Dell UltraSharp 52 Thunderbolt Hub Monitor

U5226KW/U5226KW WOST

Simplified Service Manual

Model: U5226KW/U5226KW WOST
Regulatory Model: U5226KWt
January 2026
Rev. A00

DELL Technologies

Notes, cautions, and warnings

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

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

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

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Safety instructions

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

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

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

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

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

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

Before working inside your monitor

Steps

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

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

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

After working inside your monitor

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

Steps

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

View of U5226KW Monitor

Front view

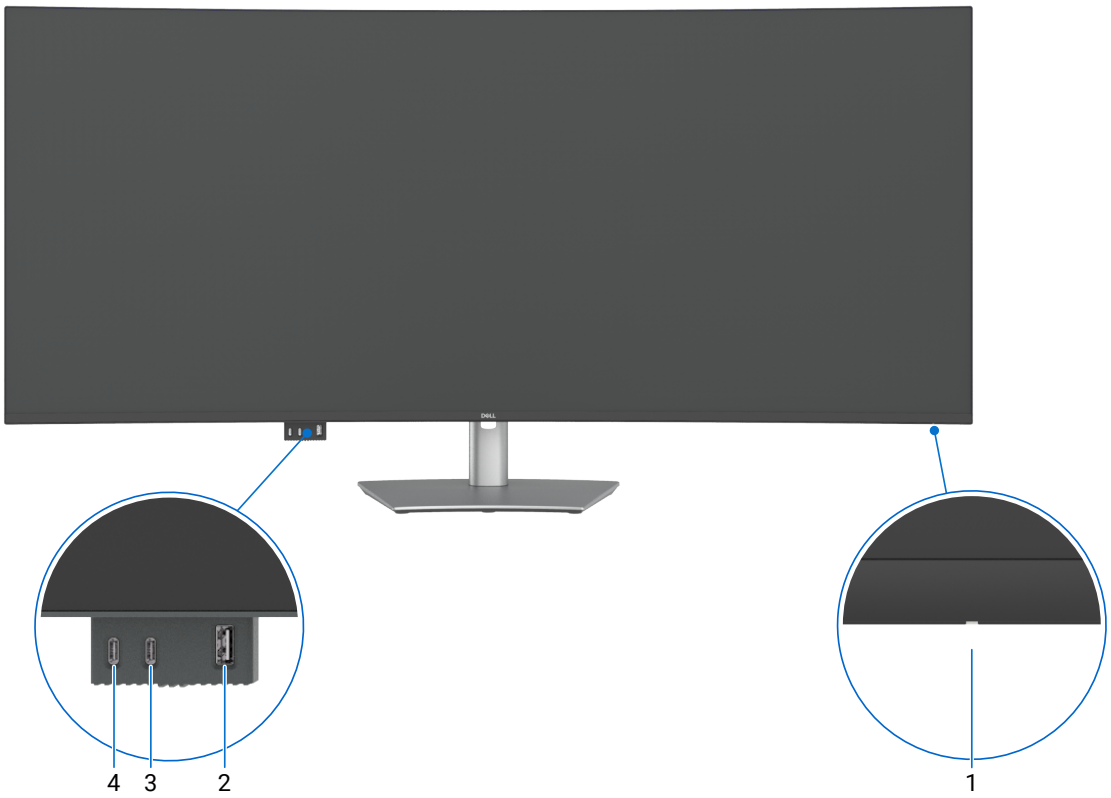

Figure 1. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Function
1	Power indicator LED	Solid white light indicates that the monitor is turned on and is functioning. Blinking white light indicates that the monitor is in Standby Mode.
2	USB Type-A 10Gbps downstream port with BC1.2 5 V/1.5 A typical (2 A max) power charging (10W)	Connect your USB device. The USB port supports Battery Charging Rev. 1.2.
3, 4	2 x USB-C 10Gbps downstream port with power charging (27W)	Connect your USB device. The USB-C port supports 5 V/3 A, 9 V/3 A.

NOTE: You can use this port only after you have connected the USB cable (A to C or C to C) to the USB-C or Thunderbolt 4 upstream port at the rear of the monitor to the PC.

Top view

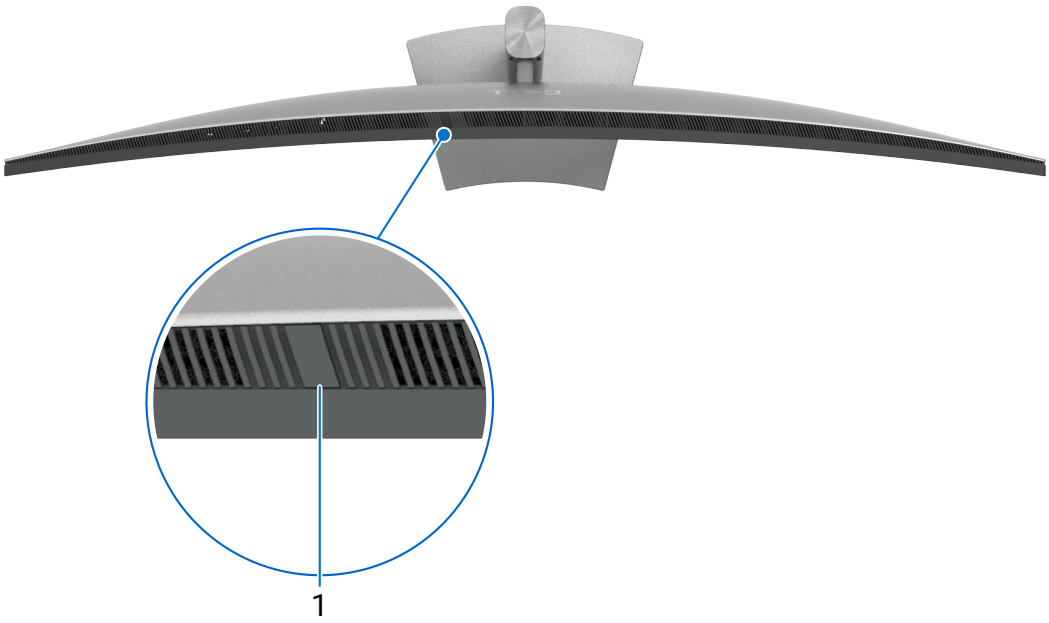

Figure 2. Top view of the monitor

Table 2. Components and descriptions.

Label	Description	Function
1	Ambient light sensor	Detects ambient light and adjusts the brightness of the display accordingly. For more information, see Auto Brightness and Auto Color Temp. **NOTE:** If the Ambient light sensor detects abnormal change in the light level, see Ambient light detection anomaly.

Back view

Figure 3. Back view of the monitor

Table 3. Components and descriptions.

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

Bottom view

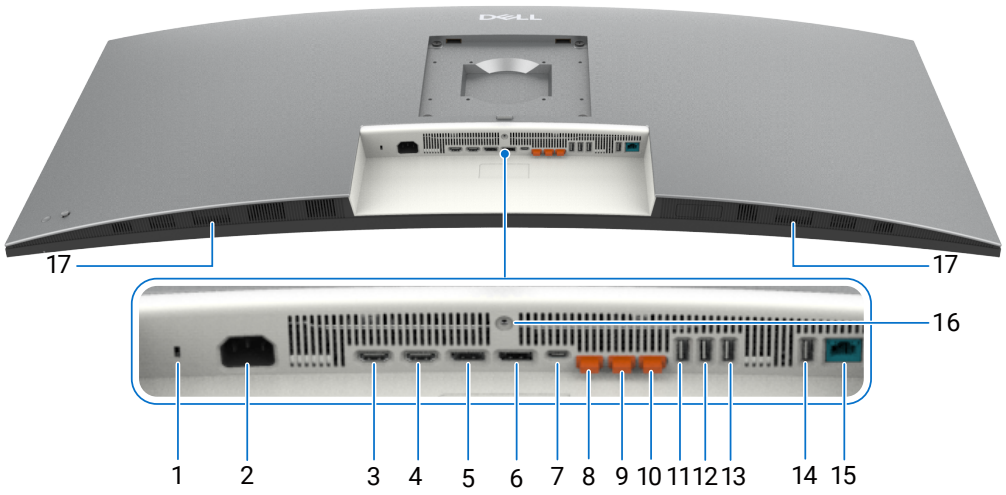

Figure 4. Bottom view of the monitor

Table 4. Components and descriptions.

Label	Description	Function
1	Security lock slot	Secures monitor with security cable lock (sold separately).
2	Power connector	Connect the power cable.
3, 4	HDMI 2.1 port (2)	Connect your computer with the HDMI cable.
5, 6	DisplayPort 1.4 port (in) (2)	Connect your computer with the DisplayPort cable.
7	Thunderbolt 4 upstream (Video + Data). Alternate mode with DisplayPort 1.4, Power Delivery up to 140 W	Connect to your computer using the Thunderbolt cable. The Thunderbolt 4 upstream offer the fastest transfer rate (USB 3.2 Gen 2), TBT mode and the alternate mode with DP 1.4 support the following, and 28 V/5 A, 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. Maximum resolution of 6144 x 2560 at 120 Hz.* This model will feature Thunderbolt 4 technology and will have a 140 W power delivery, it is recommended for use the following Dell's products that meet the fire enclosures. *6144 x 2560@120 Hz timing resolution support depends on GFx capability. **NOTE:** Thunderbolt 4 upstream is not supported on Windows versions that are prior to Windows 10. **NOTE:** Power delivery supports a maximum of 140 W (28V5A) and requires devices to support USB PD EPR(extended power range), otherwise it can only support a maximum of 90 W (20V4.5A).
8, 9, 10	USB-C upstream port (data only) (3)	Connect to your computer using the USB cable (Thunderbolt 4 cable, A to C or C to C). Once the USB cable is connected, you can use the USB downstream connectors on the monitor.
11, 12, 13, 14	Super speed USB 10 Gbps ports (4)	Connect your USB device. You can use these ports only after you have connected the USB cable (Thunderbolt 4 cable, A to C or C to C) from the computer to the monitor. The USB port supports 5 V/0.9 A.
15	RJ45 connector (2.5G)	Connect Internet. You can surf Internet via RJ45 only after you have connected the USB cable (Thunderbolt 4 cable, A to C or C to C) from the computer to the monitor.
16	Stand lock	Lock the stand to the monitor using a M3 x 8 mm screw (screw not included).
17	Built-in speakers	To output the sound from an audio input.

Major components of U5226KW monitor

The following image shows the major components of U5226KW.

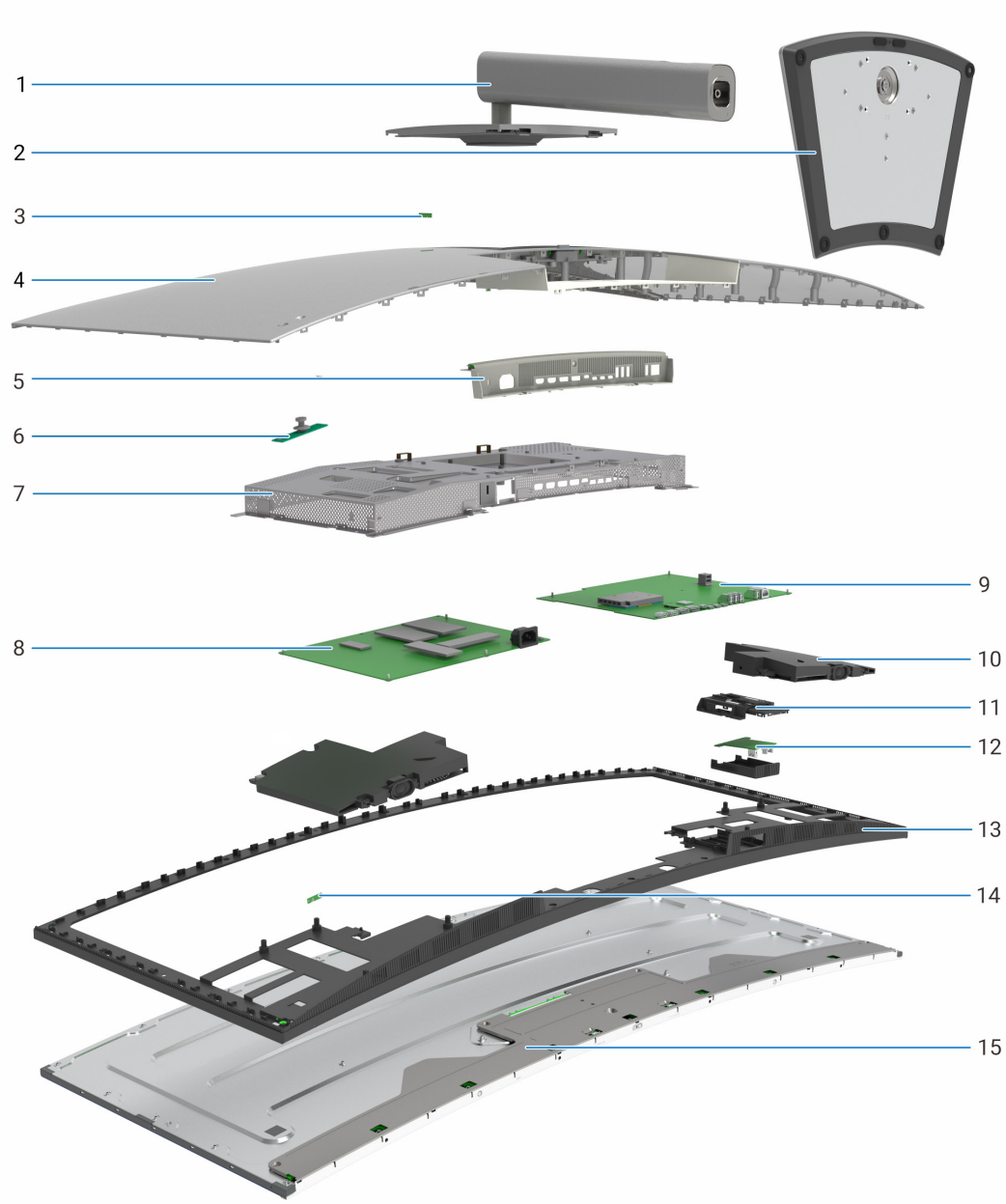

Figure 5. Major components of the U5226KW monitor

Table 5. Major componets

Callout	Description	Callout	Description	Callout	Description
1	Stand riser	6	Keypad board	11	QAP
2	Stand base	7	Main chassis	12	USB board
3	ALS board	8	Power board	13	Middle frame
4	Back cover	9	Main board	14	LED board
5	I/O cover	10	Speaker	15	Display panel

