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Service Manual - U3223KB

Version: 01

Date: 2023/04/04

1. Important Safety Notice

Product Announcement:

This product is certificated to meet RoHS Directive and Lead-Free produced definition. Using approved critical components only is recommended when the situation to replace defective parts. Vender assumes no liability express or implied, arising out of any unauthorized modification of design or replacing non-RoHS parts. Service providers assume all liability.

Qualified Repairability:

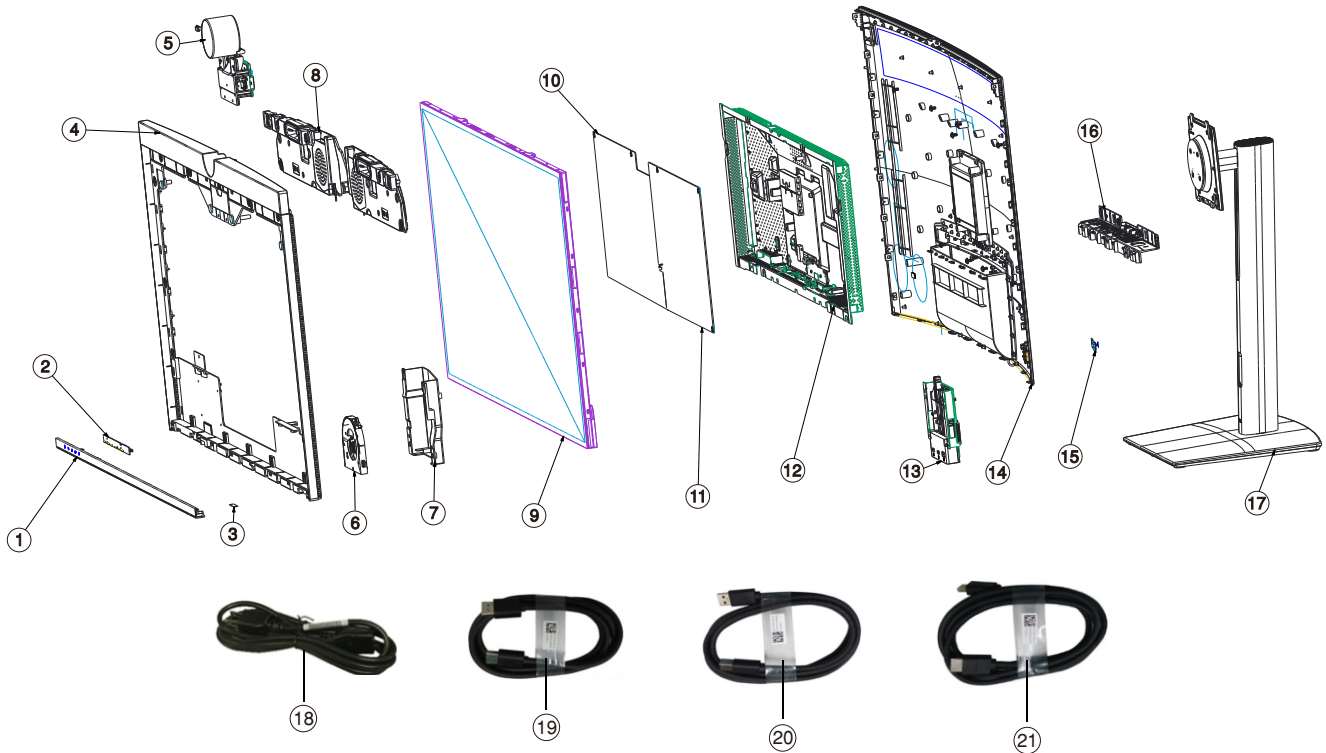
Proper service and repair is important to the safe, reliable operation of all series products. The service providers recommended by vender should be aware of notices listed in this service manual in order to minimize the risk of personal injury when perform service procedures. Furthermore, the possible existed improper repairing method may damage equipment or products. It is recommended that service engineers should have repairing knowledge, experience, as well as appropriate product training per new model before performing the service procedures.

NOTICE:

- ! To avoid electrical shocks, the products should be connected to an authorized power cord, and turn off the master power switch each time before removing the AC power cord.
- ! To prevent the product away from water or expose in extremely high humidity environment.
- ! To ensure the continued reliability of this product, use only original manufacturer's specified parts.
- ! To ensure following safety repairing behavior, put the replaced part on the components side of PWBA, not solder side.

- ! To ensure using a proper screwdriver, follow the torque and force listed in assembly and disassembly procedures to unscrew screws.
- ! Using Lead-Free solder to well mounted the parts.
- ! The fusion point of Lead-Free solder requested in the degree of 220°C.

2. Exploded view diagram with list of items



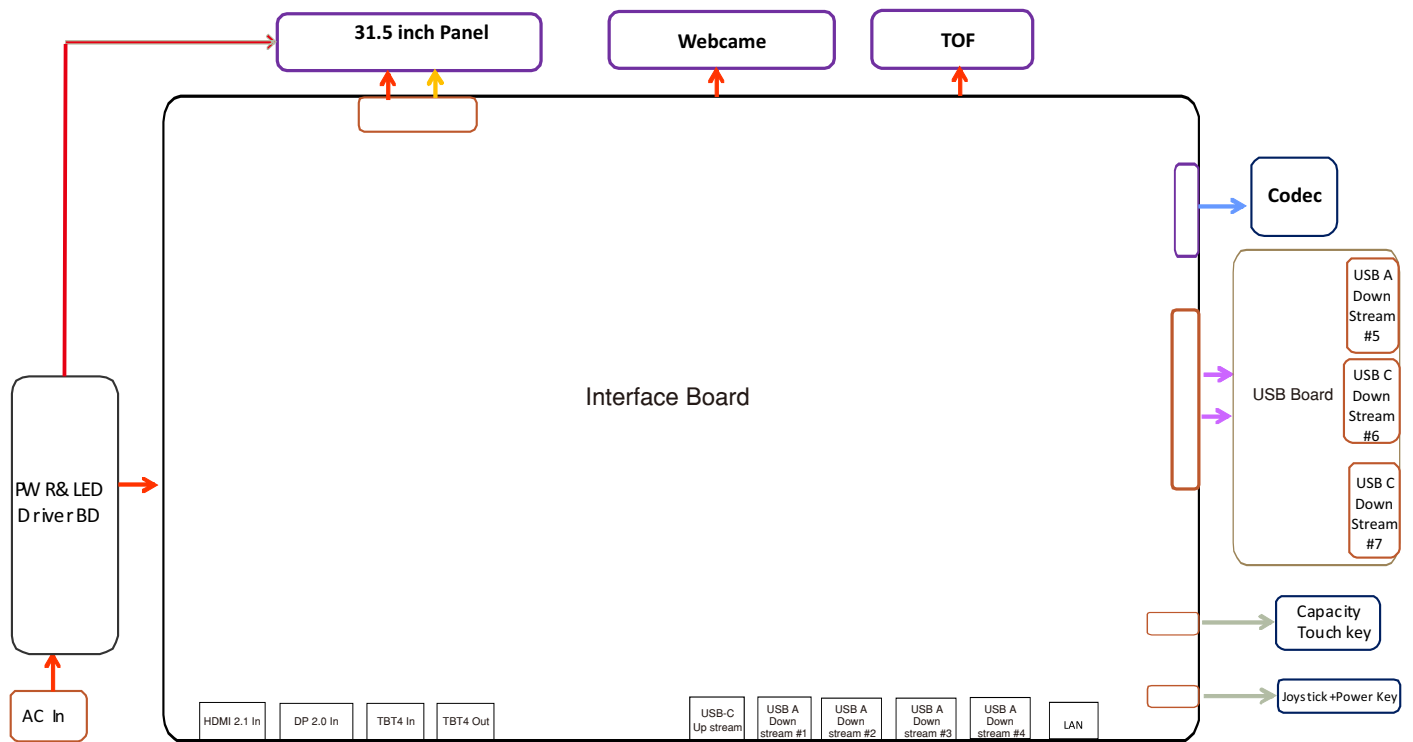
Item	Description	Q'ty	Remark
1	Front Trim Assy	1	For EMEA Only, not for other regions
2	Touch Board	1	
3	Power LED Board	1	
4	Mid Frame Assy	1	
5	Camera Assy	1	
6	Fan	1	
7	Fane Cover	1	
8	Speaker	1	
9	Panel	1	
10	Interface Board	1	
11	Power Board	1	
12	Main Chassis	1	
13	USB Assy	1	
14	Rear cover Assy	1	
15	Joystick Board	1	
16	Connectivity Cover	1	
17	Stand Base	1	
18	Power cable	1	See "NOTE"
19	DisplayPort cable(Mini DP to Mini DP)	1	See "NOTE"
20	USB 3.2 Gen2 Type-A to Type-C upstream cable	1	See "NOTE"
21	Thunderbolt 4 cable	1	See "NOTE"

NOTE:

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

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

3. Wiring Connectivity Diagram

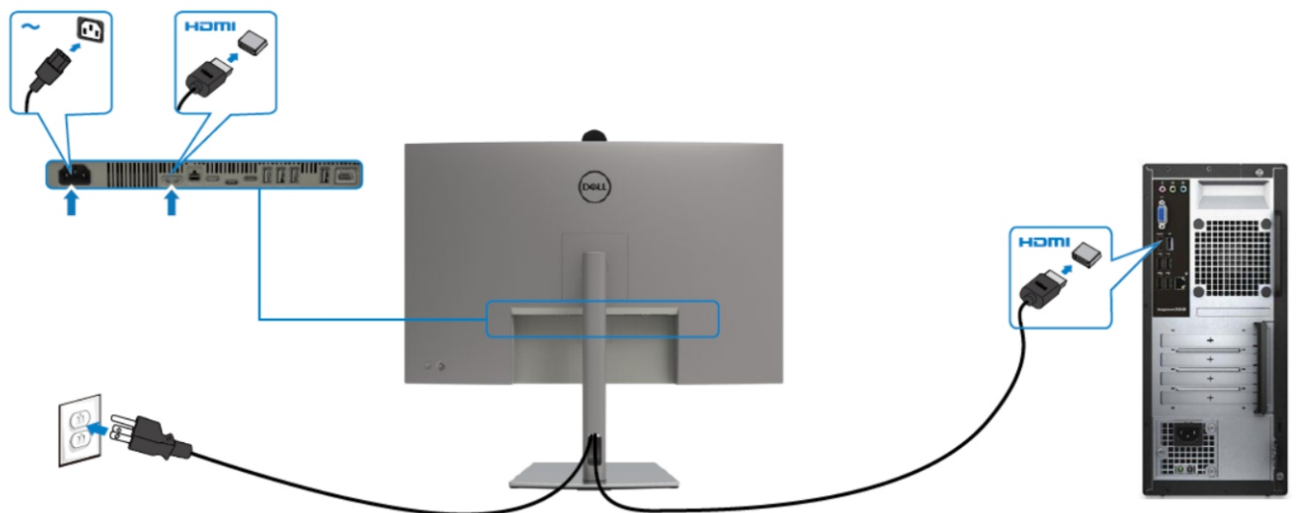


4. How to connect and disconnect power cable/ connectivity cable

WARNING: To change power cable/ connectivity cable, switch off power before unplugging the cable and replugging in required cable.



Connecting the HDMI cable (Optional)

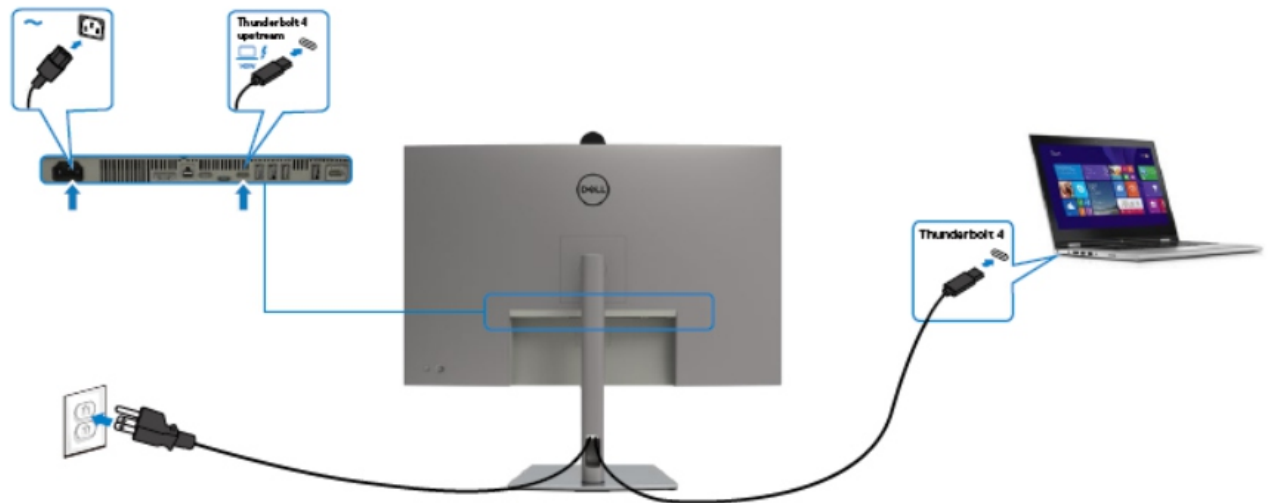


Connecting the mDP cable



4. How to connect and disconnect power cable/ connectivity cable

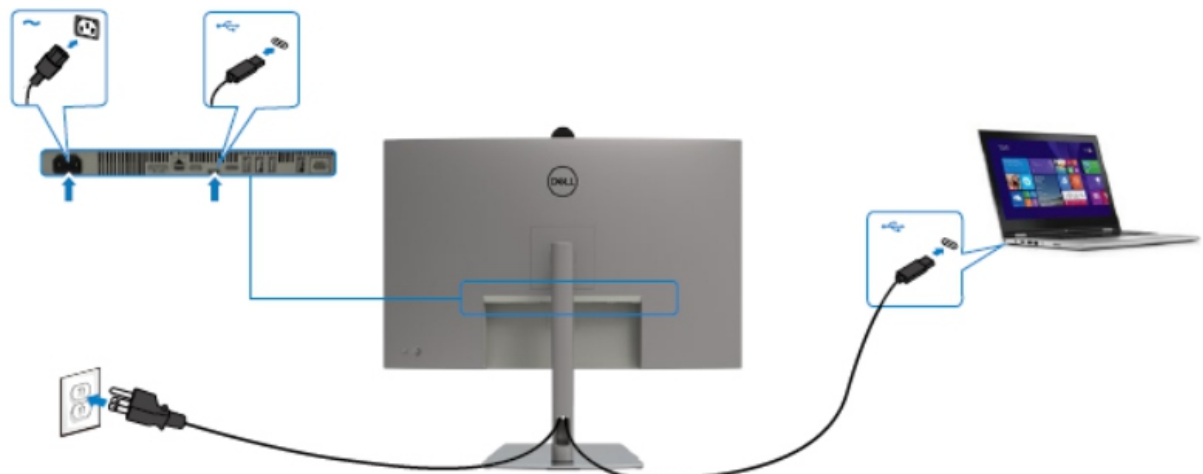
Connecting the Thunderbolt 4 cable



Connecting the USB-C Cable (A to C)

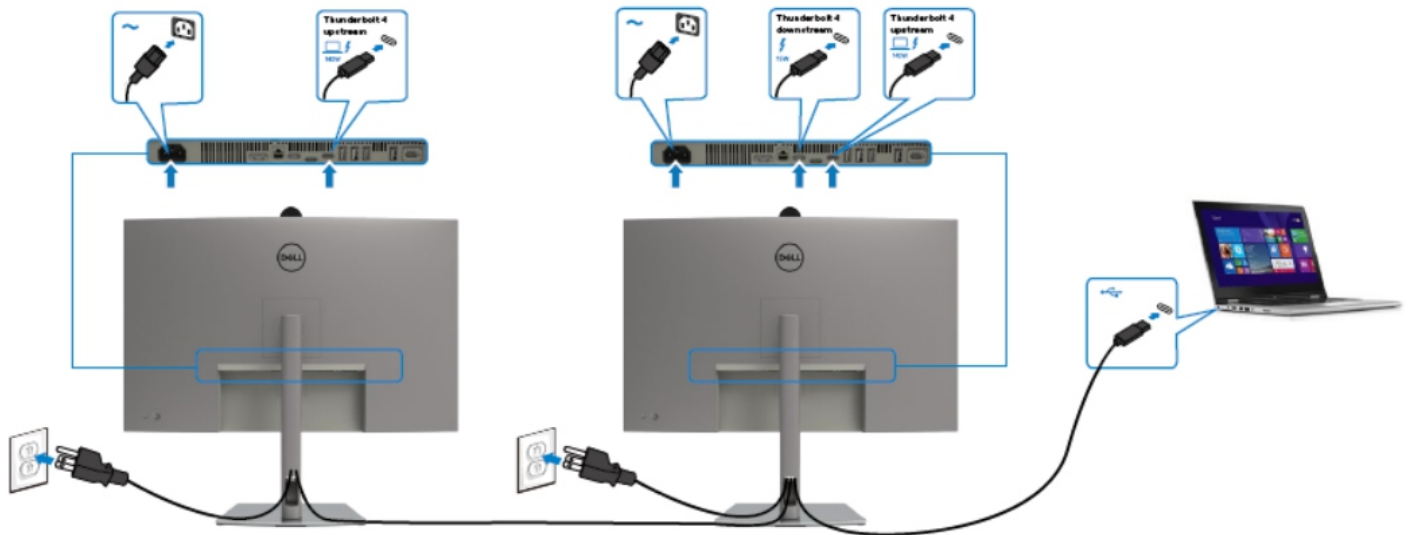


Connecting the USB Type-C cable (C to C) (Optional)

