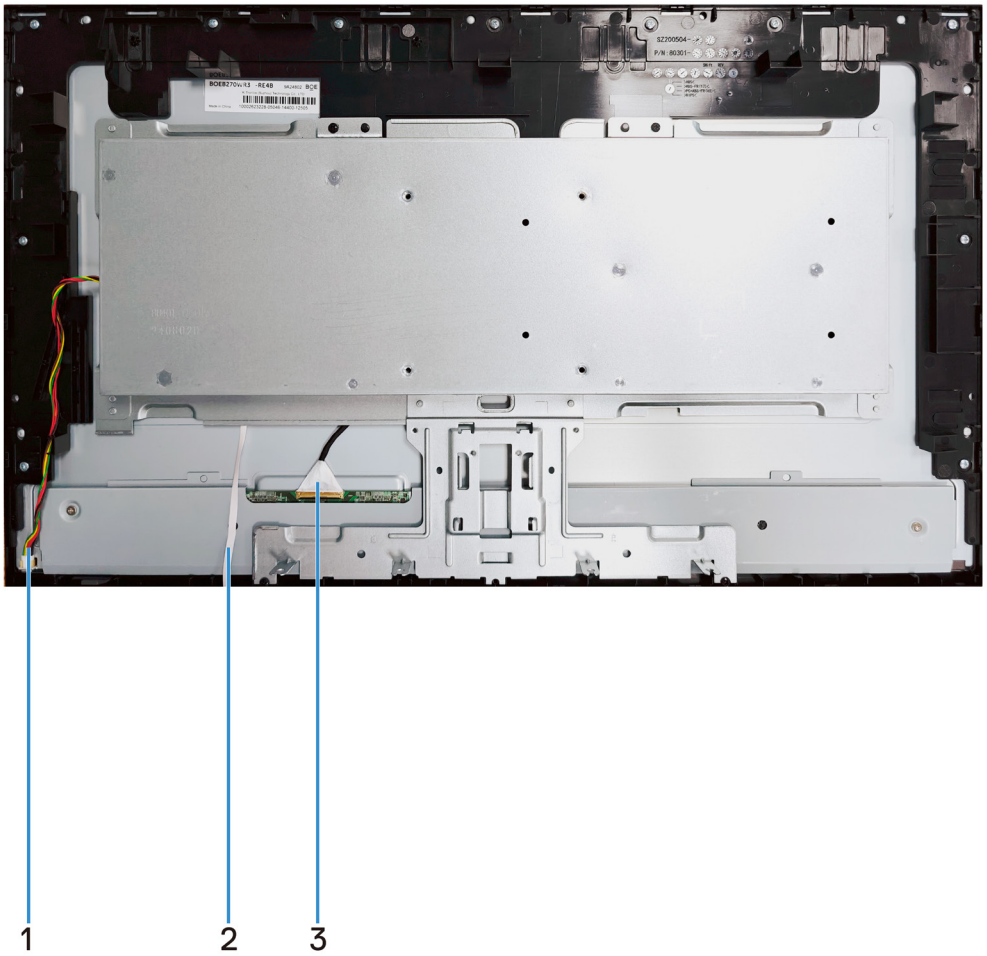
**Table 4.** Components.

| No. | Description |
|---|---|
| 1 | Stand riser |
| 2 | Stand base |
| 3 | Back cover |
| 4 | Keypad board |
| 5 | Metal frame |
| 6 | Main board |
| 7 | Power board |
| 8 | Panel |
| 9 | Bazel |

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

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

# Wiring connectivity diagram




| No. | Description |
|---|---|
| 1 | Lightbar Cable |
| 2 | Keypad Cable |
| 3 | EDP Cable |

# Connecting the cables

⚠ **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 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.**

⚠ **WARNING: A certified power supply cord has to be used with this equipment. The relevant national installation and/or equipment regulations shall be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75 mm² or H05VVH2-F2 3G 0.75 mm²) shall be used. An alternative flexible cord is synthetic rubber.**

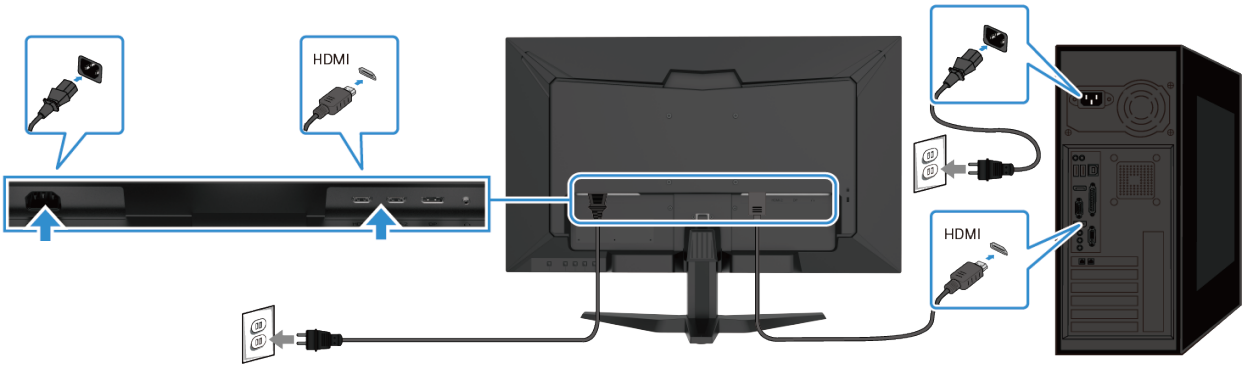
ⓘ **NOTE:** Do not connect all cables to the computer simultaneously.

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

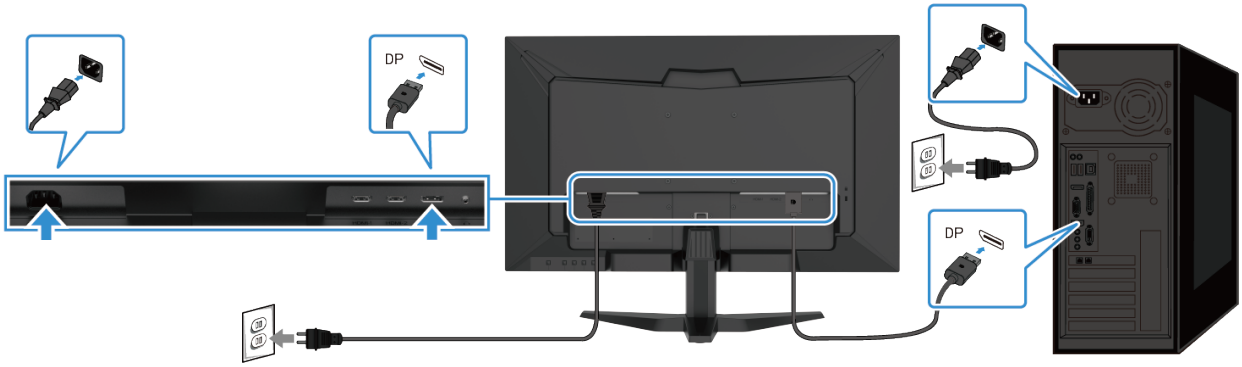
To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect HDMI or DP cable from your monitor to the computer.

