

Service Manual - U4021QW

Version: 01

Date: 2021/10/30

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:

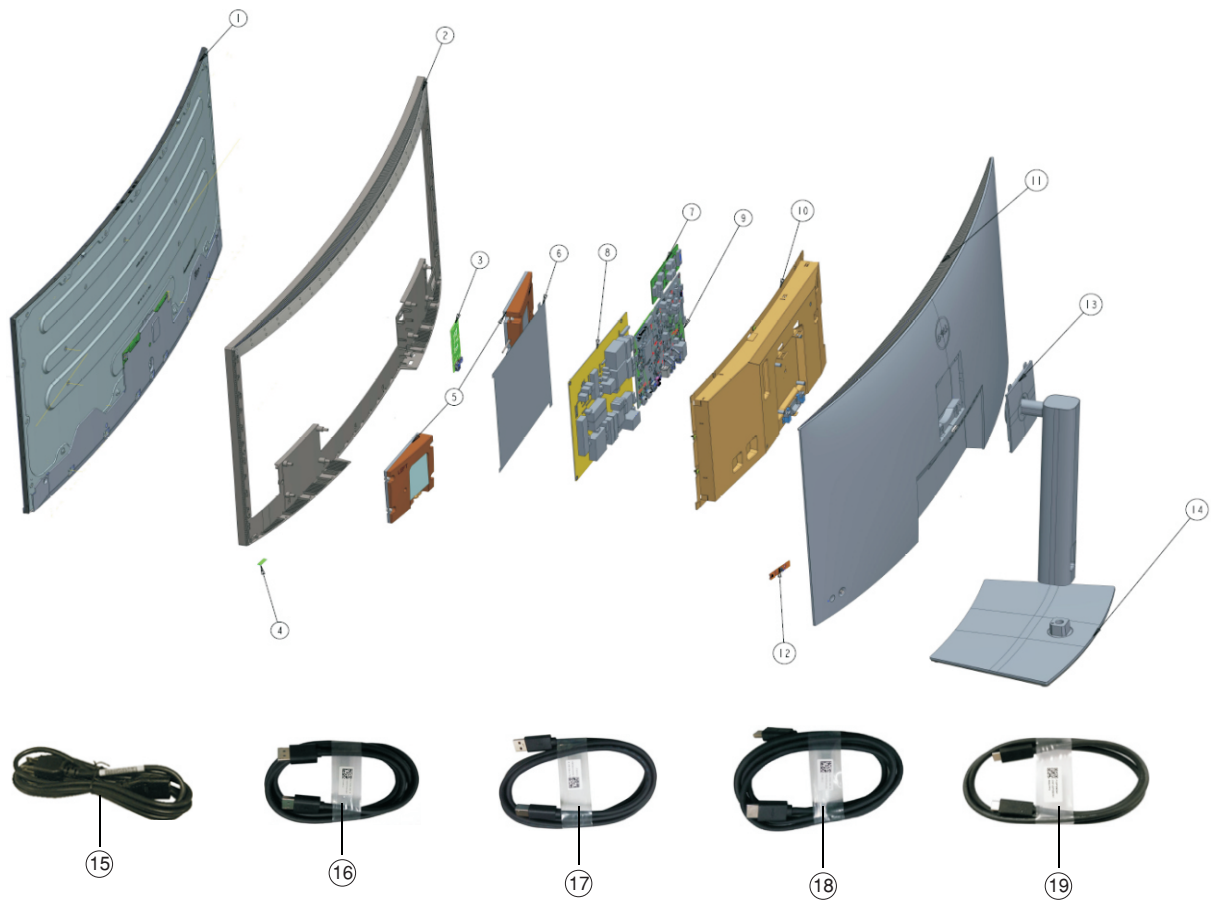
Proper service and repair is important to the safe, reliable operation of all series products. The service providers recommended by vender should be aware of notices listed in this service manual in order to minimize the risk of personal injury when perform service procedures. Furthermore, the possible 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