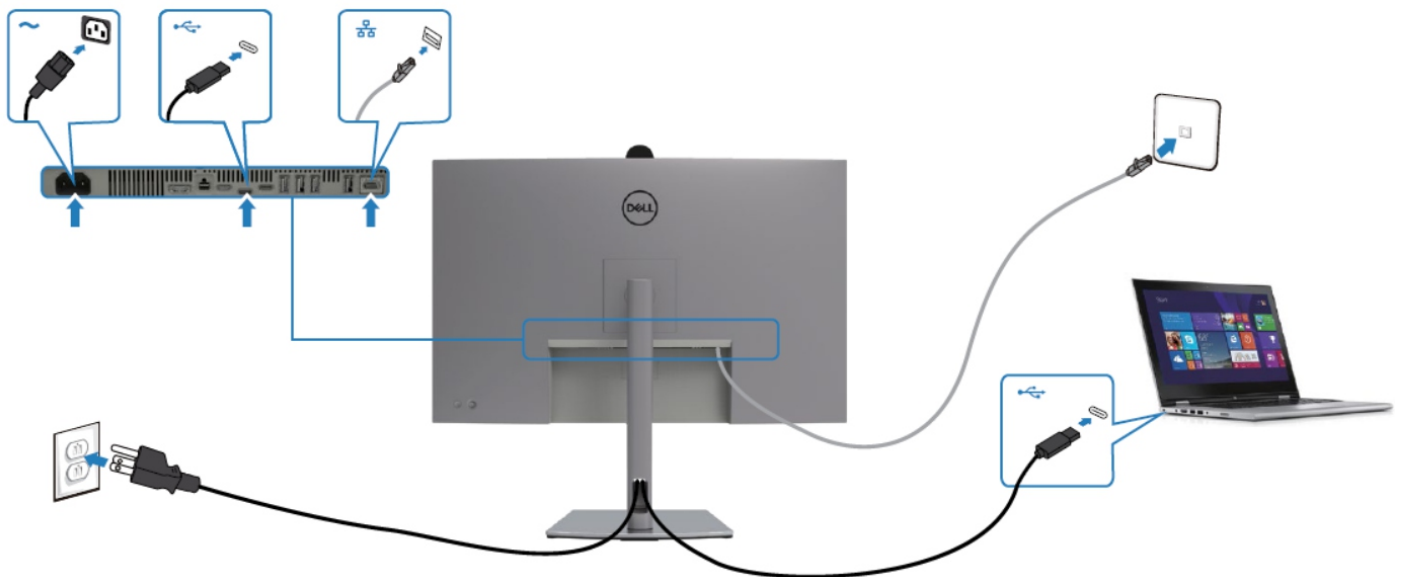


4. How to connect and disconnect power cable/ connectivity cable

Connecting the monitor for Thunderbolt 4 Multi-Stream Transport (MST) function



Connecting the monitor for RJ45 Cable (Optional)



5. Disassembly and Assembly Procedures

NOTE:

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

Tool Required:

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

Tool Description:

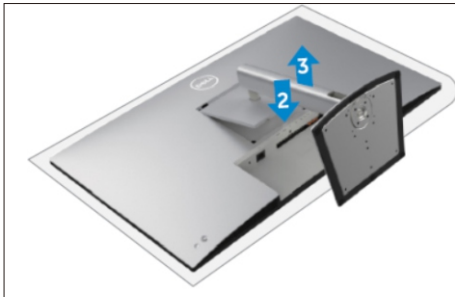
- Screwdriver(Phillip head) #1
- Screwdriver(Phillip head) #2
- Penknife
- Soldering iron and absorber

5.1 Disassembly Procedures:

Remove the monitor stand base:

S1

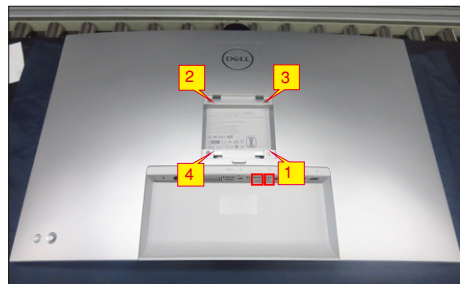
1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand-release button.
3. Lift the stand up and away from the monitor.



Put the monitor on a protective cushion, then use a Philips-head screwdriver to remove 4pcs screws for unlocking mechanisms. Remove DP caps.

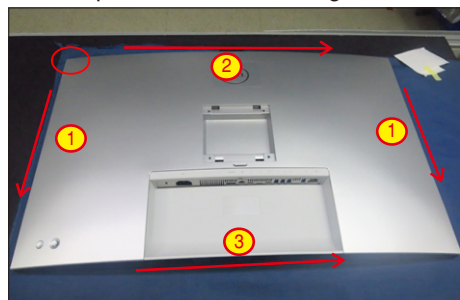
S2

(No.1~4 screw size=M4x11; Torque=11±1kgfxcmm)



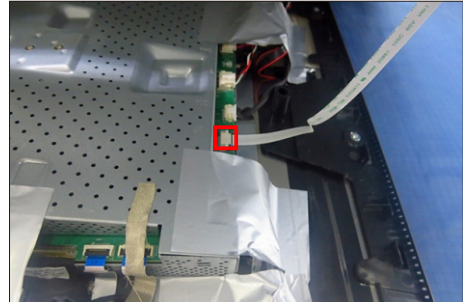
Tear off screen protector, then wedge your fingers between rear cover and the middle bezel on the corners of the top side of the monitor to release the rear cover, then use one hand to press the middle bezel, the other hand to pull up the rear cover in order of arrow preference for unlocking the rear cover.

S3



S4

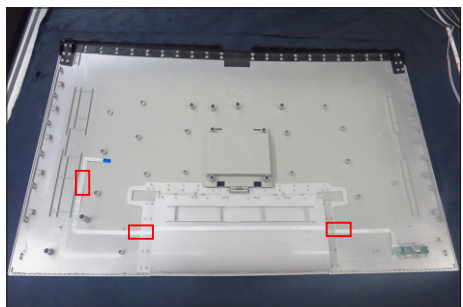
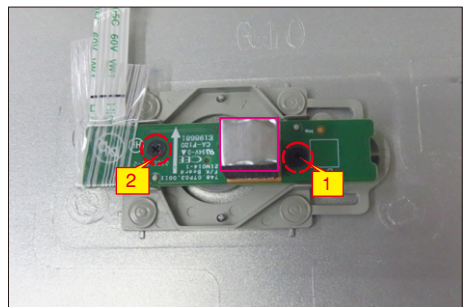
Lift the rear cover up carefully. Disconnect the joystick key cable from the connector of the interface board, and then remove the rear cover and put it aside for later disassembling.



S5

Use a Philips-head screwdriver to remove 2pcs screw for unlocking the key board, then tear off the tapes and release the key board.

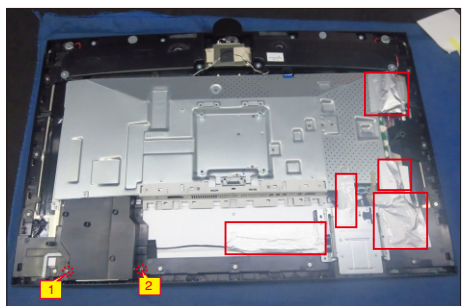
(No.1~2 screw size=M2x3.3, Torque=0.8~1kgfxcmm)



S6

Tear off 5pcs aluminum foil, then use a Philips-head screwdriver to remove 2pcs screws for unlocking the fan's cover.

(No.1~2 screw size=M3x6, Torque=4±1kgfxcmm)

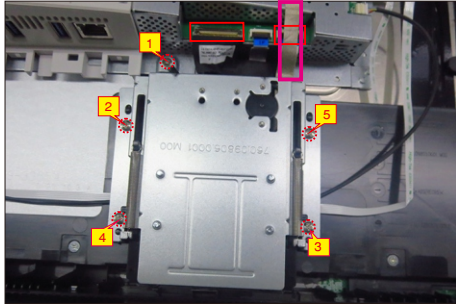


5. Disassembly and Assembly Procedures

S7

Tear off 1pcs mylar tape, then use a Philips-head screwdriver to remove 5pcs screw for unlocking the wire and USB unit with the bracket and middle frame, then disconnect USB wires and remove the USB unit.

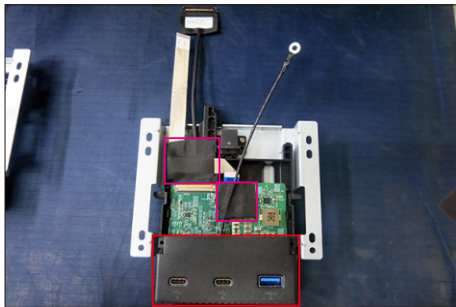
(No.1 screw size=M3x6, Torque=5±1kgfxcn;
No.2~5 screw size=M3x4, Torque=3.5±0.5kgfxcn)



S8

Tear off 2pcs tapes, then disassemble the USB hub cover away from the USB unit. Use a Philips-head screwdriver to remove 1pcs screws for unlocking the USB unit and wire with the bracket, then release the USB board away from the bracket.

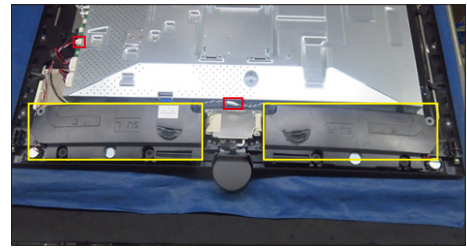
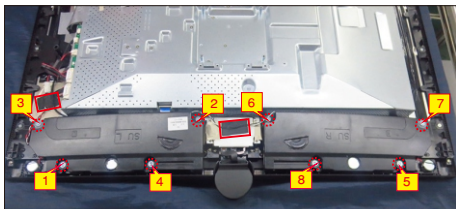
(No.1 screw size=M3x5, Torque=4±0.5kgfxcn)



S9

Tear off 2pcs tape, then disconnect the speakers' wire from the connector of the board. Use a Philips-head screwdriver to remove 8pcs screws for unlocking the two speakers, then remove the two speakers from the hooks of the middle frame.