## Connecting HDMI cable




## Connecting DP cable



# Disassembly and Reassembly

**NOTE:** This “Disassembly and Assembly Procedures” is for EMEA only, not for other regions. Please note that Dell will deem warranty void if any disassembly is done on the monitors.

## Recommended tools

List the type and size of the tools that would typically can be used to disassemble the product to a point where components and materials requiring selective treatment can be removed.

Tool Description:

- Screwdriver (Phillip-head, Hexagonal head)
- Penknife

## Stand

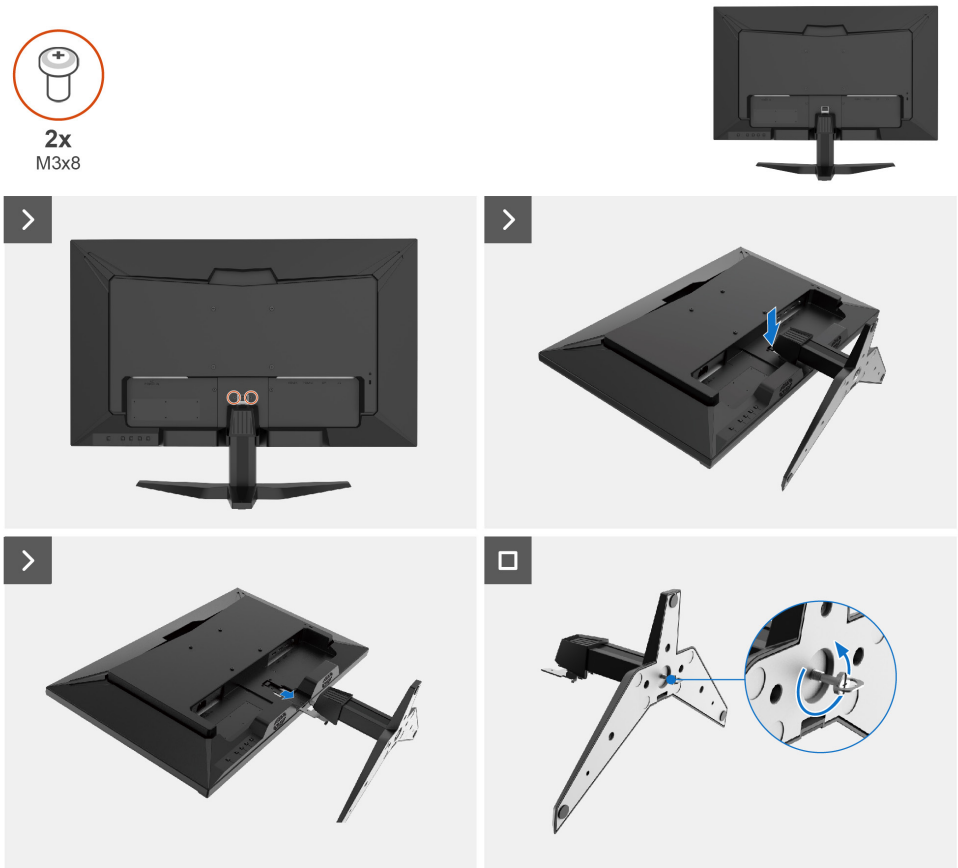
### Removing the stand

**Prerequisites**

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

**Steps**

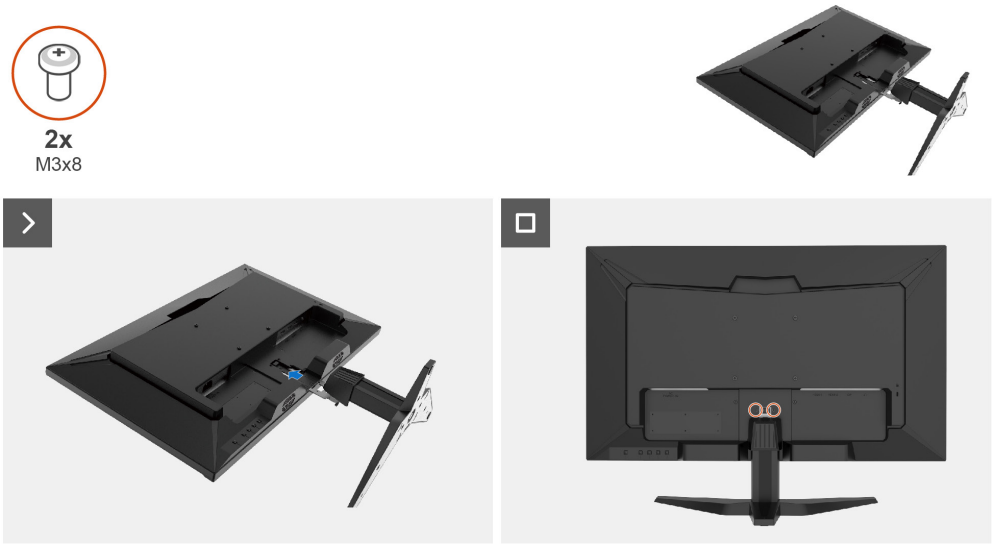
1. Place the monitor on a soft cloth or cushion at the edge of the desk.
2. Remove two screws (M3x8) that secure the stand riser.
3. Using a long screwdriver press the release button.
4. While keeping the release button pressed, pull the stand out.



## Installing the stand

### Steps

1. Slide the tabs on the stand assembly into the slots on the monitor.
2. Replace two screws (M3x8) that secure the stand riser.