Wiring connectivity diagram

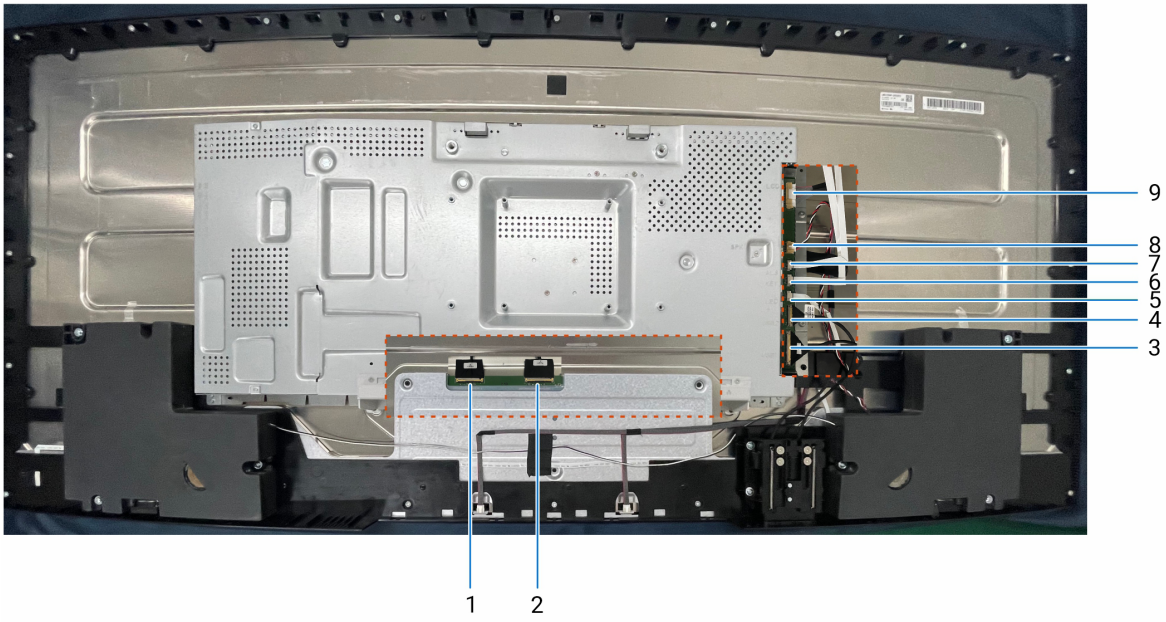

Figure 6. **Wiring connectivity diagram**

Table 6. **Components and descriptions.**

Callout	Description
1	eDP cable 1
2	eDP cable 2
3	USB cable 1
4	USB cable 2
5	LED cable
6	Keypad cable
7	ALS cable
8	Speaker cable
9	Lightbar cable

Connecting your monitor

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

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

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

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

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

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

To connect your monitor to the computer:

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

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

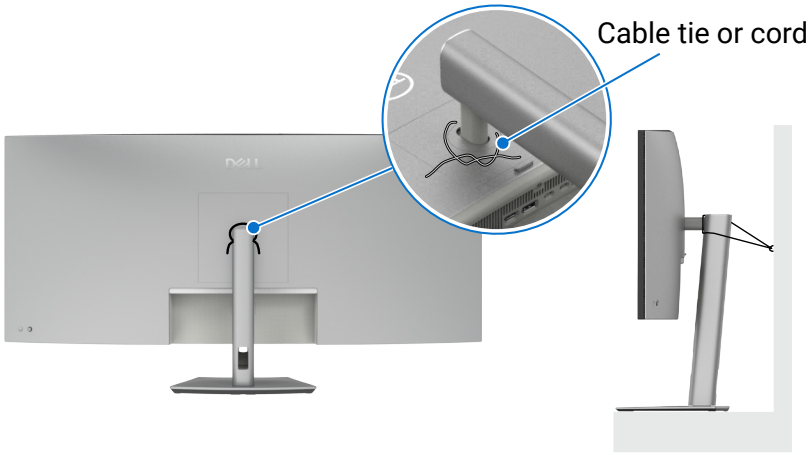

Figure 7. Prevent the monitor from falling

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

ⓘ **NOTE:** U5226KW default setting is DisplayPort 1.4. A DisplayPort 1.1 Graphic card may not display normally. Please refer to Product specific problems – No image when using DP connection to the PC to change default setting.

ⓘ **NOTE:** Remove the rubber plug when using USB-C upstream connector.

Connecting the HDMI cable

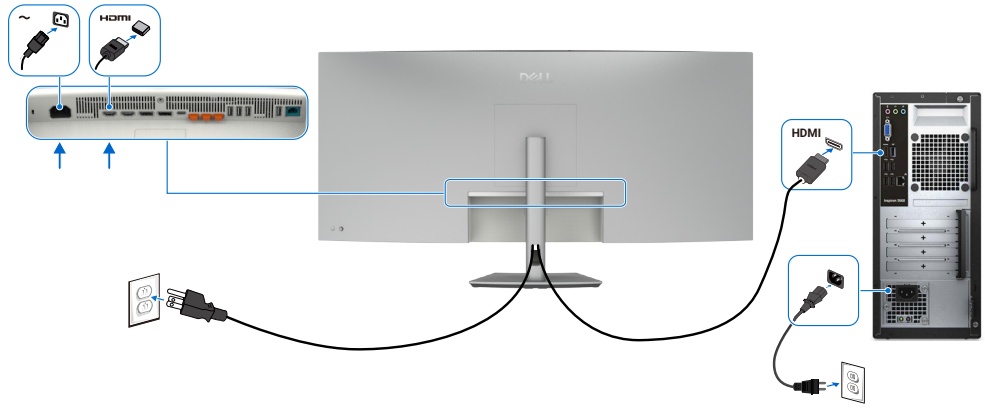

Figure 8. Connecting the HDMI cable

Connecting the DisplayPort cable

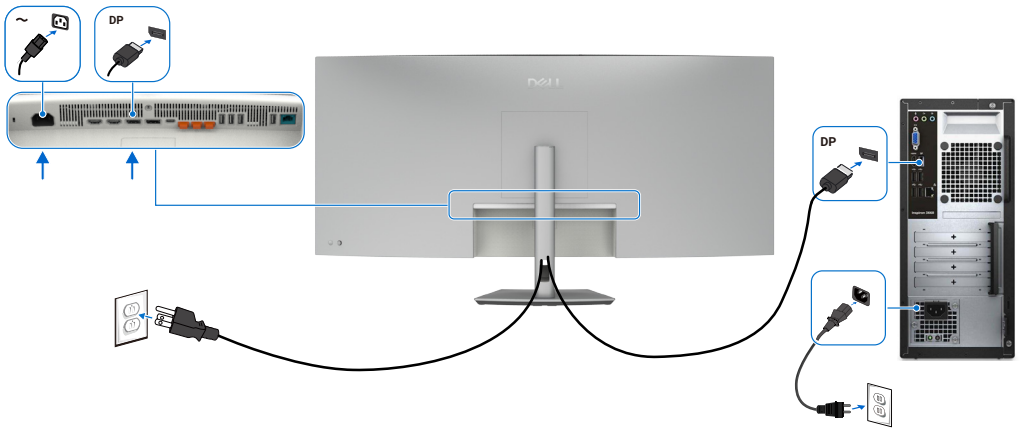

Figure 9. Connecting the DisplayPort cable

Connecting the Thunderbolt 4 cable

Figure 10. Connecting the Thunderbolt 4 cable

Connecting the USB-C cable (A to C)

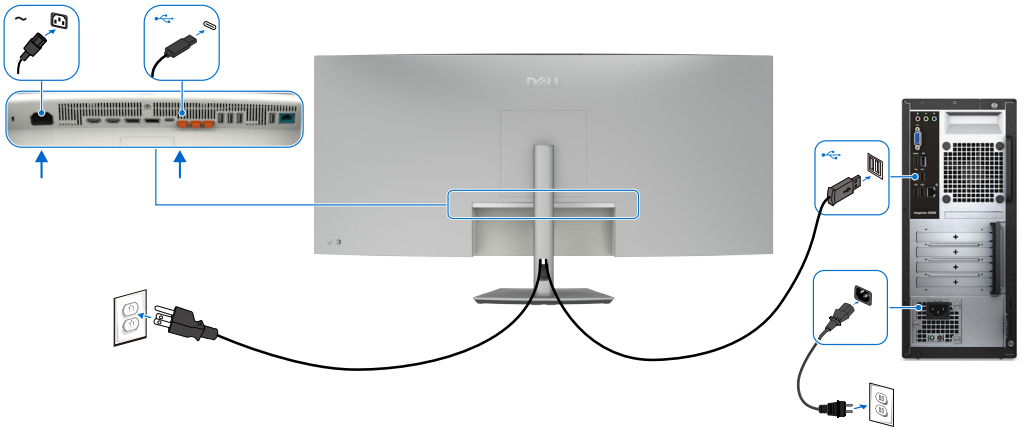

Figure 11. Connecting the USB-C cable (A to C)

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

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

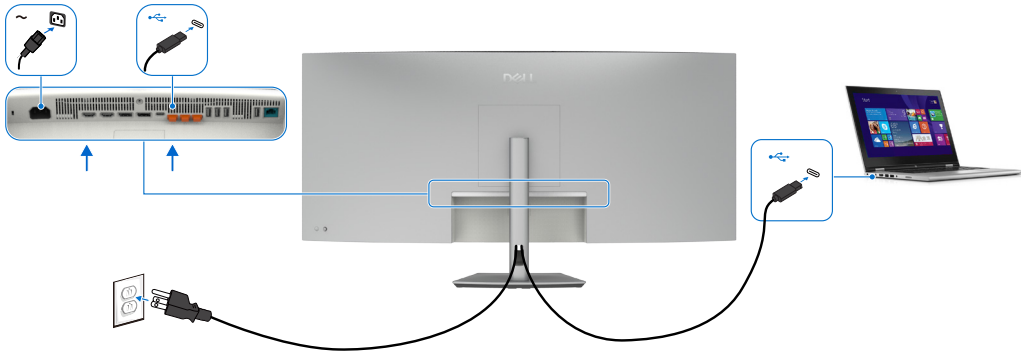

Figure 12. Connecting the USB-C cable (C to C) (Optional)

NOTE: This connection only data is available and no video. Need another video connection for display.

NOTE: Regardless of the power requirement/actual power consumption of your laptop, or the remaining power runtime in your battery, the Dell monitor is designed to supply power delivery of up to 140 W to your laptop.

Table 7. Power Delivery.

Rated power (on laptops that have USB-C with Power Delivery)	Maximum charging power
45 W	45 W
60 W	60 W
90 W	90 W
140 W	*140 W

*For laptops that supports EPR 140 W charging.