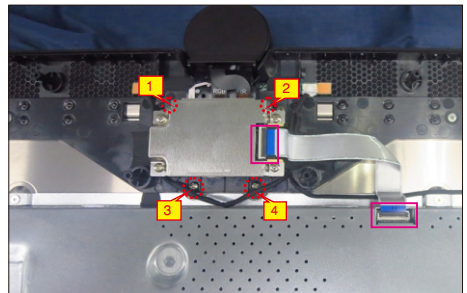
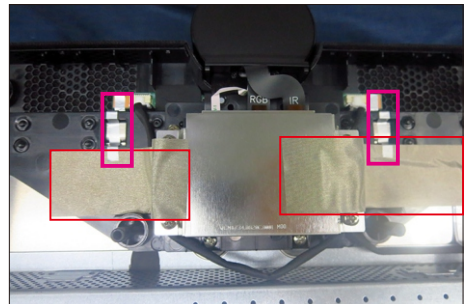
(No.1~8 screw size=M3x8; Torque=6±1kgfxcn)



S10

Tear off 2pcs aluminum foil and 2pcs mylar tape and disconnect FFC cable away from the main board, then use a Philips-head screwdriver to remove 4pcs screws for unlocking the camera unit.

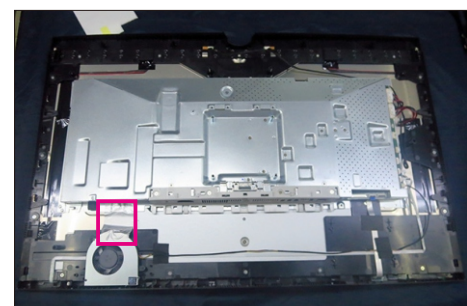
(No.1~4 Screw size= M3x4.5, Torque=5 0.5kgfxcn)



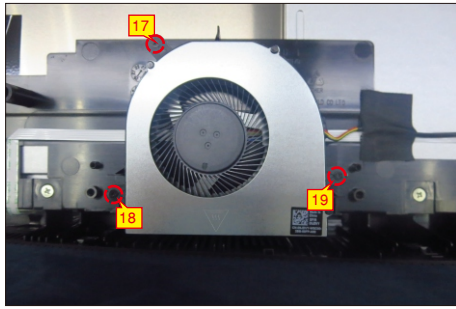
S11

Tear off 1pcs aluminum foil for uncovering the fan, then use a Philips-head screwdriver to remove 3pcs screws for unlocking the fan with the unit.

(No.17~19 screw size=M3x4.5, Torque=5±0.5kgfxcn)



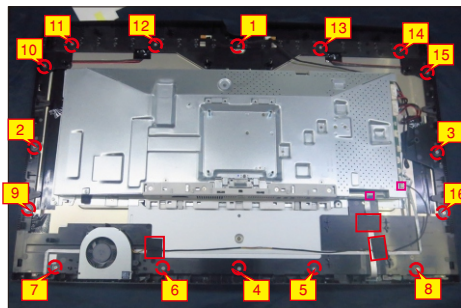
5. Disassembly and Assembly Procedures



S12

Use a Philips-head screwdriver to remove 16pcs screws for unlocking the middle frame with the panel, then tear off 3pcs tapes and disconnect fans' wire and touch wire from the connectors, and then remove the fan from the hook of the middle frame.

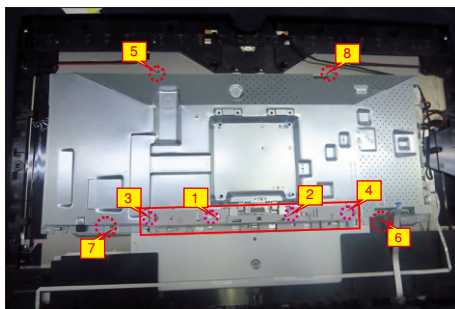
(No.1~16 screw size=M3x5, Torque=5±0.5kgfxcmm)



S13

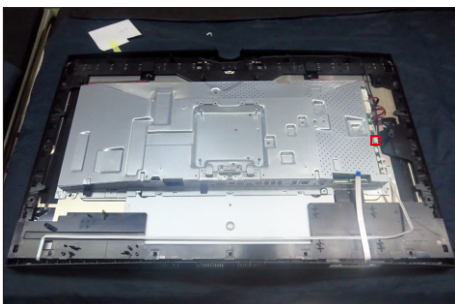
Use the screwdriver to remove 4pcs screws for unlocking the main bracket with the panel. Use a Philips-head screwdriver to remove 4pcs screws for unlocking the bracket cover, and then remove the bracket cover and put it aside.

(No.1~8 Screw size= M3x4, Torque=5±0.5kgfxcmm)



S14

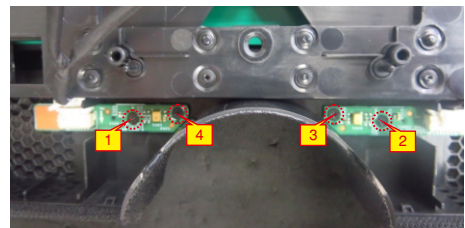
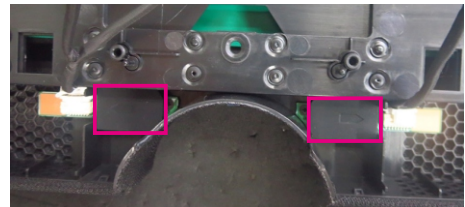
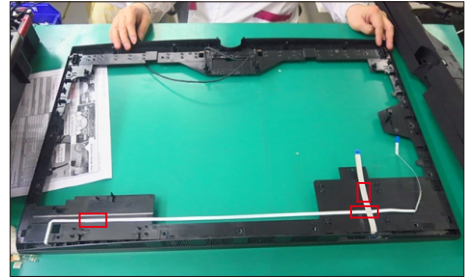
Disconnect the DMIC wire away from the connector of the main board, then lift up and take away the middle frame with front bezel.



S15

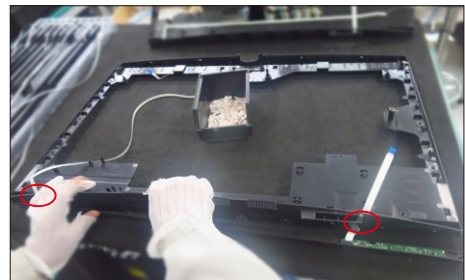
Tear off all the tapes for releasing the LED wire and touch wire, then tear off 2pcs rubber pads. Use a Philips-head screwdriver to remove 4pcs screws for unlocking the left and right DMic boards, then tear off the left and right DMIC boards from the middle frame.

(No.1~4 screw size=M2x2.4, Torque=1±0.2kgfxcmm)



S16

Release the front bezel away from the middle frame, and put the front bezel on a protective cushion, then tear off the black mylar tape and release LED board from the hooks of the front bezel, then release the touch board from front bezel by tearing off the tape.

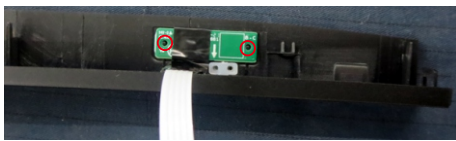
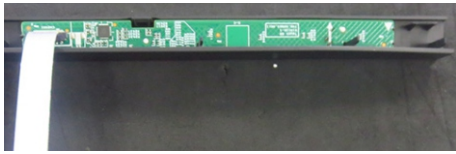


S17

Put the front bezel on a protective cushion, then tear off the black mylar tape and release LED board from the hooks of the front bezel, then release the touch board away from front bezel by tearing off the tape.

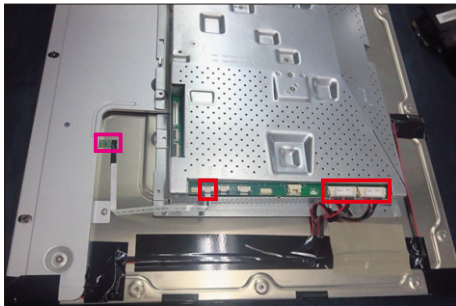


5. Disassembly and Assembly Procedures



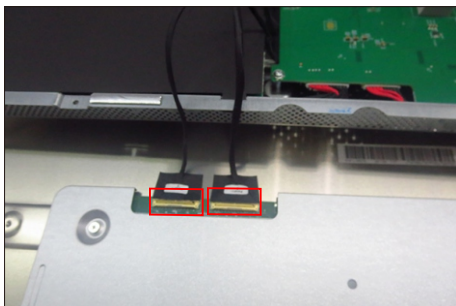
S18

Disconnect the sensor cable and two panel lamp cables away from the connectors of main board, then release the sensor board away from the back of panel by tearing off the tape.