### Next steps

1. Follow the procedure in After working inside your monitor

# Back cover

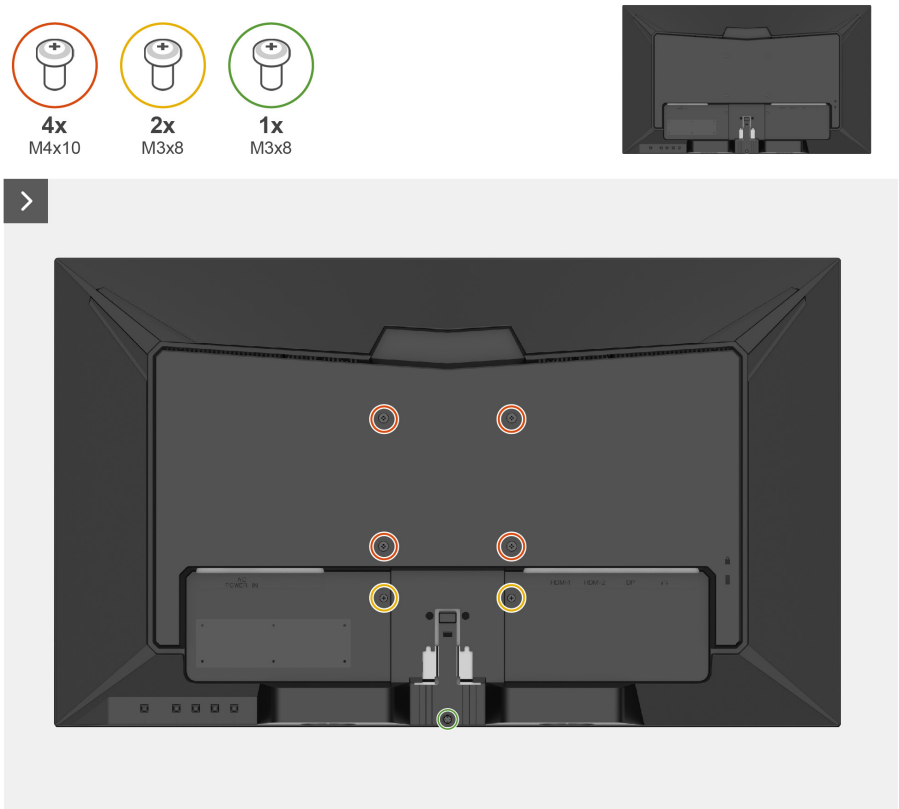
## Removing the back cover

### Prerequisites

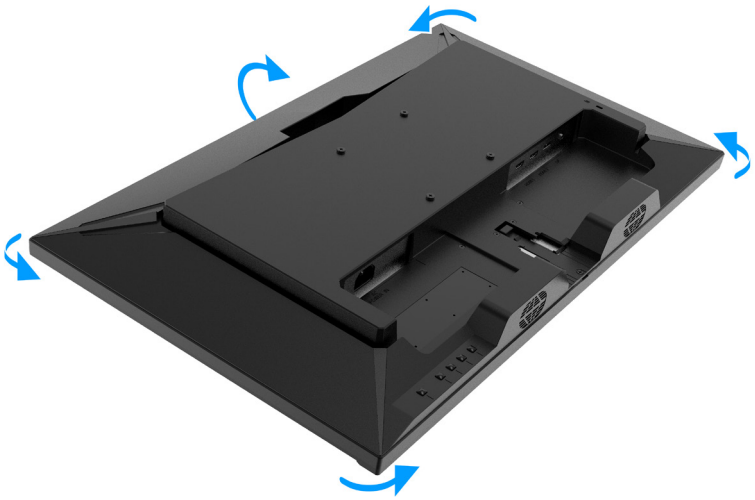
1. Follow the procedure in Before working inside your monitor
2. Removing the stand

### Steps

1. Remove four screws (M4x10) that secure the back cover to the chassis assembly.
2. Remove two screws (M3x6) that secure the back cover to the chassis assembly.
3. Remove one screw (M3x8) to secure the back cover to the chassis assembly.




4. Using the plastic scribe, pry the back cover starting from the bottom middle edge of the monitor.



5. Flip the back cover from the top edge of the monitor, taking care to avoid pulling off the keypad cable.

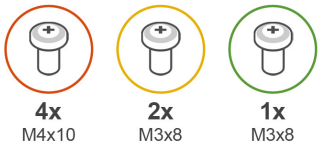
## Installing the back cover

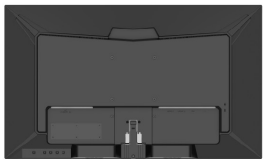
### Steps

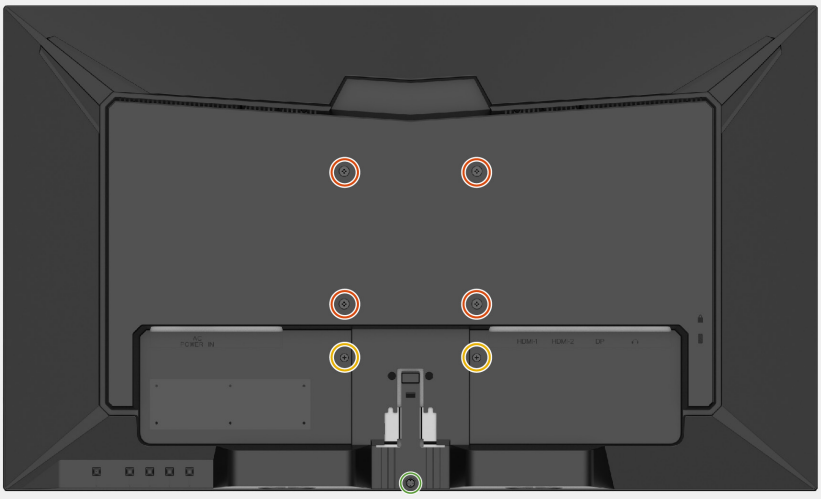
1. Place and snap the back cover into place the chassis assembly.

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

2. Replace four screws (M4x10) to secure the back cover to the monitor.
3. Replace two screws (M3x8) to secure the back cover to the monitor.
4. Replace one screw (M3x8) to secure the back cover to the monitor.