WARNING: The Dell UltraSharp U5226KW supports the USB-C Power Delivery 3.1 (Thunderbolt 4) specification and can provide a maximum output of up to 140 W. For safety consideration, this USB-C port must be connected to the Dell-approved products with the inbox Thunderbolt 4 Active cable. For the list of Dell-approved products, refer Dell products compatible with USB-C Power Delivery 3.1 (Extended Power Range 140W) Tech sheet at Dell.com/support/U5226KW**.**

Connecting the monitor for RJ45 cable, LAN access via monitor network port (Optional)

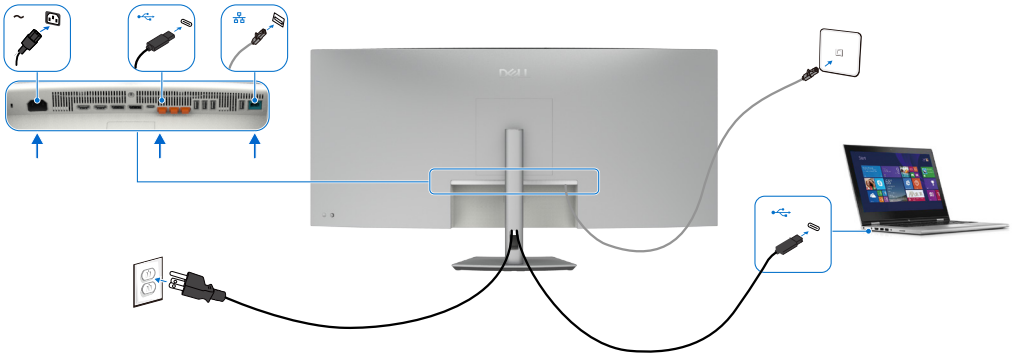

Figure 13. Network routing via USB-C upstream port

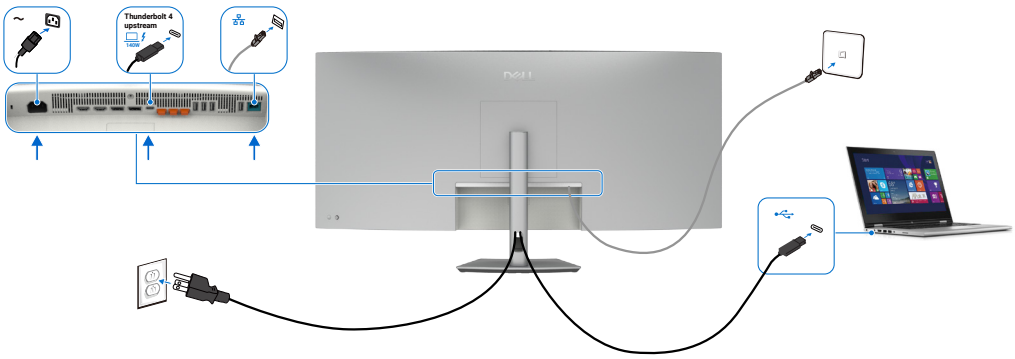

Figure 14. Network routing via Thunderbolt 4 upstream port

Disassembly and reassembly

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

Recommended tools

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

Screw list

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

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

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

Table 8. Components and descriptions.

Component	Screw type	Quantity	Screw image
Back cover	M6x12	4	
Keypad board	M2x3.3	2	
QAP	M3x6	4	
USB board	M3x3	1	
Speakers	M3x8	8	
I/O Cover	M3x5	4	
Main chassis	M3x5	8	
Middle frame	M3x5	24	
Power board groundwire	M4x8	1	
Power board	M3x6	5	
Main board	M3x6	5	

Stand

Removing the stand

Prerequisites

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

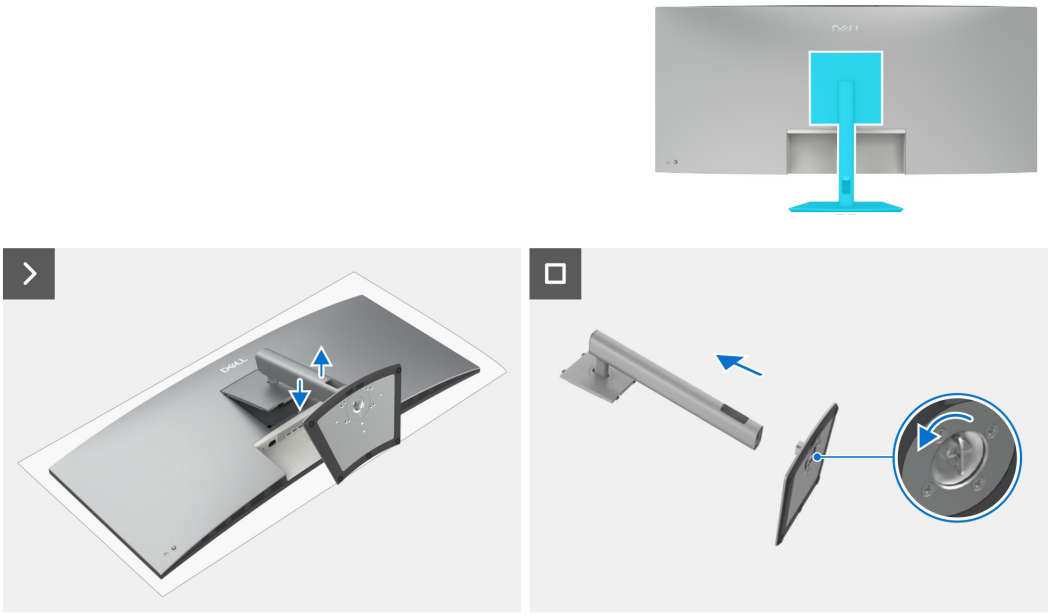

Figure 15. Removing the stand

Steps

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

Installing the stand

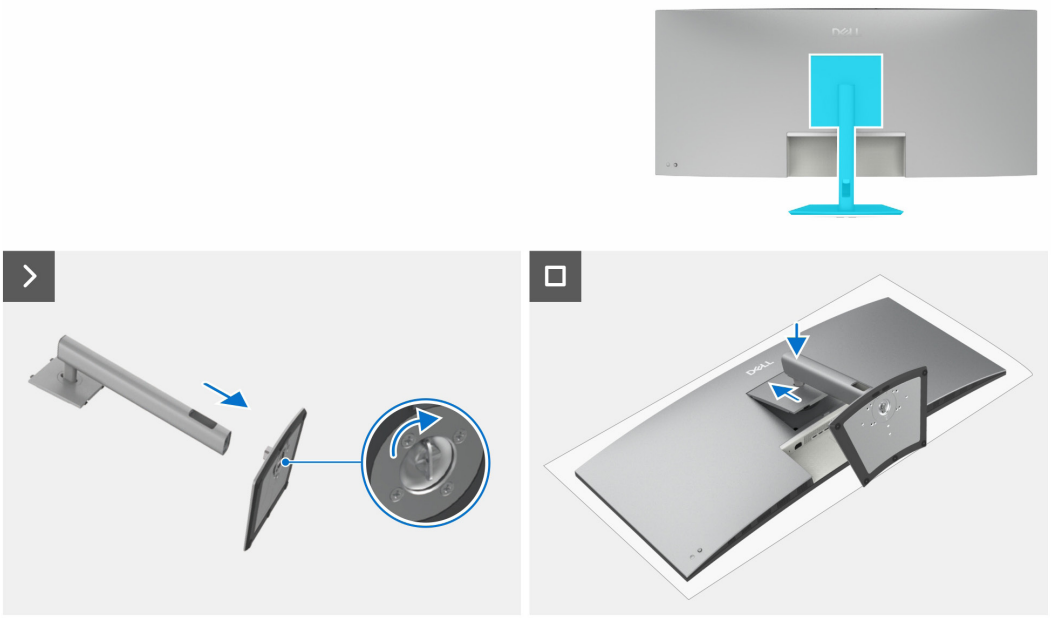

Figure 16. Installing the stand

Steps

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

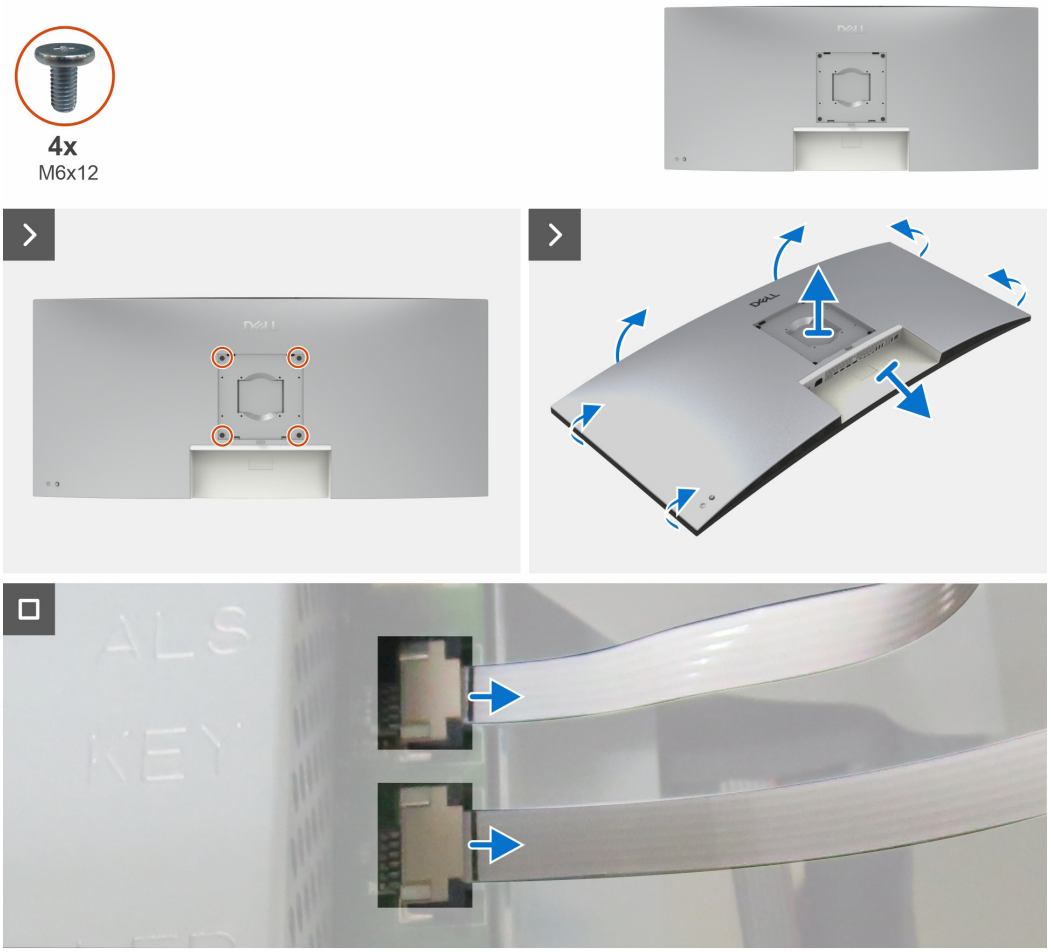

Figure 17. Removing the back cover

Steps

1. Remove the four screws (M6x12) 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 and ALS cable from the connectors on the main board.
5. Remove the back cover from the display assembly.

Installing the back cover

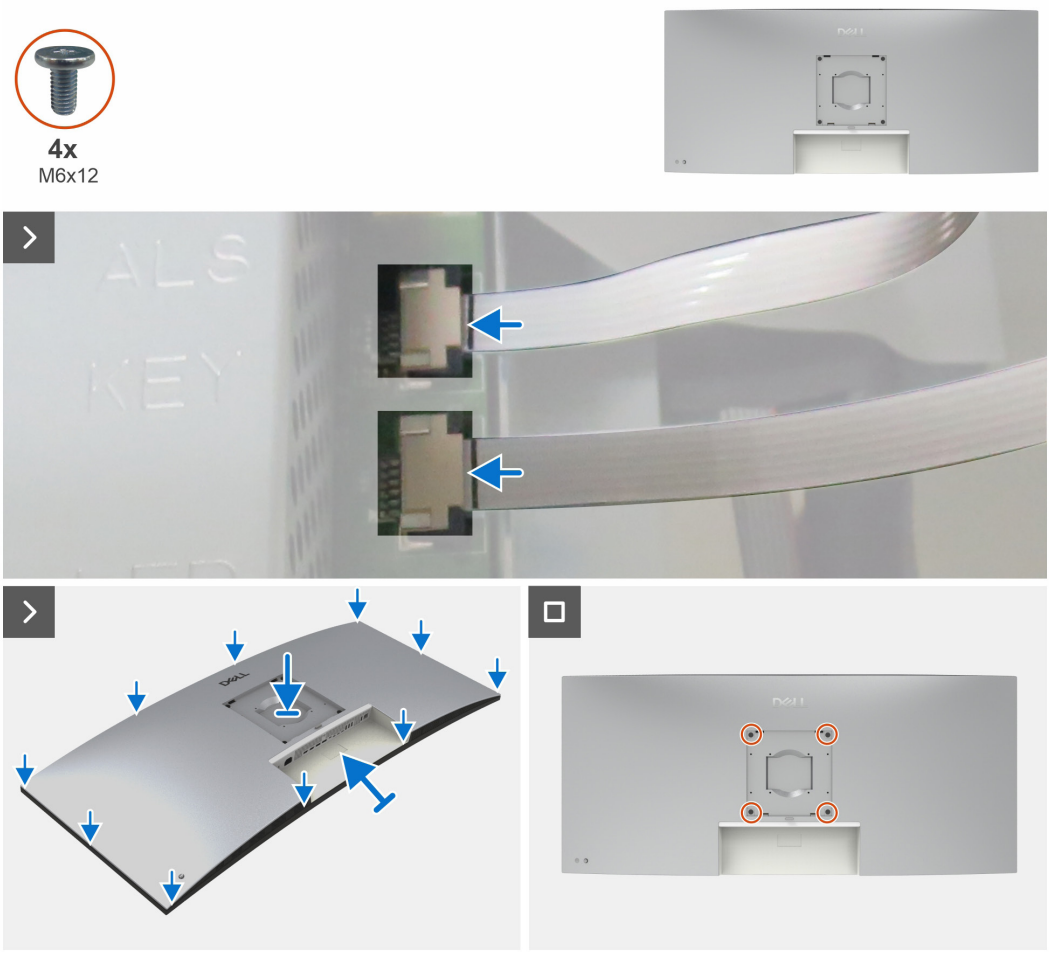

Figure 18. Installing the back cover

Steps

1. Connect the ALS 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 (M6x12) 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.