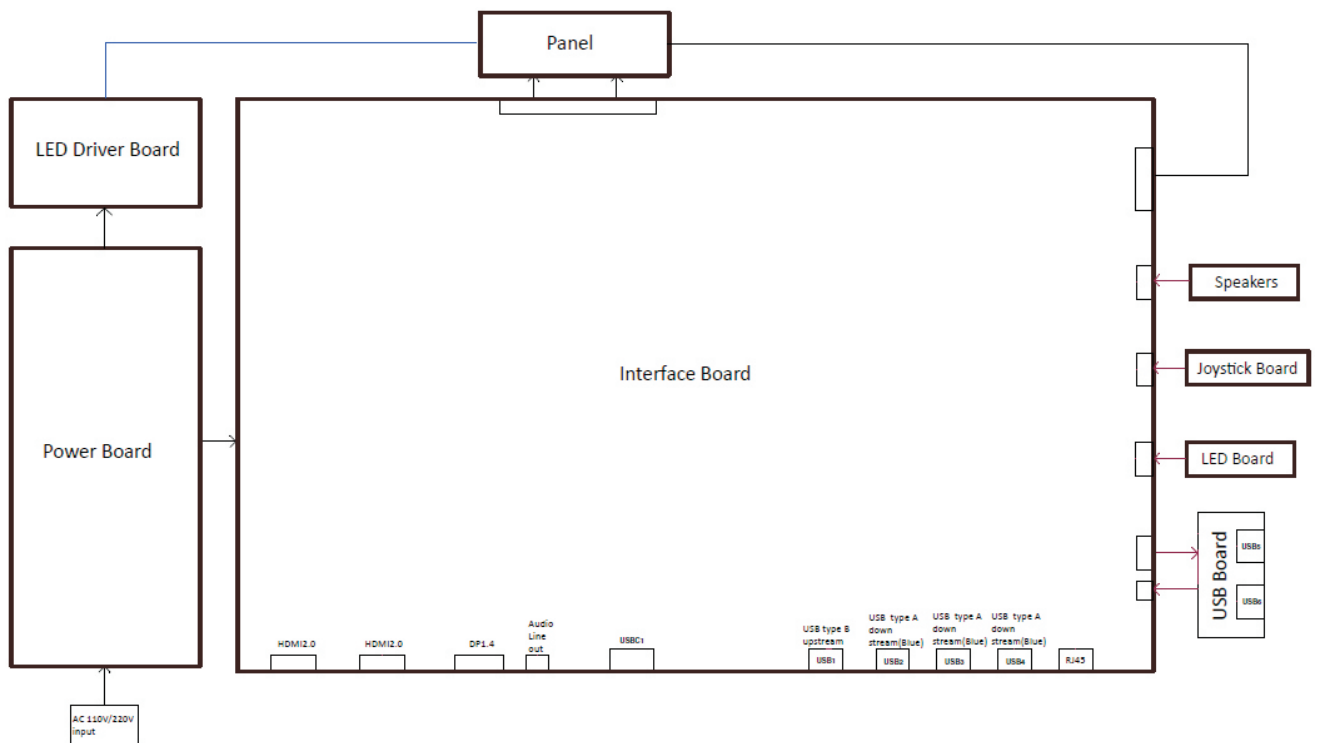
Item	Description	Q'ty	Remark
1	Panel	1	For EMEA Only, not for other regions
2	ASSY Middle Frame	1	
3	USB BD	1	
4	Key BD	1	
5	Speaker	1	
6	Safety Mylar	1	
7	LED driver BD	1	
8	Interface BD	1	
9	Power BD ASSY	1	
10	Main bracket ASSY	1	
11	Rear Cover	1	
12	Joystick BD	1	
13	ASSY RISER	1	
14	ASSY BASE	1	
15	Power cable	1	See "NOTE"
16	DisplayPort cable	1	See "NOTE"
17	Super Speed USB 3.2 Gen1 A to B	1	See "NOTE"
18	HDMI cable	1	See "NOTE"
19	Thunderbolt™ 4 (USB Type-C) Active cable	1	See "NOTE"

NOTE:

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

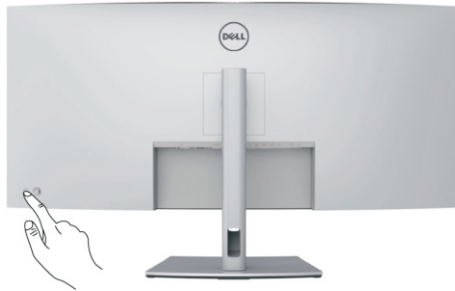
1. Go to <https://www.dell.com/support>.
2. Verify your country or region in the Choose A Country/Region drop-down menu at the bottom-right corner of the page.
3. Click Contact Us next to the country dropdown.
4. Select the appropriate service or support link based on your need.
5. Choose the method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



Connecting the DP cable



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

Connecting the USB cable



Connecting the Thunderbolt™ 4 (USB Type-C) active cable



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:

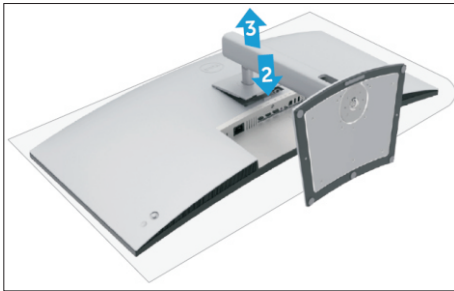
- Screwdriver(Phillip head) #1
- Screwdriver(Phillip head) #2
- Penknife
- Soldering iron and absorber

5.1 Disassembly Procedures:

Remove the monitor stand base:

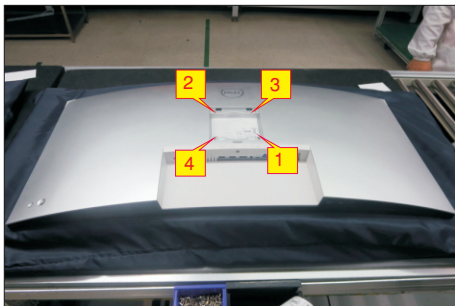
S1

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.



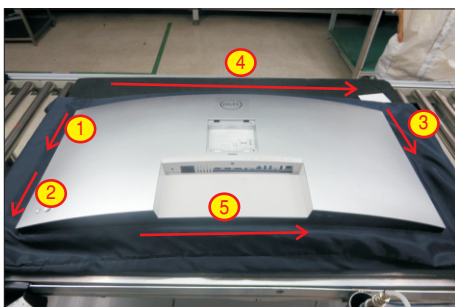
S2

Use a Philips-head screwdriver to remove 4pcs screws for unlocking mechanisms.
(No.1~4 screw size=M4x11; Torque=11±1kgfxcmm)



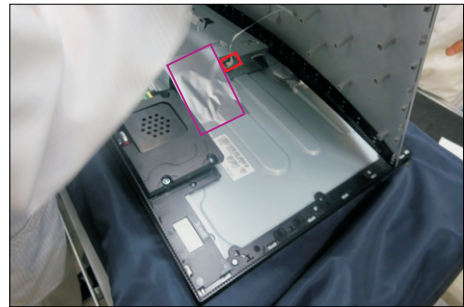
Wedge your fingers between the rear cover and the middle bezel on the corners of the top side of the monitor to release the rear cover, then use one hand to press the middle bezel, the other hand to pull up carefully the rear cover in order of arrow preference for unlocking mechanisms of rear cover.