### Next steps

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

# Keypad board

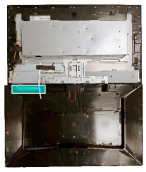
## Removing the keypad board

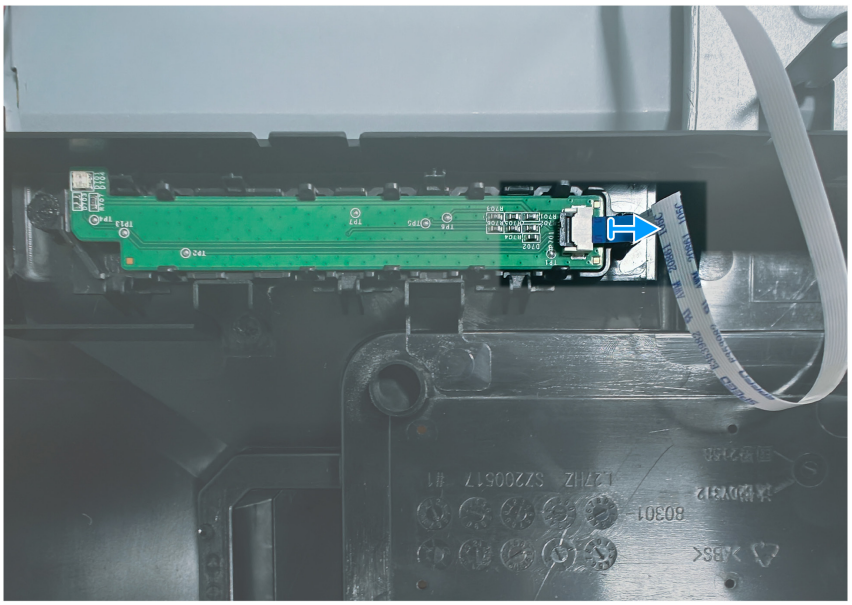
### Prerequisites

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

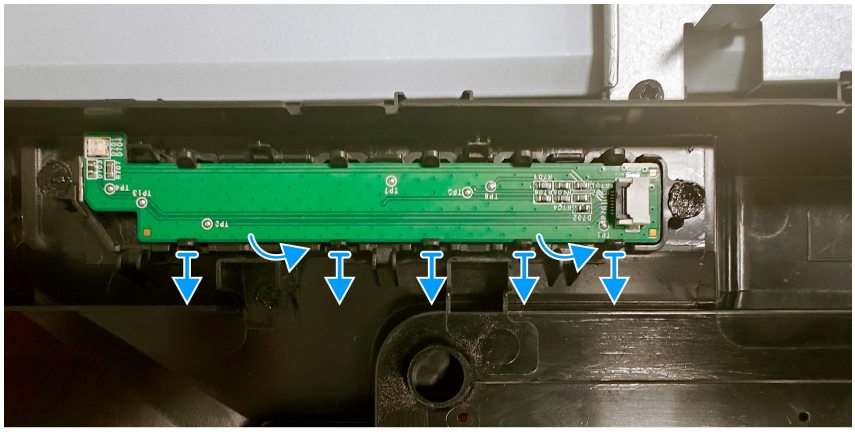
### Steps

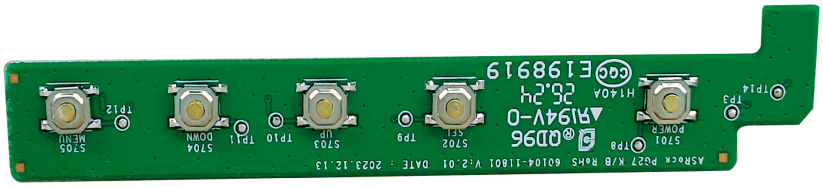
1. Disconnect keypad board cable from the connector on the keypad board.