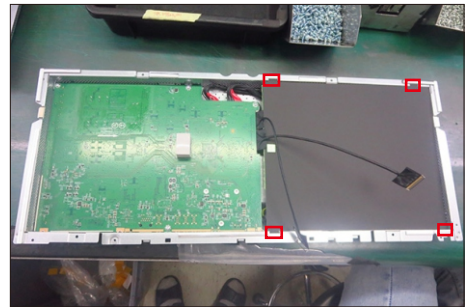
S19

lift up the main bracket and then disconnect the two EDP cables away from the connector of the panel, then take away the main bracket and put it aside.



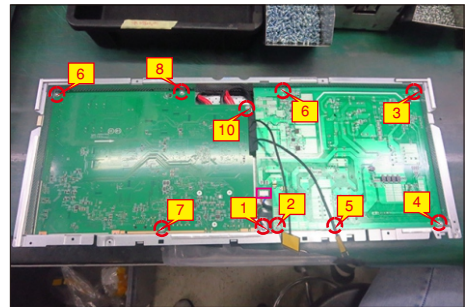
S20

Release the Mylar tape from the hooks of the main bracket.



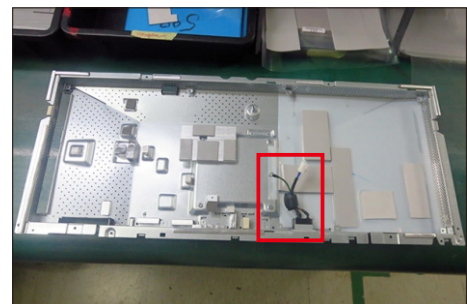
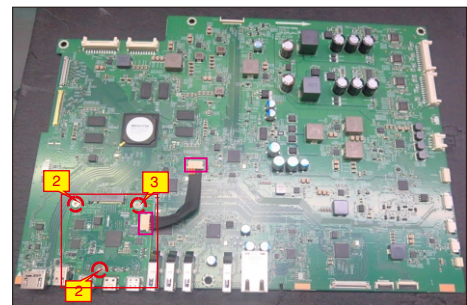
S21

Use a Philips-head screwdriver to remove 10pcs screws for main board and power board, then disconnect the power switch wire from power board.
(No.1 screw size=M4x8, Torque=7±1kgfxcn;
No.2~10 screw size=M3x7.5, Torque=7±1kgfxcn)



S22

Remove the power board and main board with TBT board from the main bracket, and then disconnect all of the cables. Release the AC power switch from bracket. Use a Philips-head screwdriver to remove 3pcs screws for unlocking the TBT board.
(No.1~3 screw size=M3x7.5, Torque=6±0.5kgfxcn)

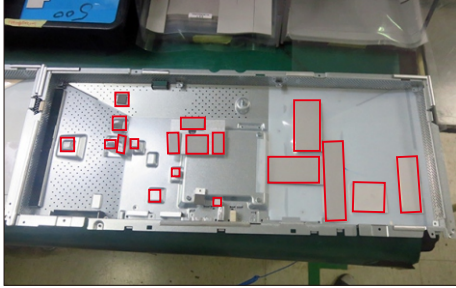


5. Disassembly and Assembly Procedures

5.2 Assembly Procedures:

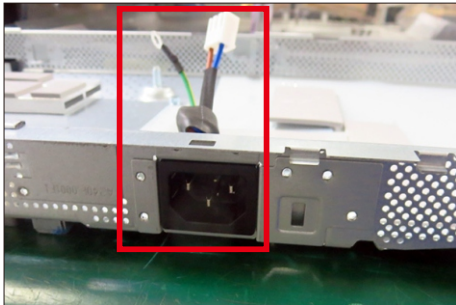
S1

Place a bracket chassis base on a protective cushion, then paste 18pcs Silicon sheets on the positions as the picture below shown.



S2

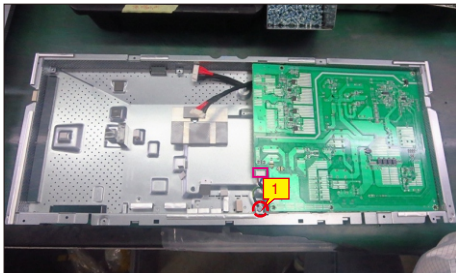
Take 1pcs master switch to assemble with the main bracket chassis as the picture below shown.



S3

Take 1pcs power board, take over the board and put it into the bracket chassis, then connect the switch wire to the power board. Use a Philips-head screwdriver to tighten 1pcs screw for locking the grounding wire with the bracket.

(No.1 screw size=M4x8, Torque=6±0.5kgfxcM)

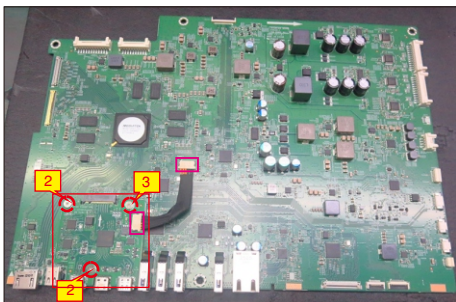


S4

Take 1pcs main board, 1pcs 1pcs TBT modular board, then connect the TBT board to the main board.

Connect the TBT board to the main board with 1pcs cable, then use a Philips-head screwdriver to tighten 3pcs screw for locking the TBT board with main board.

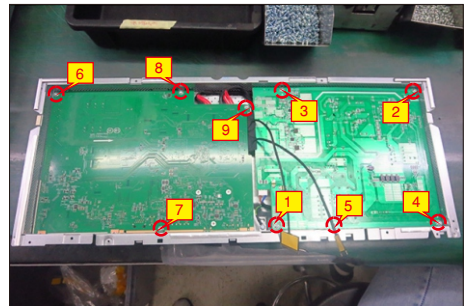
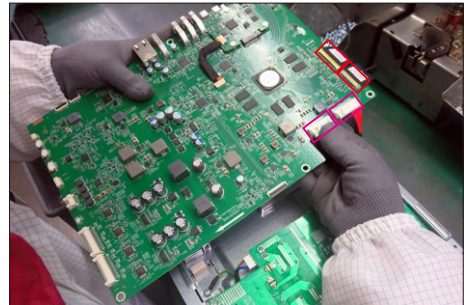
(No.1~3 screw size=M3x7.5, Torque=6±0.5kgfxcM)



S5

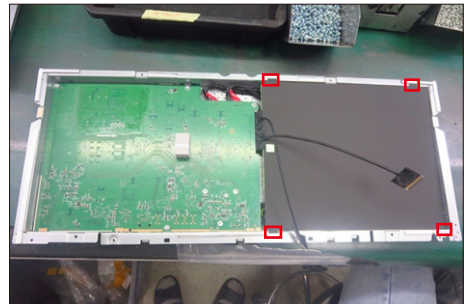
Take 2pcs EDP cables to connect with the main board, then connect the 2pcs cables of the power board with interface board. Turn over the interface board and locate it to the bracket. Use a Philips-head screwdriver to tighten 9pcs screws for locking the interface board and power board.

(No.1~9 screw size=M3x7.5, Torque=6±0.5kgfxcM)



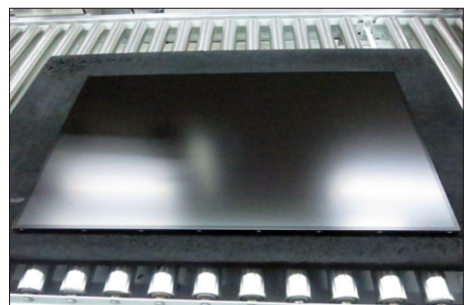
S6

Take a black mylar to insert the hooks of the bracket to cover the power board.

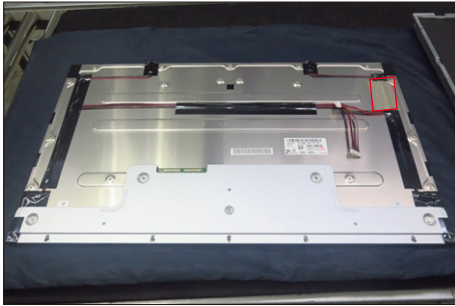


S7

Panel preparation: Take out 1pcs panel from the carton, remove the protective film, then examine the panel surface according to inspection criteria of the panel. Turn over the panel module to place the screen faced down, paste 1pcs mylar tape on the specific position as the picture below shown.

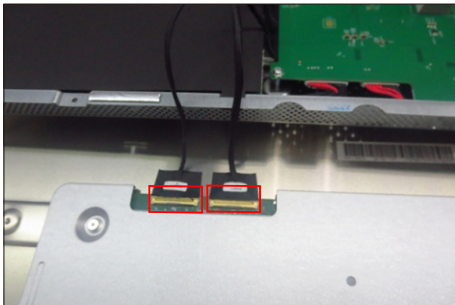


5. Disassembly and Assembly Procedures



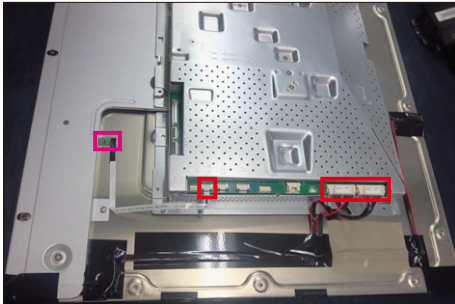
S8

Move the main bracket chassis close to the panel, then connect the two EDP cables to the connectors of the panel.