S3



S4

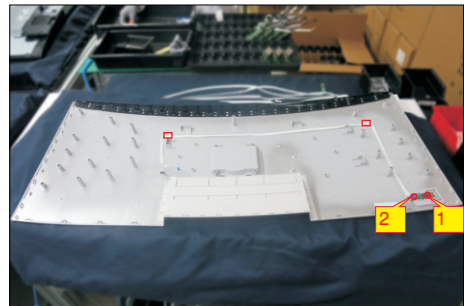
Lift the rear cover up carefully. Disconnect the joystick cable away from the connector, and tear off 1pcs aluminum foil, and then remove the rear cover.



S5

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

(No.1~2 screw size=M2x2.4, Torque=1±0.2kgfxcmm)



Disconnect the FFC cable and EDP cable away from the connectors of the board. Use a Philips-head screwdriver to remove 1pcs screw for unlocking the USB board, then release the USB board from hooks.

S6

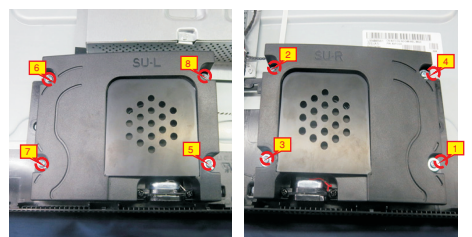
(No.1 screw size=M3x6, Torque=5±0.5kgfxcmm)



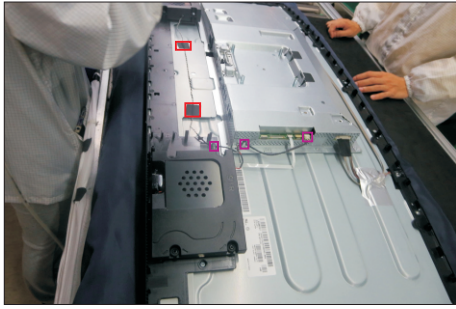
Use a Philips-head screwdriver to remove 8pcs screws for unlocking the speakers with middle bezel. Release the speakers' cables from the hooks of the middle bezel, and then disconnect the speaker cable away from the connector of the circuit board.

S7

(No.1~8 screw size=M3x8, Torque=5±0.5kgfxcmm)

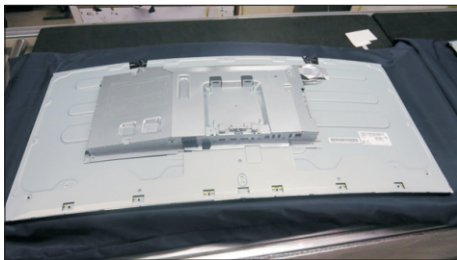
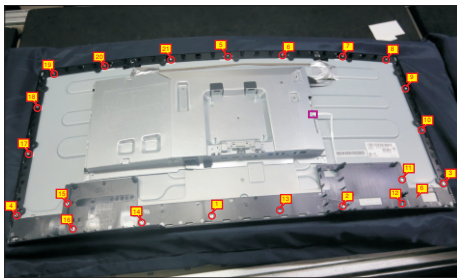


5. Disassembly and Assembly Procedures



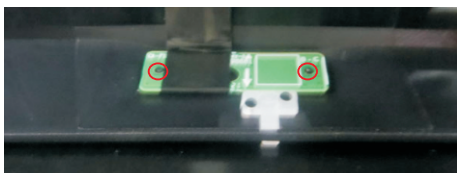
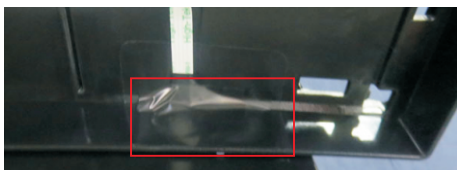
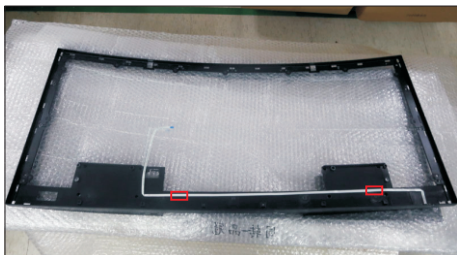
S8

Remove the two speakers. Use a Philips-head screwdriver to remove 21pcs screws for unlocking the middle bezel, then disconnect the LED cable away from the board, and then remove the bezel.
(No.1~21 Screw size= M3x5, Torque=5±0.5kgfxcn)



S9

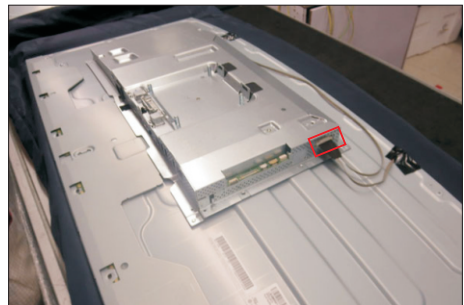
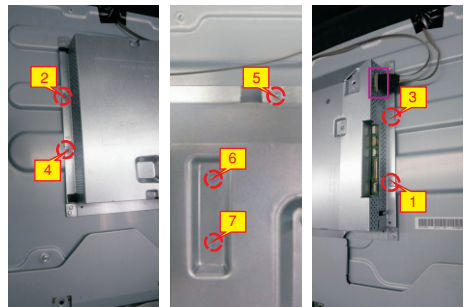
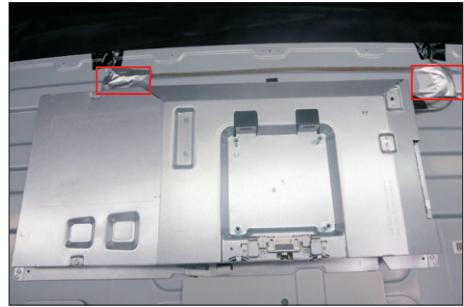
Put the middle bezel with LED board on a cushion, and then release the cable by tearing off the tapes. Tear off 1pcs mylar tape on the LED board, then release the LED board from the pins of the middle bezel.