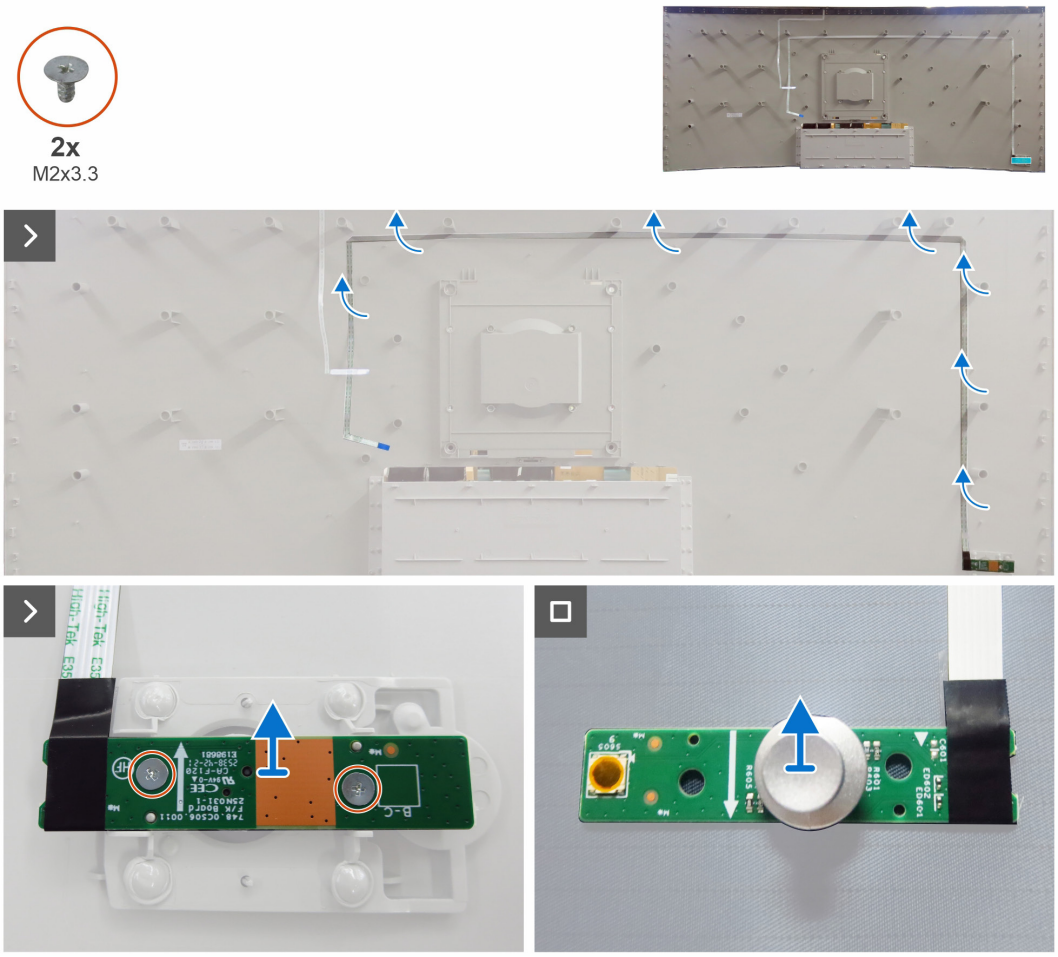

Figure 19. Removing the keypad board

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

ALS board

Removing the ALS 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.

Steps

1. Peel the double-sided tape that secures the ALS cable to the back cover.
2. Remove the ALS board from the pins on the top side of the back cover.

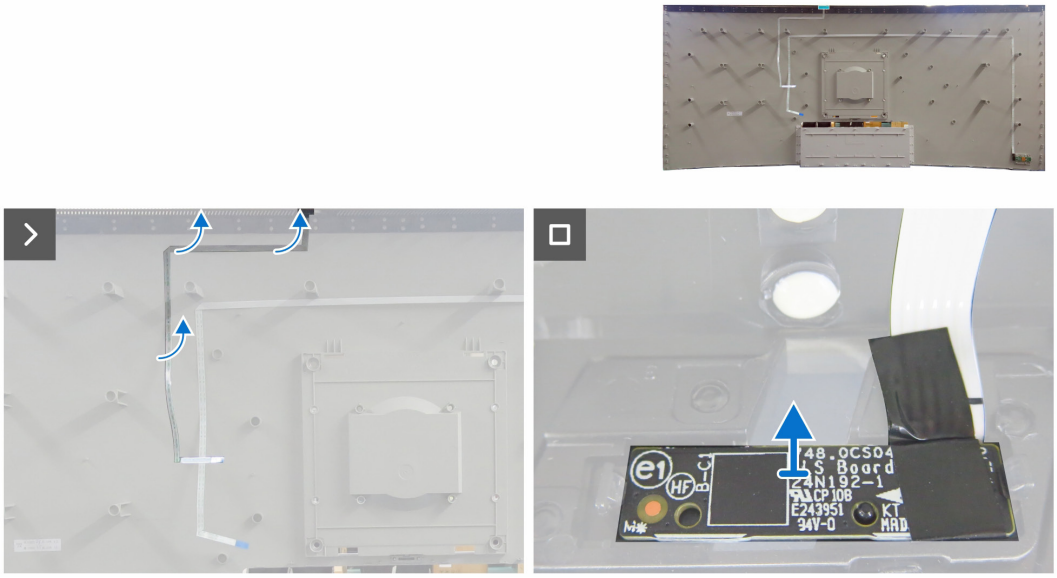

Figure 21. Removing the ALS board

Installing the ALS board

Steps

1. Align the holes on the ALS board with the pins on the top side of the back cover, and place it down.
2. Adhere the double-sided tape to secure the ALS cable to the back cover.

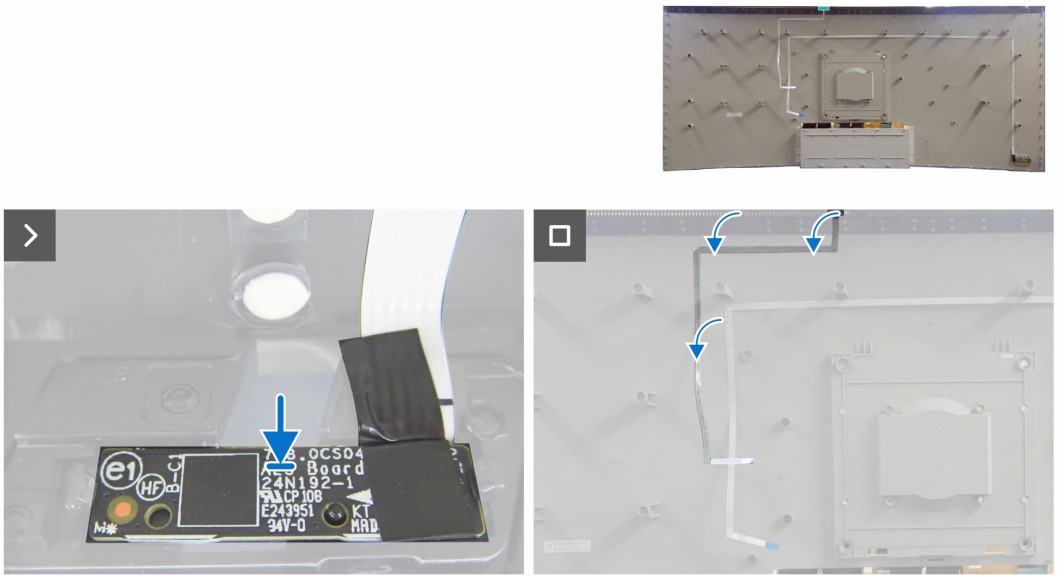

Figure 22. Installing the ALS board

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.

QAP (Quickly Accessary Ports)

Removing the QAP

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 ALS board.

Figure 23. Removing the QAP

Steps

1. Peel the aluminum foil on the cable connector.
2. Lift the locks and pull out the two USB cables from the main board.
3. Remove the four screw (M3x6) that secure the QAP to the middle frame.
4. Remove the QAP away from the middle frame.

Installing the QAP

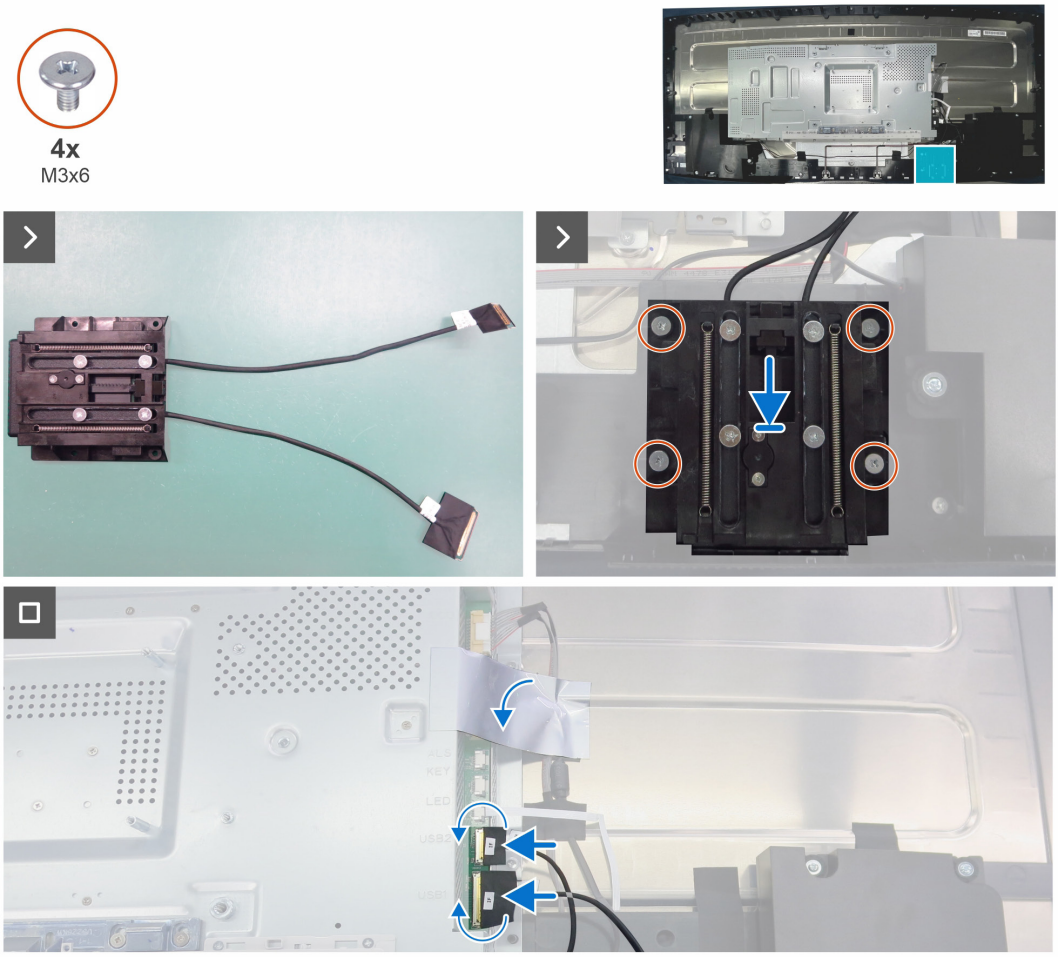

Figure 24. Installing the QAP

Steps

1. Align the screw holes on the QAP with the screw holes on the middle frame.
2. Replace the four screws (M3x6) that secure the QAP to the middle frame.
3. Connect the two USB cables to the main board and close the locks.
4. Adhere the aluminum foil on the connector.

Next steps

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

USB Board

Removing the USB board

Prerequisites

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

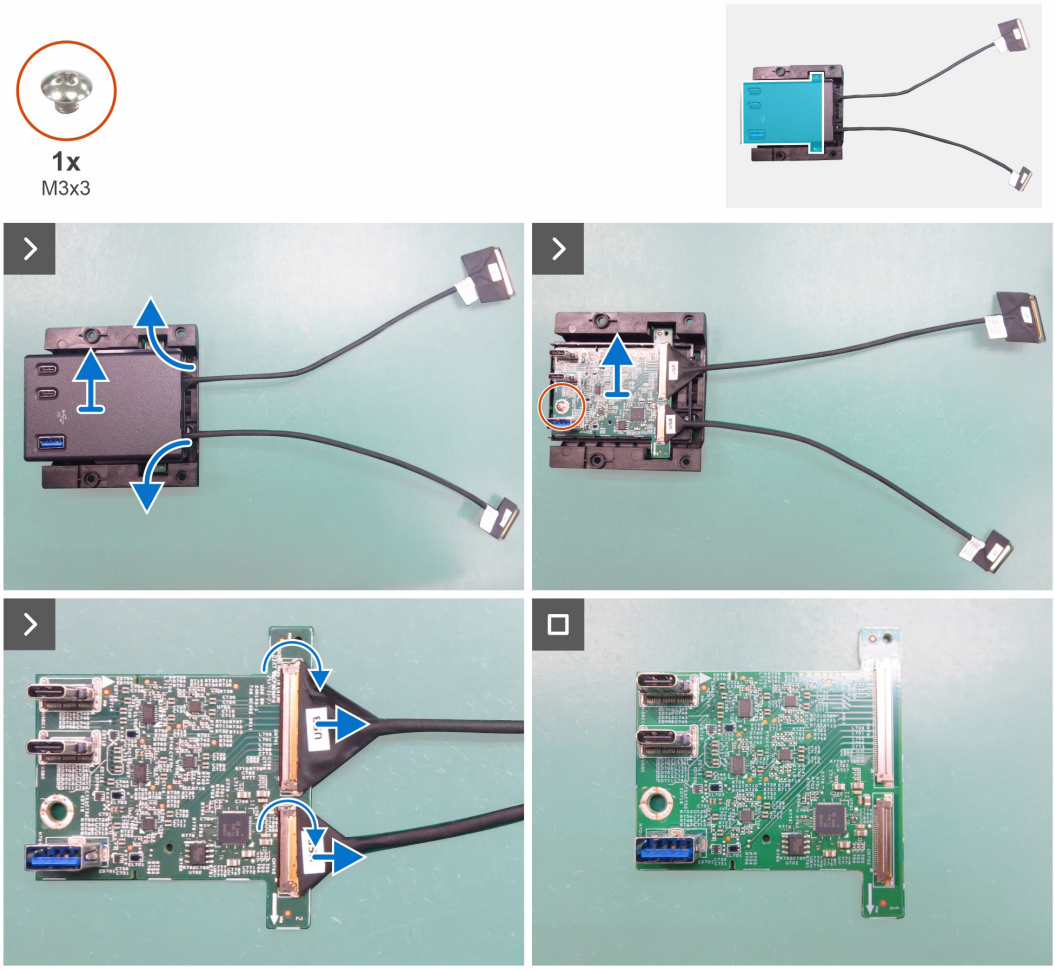

Figure 25. Removing the USB board

Steps

1. Pry the top cover of the QAP to remove it.
2. Remove the screw (M3x3) that secures the USB board to the back cover of QAP.
3. Remove the USB board from bottom cover of QAP.
4. Lift the locks and pull out the two USB cables from the USB board.