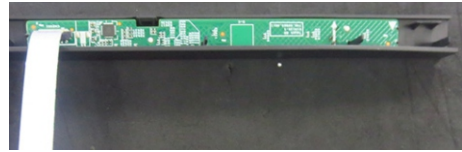
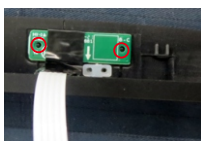
S9

Turn over the main bracket chassis and put it on the back of the panel, and then connect two panel lamp cables to the connectors of the board. Take 1pcs sensor board with cable, then tear off release paper and paste it on the correct position of the back of the panel, then connect the cable to the main board.



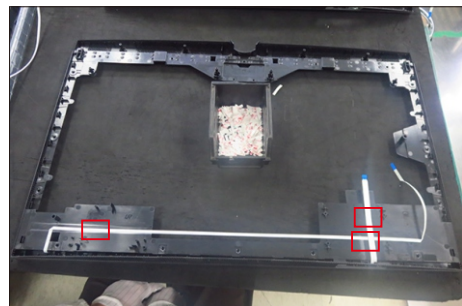
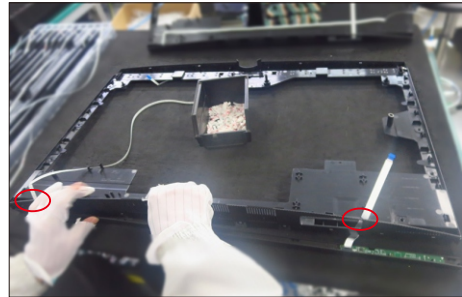
S10

Take 1pcs front bezel, 1pcs touch board, 1pcs LED board and some essential wires. Locate the LED board into the hooks of the front bezel, then paste 1pcs black mylar to cover the LED board. Connect 1pcs FFC cable to the connector of the touch board, then tear off the release paper of the gum, and then paste the touch board on the correct position of the front bezel.



S11

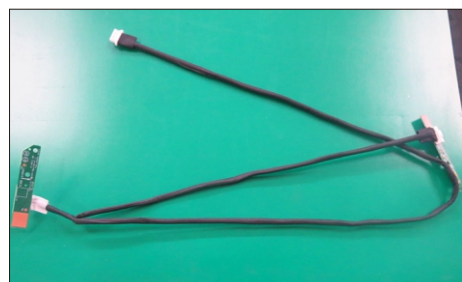
Take 1pcs middle frame, then move the assembled front bezel close to the middle frame, and thread the touch wire and LED wire through the left and right holes of the middle frame, then assemble the front bezel with the middle frame. Fix the LED wire and touch wire on the middle frame by tearing off tapes.



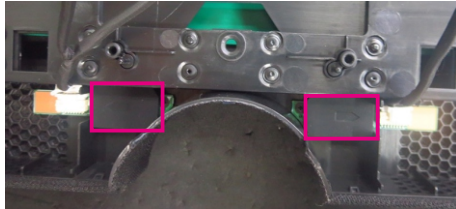
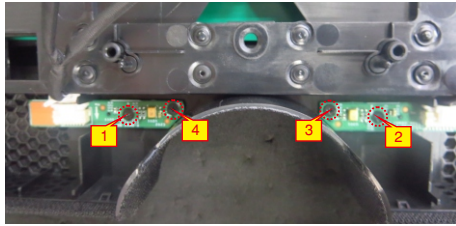
S12

Take 2pcs DMIC boards(left and right) and some essential wires. Connect the left and right DMIC boards with wires, and tear off release paper and paste the two boards to the hooks of middle frame, then use a Philips-head screwdriver to tighten 4pcs screws for locking the Mic boards with middle frame. Paste 2pcs rubber pads on the correct positions of two DMIC boards by tearing off the release papers.

(No.1~4 screw size=M2x2.4, Torque=1±0.2kgfxcmm)

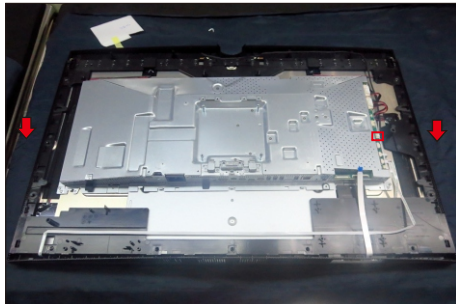


5. Disassembly and Assembly Procedures



S13

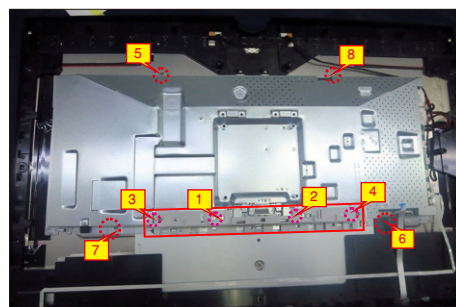
Move the middle frame with front bezel close to the panel unit, then assemble the middle frame with the panel and connect DMIC wire to the main board.



S14

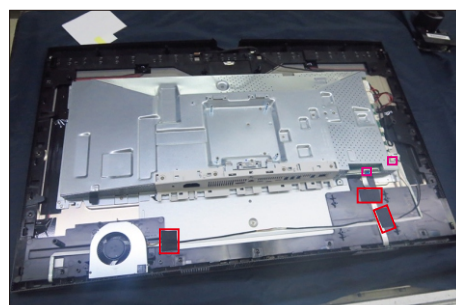
Take 1pcs bracket cover to assemble with the bracket, then use a Philips-head screwdriver to tighten 4pcs screws for locking the cover with the bracket. Use the screwdriver to tighten 4pcs screws for locking the main bracket with the panel.

(No.1~8 Screw size= M3x4, Torque=5±0.5kgfcm)



S15

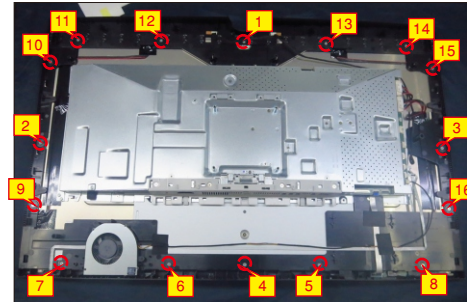
Take 1pcs fan to locate the middle frame, then connect the fan's wire and touch wire to the main board, then fix the wires with tapes as picture below.



S16

Use a Philips-head screwdriver to tighten 16pcs screws for locking the middle frame with the panel module.

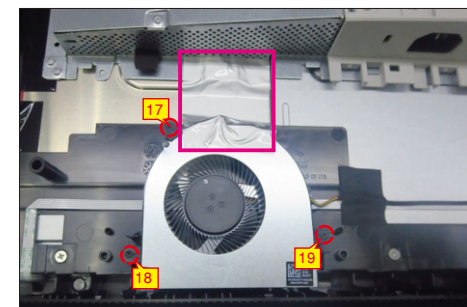
(No.1~16 screw size=M3x5, Torque=5±0.5kgfcm)



S17

Use a Philips-head screwdriver to tighten 3pcs screws for locking the fan with the unit, then paste 1pcs aluminum foil to cover the fan.

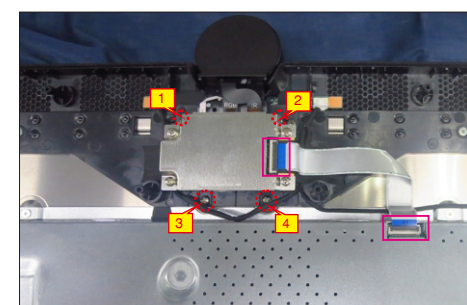
(No.17~19 screw size=M3x4.5, Torque=5±0.5kgfcm)



S18

Take 1pcs camera unit assembled in LCM line, then use a Philips-head screwdriver to tighten 4pcs screws for locking the camera unit with the middle frame, then take 1pcs FFC cable to connect the camera unit with the main board.

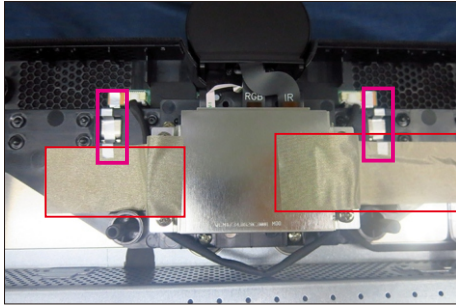
(No.1~4 Screw size= M3x4.5, Torque=5±0.5kgfcm)



5. Disassembly and Assembly Procedures

S19

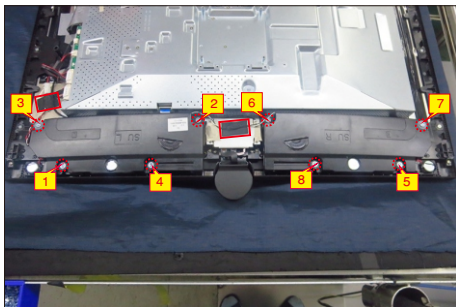
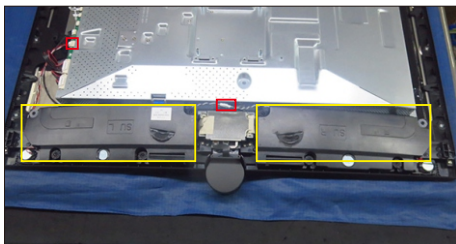
Paste 2pcs mylar tape to cover the camera unit, then paste 2pcs aluminum foil on the specific position as the picture below shown.