S10

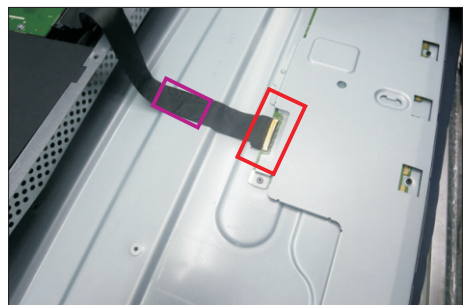
Tear off 2pcs aluminum foil for releasing the panel lamp cable, and then use a Philips-head screwdriver to remove 5pcs screws for unlocking the bracket chassis module with the panel. Use a Philips-head screwdriver to remove 2pcs screws for unlocking the heat-sink with the board. Disconnect the lamp cable away from the connector of the board.

(No.1~7 Screw size= M3x5, Torque=5±0.5kgfxcn)



S11

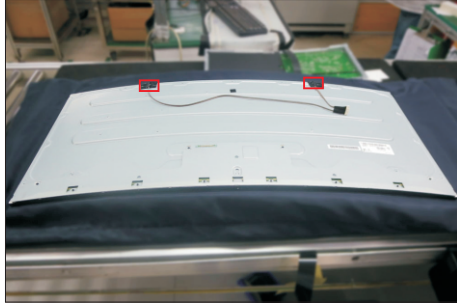
Lift up the bracket chassis, and tear of the tape and disconnect the LVDS cable from the connector of the T-CON board of panel module, then put the bracket chassis on a protective cushion.



5. Disassembly and Assembly Procedures

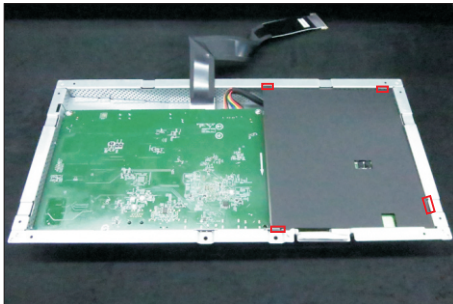
S12

Tear off 2pcs shading tapes, and then disconnect the panel lamp cable from the two connectors of the panel module.



S13

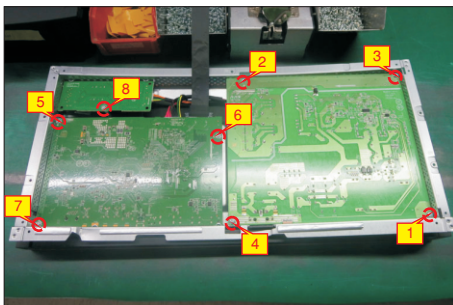
Remove the mylar tape from the hooks of the bracket.



S14

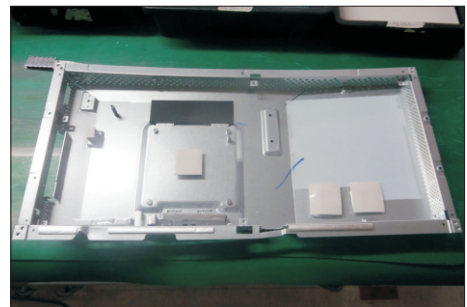
Use a Philips-head screwdriver to remove 8pcs screws for unlocking power board, interface board and LED driver board.

(No.1 screw size=M4x8, Torque=6±0.5kgfxcn;
No.2~8 screw size=M3x7.5, Torque=6±0.5kgfxcn)



S15

Remove the LED driver board, interface board and power board from the bracket chassis module carefully, and then disconnect all of the cables.

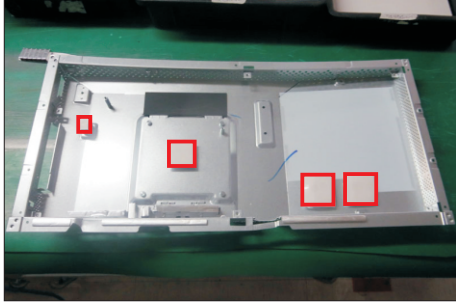


5. Disassembly and Assembly Procedures

5.2 Assembly Procedures:

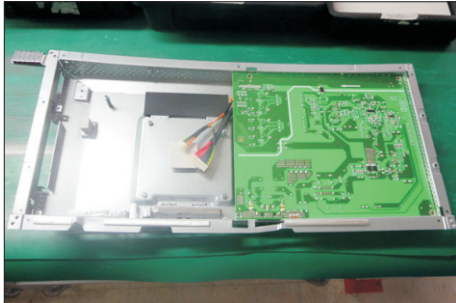
S1

Place a bracket chassis base on a protective cushion, then stick 3pcs Silicon sheets on the position as the picture below shown.



