

# **Dell 24 Plus Monitor**

## **S2425HSM**

# **Dell 27 Plus Monitor**

## **S2725HSM**

### **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.

# Contents

|                                                      |           |
|------------------------------------------------------|-----------|
| <b>Safety instructions</b>                           | <b>4</b>  |
| Before working inside your monitor                   | 5         |
| After working inside your monitor                    | 5         |
| <b>Views of S2425HSM/S2725HSM monitor</b>            | <b>6</b>  |
| Information available on the packaging               | 6         |
| Front view                                           | 6         |
| Back view                                            | 7         |
| Side view                                            | 7         |
| Bottom view                                          | 8         |
| <b>Major components of S2425HSM/S2725HSM monitor</b> | <b>9</b>  |
| <b>Wiring connectivity diagram</b>                   | <b>10</b> |
| <b>Connecting your monitor</b>                       | <b>11</b> |
| Connecting the HDMI cable                            | 11        |
| <b>Disassembly and reassembly</b>                    | <b>12</b> |
| Recommended tools                                    | 12        |
| Screw list                                           | 12        |
| Stand                                                | 13        |
| Removing the stand                                   | 13        |
| Installing the stand                                 | 14        |
| Back cover                                           | 15        |
| Removing the back cover                              | 15        |
| Installing the back cover                            | 16        |
| Keypad board                                         | 17        |
| Removing the keypad board                            | 17        |
| Installing the keypad board                          | 18        |
| Speakers                                             | 19        |
| Removing the speakers                                | 19        |
| Installing the speakers                              | 20        |
| Main chassis                                         | 21        |
| Removing the main chassis                            | 21        |
| Installing the main chassis                          | 22        |
| Middle frame                                         | 23        |
| Removing the middle frame                            | 23        |
| Installing the middle frame                          | 25        |
| Main board                                           | 26        |
| Removing the main board                              | 26        |
| Installing the main board                            | 27        |
| Power board                                          | 28        |
| Removing the power board                             | 28        |
| Installing the power board                           | 29        |
| <b>Troubleshooting</b>                               | <b>30</b> |
| Self-test                                            | 30        |
| Built-in diagnostics                                 | 31        |
| Common problems                                      | 32        |
| <b>Contacting Dell</b>                               | <b>34</b> |
| <b>Revision History</b>                              | <b>35</b> |

# 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.

# Views of S2425HSM/S2725HSM monitor

## Information available on the packaging

Before you open the box, ensure that the box is oriented correctly:

1. Lay the packaging box on a flat surface such that the opening flap is at the top.
2. Lift the opening flap and remove the components.

The ports on the monitor are as follows:

- 2 HDMI ports (HDMI 1 and HDMI 2)

The following are the accessories that ship within the box:

- Power cable
- HDMI cable

For information about recycling, see the [Dell recycling](#) website.

## Front view

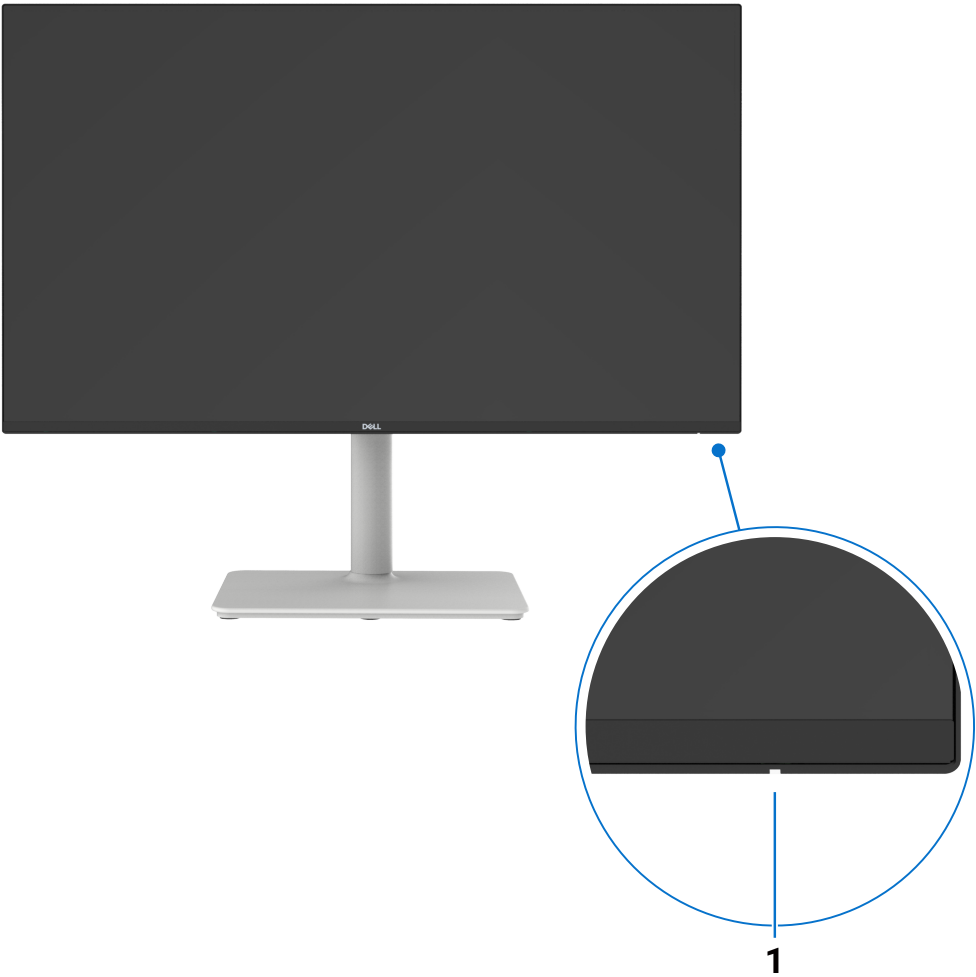


Figure 3. Front view

Table 1. Components and descriptions.

| Label | Description         | Function                                                                                                                                             |
|-------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Power LED Indicator | Solid white light indicates that the monitor is turned on and is functioning.<br>Blinking white light indicates that the monitor is in Standby Mode. |

## Back view



Figure 4. 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     | 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. |
| 5     | Joystick                                                                          | Use it to control the OSD menu.                                                                                                                                                                                                       |
| 6     | Power button                                                                      | To turn the monitor on or off.                                                                                                                                                                                                        |
| 7     | Cable management guide                                                            | To organize the cables.                                                                                                                                                                                                               |

## Side view



Figure 5. Side view

Bottom view

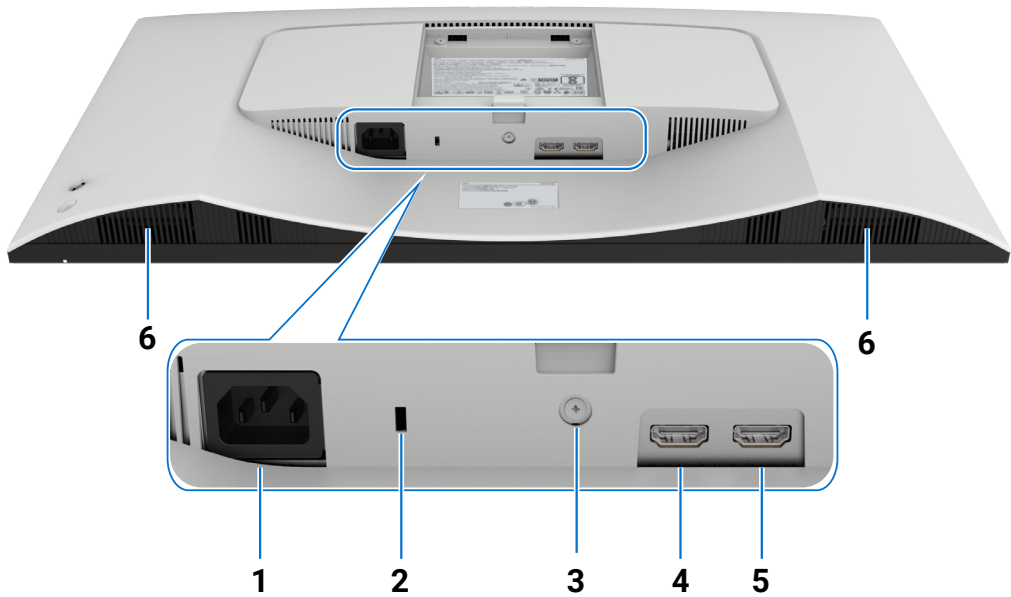


Figure 6. Bottom view

Table 3. Components and descriptions.

| Label | Description                                                                                           | Function                                                                    |
|-------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| 1     | <br>Power connector | Connects the power cable.                                                   |
| 2     | Security-lock slot<br>(based on Kensington Security Slot)                                             | Secures the monitor with a security cable lock (sold separately).           |
| 3     | Stand lock                                                                                            | Lock the stand to the monitor using a M3 x 6 mm screw (screw not included). |
| 4/5   | <b>HDMI</b><br>HDMI 1/HDMI 2 port                                                                     | Connects your computer with the HDMI cable.                                 |
| 6     | Built-in speakers                                                                                     | Provides audio output.                                                      |

# Major components of S2425HSM/S2725HSM monitor

The following image shows the major components of monitor.