Installing the USB board

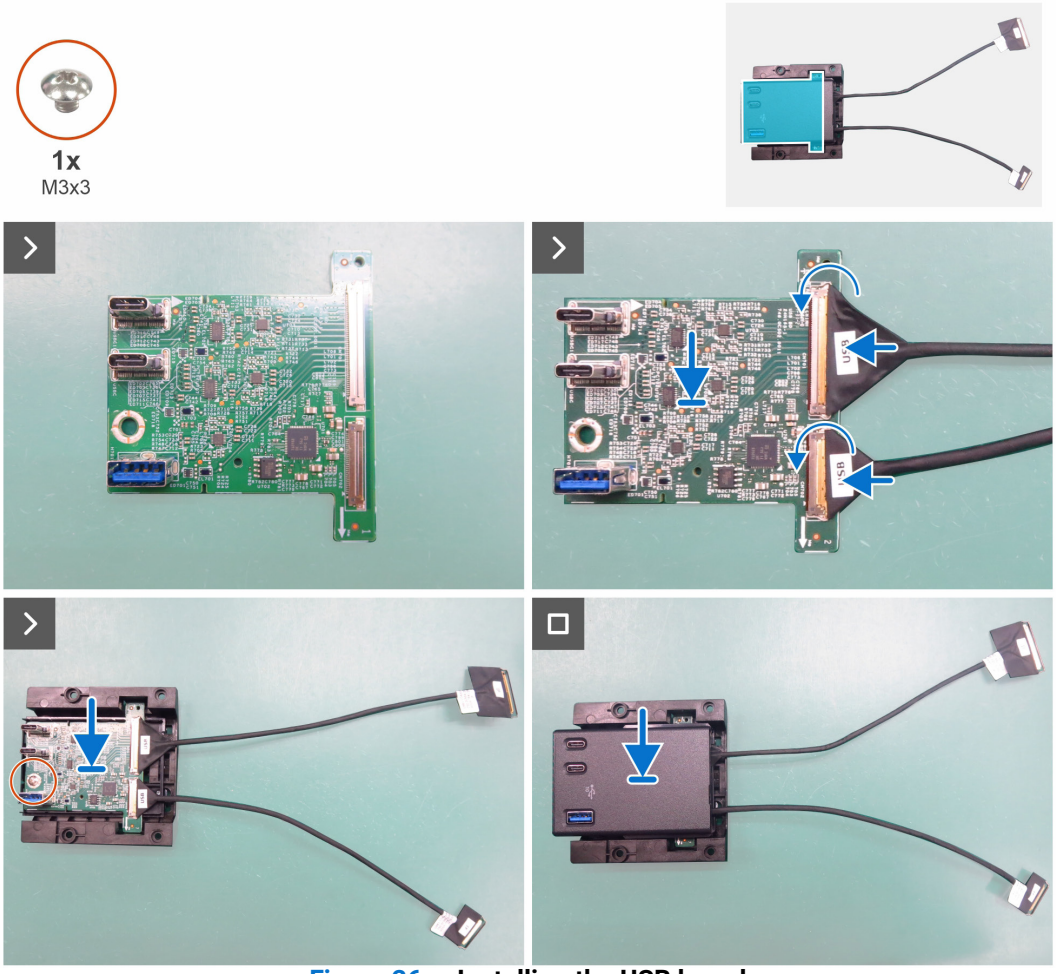

Figure 26. Installing the USB board

Steps

1. Connect the two USB cables to the USB board and lock it.
2. Replace the USB board to the bottom cover of the QAP.
3. Replace the screw (M3x3) that secures the USB board to the back cover of QAP.
4. Replace the top cover of the QAP.

Next steps

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

Speakers

Removing the speakers

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the keypad board.
5. Remove the ALS board.
6. Remove the QAP.
7. Remove the USB board.

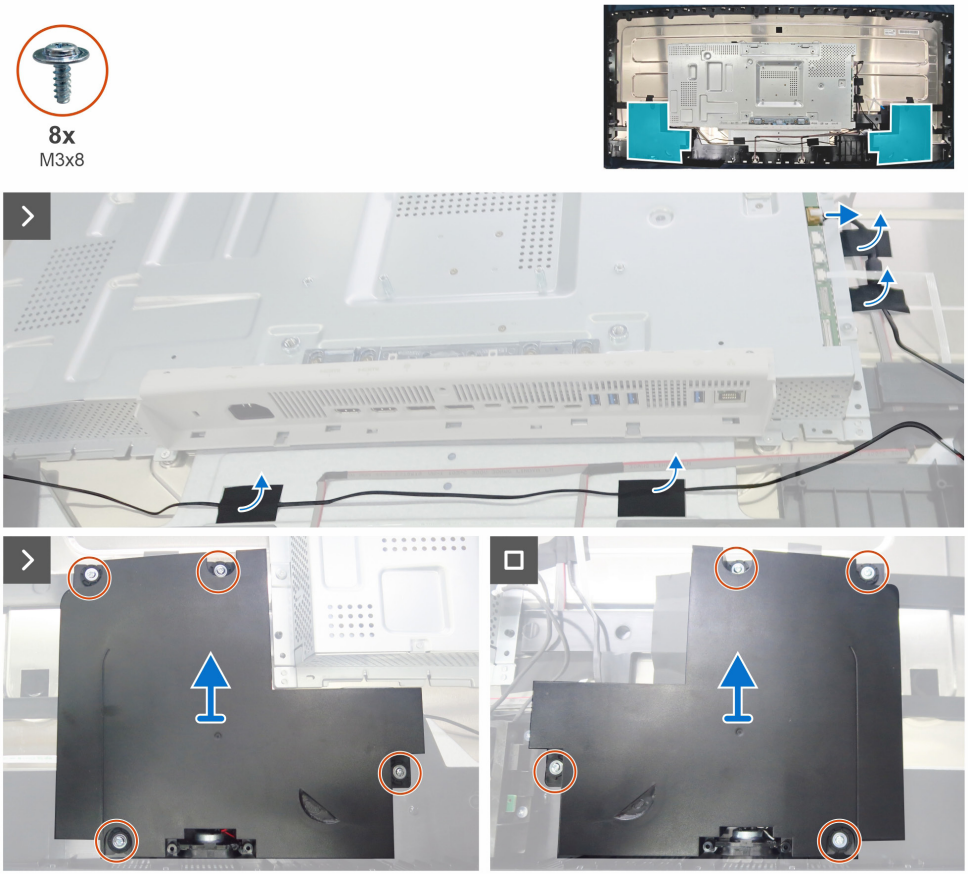

Figure 27. Removing the speakers

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 eight 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

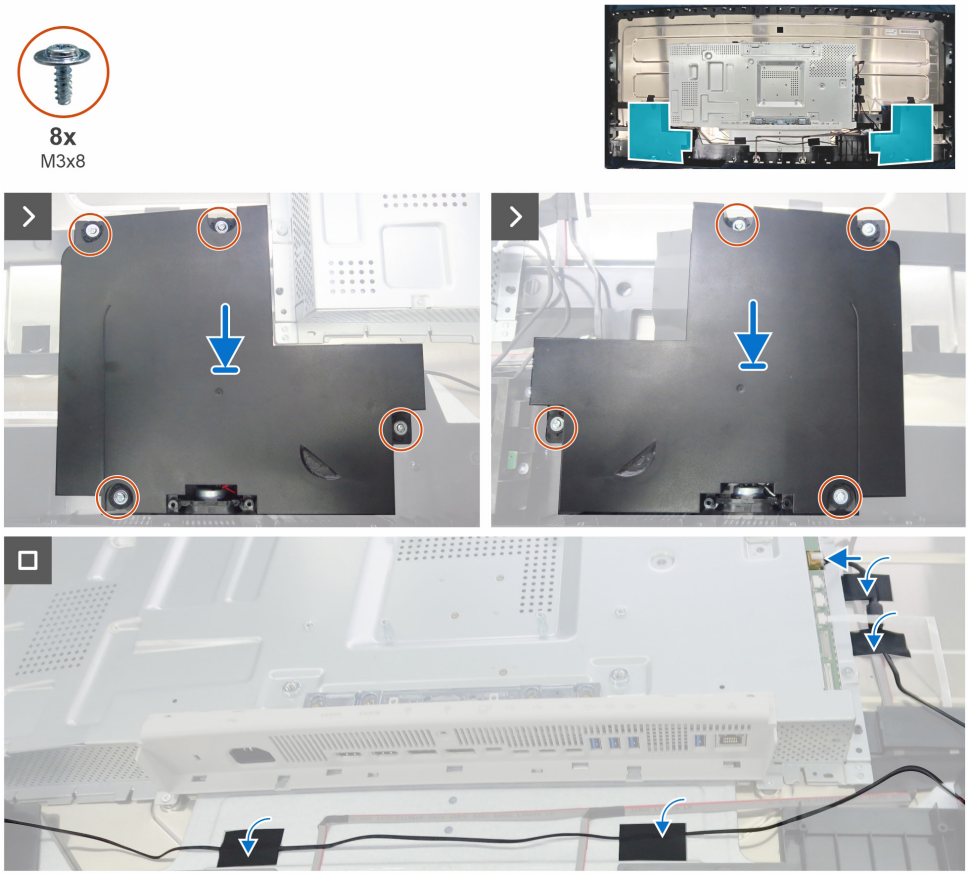

Figure 28. Installing the speakers

Steps

1. Align the holes on the two speakers to the screw holes on the middle frame, and place it down.
2. Replace the eight 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 USB board.
2. Install the QAP.
3. Install the ALS board.
4. Install the keypad board.
5. Install the back cover.
6. Install the stand.
7. Follow the procedure in After working inside your monitor.

I/O Cover

Removing the I/O cover

Prerequisites

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

4x
M3x5

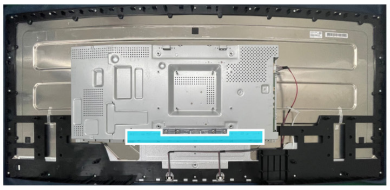

Figure 29. Removing the I/O cover

Steps

1. Remove the four screws (M3x5) that secure the I/O cover to the main chassis.
2. Lift and remove the I/O cover off the main chassis.

Installing the I/O Cover

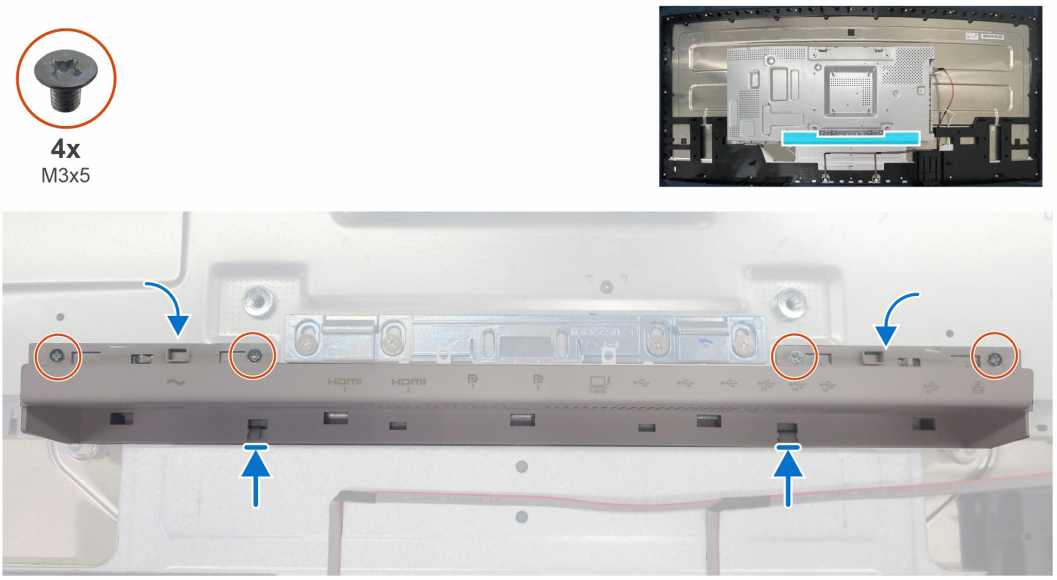

Figure 30. Installing the I/O cover

Steps

1. Place the I/O cover on the main chassis.
2. Align the screw holes on the I/O cover with the screw holes on the main chassis.
3. Replace the four screws (M3x5) that secure the I/O cover to the main chassis.