S2

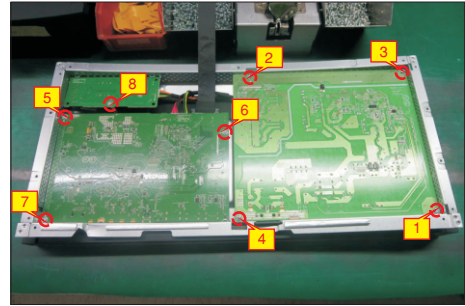
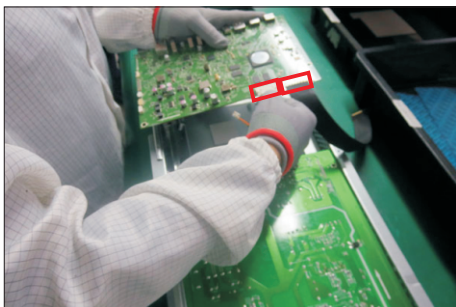
Turn over a power board and put the power board into the bracket chassis.



Take 1pcs interface board, connect 1pcs LVDS cable to the interface board, then connect the power board to the interface board. Turn over the interface board and locate it into the bracket. Take 1pcs LED driver board to connect with the power board, turn over the board and locate it into the bracket. Use a Philips-head screwdriver to tighten 8pcs screws for locking the interface board, power board and LED driver board.

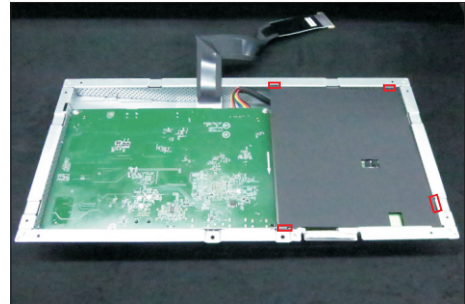
(No.1 screw size=M4x8, Torque=7.5±0.5kgfxcn;
No.2~8 screw size=M4x8, Torque=7.5±0.5kgfxcn)

S3



S4

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



S5

Panel preparation: Take out 1pcs panel module from the carton, remove the protective film by tearing off all the tapes of screen and four sides, then examine the panel surface according to inspection criteria carefully. Provide the power source to the panel module to make sure the panel can be powered on.

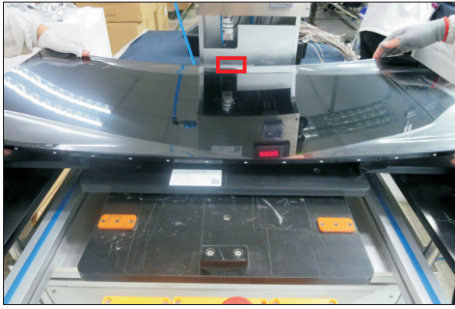


S6

Take 1pcs Dell nameplate, then use a locating fixture to fix the nameplate to the front bezel of the module, and then move the whole unit into a laminating fixture, use the laminating fixture to press the nameplate with the front bezel of the panel module firmly attachment.

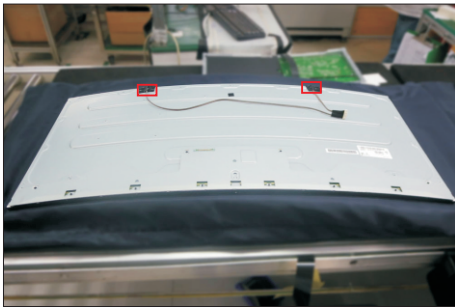
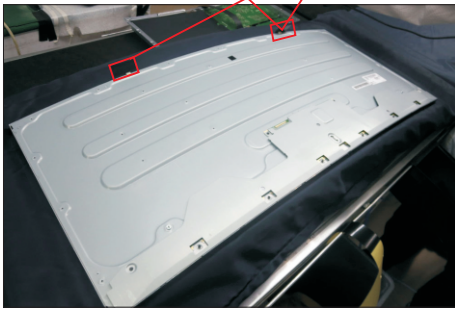


5. Disassembly and Assembly Procedures



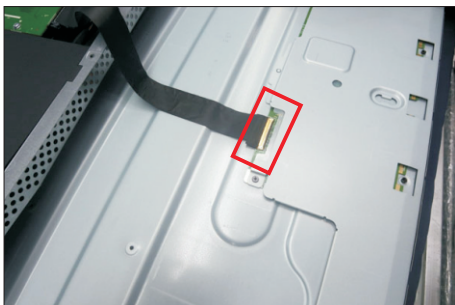
S7

Turn over the panel module to place screen faced down. Paste 2pcs shading tape on the top side of the panel connectors as the picture below shown, then take 1pcs panel lamp to plug the two connectors of the panel module, then cover the two connectors with shading tapes on the top side.



S8

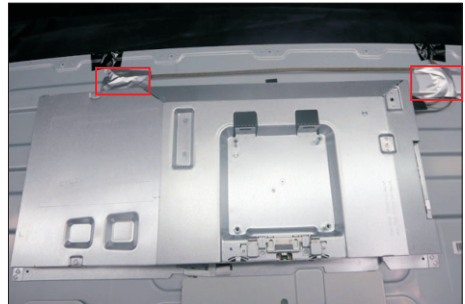
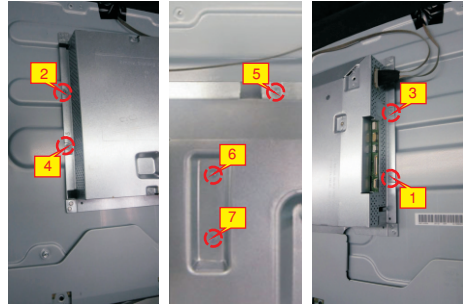
Move the bracket chassis module close to the panel module, then connect the LVDS cable to the connector of the T-Con board, then put the bracket on the back of the panel module. Connect the panel lamp cable to the connector of the board.