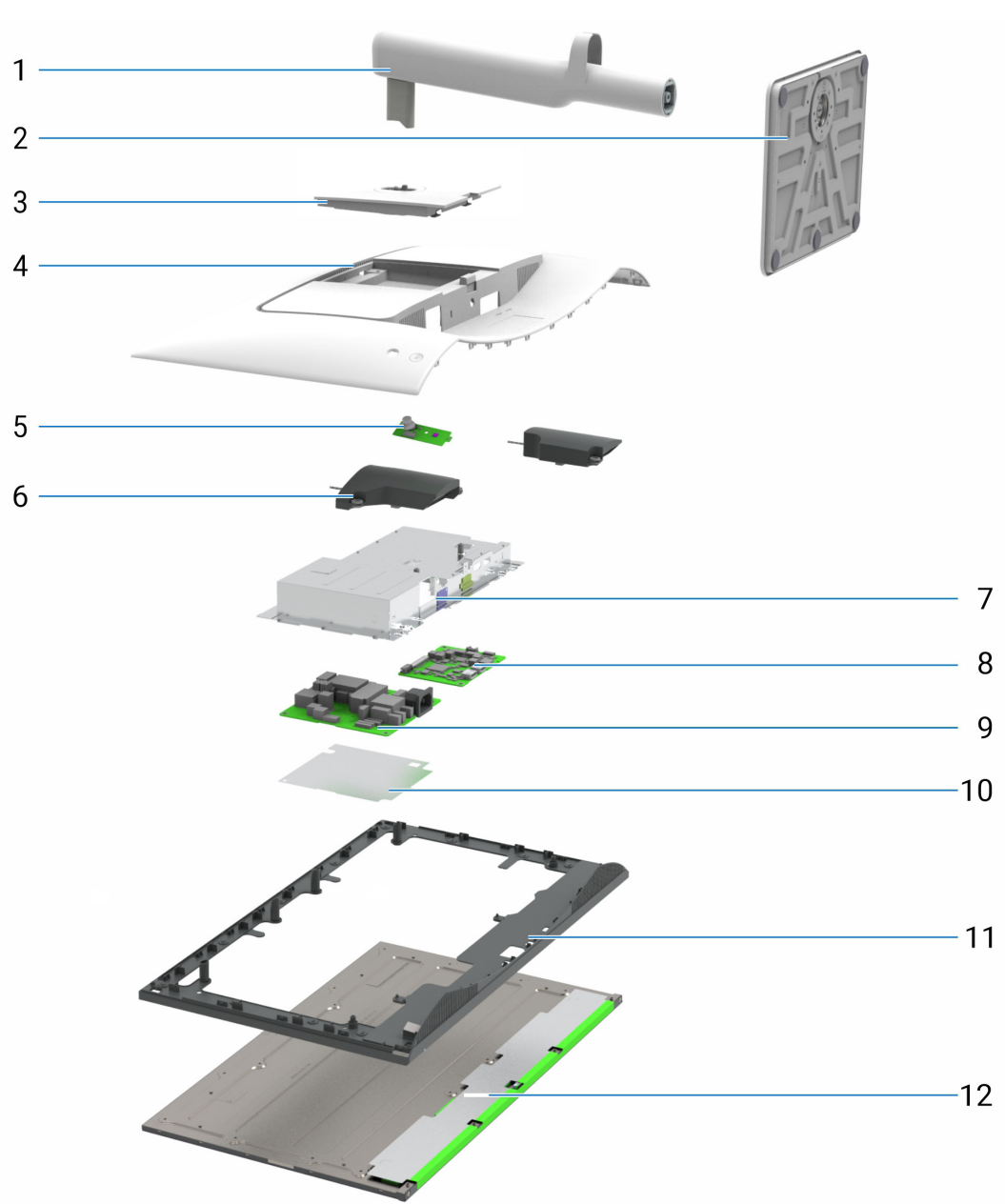


Figure 7. Major Components of S2425HSM/SE2725HSM monitor

Table 4. Major components.

| Callout | Description  | Callout | Description   |
|---------|--------------|---------|---------------|
| 1       | Stand riser  | 7       | Main chassis  |
| 2       | Stand base   | 8       | Main board    |
| 3       | VESA cover   | 9       | Power board   |
| 4       | Back cover   | 10      | Mylar sheet   |
| 5       | Keypad board | 11      | Middle frame  |
| 6       | Speaker      | 12      | Display panel |

# Wiring connectivity diagram

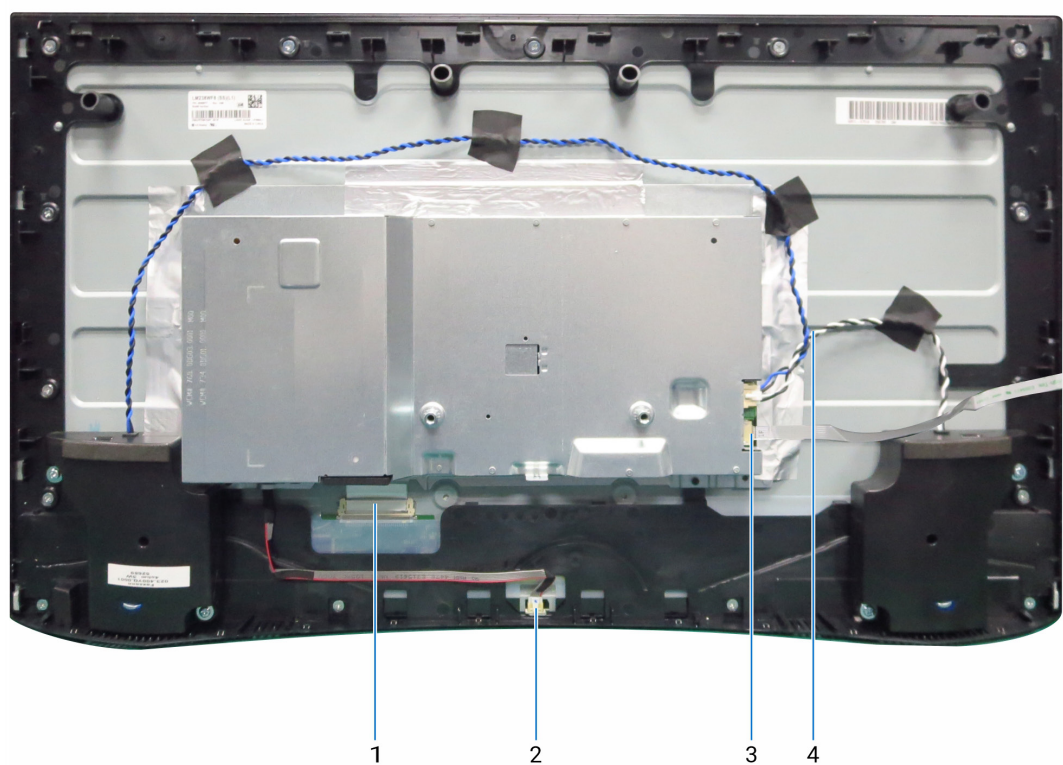


Figure 8. Wiring connectivity diagram

Table 5. Wiring connectivity diagram.

| Callout | Description                                     |
|---------|-------------------------------------------------|
| 1       | Low Voltage Differential Signaling (LVDS) cable |
| 2       | Lightbar cable                                  |
| 3       | Keypad cable                                    |
| 4       | Speaker 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 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.

① **NOTE:** Route the cables through the cable-management slot before connecting them.

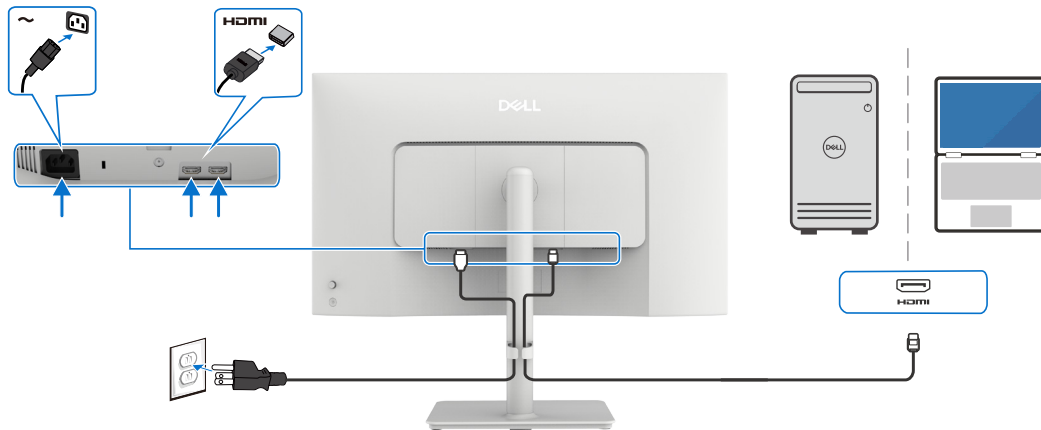
**NOTE:** Do not connect all the cables to the computer at the same time.

