

Service Manual - U3223QZ

Version: 01

Date: 2022/2/28

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:

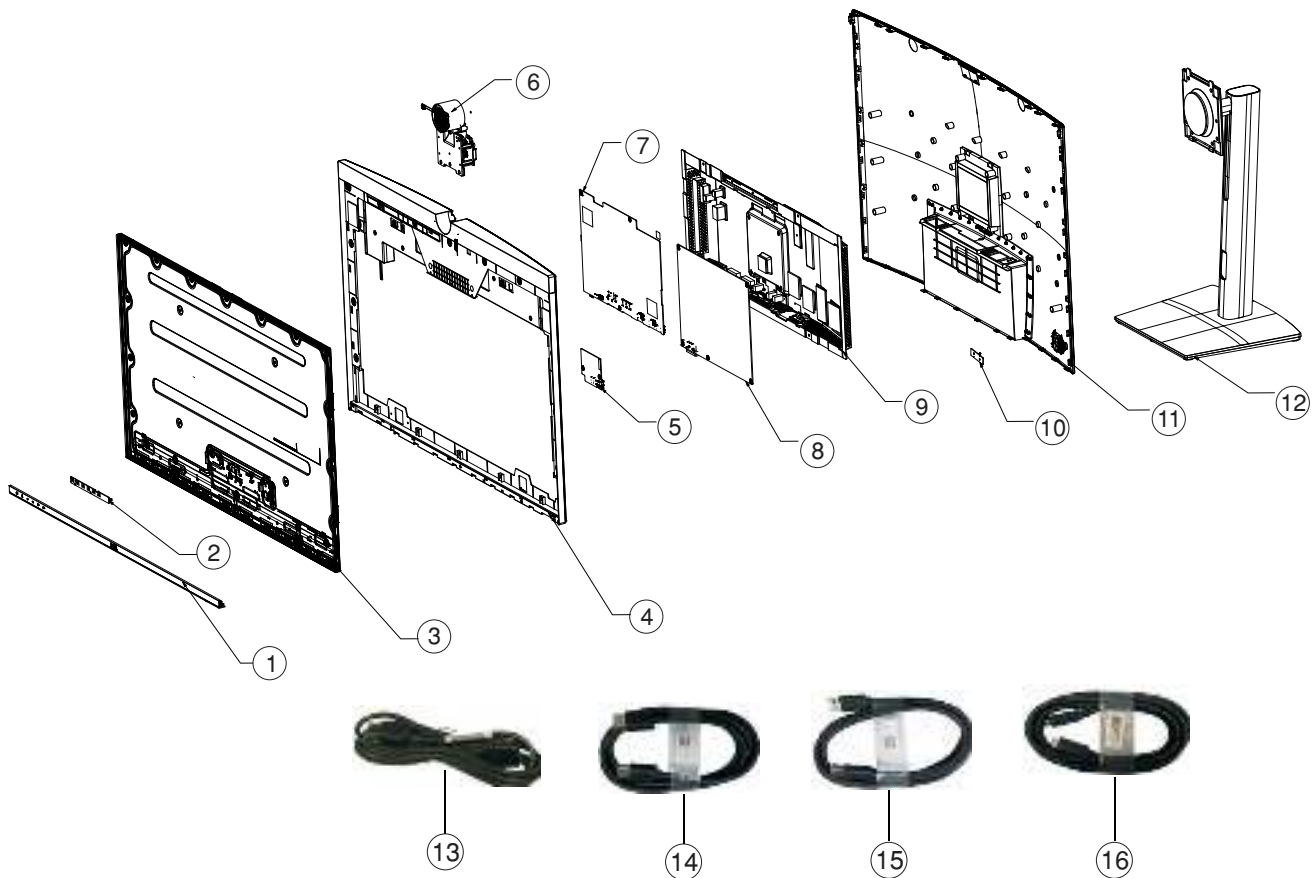
Proper service and repair is important to the safe, reliable operation of all series products. The service providers recommended by vender should be aware of notices listed in this service manual in order to minimize the risk of personal injury when perform service procedures. Furthermore, the possible 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	1	For EMEA Only, not for other regions
2	PCBA Touch BD	1	
3	Panel	1	
4	Mid Frame	1	
5	PCBA USB BD	1	
6	Camera Module	1	
7	PCBA Interface BD	1	
8	PCBA Power BD	1	
9	ASSY Main Chassis	1	
10	PCBA Joystick BD	1	
11	ASSY Rear Cover	1	
12	Stand Base	1	
13	Power cable	1	See "NOTE"
14	DisplayPort cable	1	See "NOTE"
15	USB 3.2 Gen2 Type A to Type C upstream cable	1	See "NOTE"
16	USB Type C Cable (C to C)	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>.