S9

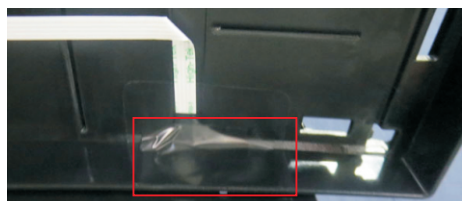
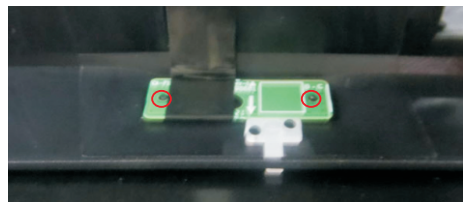
Adjust the bracket chassis module, and then use a Philips-head screwdriver to tighten 5pcs screws for locking the bracket chassis module with the panel, tighten 2pcs screws for locking the heat-sink with the board. Paste 2pcs aluminum foil on the specific position to fix the lamp cable.

(No.1~7 Screw size= M3x5, Torque=5±0.5kgfxcmm)

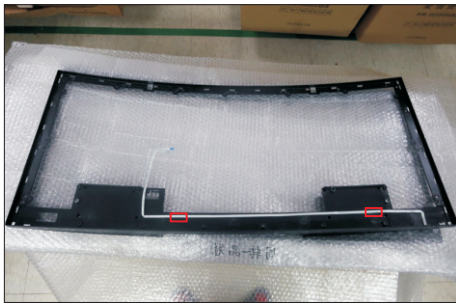


S10

Take 1pcs LED board and 1pcs middle bezel, and then tear off the glue paper of the LED board, locate the LED board into the pins of the middle bezel, and then paste 1pcs mylar tape to fix the LED board, then tear off the 2pcs papers on the back of the LED cable, and fix the cable on the bezel with 2pcs tapes.

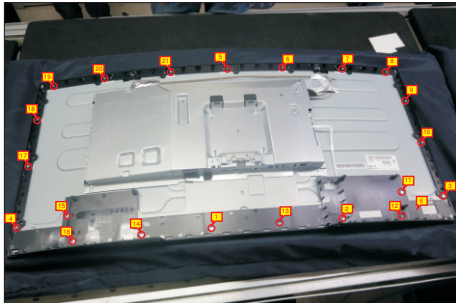


5. Disassembly and Assembly Procedures



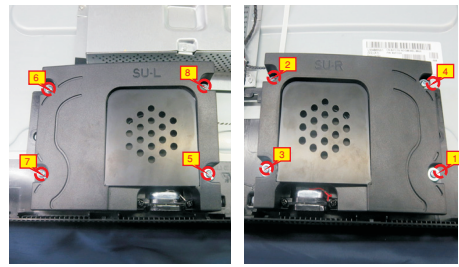
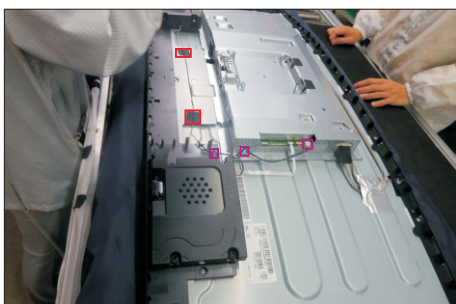
S11

Assemble the middle bezel unit with the panel module, and then connect the LED cable to the connector of the circuit board. Adjust the middle bezel for two parts firmly attachment, then use a Philips-head screwdriver to tighten 21pcs screws for locking the middle bezel with the panel module.
(No.1~21 Screw size= M3x5, Torque=5±0.5kgfxcn)



S12

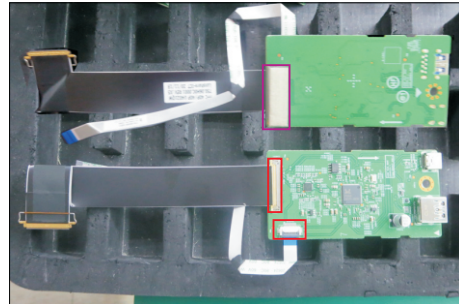
Take a pair of speakers to locate the probers of the middle bezel, then locate the speakers' cable to the hooks of the middle bezel, and then connect the speaker cable to the connector of the circuit board, then fix the speakers' cable with 2pcs acetate tapes. Use a Philips-head screwdriver to tighten 8pcs screws for locking the speakers with middle bezel.
(No.1~8 screw size= M3x8, Torque=6±1kgfxcn)



S13

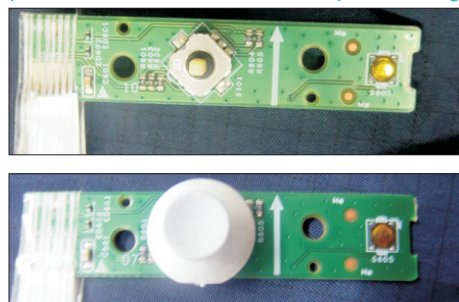
Take 1pcs USB board, 1pcs conductive foam, 1pcs FFC cable and 1pcs EDP cable. Connect the two cables to the connectors of the USB board, then paste 1pcs conductive foam on the back of the USB board, and then locate the USB board into the hooks of the middle bezel. Connect the FFC and EDP cables to the circuit board. Use a Philips-head screwdriver to tighten 1pcs screw for locking the USB board.