**NOTE:** The images are for illustration purposes 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 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 9. Connecting the HDMI 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.**

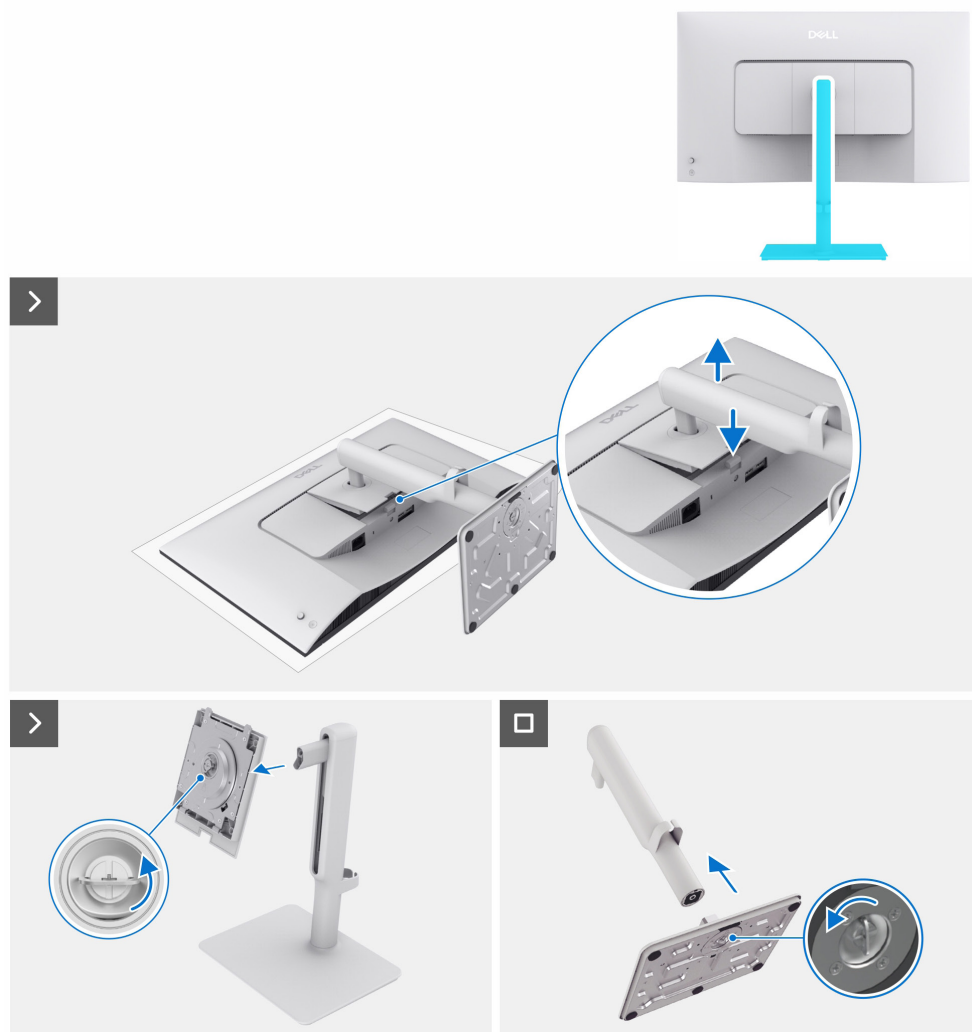
| Component               | Screw type | Quantity | Screw image                                                                           |
|-------------------------|------------|----------|---------------------------------------------------------------------------------------|
| Back cover              | M4x11      | 4        |   |
| Key board               | M2x3.3     | 2        |  |
| Middle frame (S2425HSM) | M3x5       | 15       |  |
| Middle frame (S2725HSM) | M3x5       | 17       |  |
| Speaker                 | M3x8       | 4        |  |
| Main Board              | M3x6       | 2        |  |
| Power board groundwire  | M4x8       | 1        |  |
| Power board             | M3x6       | 3        |  |

## Stand

### Removing the stand

#### Prerequisites

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

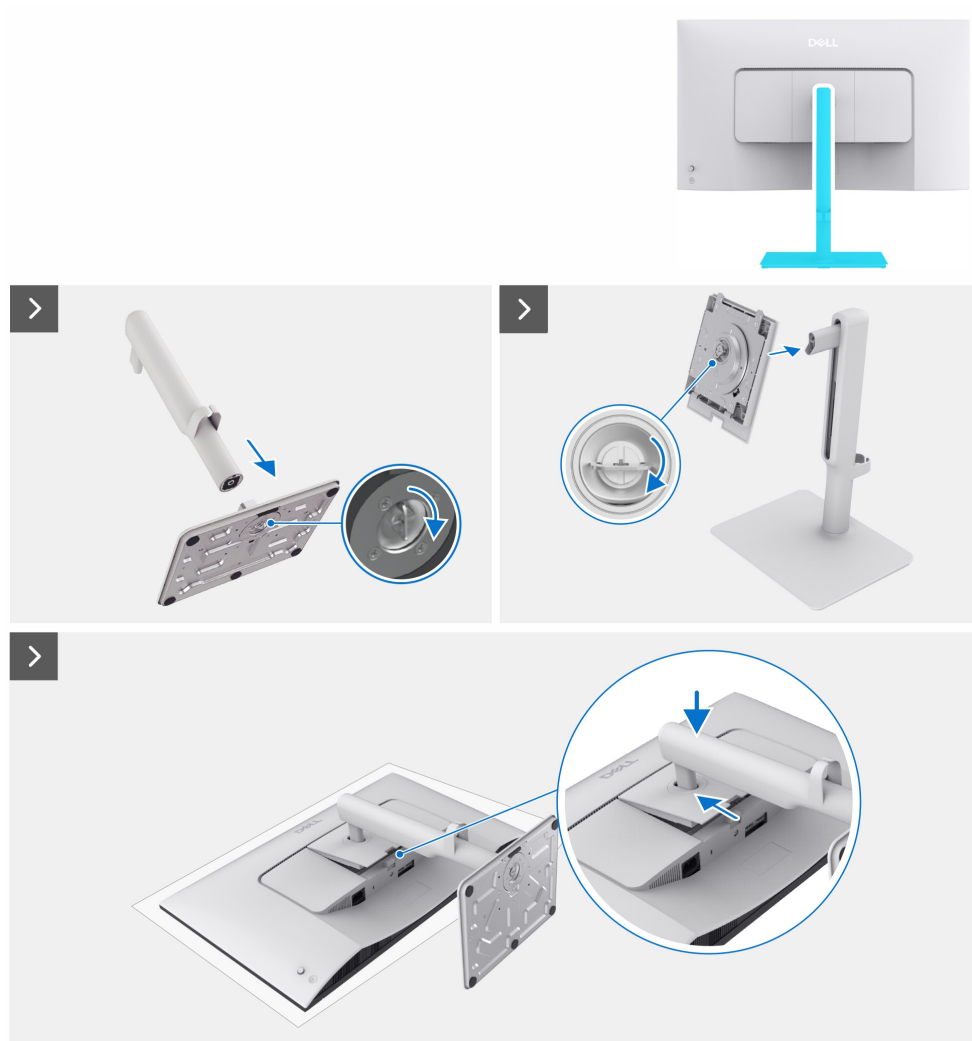


**Figure 10.** Removing the stand

#### Steps

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

## Installing the stand



**Figure 11.** 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. Align the VESA cover to the top of stand-riser and assemble them firmly by rotating the screw, make sure the screw handle is closed for next step.
5. Place the monitor on a soft cloth or cushion near the edge of the desk.
6. Align the stand assembly bracket to the monitor head.
7. Insert the stand assembly bracket into the monitor until it locks in place.