2. Lift and remove the keypad away from the back cover.

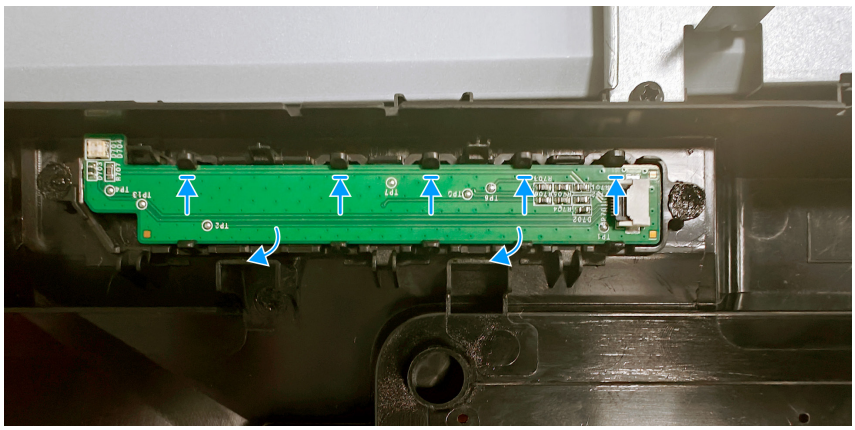




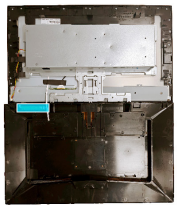
## Installing the keypad board

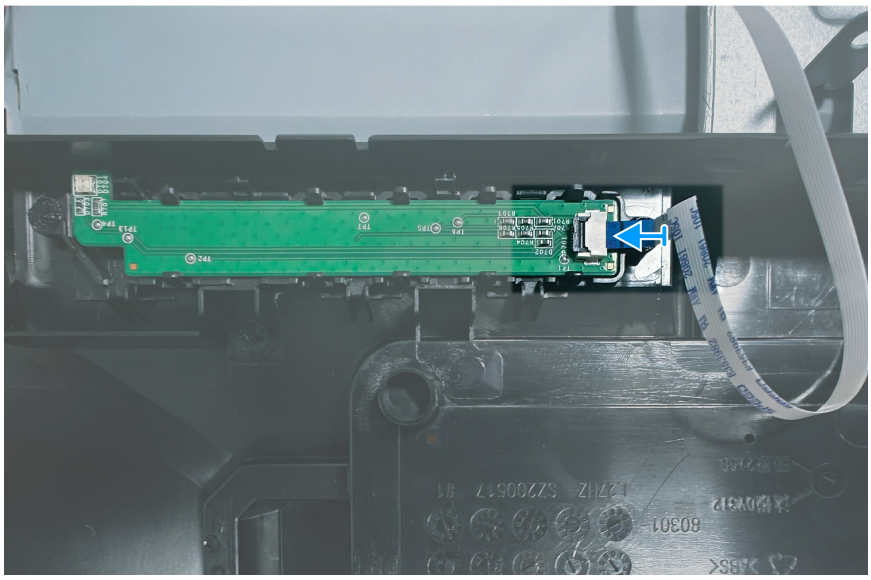
### Steps

1. Slide the keypad board firmly into the slot at an angle and press keypad board down until it clicks into place.



2. Connect keypad board cable to the connector on the keypad board.





### Next steps

1. Installing the back cover
2. Follow the procedure in After working inside your monitor

# Metal frame

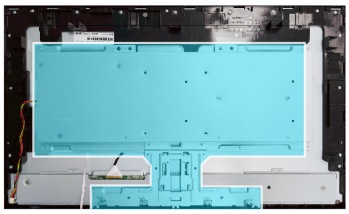
## Removing the metal frame

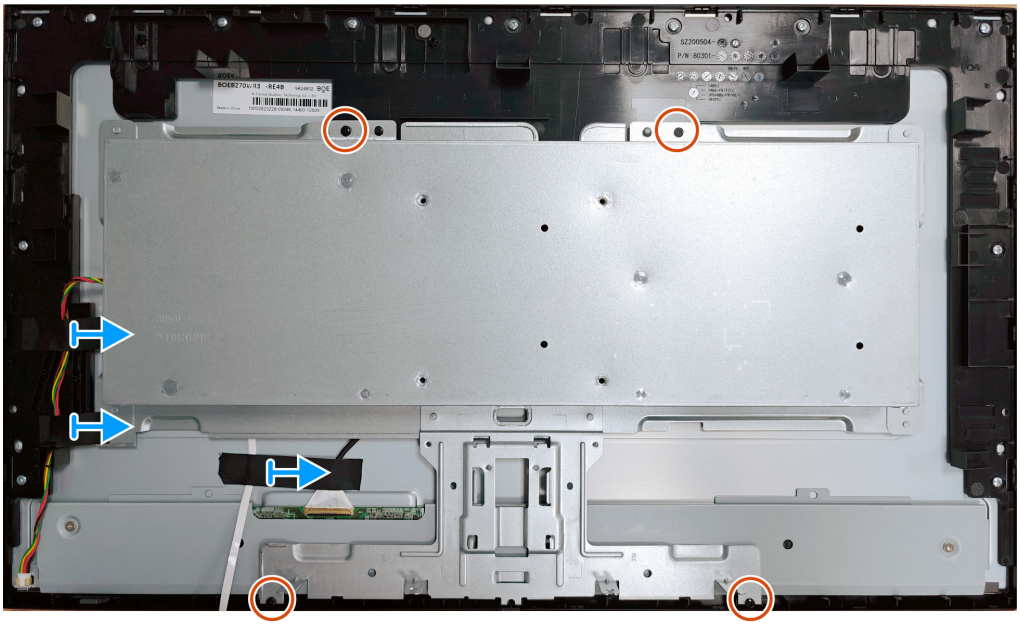
### Prerequisites

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

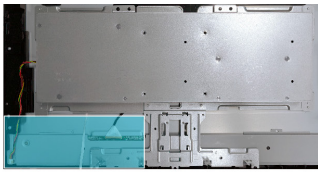
### Steps

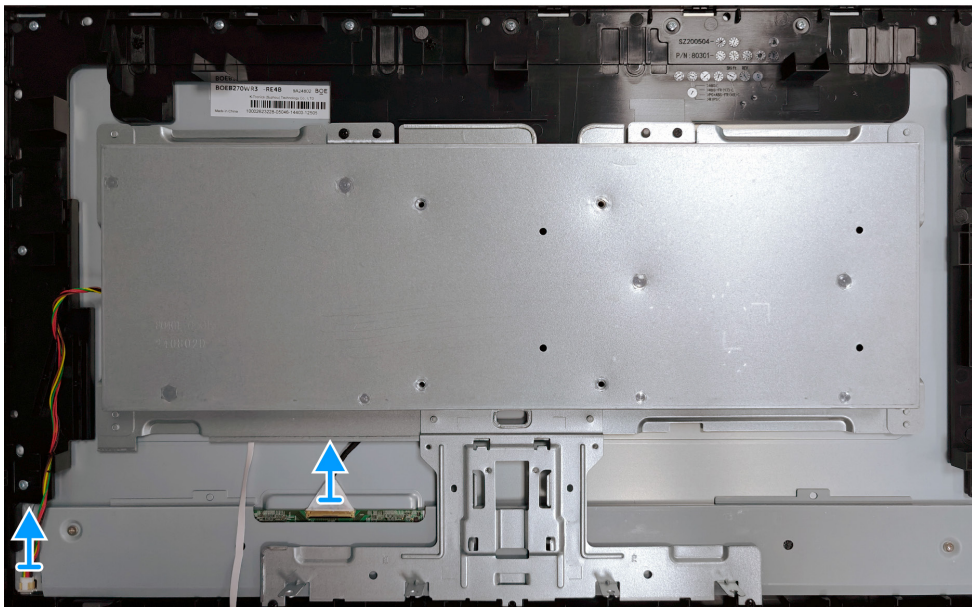
1. Remove three tapes and four screws (M3x5) on metal frame.