Next steps

1. Install the speakers.
2. Install the USB board.
3. Install the QAP.
4. Install the ALS board.
5. Install the keypad board.
6. Install the back cover.
7. Install the stand.
8. 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 ALS board.
6. Remove the QAP.
7. Remove the USB board.
8. Remove the speakers.
9. Remove the I/O cover.

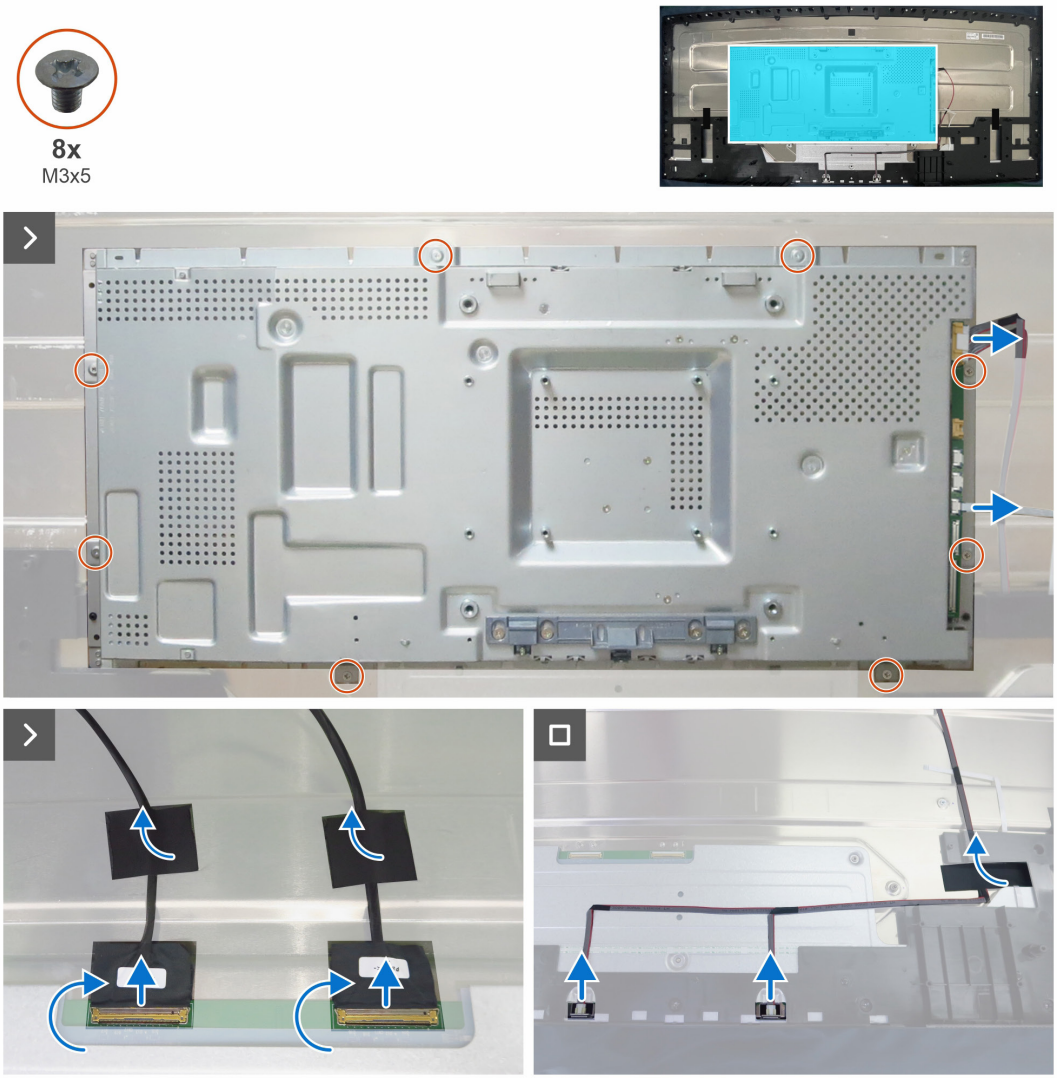

Figure 31. Removing the main chassis

Steps

1. Remove the eight screws (M3x5) that secure the main chassis to the display panel.
2. Disconnect the LED cable and lightbar cable from the connectors on the main board.
3. Lift up the main chassis and peel two tapes on the eDP cables.
4. Disconnect the two eDP cables and then remove the main chassis away from the display panel.
5. Disconnect the lightbar cable from the connectors on the display panel.

Installing the main chassis

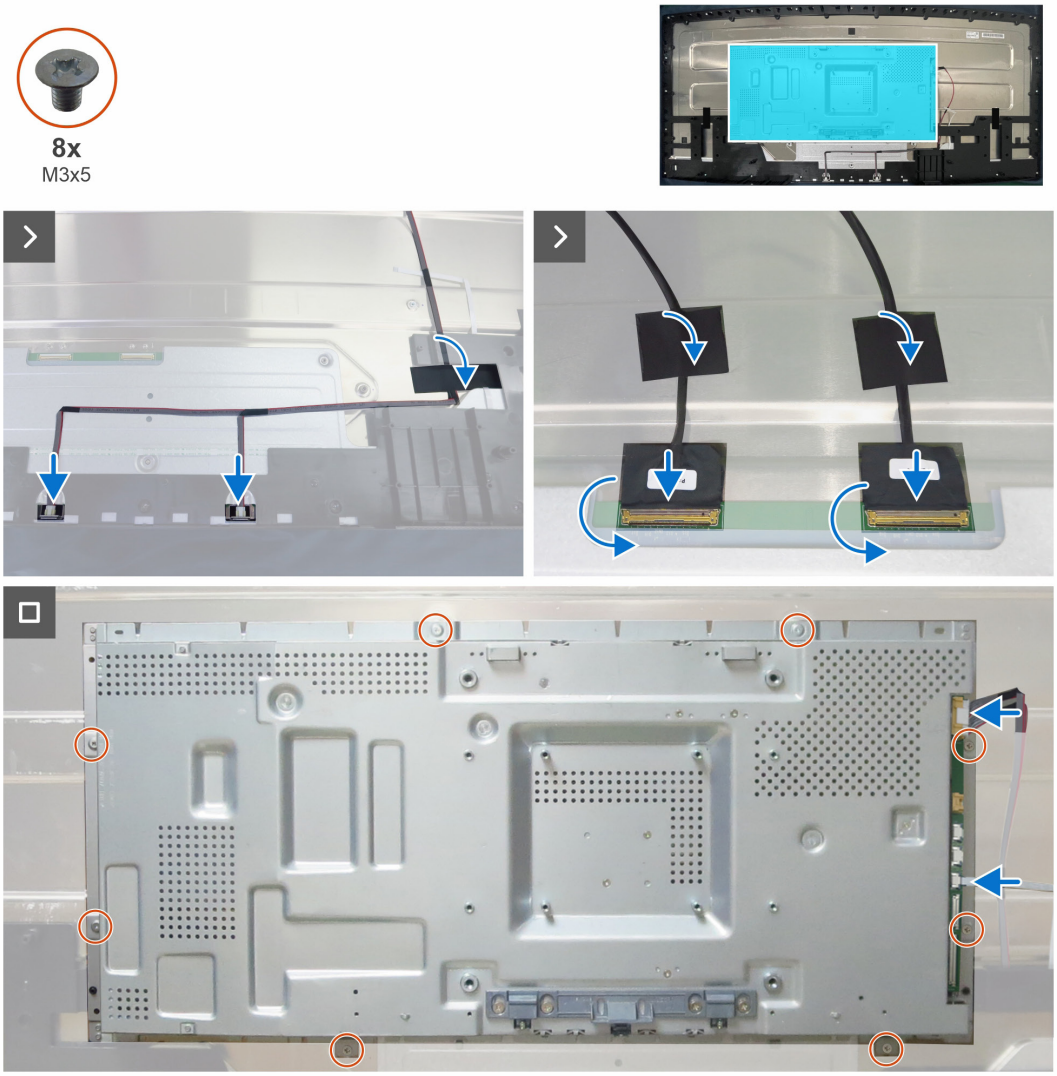

Figure 32. Installing the main chassis

Steps

1. Connect the lightbar cable to the connectors on the display panel.
2. Align the holes on the main chassis with the probers the middle frame.
3. Connect the two eDP cables to the connectors on the display panel.
4. Adhere the tape to secure the two eDP cables.
5. Replace the eight screws (M3x5) to secure the main chassis with the display panel.
6. Connect the LED cable and lightbar cable to the main board.

Next steps

1. Install the I/O cover.
2. Install the speakers.
3. Install the USB board.
4. Install the QAP.
5. Install the ALS board.
6. Install the keypad board.
7. Install the back cover.
8. Install the stand.
9. 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 ALS board.
6. Remove the QAP.
7. Remove the USB board.
8. Remove the speakers.
9. Remove the I/O cover.
10. Remove the main chassis.

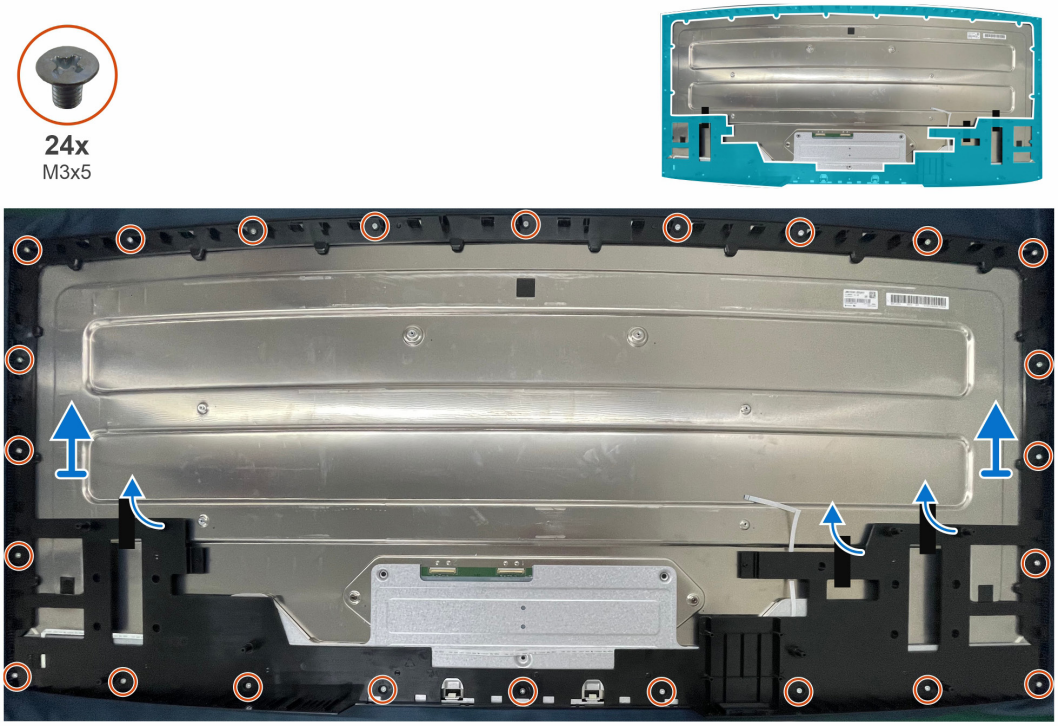

Figure 33. Removing the middle frame

Steps

1. Peel all the tape on the middle frame.
2. Remove the twenty-four screws (M3x5) that secure the middle frame to the panel.
3. Lift and remove the middle frame away from the display panel.

Installing the middle frame

Figure 34. Installing the middle frame

Steps

1. Align and place the middle frame on the display panel.
2. Replace the twenty-four screws (M3x5) to secure the middle frame to the display panel.
3. Adhere tape on the middle frame.

Next steps

1. Install the main chassis.
2. Install the I/O cover.
3. Install the speakers.
4. Install the USB board.
5. Install the QAP.
6. Install the ALS board.
7. Install the keypad board.
8. Install the back cover.
9. Install the stand.
10. 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 keypad board.
5. Remove the ALS board.
6. Remove the QAP.
7. Remove the USB board.
8. Remove the speakers.
9. Remove the I/O cover.
10. Remove the main chassis.
11. Remove the middle frame.