### Next steps

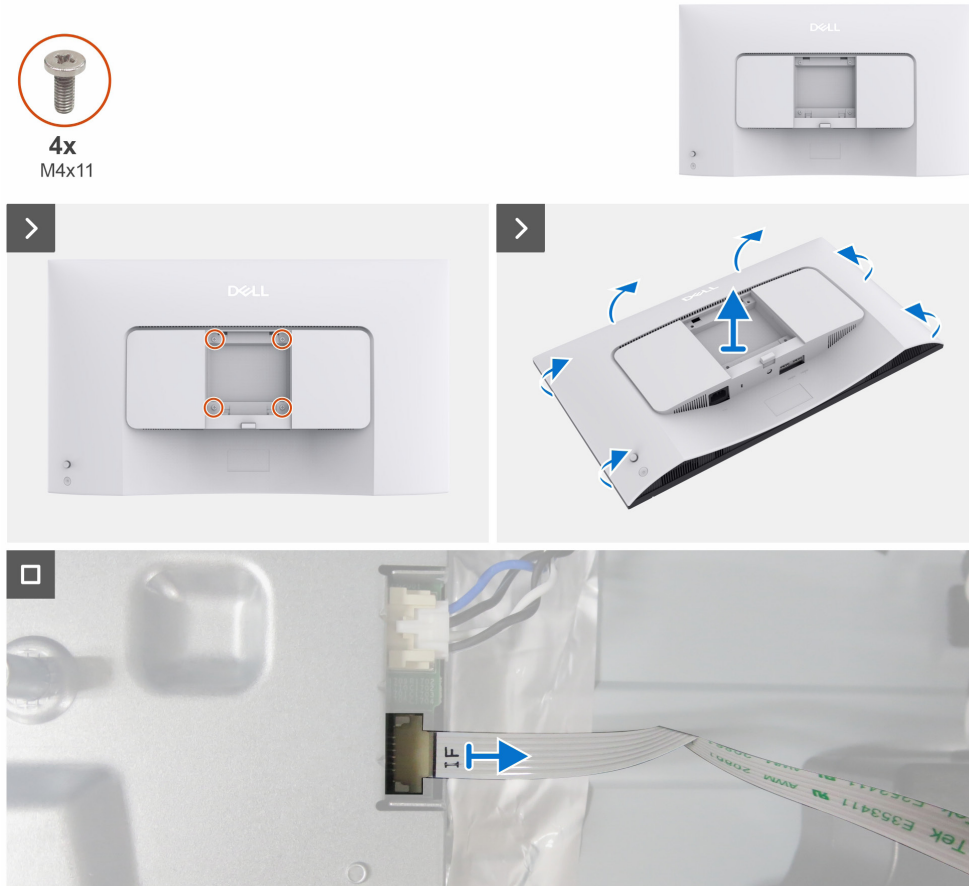
1. Follow the procedure in [After working inside your monitor](#).

## Back cover

### Removing the back cover

#### Prerequisites

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

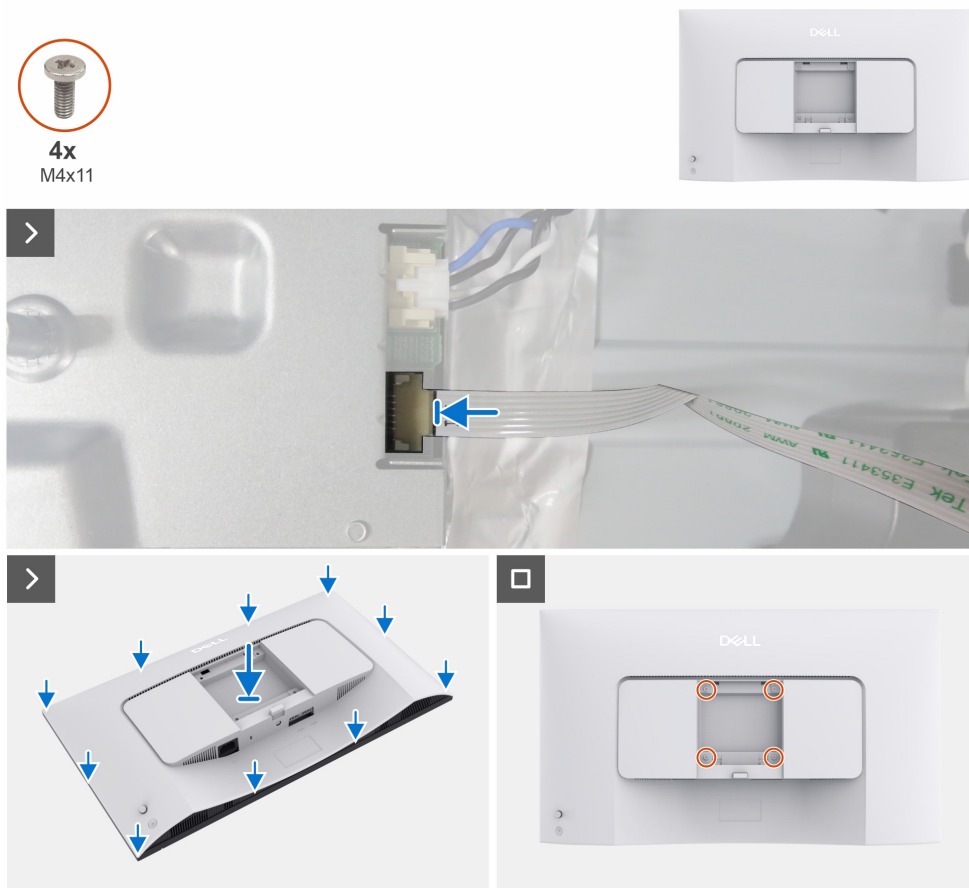


**Figure 12.** Removing the back cover

#### Steps

1. Remove the four screws (M4x11) 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 13.** Installing the back cover

### Steps

1. Connect the keypad cable to the connector on the main board.
2. Align the slots on the back cover with the slots on the main chassis, then press along the sides to snap the back cover into place.
3. Replace the four screws (M4x11) to secure the back cover to the monitor.

### Next steps

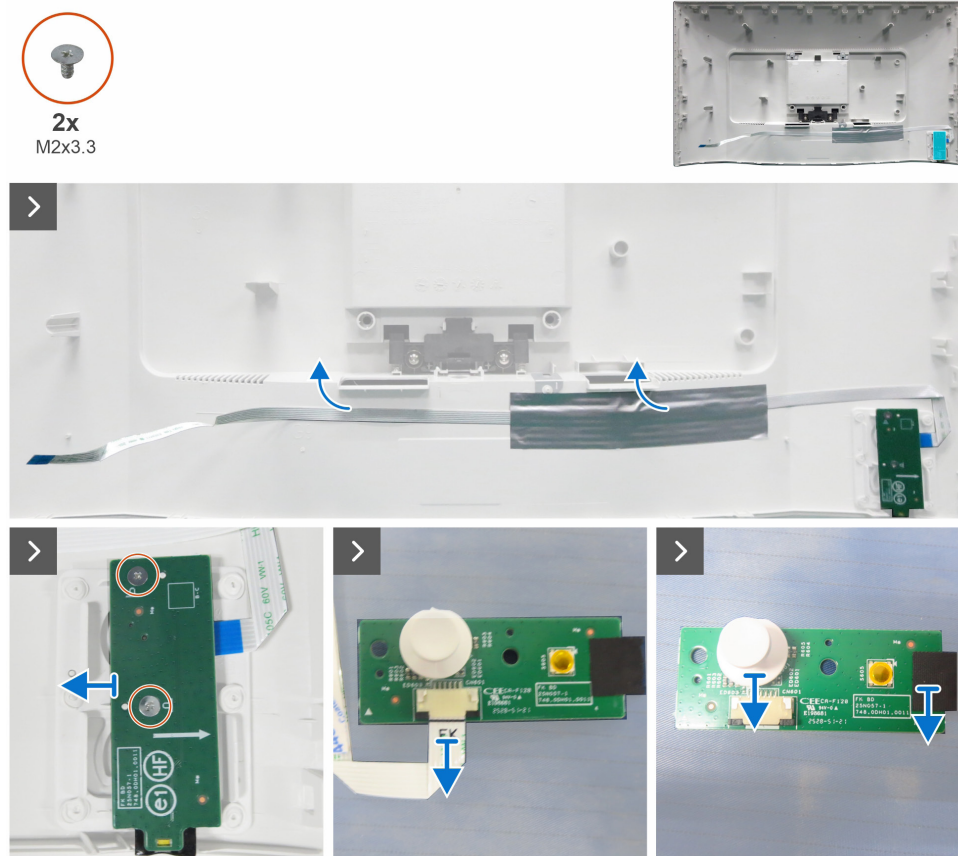
1. Install the [stand](#).
2. Follow the procedure in [After working inside your monitor](#).