2. Disconnect lightbar board cable and EDP cable from the connector on the panel.



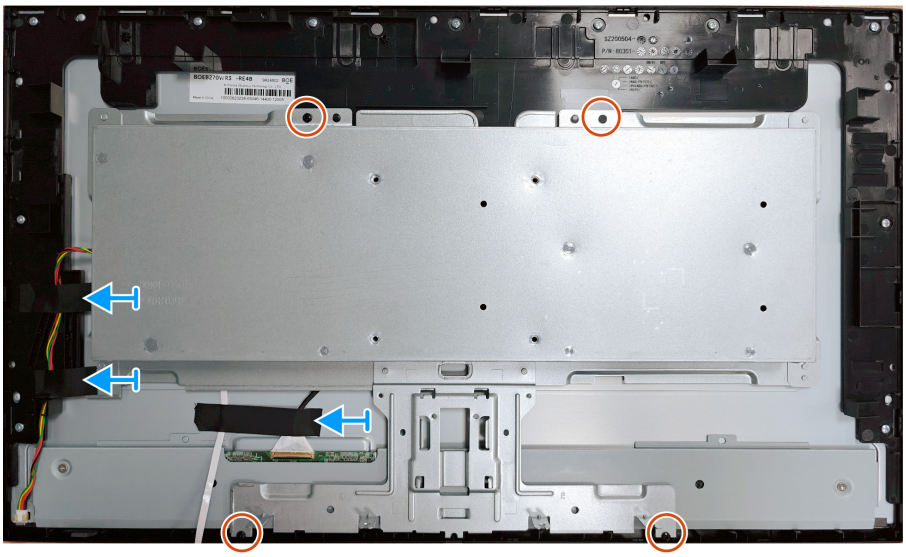


## Installing the metal frame

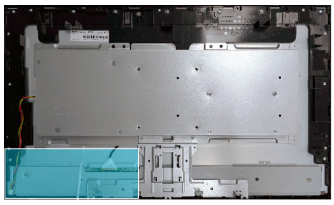
### Steps

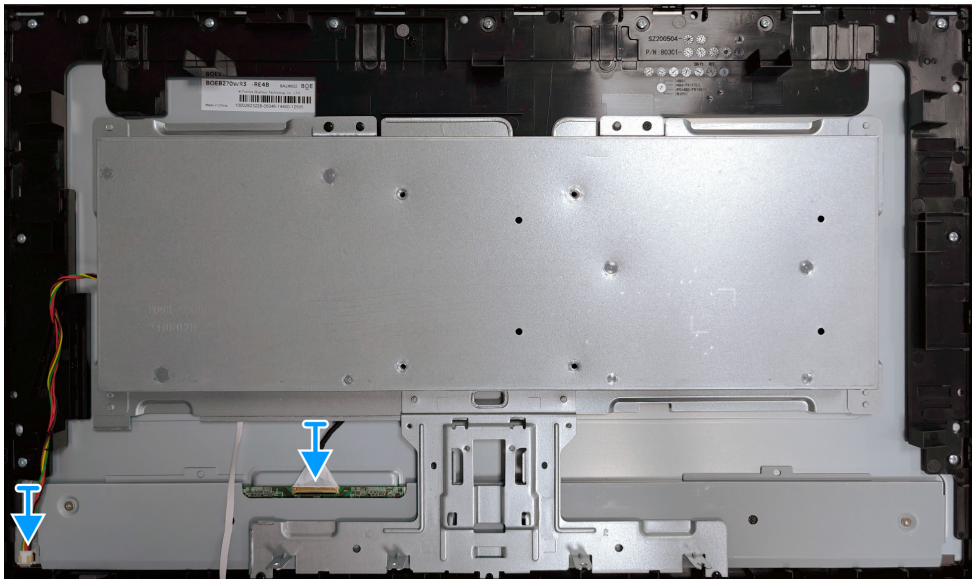
1. Replace four screws (M3x5) and three tapes on metal frame.

**4x**
M3x5



2. Connect lightbar board cable and EDP cable from the connector on the panel.





**Next steps**

1. Installing the back cover
2. Follow the procedure in After working inside your monitor

# Main board and power board

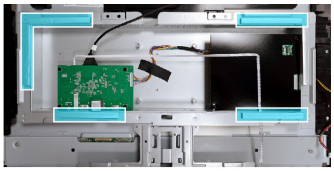
## Removing the main board and power board

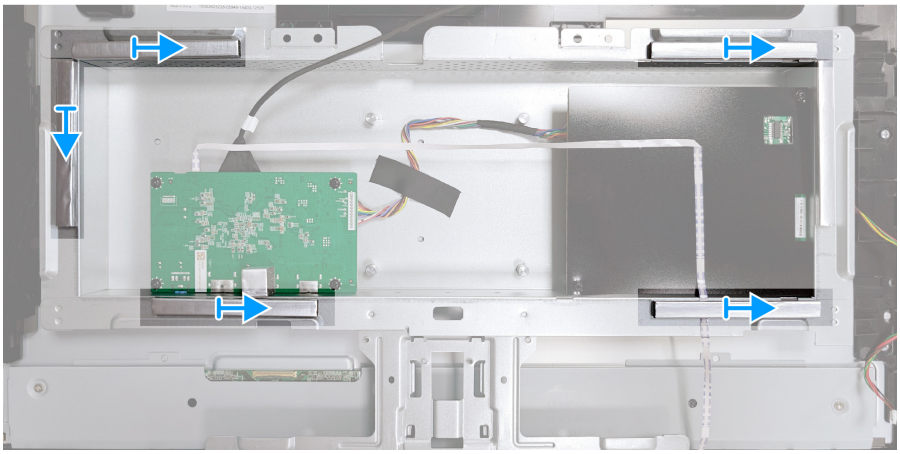
### Prerequisites

1. Follow the procedure in Before working inside your monitor
2. Removing the stand
3. Removing the back cover
4. Removing the metal frame

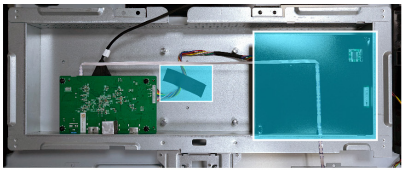
### Steps

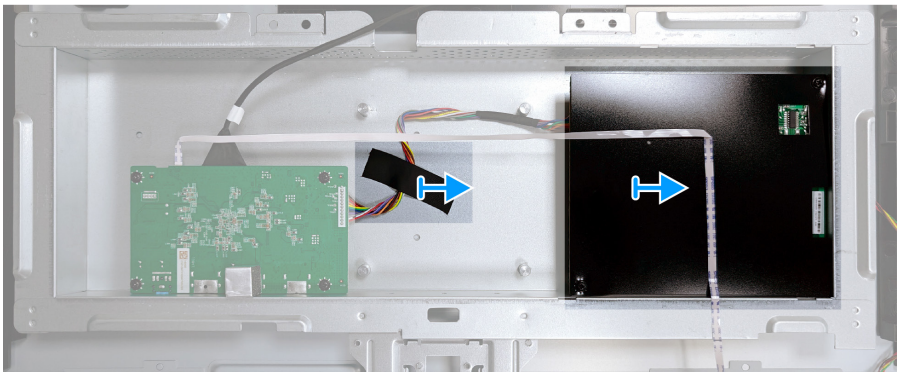
1. Remove five tapes on the metal frame.



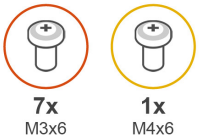


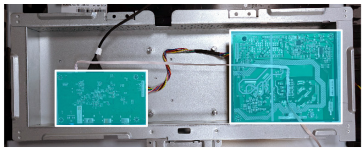
2. Remove the mylar on the power board and remvoe tape on the metal frame.