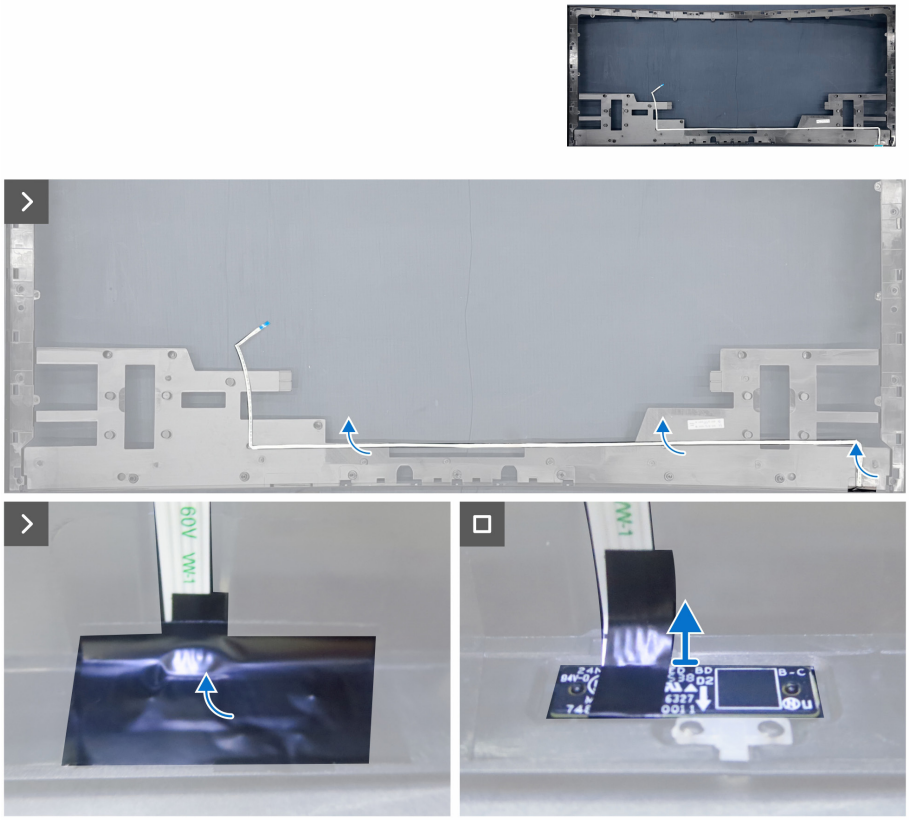

Figure 35. Removing the LED cable

Steps

1. Peel the LED cable from the middle frame.
2. Peel the mylar tape on the LED board.
3. Remove the LED board from the pins on the bottom side of the middle frame.

Installing the LED board

Steps

1. Align the holes of the LED board with the pins on the middle frame (bottom side).
2. Adhere a mylar tape to cover the LED board.
3. Adhere the double-sided tape to secure the LED cable to the middle frame.

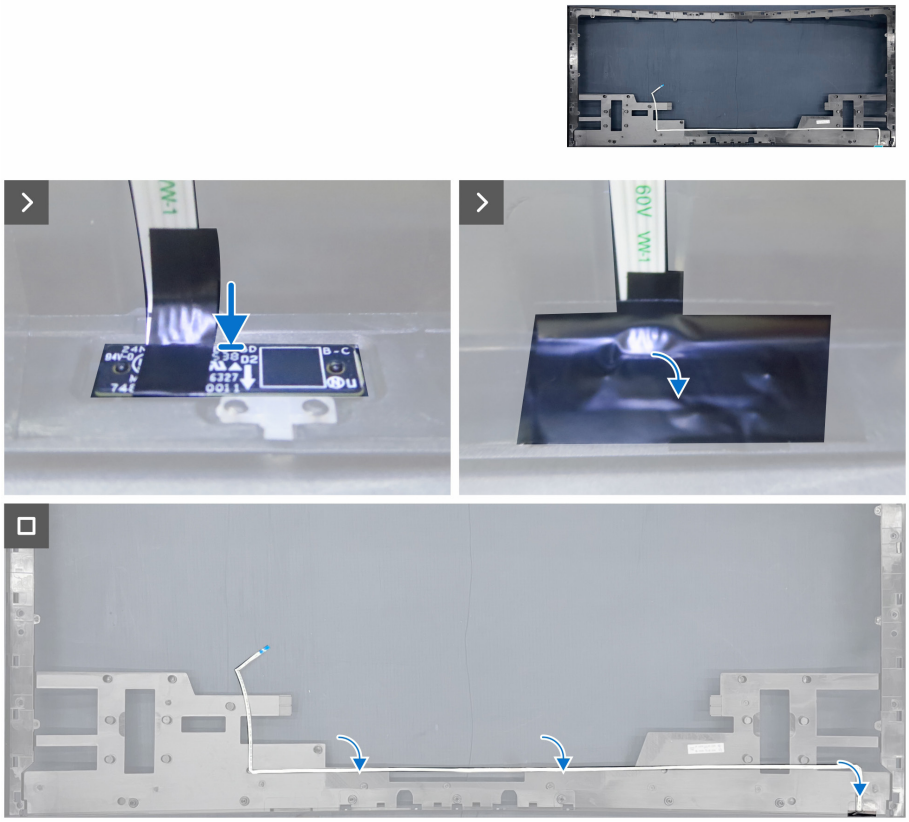

Figure 36. Installing the LED board

Next steps

1. Install the middle frame.
2. Install the main chassis.
3. Install the I/O cover.
4. Install the speakers.
5. Install the USB board.
6. Install the QAP.
7. Install the ALS board.
8. Install the keypad board.
9. Install the back cover.
10. Install the stand.
11. 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 ALS board.
6. Remove the QAP.
7. Remove the USB board.
8. Remove the speakers.
9. Remove the I/O cover.
10. Remove the main chassis.
11. Remove the middle frame.
12. Remove the LED board.

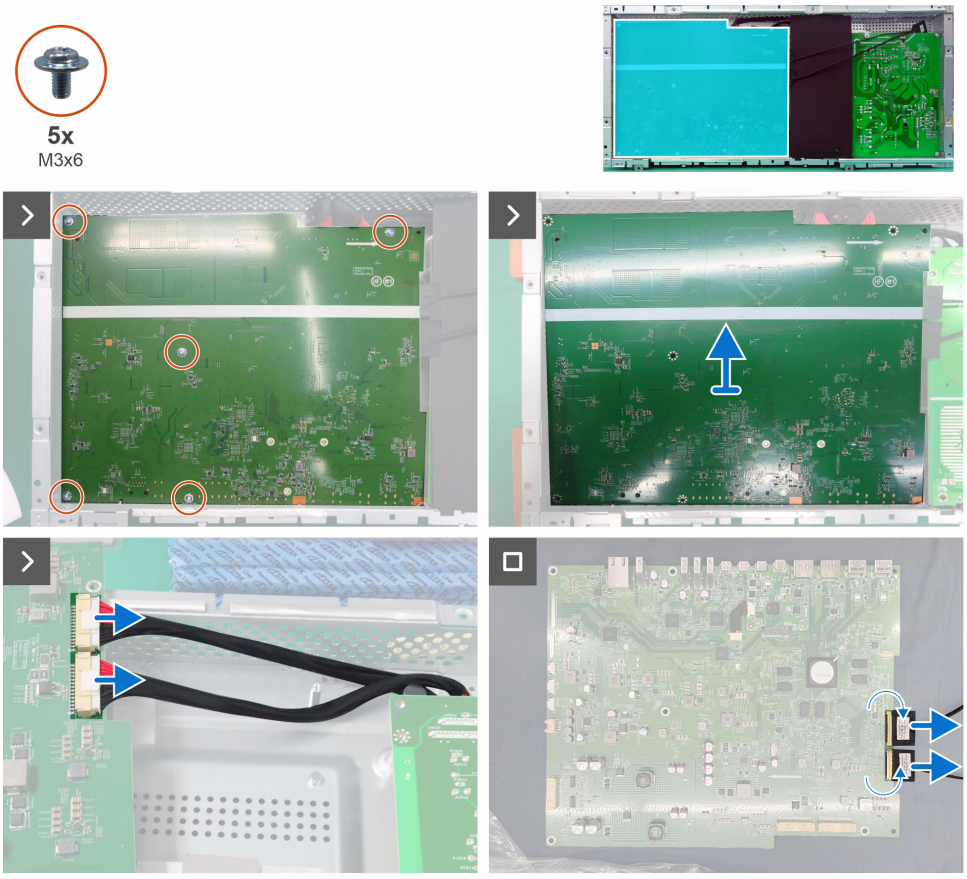

Figure 37. Removing the main board

Steps

1. Remove the five screws (M3x6) that secure the main board to the main chassis.
2. Turn over the main board and disconnect the power cables from the connectors on the main board.
3. Remove the main board, and disconnect the two eDP cables from the connectors on the main board.

Installing the main board

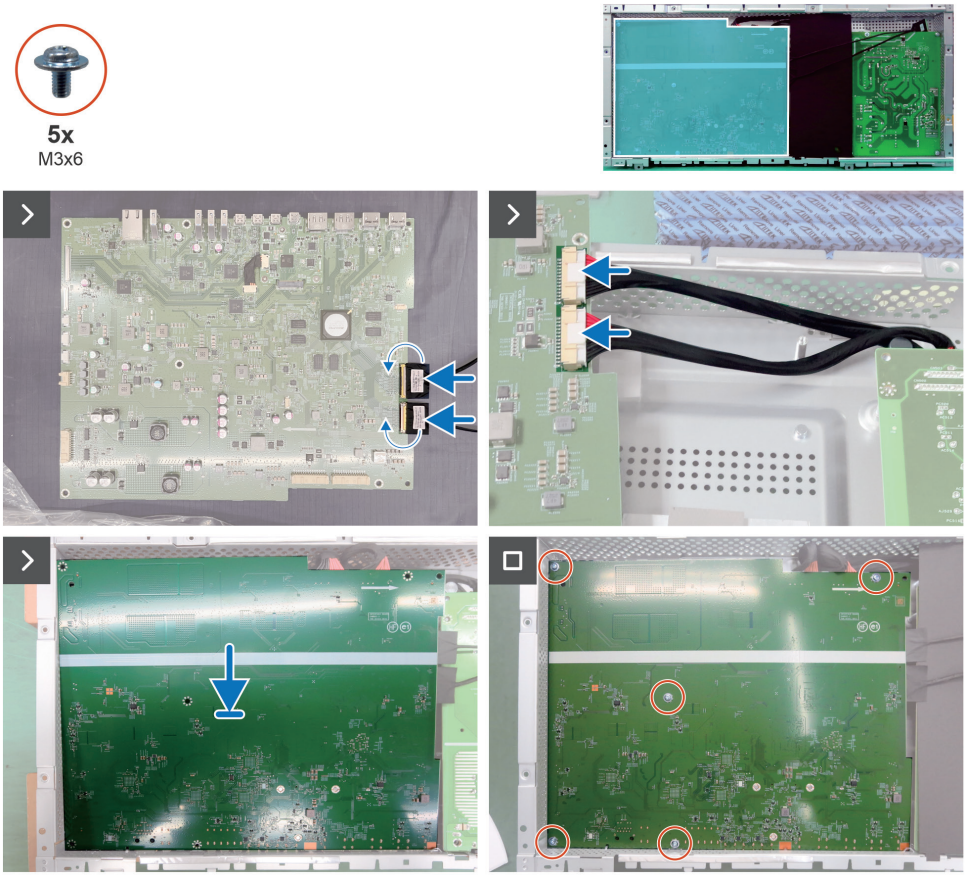

Figure 38. Installing the main board

Steps

1. Connect the two eDP cables to the connectors on the main board.
2. Connect the two power cables to the main board.
3. Turn over the main board and align the screw holes on the main board to the screw holes on the main chassis, and place it down.
4. Replace the five screws (M3x6) to secure the main board to the main chassis.

Next steps

1. Install the LED board.
2. Install the middle frame.
3. Install the main chassis.
4. Install the I/O cover.
5. Install the speakers.
6. Install the USB board.
7. Install the QAP.
8. Install the ALS board.
9. Install the keypad board.
10. Install the back cover.
11. Install the stand.
12. 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 ALS board.
6. Remove the QAP.
7. Remove the USB board.
8. Remove the speakers.
9. Remove the I/O cover.
10. Remove the main chassis.
11. Remove the middle frame.
12. Remove the LED board.
13. Remove the main board.