# 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.](#)

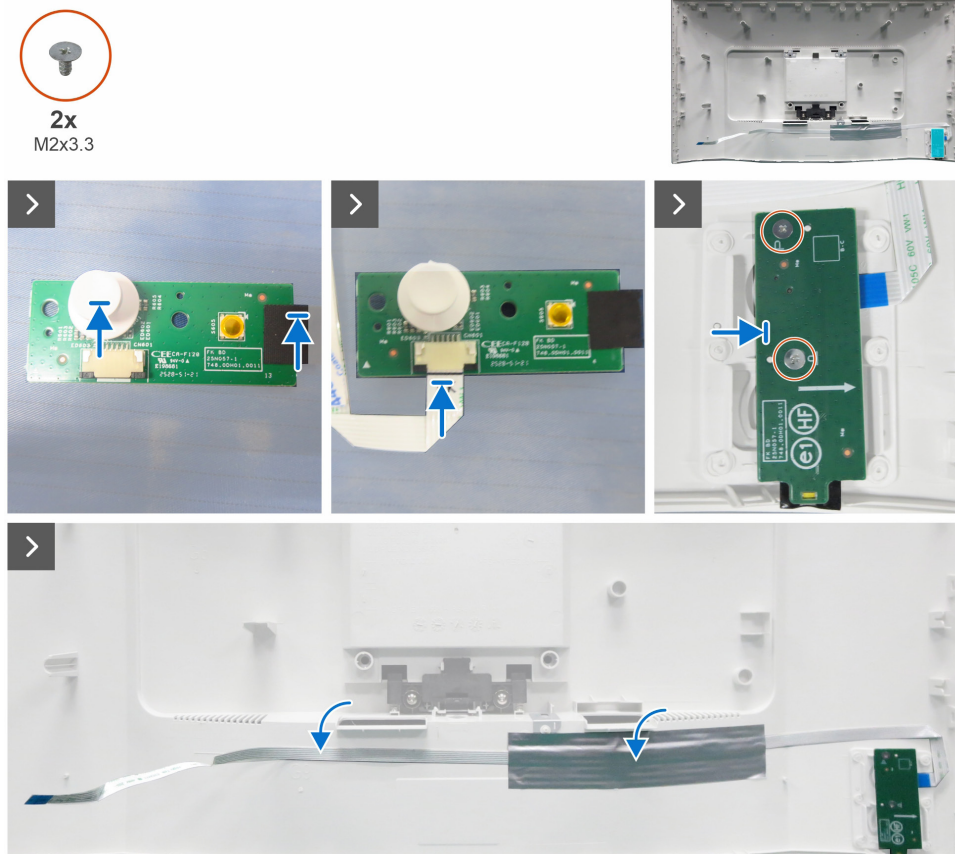


**Figure 14. Removing the keypad board**

### Steps

1. Peel off the aluminum foil and double-sided tape that secure the keypad cable to the back cover.
2. Remove the two screws (M2x3.3) that secure the keypad board to the back cover.
3. Disconnect the key cable from the connector on the keypad board.
4. Peel off the Mylar tape on the keypad board.
5. Remove the joystick key from the keypad board.

## Installing the keypad board



**Figure 15.** Installing the keypad board

### Steps

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

### Next steps

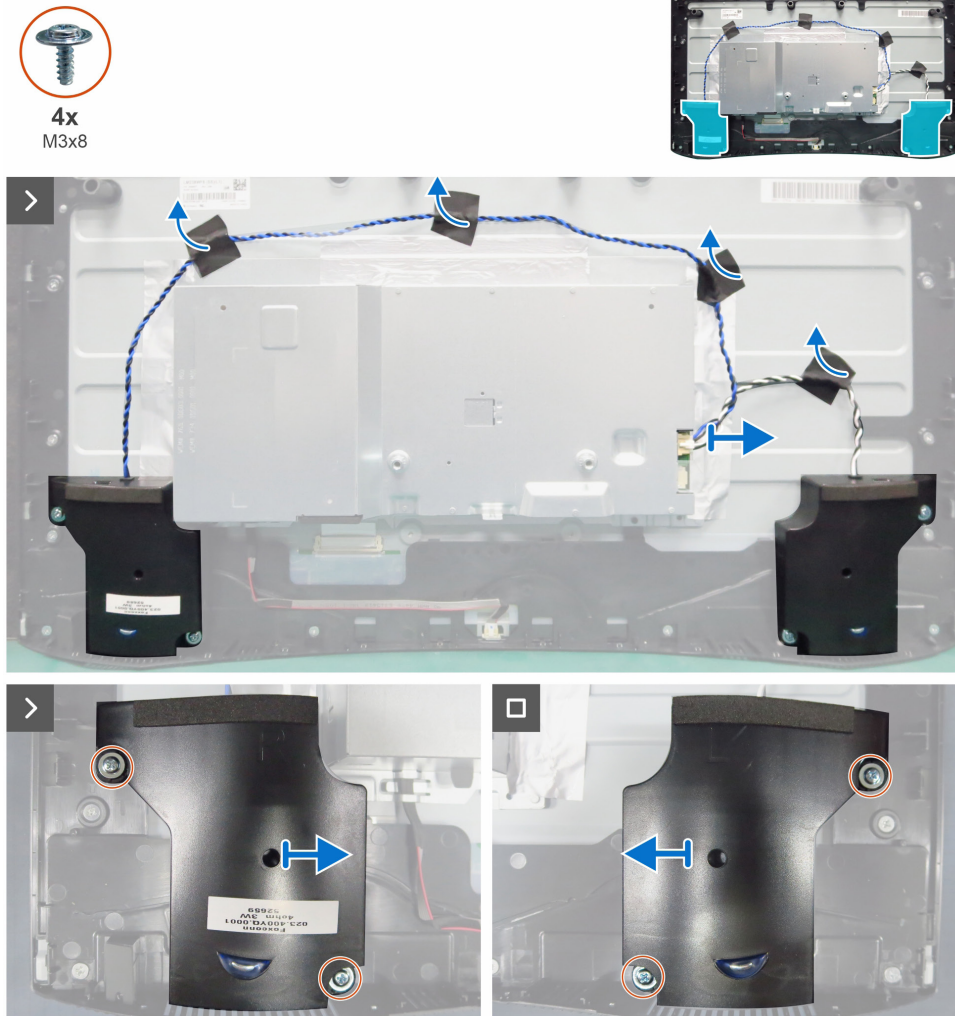
1. Install the [back cover](#).
2. Install the [stand](#).
3. Follow the procedure in [After working inside your monitor](#).

# 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.](#)

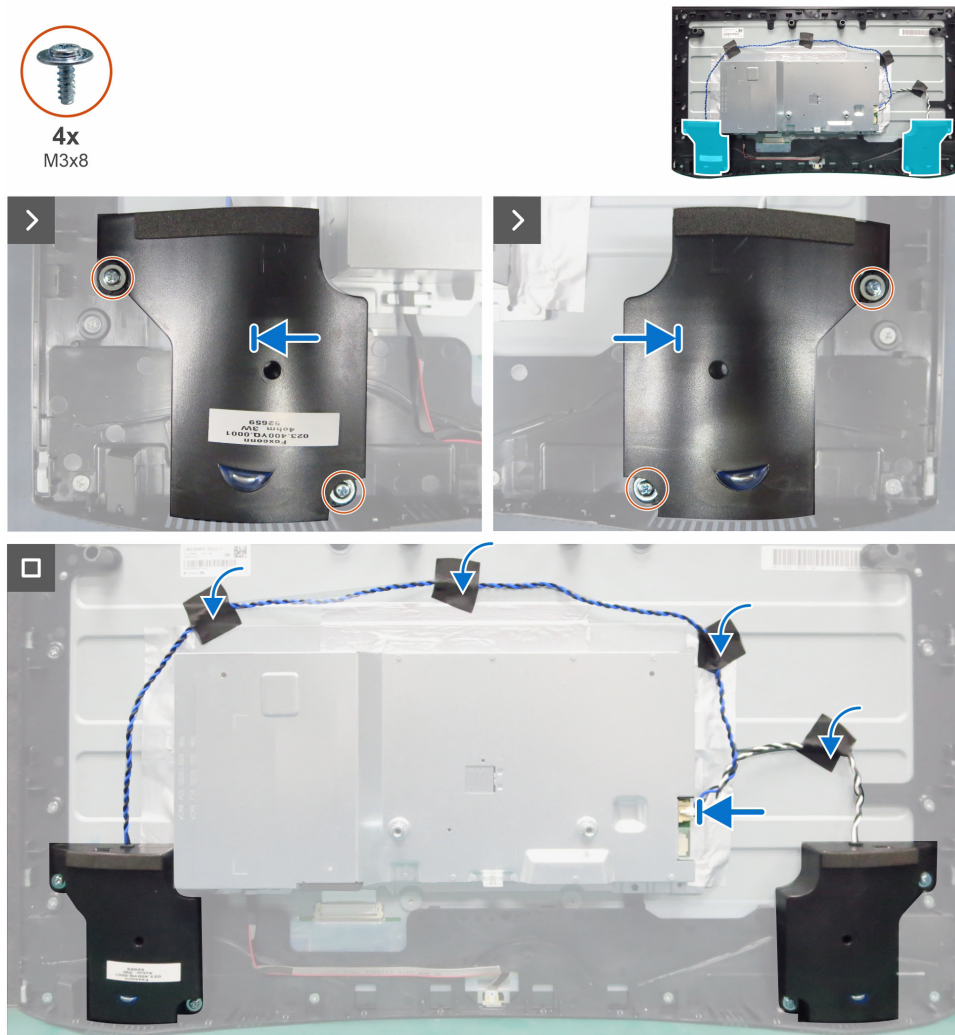


**Figure 16. Removing the speakers**

### Steps

1. Peel off the tapes on the speakers' cable.
2. Disconnect the speakers' cable from the connector on the main board.
3. Remove the four 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 17. 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 four screws (M3x8) that secure the two speakers to the middle frame.
3. Connect the speakers' cable to the connector on the main board.
4. Adhere the tapes to secure the speakers cable to the display-assembly base.