(No.1 screw size=M3x6, Torque=4±0.5kgfxcn)

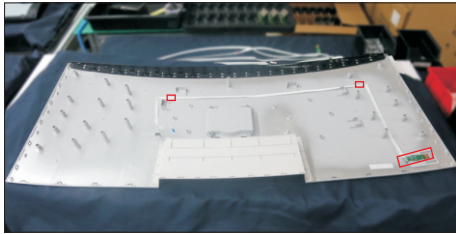
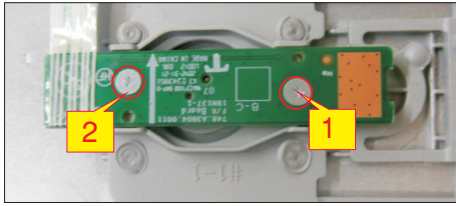


S14

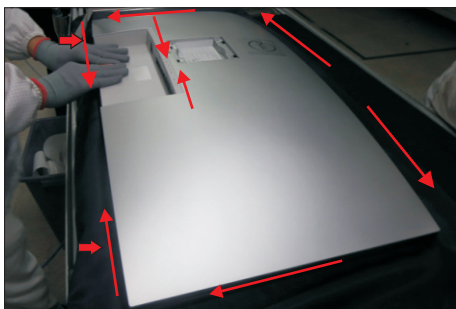
Take 1pcs joystick key, 1pcs joystick board and 1pcs rear cover, then assemble the joystick key with the board. Locate the joystick board to the correct position of the rear cover, then use a Philips-head screwdriver to tighten 2pcs screws for locking the joystick board with rear cover. Tear off the papers on the back of the cable, and then fix the joystick cable with tapes.
(No.1~2 screw size=M2x2.4, Torque=1±0.2kgfxcn)



5. Disassembly and Assembly Procedures

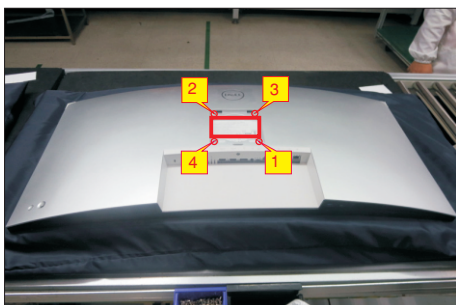


Paste 1pcs aluminum foil to cover the connectors as the picture below shown, then move the assembled rear cover close to the panel unit, then connect the joystick cable to the connector of circuit board. Put down the rear cover and push the rear cover on the positions marked as the picture below shown for mechanisms engagement.



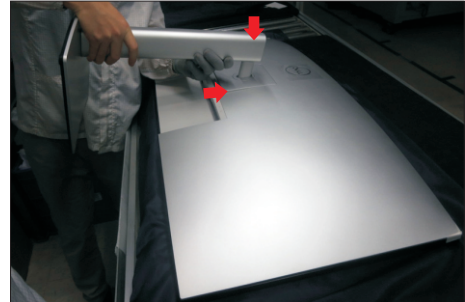
Use a Philips-head screwdriver to tighten four screws for locking mechanisms. Stick 1pcs label on the specific positions as the picture below shown.

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



S17

Take a stand base close to the monitor. Fit the two tabs on the upper part of the stand into the grooves on the back of the monitor, and then lower the stand so that the monitor mounting area snaps onto the stand.



S18

Use a protective bag to pack the stand base, then lift up the monitor to checking the gap between the front bezel with panel module, then provide power supply and a video signal to the monitor, then turn on the monitor for functionality check.



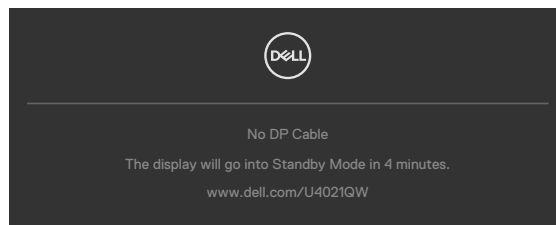
6. Trouble Shooting Instructions

Self-test

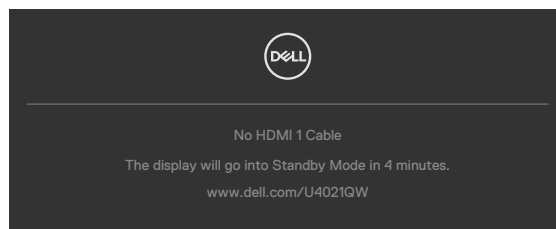
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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.

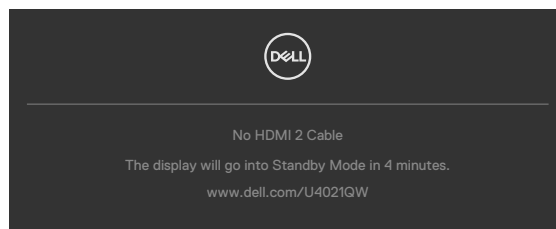
The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through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



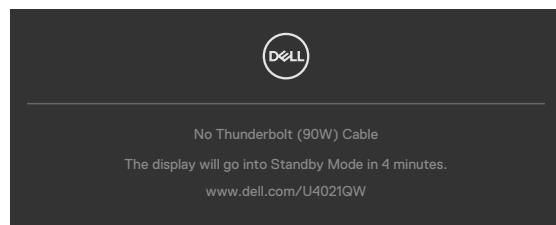
or



or



or



4. This box also appears during normal system operation if the video cable becomes 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

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.



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.

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.

6. Trouble Shooting Instructions

Common Symptoms	What You Experience	Possible Solutions
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: 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 PixelPolicy, see Dell Support site at: www.dell.com/pixelguidelines.
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.