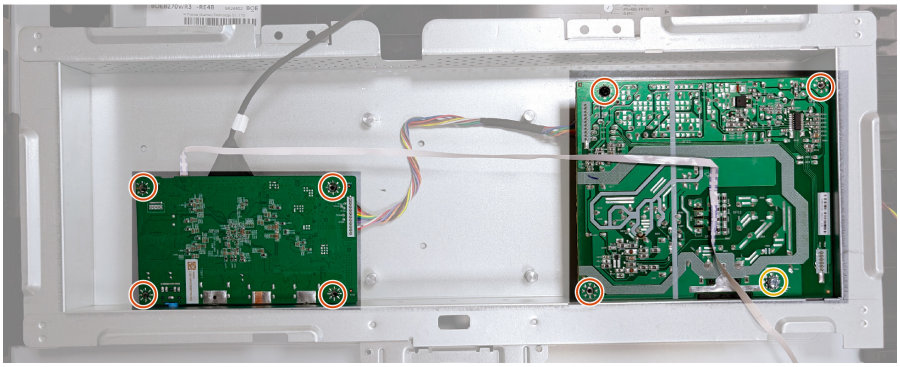




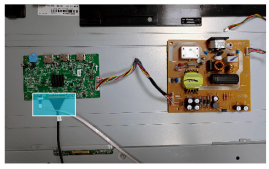
3. Remove seven screws (M3x6) and one screw (M4x6) on the main board and power board.

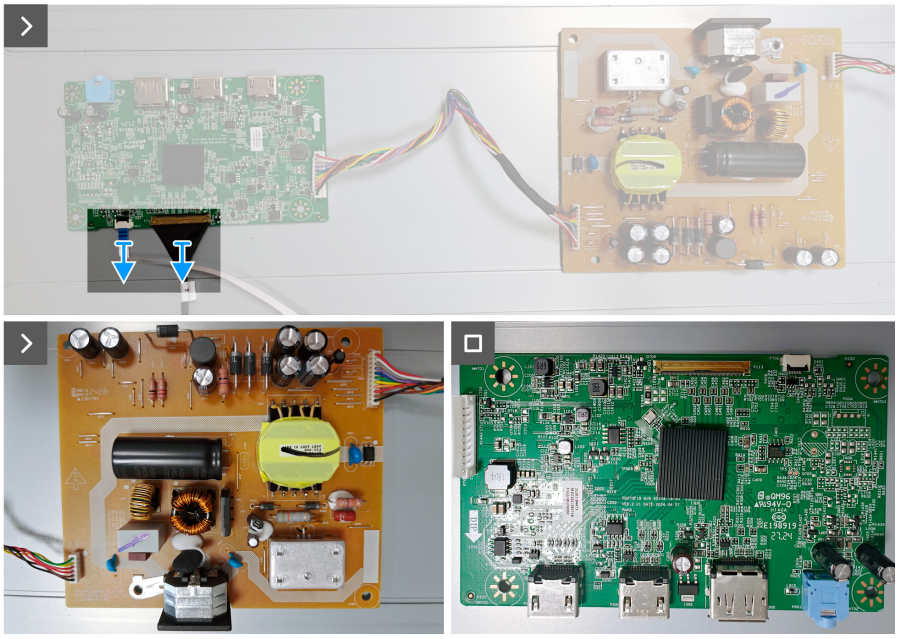




**4.** Disconnect two cables from the connector on the main board.

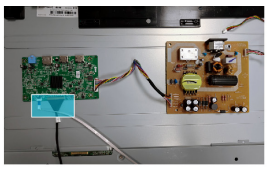


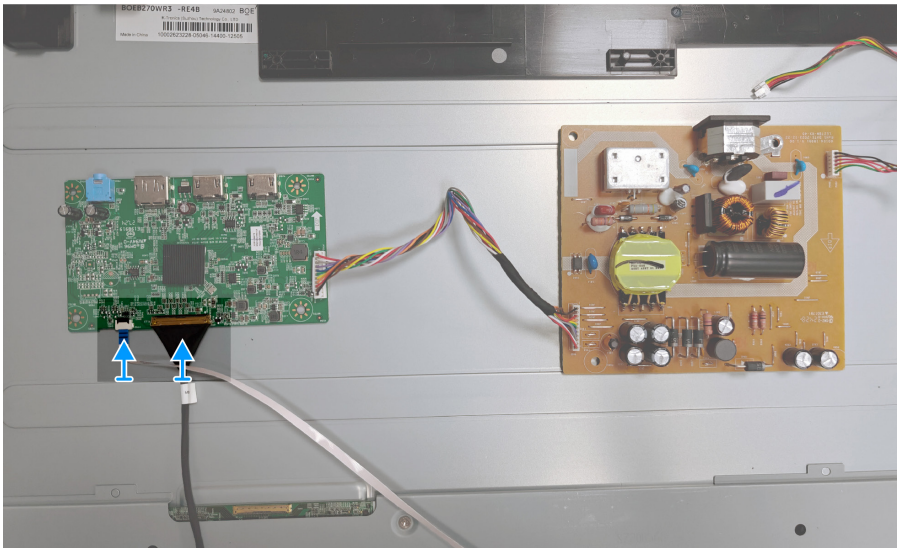


## Installing the main board and power board

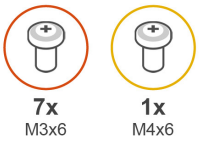
### Steps

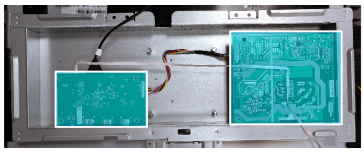
1. Connect two cables from the connector on the main board.

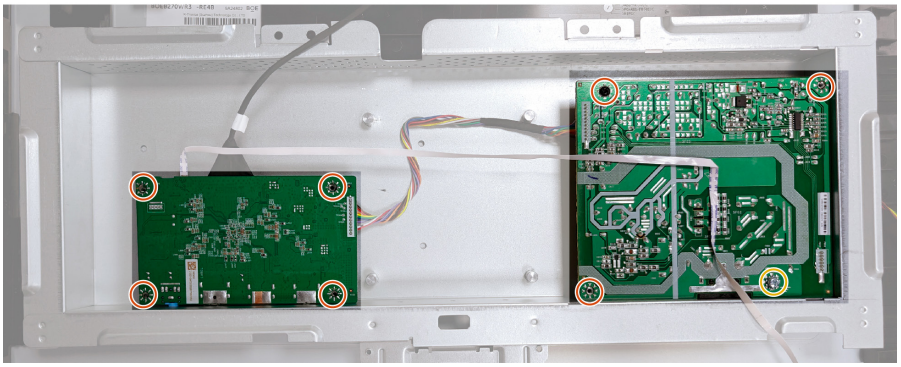




2. Replace seven screws (M3x6) and one screw (M4x6) on the main board and power board.





### Next steps

1. Installing the metal frame
2. 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 if your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Disconnect all video cables from the monitor. This way, the computer does not have to be involved.
3. Turn on the monitor.