### Next steps

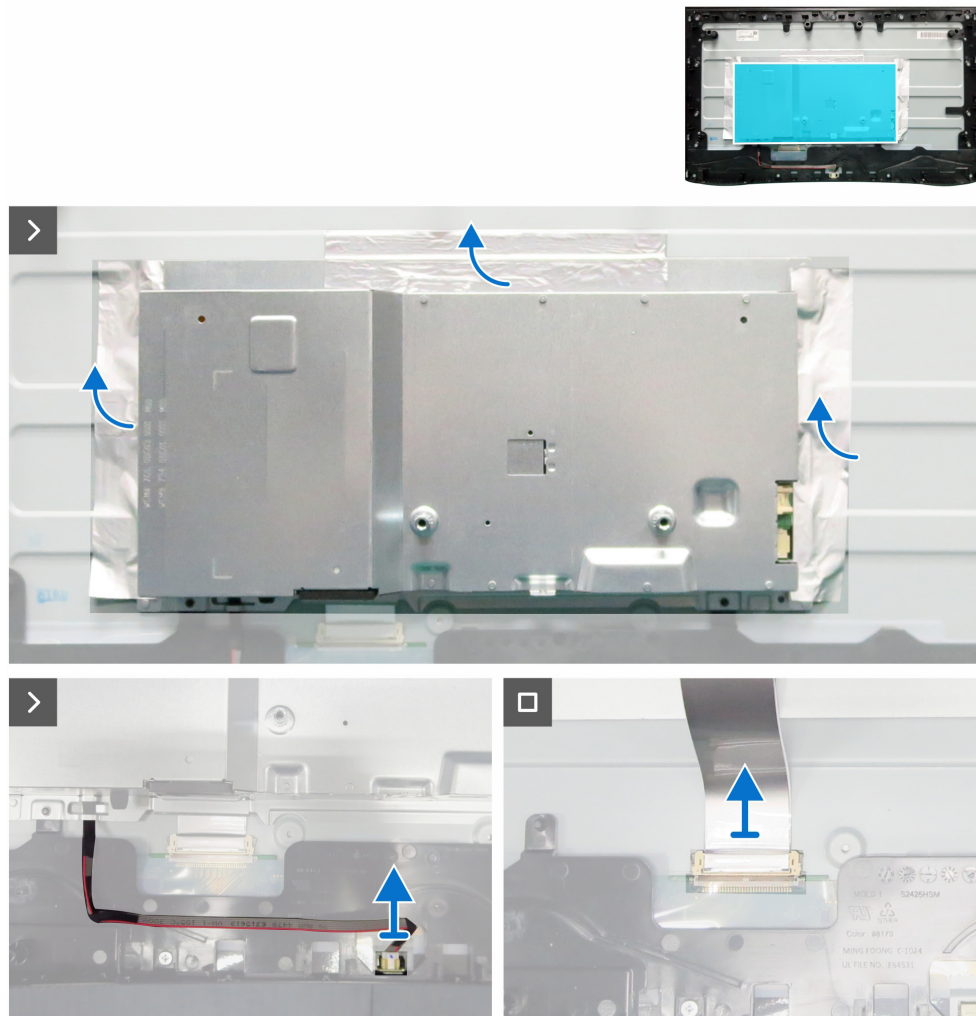
1. Install the [keypad board](#).
2. Install the [back cover](#).
3. Install the [stand](#).
4. Follow the procedure in [After working inside your monitor](#).

## 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 [speakers](#).

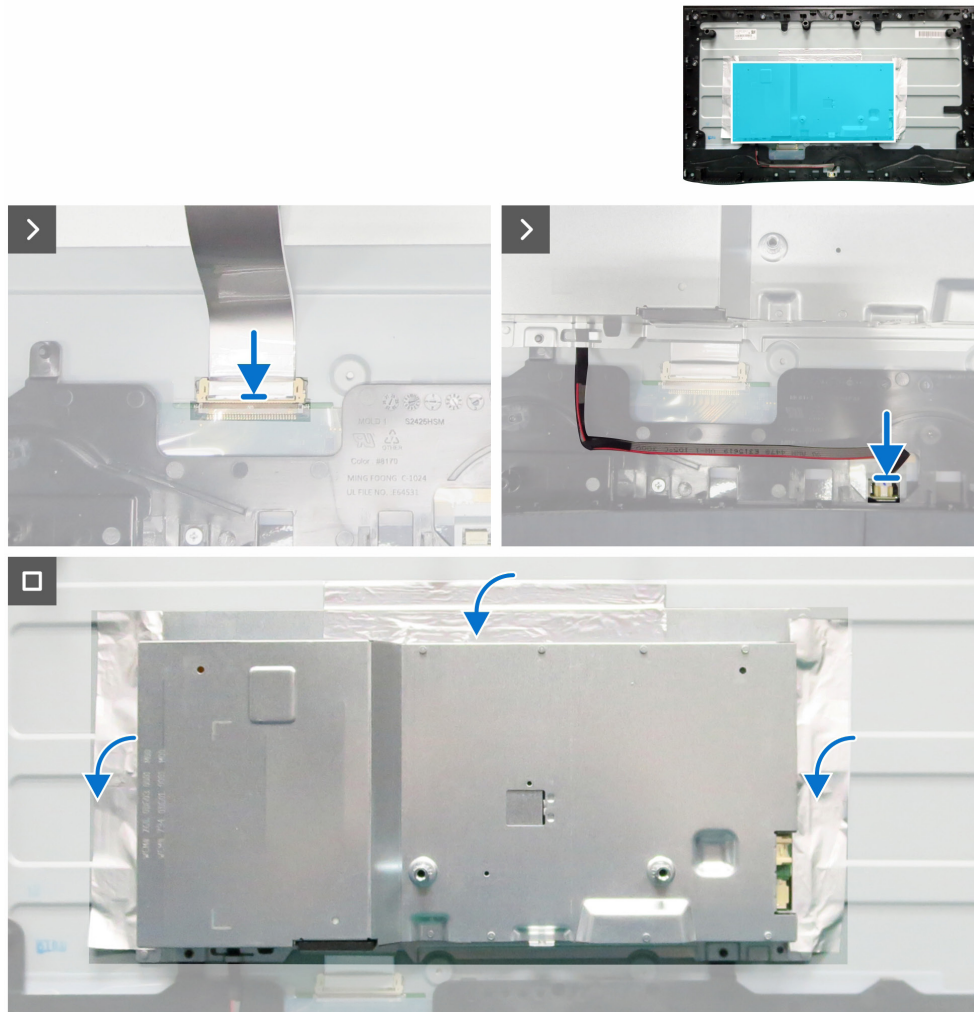


**Figure 18.** Removing the main chassis

#### Steps

1. Peel off the three aluminum foils on the main chassis.
2. Disconnect the lightbar cable from the connector on the display panel.
3. Disconnect the LVDS cable from the connector on the display panel.
4. Lift and remove the main chassis from the middle frame and display panel.

## Installing the main chassis



**Figure 19.** 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 pins on the middle frame, and place it down.
3. Connect the lightbar cable to the display panel.
4. Adhere the four aluminum foils to secure the main chassis.

### Next steps

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



**Figure 20.** Removing the middle frame for S2425HSM



**Figure 21. Removing the middle frame for S2725HSM**

#### Steps

1. Remove the 15 screws (M3x5) that secure the middle frame to the display panel. (S2425HSM)
2. Remove the 17 screws (M3x5) that secure the middle frame to the display panel. (S2725HSM)
3. Lift and remove the middle frame away from the display panel.

## Installing the middle frame



**Figure 22.** Installing the middle frame for S2425HSM



**Figure 23.** Installing the middle frame for S2725HSM

### Steps

1. Align and place the middle frame on the display panel.
2. Replace the 15 screws (M3x5) to secure the middle frame to the display panel. (S2425HSM)
3. Replace the 17 screws (M3x5) to secure the middle frame to the display panel. (S2725HSM)