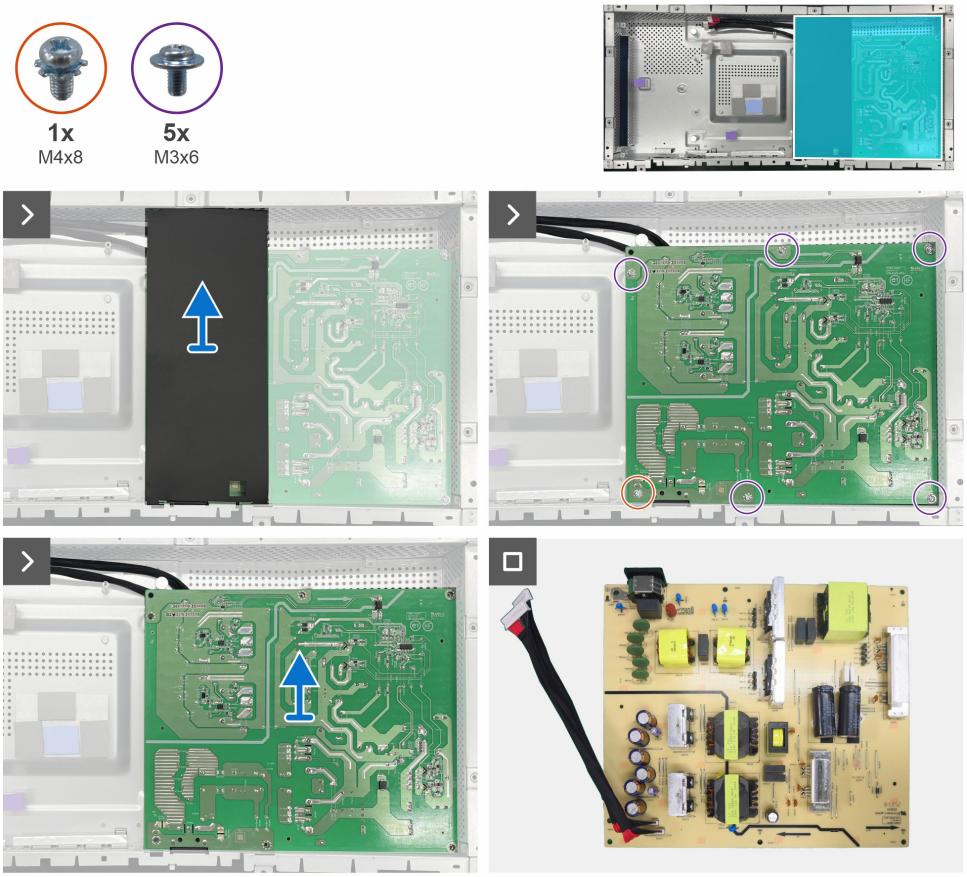

Figure 39. Removing the power board

Steps

1. Remove the Mylar sheet from the slots in the main chassis.
2. Remove the screw (M4x8) and the five screws (M3x6) that secure the power board to the main chassis.
3. Remove the power board from the main chassis.

Installing the power board

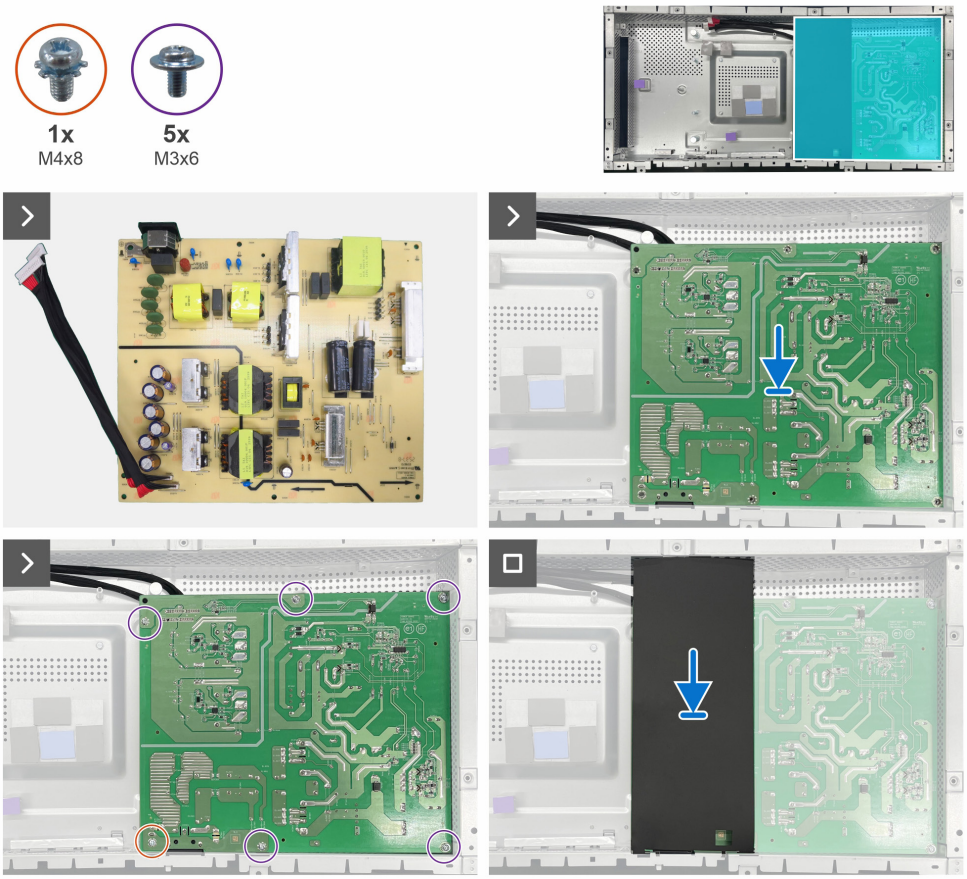

Figure 40. Installing the power board

Steps

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

Next steps

1. Install the main board.
2. Install the LED board.
3. Install the middle frame.
4. Install the main chassis.
5. Install the I/O cover.
6. Install the speakers.
7. Install the USB board.
8. Install the QAP.
9. Install the ALS board.
10. Install the keypad board.
11. Install the back cover.
12. Install the stand.
13. 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 includes a self-test feature that allows you to check whether it is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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

If the monitor cannot detect a video signal and is working correctly, a floating dialog box should appear on-screen (against a black background). While in self-test mode, the power LED remains white. Also, depending on the selected input, one of the dialogs that are shown below will continuously scroll across the screen.

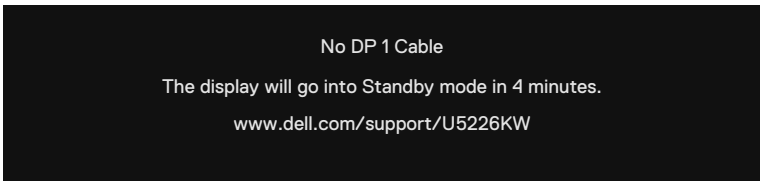

Figure 41. Warning message-no DP 1 cable

or

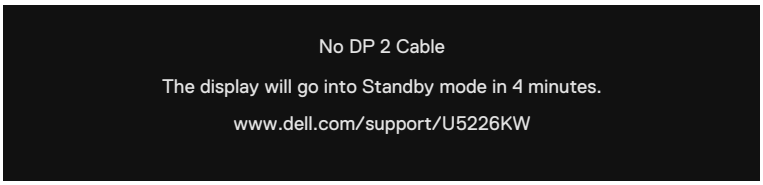

Figure 42. Warning message-no DP 2 cable

or

Figure 43. Warning message-no HDMI 1 cable

or

Figure 44. Warning message-no HDMI 2 cable

or

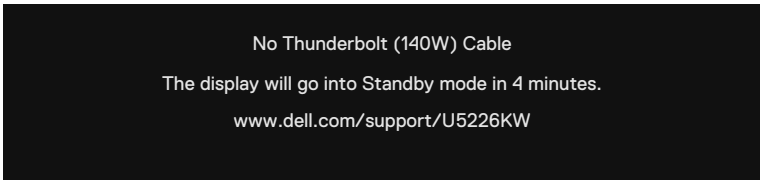

Figure 45. Warning message-no Thunderbolt (140w) cable

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

Built-in diagnostics

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

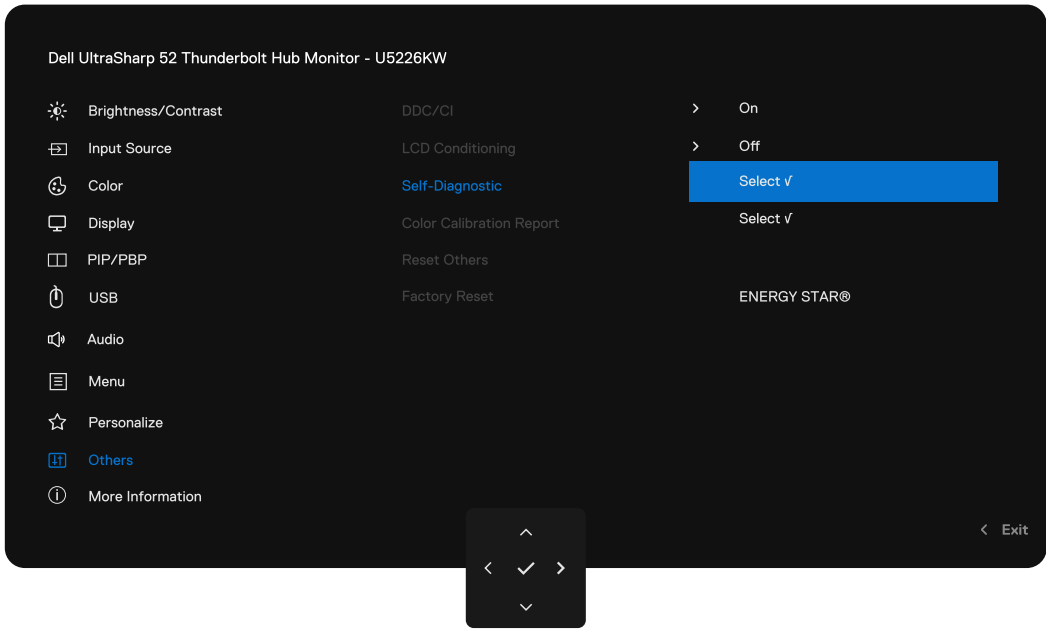

Figure 46. OSD-Others_Self-Diagnostic

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:

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

Table 9. 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, For more information, see Self-Diagnostic. • Ensure that the correct input source is selected in the Input Source menu.
Missing pixels	LCD screen has 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.
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 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 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 Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver.

Product-specific problems

Table 10. Product-specific problems

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on screen, but does not fill 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 forward/back/left/right 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. • Check whether the signal cable is plugged in properly. Connect the signal cable again, if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.
No image when using DP connection to the PC	Black screen	• Verify which DP standard (DP 1.1a or DP 1.4) is your Graphics Card certified to. Download and install the latest graphics card driver. • Some DP 1.1a graphics card cannot support DP 1.4 monitors.
No image when using Thunderbolt 4 connection to computer, laptop, and so on	Black screen	• Verify if the Thunderbolt 4 interface of the device can support DP alternate mode. • Verify if the device required more than 140 W power charging. • Thunderbolt 4 interface of device cannot support DP alternate mode. • Set Windows to Projection mode. • Ensure that the Thunderbolt 4 cable is not damaged.
No charging when using Thunderbolt 4 connection to computer, laptop, and so on	No charging	• Verify if the device can support one of 5 V / 9 V / 15 V / 20 V /28 V charging profiles. • Verify if the Notebook requires a >140 W power adaptor. • If the Notebook requires a >140 W power adaptor, it may not charge with the Thunderbolt 4 connection. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the Thunderbolt 4 cable is not damaged.
Intermittent charging when using Thunderbolt 4 connection to computer, laptop, and so on	Intermittent charging	• Check if the maximum power consumption of device is over 140 W. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the Thunderbolt 4 cable is not damaged.
Ethernet port (RJ45) cannot connect to internet	Ethernet port (RJ45) cannot connect to internet on Win 10 / Win 11	• Change the LAN Controller Power Saving from Enable to Disable

Specific symptoms	What you experience	Possible solutions
The LAN port is not functioning	OS setting or cable connection issue	• Ensure that the latest BIOS and drivers for your computer are installed on your computer. • Ensure that the RealTek 2.5 G Ethernet Controller is installed in the Windows Device Manager. • If your BIOS Setup has a LAN/GBE Enabled/ Disabled option, make sure it is set to Enabled. • Ensure that the Ethernet cable is connected securely on the monitor and the hub/router/ firewall. • Check the status LED of the Ethernet cable to confirm connectivity. Re-connect both ends of the Ethernet cable if the LED is not lit. • First power off the Computer and unplug the Thunderbolt 4 cable and power cord of the monitor. Then, power on the computer, plug in the monitor power cord and Thunderbolt 4 cable.
Ambient light detection abnormally	When Auto Brightness is on, the detected ambient light drops significantly	• Check whether an object is obstructing the sensor area. • Ensure a webcam is not mounted over the sensor area. • Wipe clean any dust that may be covering the sensor area. • Ensure the display is not pivoted and placed to another monitor side-by-side.
When OSD select the Screen Partition (DP/ Thunderbolt) configurations, One or two window split screens have no video or cannot reach the maximum resolution or refresh rate	Windows not set to second screen only or GFX capability not enough	• Check the GFx capability of your PC/System. • Set Windows to second screen only mode.
When resolution set to 6144 x 2560@120 Hz, the monitor will black screen via Thunderbolt 4 port	Connect the monitor with Thunderbolt 4 cable to the platform, when resolution set to 6144 x 2560@120 Hz, the monitor will black screen after a) platform restart. hibernate / wake, shutdown / power up, System User sign out / sign In or resolution switching, Display mode switching. b) monitor DC/AC off / on, cable unplug / plug or platform sleep / wake.	• Navigate to Thunderbolt (140W) under Input Source in OSD menu and press and hold the joystick for 8 seconds. A pop-up window will appear and please switch to “Support only up to DSC BPP 11 (for older CPU)”.

Universal Serial Bus (USB) specific problems

Table 11. 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). • Switch off and then turn on the display again. • Reboot the computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
SuperSpeed USB 3.2 interface is slow	SuperSpeed USB 3.2 peripherals working slowly or not working at all	• Check that your computer is USB 3.2-capable. • Some computers have USB 3.1, 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 3.2 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 3.2 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 3.2 port.
USB is not working	No USB functionalities	• See the input source and USB pairing table.

Contacting Dell

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

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

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

Revision History

The following table provides the revision history of this document:

Table 12. Revision history

Revision	Date	Description
A00	January 2026	Original publish date.