S20

Take two speakers to locate into the probers of the middle frame, then connect the two speakers wires and fix the wire on the frame with 1pcs acetate tape. Connect the speaker wire to the main board and fix with 1pcs tape. Use a Philips-head screwdriver to tighten 8pcs screws for locking two speakers.

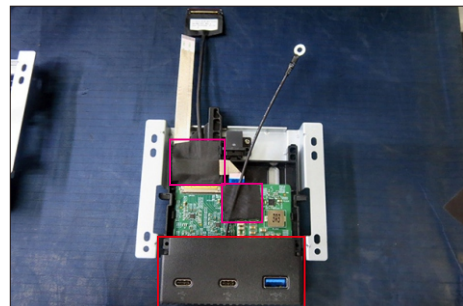
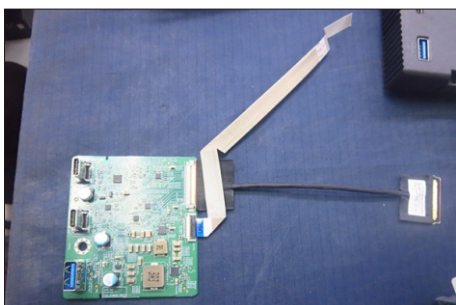
(No.1~8 screw size=M3x8; Torque=6±1kgfxcmm)



S21

Connect 2pcs wires to 1pcs USB board, then locate the USB board into 1pcs bracket. Use a Philips-head screwdriver to tighten 1pcs screws for locking the USB unit and wire with the bracket. Take 1pcs cover to assemble with USB unit, and then fix the wires with 2pcs tapes as the picture below shown.

(No.1 screw size=M3x5, Torque=4±0.5kgfxcmm)

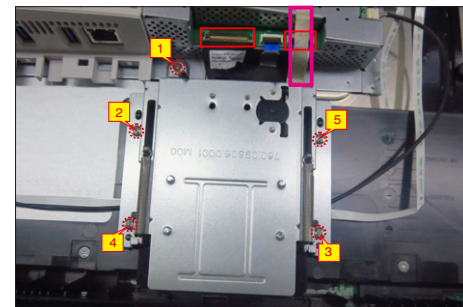


S22

Use a Philips-head screwdriver to tighten 1pcs screw for locking the wire of USB unit with main bracket, then locate the USB unit to the hooks of middle frame, connect the wires to the main board, then paste 1pcs mylar tape to fix the FFC connector. Use a Philips-head screwdriver to tighten 4pcs screws for locking the USB unit with middle frame.

(No.1 screw size=M3x6, Torque=5±1kgfxcmm;

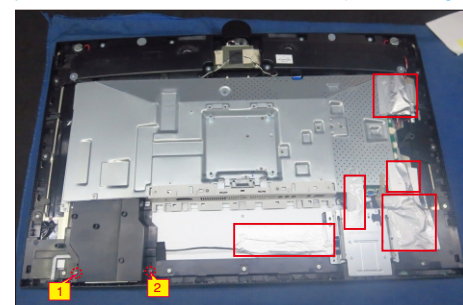
No.2~5 screw size=M3x4, Torque=3.5±0.5kgfxcmm)



S23

Take 1pcs fan's cover to assemble with the fan, then use a Philips-head screwdriver to tighten 2pcs screws for locking the fan's cover with the middle frame. Paste 5pcs aluminum foil on the specific positions to cover the wires and bracket as the picture below shown.

(No.1~2 screw size=M3x6, Torque=4±1kgfxcmm)

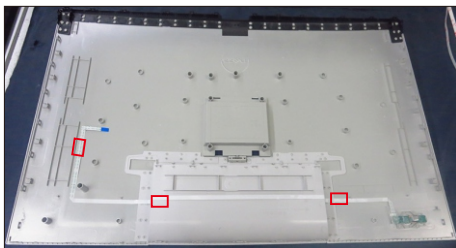
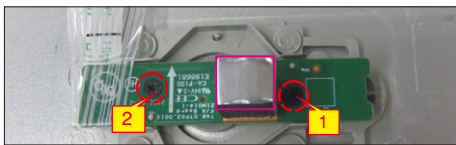
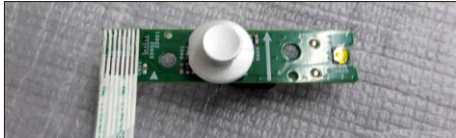


5. Disassembly and Assembly Procedures

S24

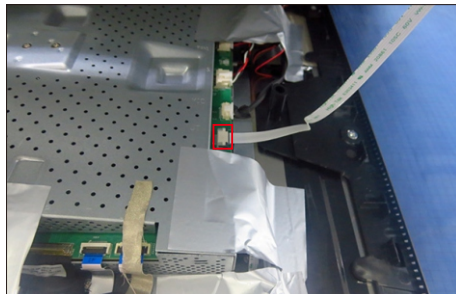
Take 1pcs joystick key and 1pcs OSD board, assemble the joystick key with the OSD board. Locate the board to the correct position of the rear cover, then use a Philips-head screwdriver to tighten 2pcs screws for locking the board with rear cover, then paste 1pcs conductive foam on the board. Tear off the tape papers on the back of the cable, and then fix the key cable with tapes.

(No.1~2 screw size=M2x3.3, Torque=0.9±0.1kgfxcn)



S25

Move the assembled rear cover close to the panel unit, then connect the joystick key cable to the connector of main board.

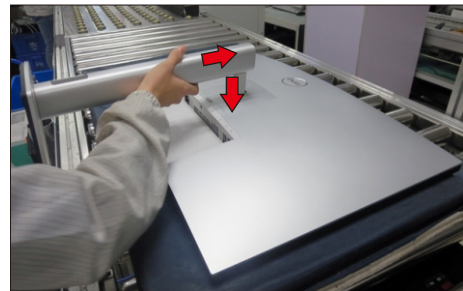
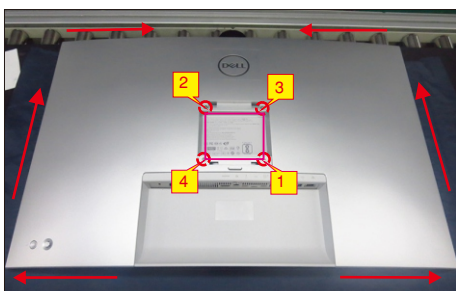


Put down the rear cover and push the rear cover on the positions marked for mechanisms engagement.

S26

Use a Philips-head screwdriver to tighten 4pcs screws for locking the rear cover with the unit. Paste 1pcs label on the correct position of the rear cover, then take a stand base close to assemble with the monitor.

(No.1~4 screw size=M4x11; Torque=11±1kgfxcn)



S27

Lift up the monitor to check the gap between the front bezel and the panel, then provide power supply and a video signal to the monitor, then turn on the monitor for functionality check.



6. Trouble Shooting Instructions

Troubleshooting

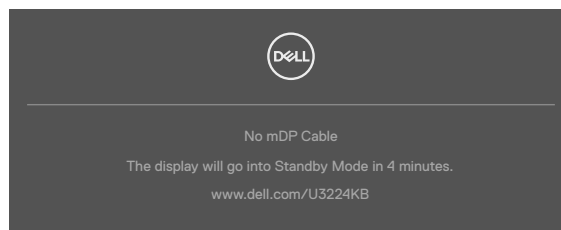
 **WARNING:** Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

Self-test

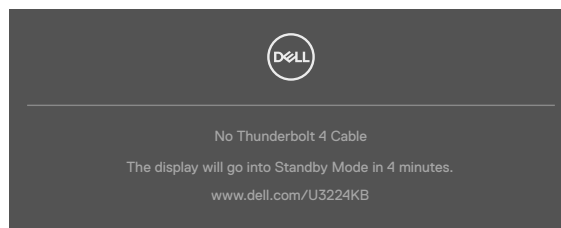
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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

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



or

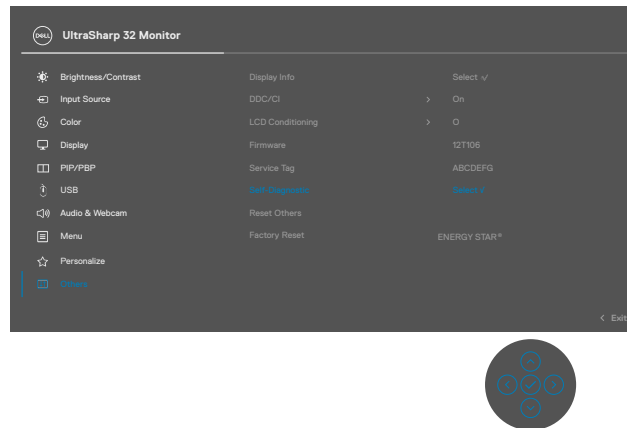


4. This message also appears during normal system operation if the video cable is disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

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

6. Trouble Shooting Instructions

abnormality you are experiencing is an inherent problem with your monitor, or with your computer and video card.



To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Press and hold Up or Down or Left or Right direction for four seconds until a menu appears on the screen.
3. Using the joystick control, highlight the Diagnostics  option and 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.