### Next steps

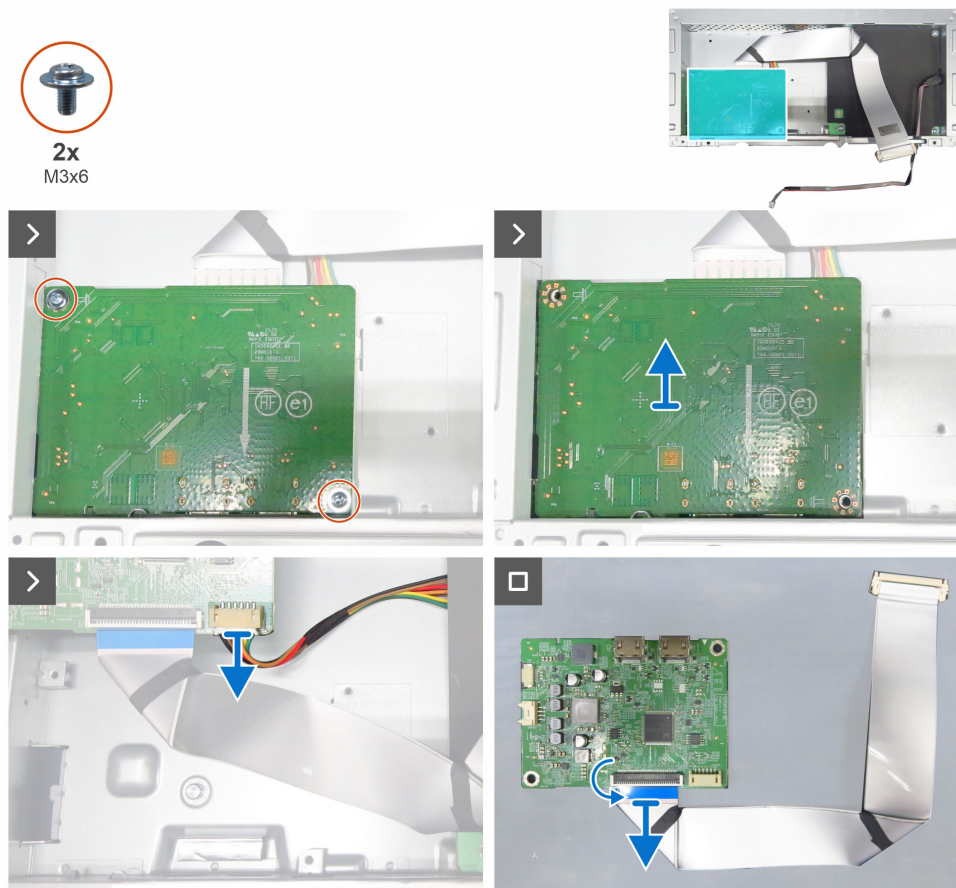
1. Install the [main chassis](#).
2. Install the [speakers](#).
3. Install the [keypad board](#).
4. Install the [back cover](#).
5. Install the [stand](#).
6. Follow the procedure in [After working inside your monitor](#).

## 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 [speakers](#).
6. Remove the [main chassis](#).
7. Remove the [middle frame](#).

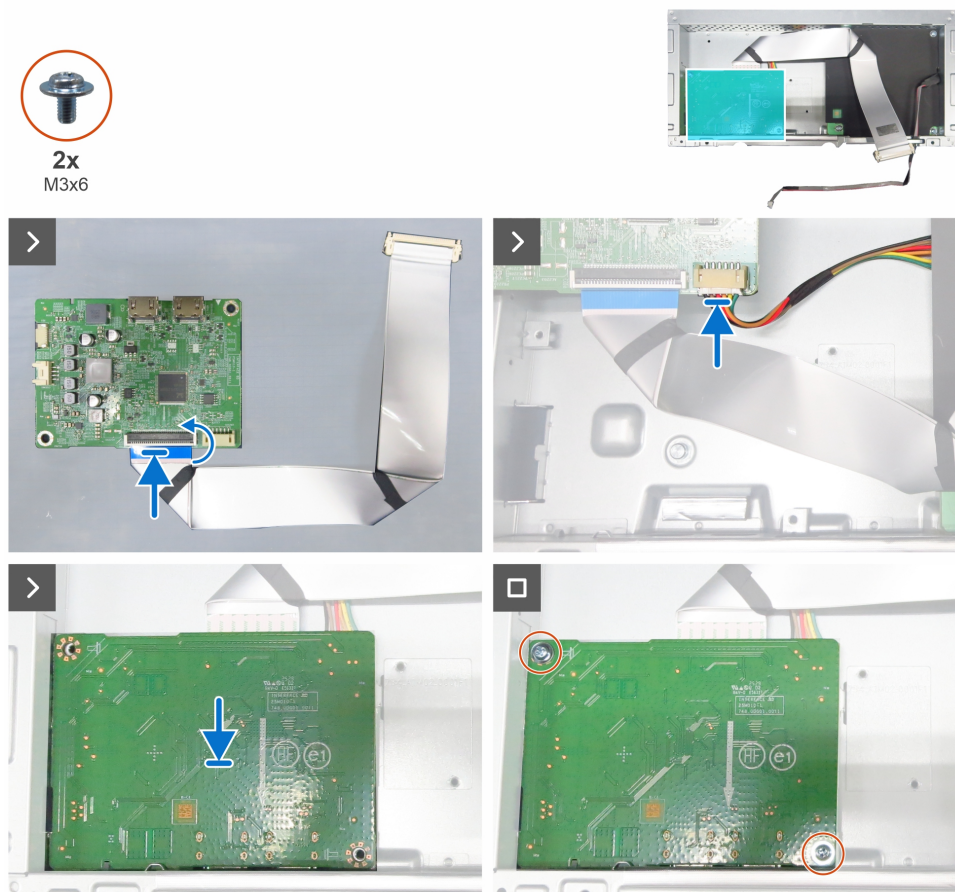


**Figure 24.** Removing the main board

#### Steps

1. Remove the two screws (M3x6) that secure 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 25.** 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 two screws (M3x6) to secure the main board to the main chassis.

### Next steps

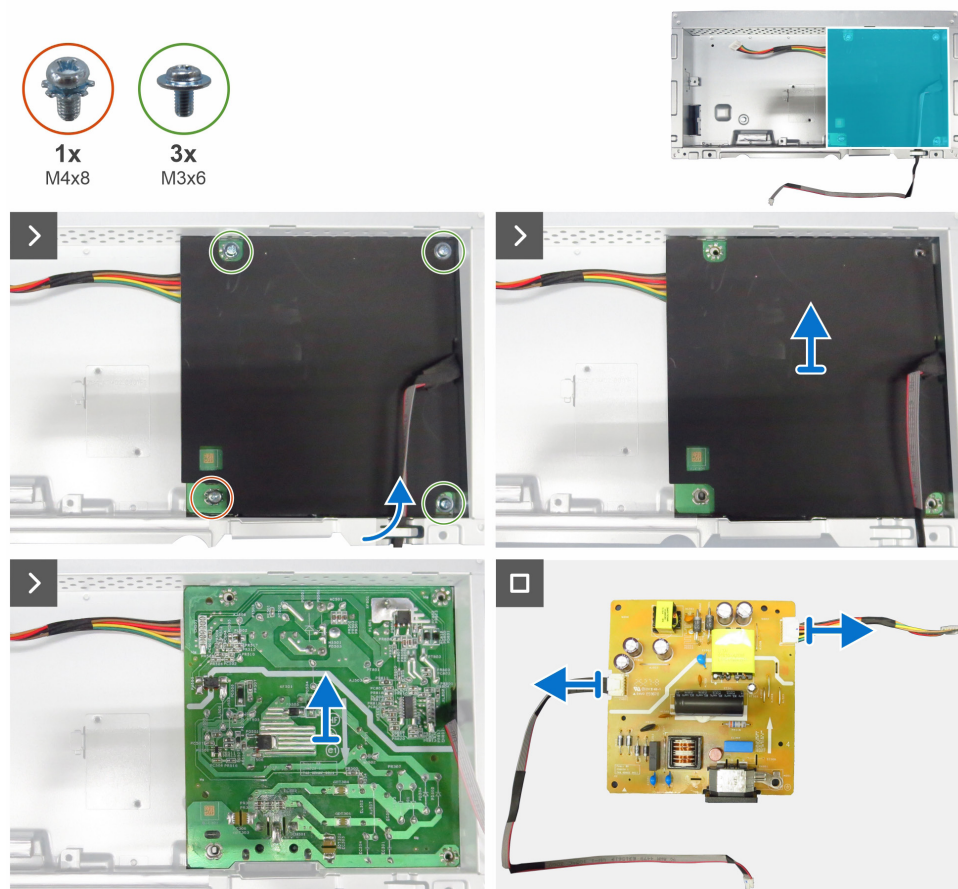
1. Install the [middle frame](#).
2. Install the [main chassis](#).
3. Install the [speakers](#).
4. Install the [keypad board](#).
5. Install the [back cover](#).
6. Install the [stand](#).
7. Follow the procedure in [After working inside your monitor](#).

## 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 [speakers](#).
6. Remove the [main chassis](#).
7. Remove the [middle frame](#).
8. Remove the [main board](#).