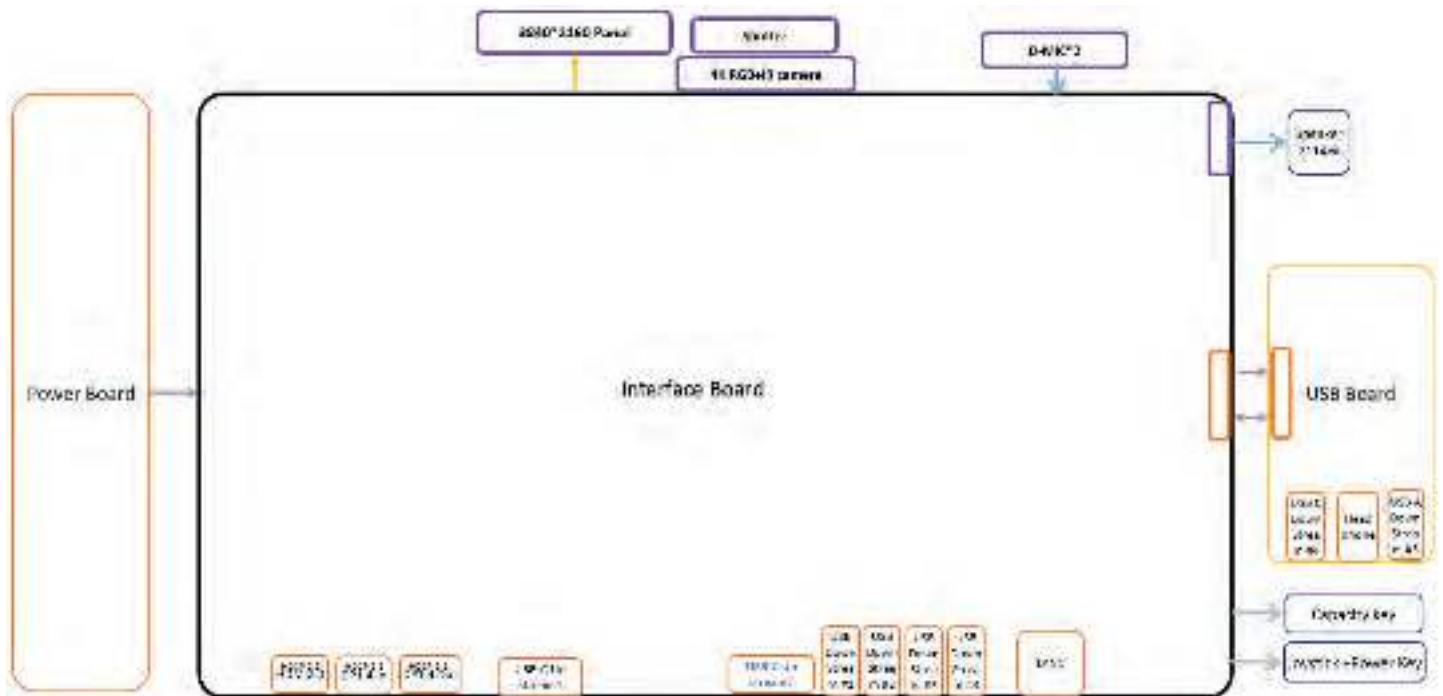
2. Verify your country or region in the Choose A Country/Region drop-down menu at the bottom-right corner of the page.