6. Trouble Shooting Instructions

Common Problems

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

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 the power button is depressed fully. • 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 via OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. • Ensure that the correct input source is selected in the Input Source menu.
Missing Pixels	LCD screen has spots	• Cycle power on-off. • 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 Support site at: https://www.dell.com/pixelguidelines
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 Support site at: https://www.dell.com/pixelguidelines

6. Trouble Shooting Instructions

Common Symptoms	What you experience	Possible solutions
Brightness Problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness and contrast controls via OSD.
Safety Related Issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & 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	• Change the settings of the Preset Modes in the Color menu OSD depending on the application. • Adjust R/G/B value under Custom Color in Color menu OSD. • Change the Input Color Format to PC RGB or YPbPr in the Color menu 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.
Mic/Webcam does not work	• USB cable not plugged in or correct USB source not selected • Monitor Mic/webcam is not set as the default device	• Plug in the USB Cable (Type-A to Type-C or Type-C to Type-C), and if you connect both USB-C port, please switch the USB source in the OSD menu. • Select the monitor Mic/webcam as the default in the PC side. • Touch the Mic button and make sure the Mic mute LED is dark.

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
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 monitor 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.
No Input Signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure 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	Blank screen	• Verify which DP standard is your Graphics Card certified to. Download and install the latest graphics card driver. • Some DP 1.1a graphics card cannot support DP 1.2/1.4 monitors. Go to OSD menu, under Input Source selection, press and hold DP select joystick key for 8 seconds to change the monitor setting from DP 1.2 to DP 1.1a, DP 1.4 to DP 1.1a

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
No image when using USB Type-C connection to computer, laptop, and so on	Blank screen	• Verify if the USB Type-C interface of the device can support DP alternate mode. • Verify if the device required more than 90 W power charging. • USB Type-C interface of device cannot support DP alternate mode. • Set Windows to Projection mode. • Ensure that the USB Type-C cable is not damaged.
No charging when using USB Type-C connection to computer, laptop, and so on	No charging	• Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles. • Verify if the Notebook requires a >90 W power adaptor. • If the Notebook requires a >90 W power adaptor, it may not charge with the USB Type-C connection. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB Type-C cable is not damaged.
Intermittent charging when using USB Type-C connection to computer, laptop, and so on	Intermittent charging	• Check if the maximum power consumption of device is over 90 W. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB Type-C cable is not damaged.
No image when using USB Thunderbolt 4 MST	Blank screen or 2nd DUT is not Prime mode	• Thunderbolt 4 input, Go to OSD menu, under Display Info check the Link Rate is HBR2 or HBR3, if Link Rate is HBR2, use USB Type-C to DP cable to turn on MST.
No network connection	Network dropped or Intermittent	• Do not toggle Off/On the power button when network is connected, keeps the power button On.

6. Trouble Shooting Instructions

Problem	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 Gigabit 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 Type-C cable and power cord of the monitor. Then, power on the computer, plug in the monitor power cord and Type-C cable.
Monitor buttons (Mute / Volume down / Volume up / Hookswitch) not working with Microsoft Teams® App	Monitor buttons (Mute / Volume down / Volume up / Hookswitch) not working on Microsoft Teams® App with Chrome OS / Ubuntu	Use Microsoft Teams® App to perform the below tasks: • Call Icon to accept / hang up call • Volume down / Volume up adjustment • Mic mute / unmute • Video on / off
Video recording not working	Video recording App not working with Win 7	• Windows 7 not support • Switch to Windows 10 / Windows 11
When press either Volume down / Volume up or Mute button, LED does not blink	When press either Volume down / Volume up or Mute button, LED not blink when connected to HDMI or DP only	Connect USB-A to USB-C cable

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
Webcam is not detected	Webcam is not detected in the Windows Device Manager	• Ensure that the USB upstream cable is connected between the monitor and the computer or notebook. • Ensure that the USB is assigned to the port to which the USB cable is plugged in to. • Reconnect the USB upstream cable to the computer or notebook.
Webcam cannot connect / Webcam disconnected	Could not detect Monitor camera / Could not switch back to the PC camera	• Reset the monitor to Factory Settings. • Turn Off the monitor, unplug the monitor power cord, replug it, and then turn On the monitor. • Select the Monitor camera again in the Camera / Video setting of your UC conference application.
Microphone is muted	Microphone is muted in the Windows Device Manager	• Ensure that the USB upstream cable is connected between the monitor and the computer or notebook. • Ensure that the USB is assigned to the port to which the USB cable is plugged in to. • Reconnect the USB upstream cable to the computer or notebook. • Ensure that the microphone is enabled/unmuted on the monitor. If the microphone mute LED is lighting up in static red (indicates microphone muted), press the microphone button to unmute the microphone. • Ensure that the monitor's microphone is selected and enabled/unmuted on the setting in the UC application.

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
Webcam or Mic not working	Webcam or Mic not working when connected to HDMI or DP only	Connect USB-A to USB-C cable
Ethernet port (RJ45) cannot connect to internet	Ethernet port (RJ45) cannot connect to internet on Win 10 / Win 11	Change the LAN Controller Power Saving from Enable to Disable
No sound coming from the speakers	No sound coming from the speakers when play audio/video on your system	• Ensure that you have set the default playback device as Echo Cancelling Speakerphone U3224KB or DELL U3224KB on your system. • Turn Off the monitor, unplug the monitor power cord, replug it, and then turn on the monitor. • Reset the monitor to Factory Settings.
Speaker volume is low / sounds soft	Speaker volume is low / sounds soft when speaker option is DELL U3224KB in Sound setting interface	• Increase the speaker volume of DELL U3224KB to maximum in the Sound setting interface • Press the Volume Up button to increase the speaker volume of DELL U3224KB • If you select DELL U3224KB audio path, please ensure that the Echo Cancelling Speakerphone volume is set to medium or high. Else, the DELL U3224KB maximum volume may sound soft because it is limited by the Echo Cancelling Speakerphone volume. For example, when the Echo Cancelling Speakerphone volume is at 50%, and the DELL U3224KB volume is set to 100% will have the same sound level as the former.

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
Microphone volume is low / sounds soft	Microphone volume is low / sounds soft to the other participant when in audio/video call	• Ensure the Mute button's LED will go dark (indicates microphone unmuted). • Adjust the distance between the user and the microphone. The user should avoid sitting too far away from the microphone. The most optimum distance between the user and the microphone is 70 cm. • Ensure that the monitor's microphone is selected and enabled/unmuted on the setting in the UC application. • Increase the microphone volume in the Sound setting interface at the PC side / in the UC application.
Front buttons don't work	No response on the UC application when press on the buttons located on the speaker	• Ensure that the USB upstream cable (Type-A to Type-C or Type-C to Type-C) is connected from the PC to the monitor. • Ensure that the USB is assigned to the port to which the USB cable is plugged in to. • For some UC platforms / applications, the Mute function works by pressing the Mute button, but the Mute Icon on the UC platform is not sync (Icon shows unmute).
Webcam image looks over-exposed	Webcam image shows over-exposed background	• Adjust the environment lighting condition. • Ensure the monitor is setup at a well-lighted environment, preferably under ceiling lights. The user should avoid a dim / dark background. The user should avoid direct facing a window with bright sunlight. • Alternatively, you may use Dell Peripheral Manager to adjust the webcam setting of color.
Webcam image looks grainy / dark	Webcam image appears grainy / dark	• Adjust the environment lighting condition. Ensure the monitor is setup at a well lighted environment, preferably under ceiling lights. The user should avoid a dim environment.

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
Webcam image looks blurry	Webcam image appears blurry / not clear.	• Use a clean and slightly damp cloth to wipe the surface of the front webcam. • Adjust the distance between the user and the camera. The user should avoid sitting too far away from the camera. The most optimum distance between the user and the camera is 70 cm.
Teams Microphone volume	Teams Microphone volume is smaller than Zoom	• This is normal behavior as the volume specifications are different between Teams and Zoom.
Teams/Zoom small window distorted	Teams/Zoom small window image distorted	• This is normal behavior. The resolution of the small images are compressed when the main image is in high resolution (4K). If a lower resolution (720P & 1080P) is selected, there will not be any difference between the images.
Image quality poor	The image quality of the monitor was poor	Always poor: • Check that your computer is USB 3.0-capable. • Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. Sometime poor: • Network will affect the image quality, ensure your network is fine.
Tof no function	Presence detection/wake-up not working	• When using Teams/Zoom call, the wake up function not working is normal. • It works when a user is not using Teams/Zoom.

6. Trouble Shooting Instructions

Microsoft® Teams® / Skype for Business® specific problems

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

6. Trouble Shooting Instructions

Universal Serial Bus (USB) specific problems

Specific Symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your display is turned ON. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Turn off the monitor and turn it on again. • Reboot the computer. • Certain USB devices such as portable hard drives require higher power source; connect the drive to the computer directly.
super speed USB 3.2 Gen 2 interface is slow.	super speed USB 3.2 Gen 2 peripherals working slowly or not working at all	• Check that your computer is USB 3.0-capable. • Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.
Wireless USB peripherals stop working when a USB 3.0 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 3.0 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 3.0 port.

6. Trouble Shooting Instructions