If the monitor is working correctly, it detects that there is no signal and the following message appears. While in self-test mode, the power LED remains blue.

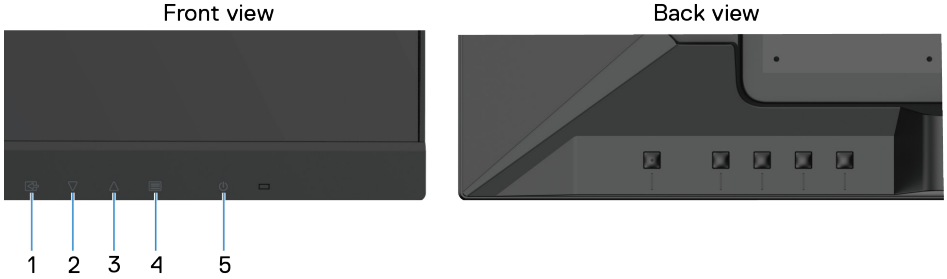
ⓘ **NOTE:** This message also appears during normal operation, when the video cable is disconnected or damaged.

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

If your monitor remains dark after you reconnect the cables, check your video controller and computer.

# Built-in diagnostics

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




Method 1:

1. Turn off the monitor and remove all the connected signal cables.
2. Press the ▽ + △ + ⏻ buttons combination key, and the monitor displays the built-in diagnosis screen, where the red, green, blue, black, and white pictures switch automatically.
3. Press the ⏻ button to turn off the computer and exit the built-in diagnosis function.

Method 2:

1. Plug in the power cable and signal cables, and then turn on the monitor.
2. Press the ☰ button to display the OSD main menu.
3. Press the △ and ▽ buttons to select **Setup Menu > Self-Diagnostic** to initiate the self-diagnostic process.
4. When initiated, a gray screen appears. Inspect the screen for abnormalities.
5. Press the ⇦ / ▽ / △ / ☰ button. The color of the screen changes to red. Inspect the screen for abnormalities.
6. Repeat step 5 and inspect the screen when it displays the colors green, blue, black, and white followed by the on-screen text.
7. The test is completed when the text screen appears. To exit, press the ⇦ / ▽ / △ / ☰ button again.

# Common problems

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

**Table 5.** Common problems and solutions.

| Common symptoms | Possible solutions |
|---|---|
| No video/Power LED off | • Ensure that the video cable connecting the monitor and the computer is properly connected and secure.<br>• Verify that the power outlet is functioning properly using any other electrical equipment.<br>• Ensure that the power button is pressed.<br>• Ensure that the correct input source is selected using the Input Select menu. |
| No video/Power LED on | • Increase brightness and contrast controls using the OSD.<br>• Perform monitor self-test feature check.<br>• Check for bent or broken pins in the video cable connector.<br>• Run the built-in diagnostics.<br>• Ensure that the correct input source is selected using the Input Select menu. |
| Poor focus | • Eliminate video extension cables.<br>• Reset the monitor to Factory Settings (**Memory Recall**).<br>• Change the video resolution to the correct aspect ratio. |
| Shaky/Jittery video | • Reset the monitor to Factory Settings (**Memory Recall**).<br>• Check environmental factors.<br>• Relocate the monitor and test in another room. |
| Missing pixels | • Cycle power On-off.<br>• A pixel that is permanently off is a natural defect that can occur in LCD technology.<br>• For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines. |
| Stuck-on pixels | • Cycle power On-off.<br>• A pixel that is permanently off is a natural defect that can occur in LCD technology.<br>• For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines. |
| Brightness problems | • Reset the monitor to Factory Settings (**Memory Recall**).<br>• Adjust brightness and contrast controls using OSD. |
| Geometric distortion | • Reset the monitor to Factory Settings (**Memory Recall**).<br>• Adjust horizontal and vertical using OSD. |
| Horizontal/Vertical lines | • Reset the monitor to Factory Settings (**Memory Recall**).<br>• Perform monitor self-test feature check and determine if these lines are also in self-test mode.<br>• Check for bent or broken pins in the video cable connector.<br>• Run the built-in diagnostics. |
| Synchronization problems | • Reset the monitor to Factory Settings (**Memory Recall**).<br>• Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode.<br>• Check for bent or broken pins in the video cable connector.<br>• Restart the computer in safe mode. |
| Safety-related issues | • Do not perform any troubleshooting step.<br>• Contact Dell immediately. |
| Intermittent problems | • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.<br>• Reset the monitor to Factory Settings (**Memory Recall**).<br>• Perform a monitor self-test feature check to determine if the intermittent problem occurs in self-test mode. |

| Common symptoms | Possible solutions |
|---|---|
| Missing color | • Perform monitor self-test feature check.<br>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.<br>• Check for bent or broken pins in the video cable connector. |
| Wrong color | • Change the **Preset Mode** in the **Color Adjust** OSD to Graphics or Video depending on the application.<br>• Try different **User Color** in **Color Adjust** OSD. Adjust **R/G/B** value in **User Color** OSD if the **Preset Mode** is turned off.<br>• Run the built-in diagnostics. |
| Image retention from a static image left on the monitor for a long period | • 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.<br>• Alternatively, use a dynamically changing screensaver. |
| Video ghosting or overshooting | • Change the **Response Time** in the **Contrast/Brightness** OSD to **Off/1/2/3** depending on your application and usage. |

# Product-specific problems

**Table 6.** Product-specific problems and solutions.

| Specific symptoms | Possible solutions |
|---|---|
| Screen image is too small | • Check the **Video Mode Adjustment** setting in the **Manual Image Adjust** settings OSD.<br>• Reset the monitor to Factory Settings (**Memory Recall**). |
| Cannot adjust the monitor with the buttons on the bottom of the panel | • Turn off the monitor, unplug the power cable. plug back, and then turn on the monitor.<br>• Check whether the OSD menu is locked. If yes, press the button and button for 10 seconds to unlock (for more information, see Lock). |
| No input signal when user controls are pressed | • Check the signal source. Ensure that the computer is not in standby or sleep mode by moving the mouse or pressing any key on the keyboard.<br>• Check if the video cable is plugged in properly. Disconnect and reconnect the video cable if necessary.<br>• Reset the computer or video player. |
| The picture does not fill the entire screen | • Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.<br>• Run the built-in diagnostics. |

# Contacting Dell

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

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

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