6. Trouble Shooting Instructions

Product specific problems

 **NOTE: Thunderbolt™ is not supported Windows 7.**

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 buttons on the front panel	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 Video or display on HDMI port	No video when connecting docking, dongle or Blu-ray DVD players	• Due to legacy platform cannot recognize or output 5120 x 2160, we suggest to switch to lower resolution to cover this compatibility problem: 1. Remove all input cables, press and hold Up or Down or Left or Right direction for 4 seconds . (Please refer to Built-in Diagnostics for button numbers) 2. Choose “Enable” on POP up screen to change max resolution from 5120 x 2160 to 3840 x 2160.
Monitor displayed image at 2560 x 1080 @ 60Hz	Displayed image not at 5120 x 2160 @ 30Hz/60Hz due to duplicate mode	• Press “Windows” + “P” key, select either “Extend Mode” or “second screen only”. • Goto Display setting, select 5120x2160.
Monitor displayed image not at 5120x2160	Displayed image not at 5120 x 2160 when connected to docking device	• To support 5120x2160, check whether docking device meet either one of the following: 1. DP1.2 or higher 2. Type-C Alt Mode DP1.2 or higher 3. HDMI 2.0

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
Black screen on Chrome OS @ HDMI port	Black screen after switch on PBP mode 80/20	• Graphic Card Driver not able to support resolution 4096 x 2160. • Switch to PBP 75/25 or 50/50
No Display or USB not working	No Display or USB not working on Windows 7	• Windows 7 not support. Switch to Windows 10.
Enter BIOS setup menu @ HDMI port	Unable to goto BIOS setup menu	• unplug the HDMI cable or disconnect the monitor
Black screen on PBP mode @ HDMI	Switch to PBP 80/20 mode no displayed image @ HDMI when connected to Docking device	• Some docking device do not support 80/20 (4096 x 2160) resolution. • Switch PBP mode to 75/25 or 50/50 • Plug/unplug HDMI cable • Change input source to DP port
Display image at 5120 x 2160 @ 30 Hz at HDMI port	Not able to select 5120 x 2160 @ 60 Hz in Graphic Control Panel at HDMI Port	• Due to legacy platform HDMI 2.0 HW bandwidth limitation, it can only support 5120 x 2160 @ 30 Hz. • Switch to DP 1.2 or higher
Monitor displayed image at 3840 x 2160 @ 60 Hz	Not able to select 5120 x 2160 in Graphic Control Panel	• Due to legacy platform HW limitation, it does not support 5120 x 2160. • To support 5120 x 2160 @ 60 Hz, check whether the platform meet either one of the following: 1. DP1.2 or higher. 2. Type-C Alt Mode DP1.2 or higher. 3. HDMI 2.0.
Monitor displays image at 3840 x 2160 @ 60 Hz when using Intel Graphic Card	Not able to select 5120 x 2160 @ 60 Hz with: Intel CPU Gen10 or lower, and Intel Graphic Driver x.7584 onward.	• Intel Graphic Driver has disabled 5K Mode Support from V7584 to 7916. • Install/Re-install Intel Graphic driver after v.7925 or higher.
Monitor display image at 5120 x 2160 @ 30Hz when connected to Intel Graphic Card via TBT port	Not able to select 5120 x 2160 @ 60 Hz	• Due to legacy Intel CPU bandwidth limitation. • Inte CPU 10th (Ice Lake) or Gen 11th (Tiger Lake) or later CPU (DP 1.4) can support 5120 x 2160 @ 60 Hz.

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
No image when using Thunderbolt™ 3 connection to computer, laptop, and so on	Black screen	• Verify if the Thunderbolt™ interface of the device can support DP alternate mode. • Verify if the device required more than 90 W power charging. • Thunderbolt™ interface of device cannot support DP alternate mode. • Set Windows to Projection mode. • Ensure that the Thunderbolt™ 4 (USB Type-C) active cable is not damaged.
No charging when using Thunderbolt™ 3 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 Thunderbolt™ 3 connection. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the Thunderbolt™ 4 (USB Type-C) active cable is not damaged.
Intermittent charging when using Thunderbolt™ 3 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 Thunderbolt™ 4 (USB Type-C) active cable is not damaged.
No image when using Thunderbolt™ connection to the PC	Black screen	• Verify which Thunderbolt™ standard (DP 1.2 or DP 1.4) is your Graphics Card certified to. Download and install the latest graphics card driver. • Some DP 1.2 graphics card cannot support DP 1.4 monitors. Go to OSD menu, under Input Source selection, press and hold Thunderbolt™ select  key for 8 sec to change the monitor setting from DP 1.4 to DP 1.2.
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 Thunderbolt™ 4 (USB Type-C) active cable and power cord of the monitor. Then, power on the computer, plug in the monitor power cord and Thunderbolt™ 4 (USB Type-C) active cable.

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. • Ensure USB Selection is set correctly in the USB menu. • 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. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system. • Certain USB devices such as portable hard drives require higher power source; connect the drive to the computer directly. • Disconnect one upstream USB cable when using two upstream connections.

6. Trouble Shooting Instructions

Specific Symptoms	What You Experience	Possible Solutions
USB Type-C port does not supply power	USB peripherals can not be charged	• Check that the connected device is compliant with the USB-C specification. The USB Type-C port supports USB 2.0 and an output of 90 W. • Check that you use the USB Type-C cable shipped with your monitor.
Super Speed USB 3.2 Gen2 interface is slow.	Super Speed USB 3.2 Gen2 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.
USB is not working	No USB functionalities	Refer to input source and USB pairing table.