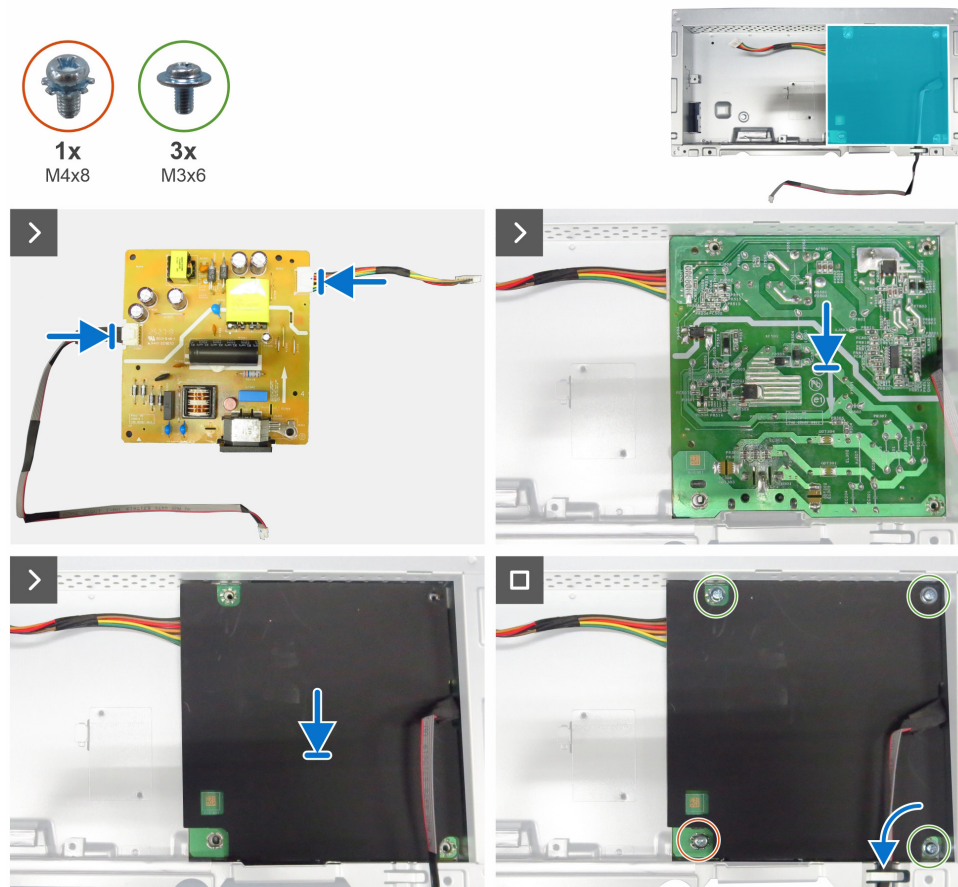


**Figure 26.** Removing the power board

#### Steps

1. Remove the lightbar cable from the routing guides on the main chassis.
2. Remove the screw (M4x8) and the three screws (M3x6) that secure the Mylar sheet and power board to the main chassis.
3. Remove the Mylar sheet from the slots in 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 27.** 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. Insert the Mylar sheet into the slots on the main chassis.
4. Replace the three screws (M3x6) and the one screw (M4x8) that secure the power board to 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 [middle frame](#).
3. Install the [main chassis](#).
4. Install the [speakers](#).
5. Install the [keypad board](#).
6. Install the [back cover](#).
7. Install the [stand](#).
8. 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 detect a video signal and is working correctly, a floating dialog box appears on-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 that are shown below will continuously scroll through the screen.



**Figure 28.** HDMI 1 cable disconnected warning message

or



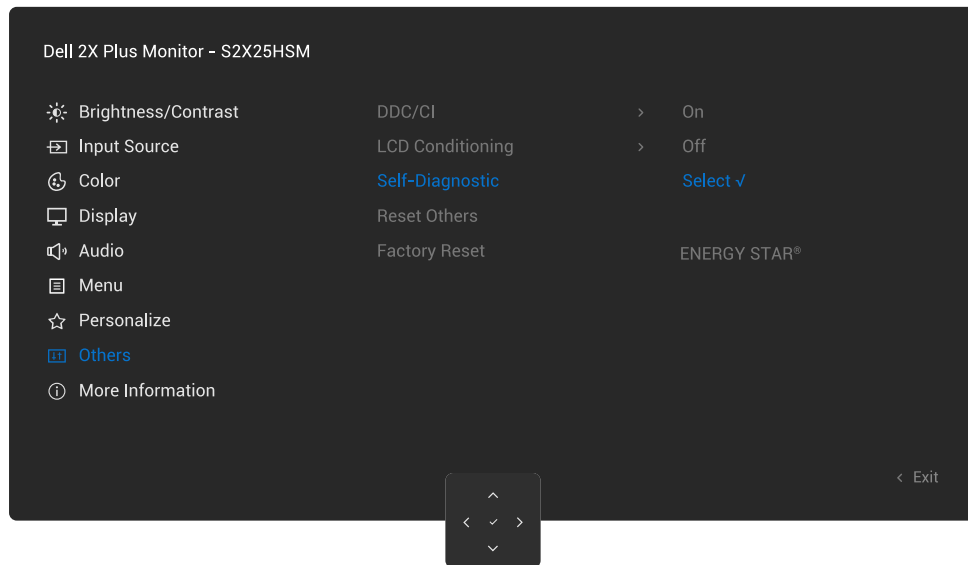
**Figure 29.** HDMI 2 cable disconnected warning message

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 30. Built-in diagnostics**

To run the built-in diagnostics:

1. Ensure that the screen is clean (free of dust particles on the surface).
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 no screen abnormalities are detected 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 that you might encounter and the possible solutions:

**⚠ WARNING:** The monitor LCD panel duty cycle is designed for 18 hours per day, 7 days a week. Usage beyond the designed duty cycle may result in premature reduction in panel backlight luminance, which may not be covered under warranty.

**Table 7. Common problems**

| Common symptoms                                                                   | What you experience                                                            | Possible solutions                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No video/power LED off                                                            | No picture                                                                     | <ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>Ensure that you have pressed the power button properly.</li> </ul>                                                      |
| No video/power LED on                                                             | No picture or no brightness                                                    | <ul style="list-style-type: none"> <li>Increase brightness and contrast controls through OSD.</li> <li>Perform monitor self-test feature check.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the <a href="#">Built-in diagnostics</a>.</li> <li>Ensure that the correct input source is selected in the <b>Input Source</b> menu.</li> </ul> |
| Missing pixels                                                                    | LCD screen has spots                                                           | <ul style="list-style-type: none"> <li>Cycle power on-off.</li> <li>Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>For more information about Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>                                                                                  |
| Stuck-on pixels                                                                   | LCD screen has bright spots                                                    | <ul style="list-style-type: none"> <li>Cycle power On-Off.</li> <li>Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>For more information about Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>                                                                                  |
| Brightness problems                                                               | Picture too dim or too bright                                                  | <ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Adjust brightness and contrast controls through OSD.</li> </ul>                                                                                                                                                                                                                            |
| Safety-related issues                                                             | Visible signs of smoke or sparks                                               | <ul style="list-style-type: none"> <li>Do not perform any troubleshooting steps.</li> <li>Contact Dell immediately.</li> </ul>                                                                                                                                                                                                                                                    |
| Intermittent problems                                                             | Monitor malfunctions on and off                                                | <ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Reset the monitor to factory settings.</li> <li>Perform a monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>                                                   |
| Missing color                                                                     | Picture missing color                                                          | <ul style="list-style-type: none"> <li>Perform a monitor <a href="#">Built-in diagnostics</a>.</li> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Check for bent or broken pins in the video cable connector.</li> </ul>                                                                                   |
| Wrong color                                                                       | Picture color is not good                                                      | <ul style="list-style-type: none"> <li>Try different <b>Preset Modes</b> in <b>Color</b> settings OSD.</li> <li>Adjust R/G/B value under <b>Custom Color</b> in the Color menu OSD.</li> <li>Change the <b>Input Color Format</b> to <b>RGB</b> or <b>YCbCr</b> in the Color settings OSD.</li> <li>Run the <a href="#">Built-in diagnostics</a>.</li> </ul>                      |
| Image retention from a static image left on the monitor for a long period of time | A faint shadow from the static image that is displayed appears on the screen   | <ul style="list-style-type: none"> <li>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.</li> <li>Alternatively, use a dynamically changing screensaver.</li> </ul>                                                                                                             |
| The screen image is too small                                                     | The image is centered on the screen, but does not fill the entire viewing area | <ul style="list-style-type: none"> <li>Check the <b>Aspect Ratio</b> setting in the <b>Display</b> menu OSD.</li> <li>Reset the display to factory settings.</li> </ul>                                                                                                                                                                                                           |

| Common symptoms                                                                | What you experience                                       | Possible solutions                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cannot adjust the monitor with the joystick control on the rear of the monitor | OSD does not appear on the screen                         | <ul style="list-style-type: none"> <li>• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor.</li> <li>• Check whether the OSD menu is locked. If yes, move and hold the joystick <b>Up, Down, Left, or Right</b> navigation keys for 4 seconds to unlock.</li> </ul>                                                                   |
| No input signal when user controls are pressed                                 | No picture; the LED light is white                        | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensure the video cable is securely connected. If needed, disconnect and reconnect the cable to confirm a proper connection.</li> <li>• Reset the computer or video player.</li> </ul> |
| The picture does not fill the entire screen                                    | The picture cannot fill the height or width of the screen | <ul style="list-style-type: none"> <li>• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>• Run the built-in diagnostics.</li> </ul>                                                                                                                                                                                          |

# 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 8. Revision history**

| Revision | Date        | Description           |
|----------|-------------|-----------------------|
| A00      | August 2025 | Original publish date |