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

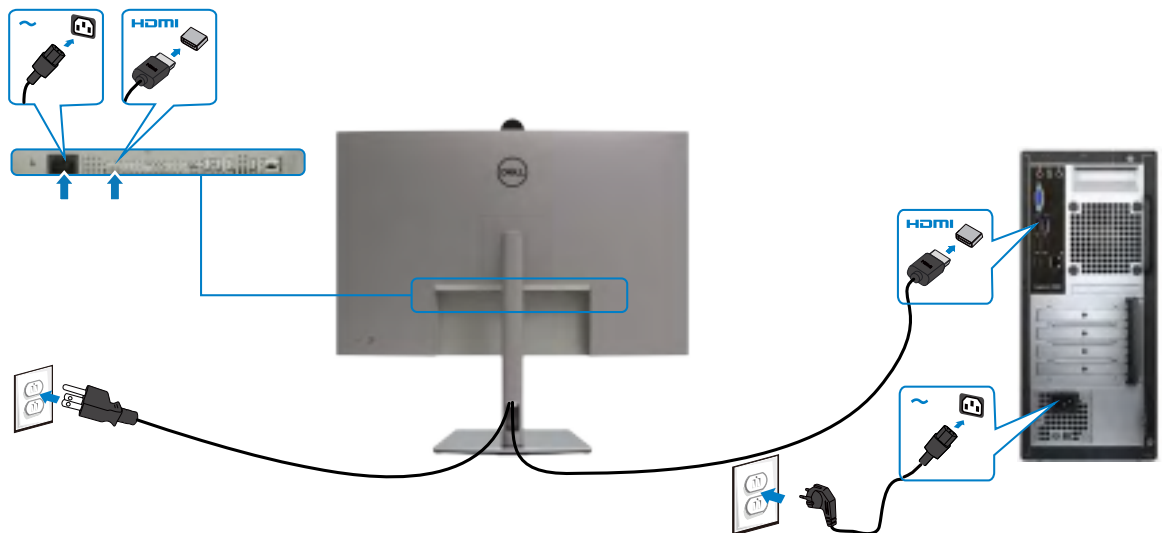


4. How to connect and disconnect power cable/ connectivity cable

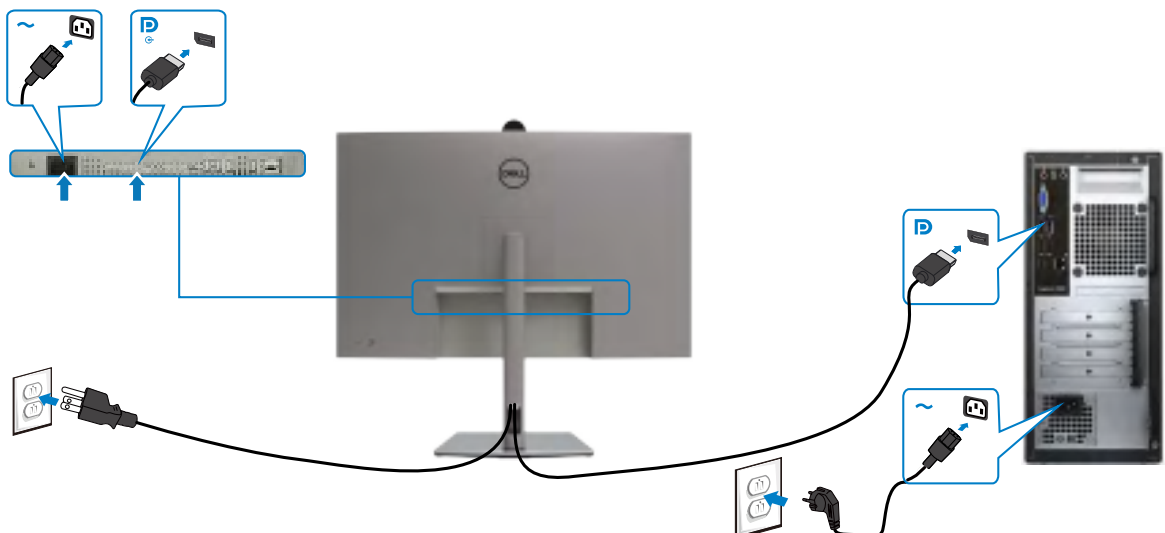
WARNING: To change power cable/ connectivity cable, switch off power before unplugging the cable and replugging in required cable.



Connecting the HDMI cable (Optional)

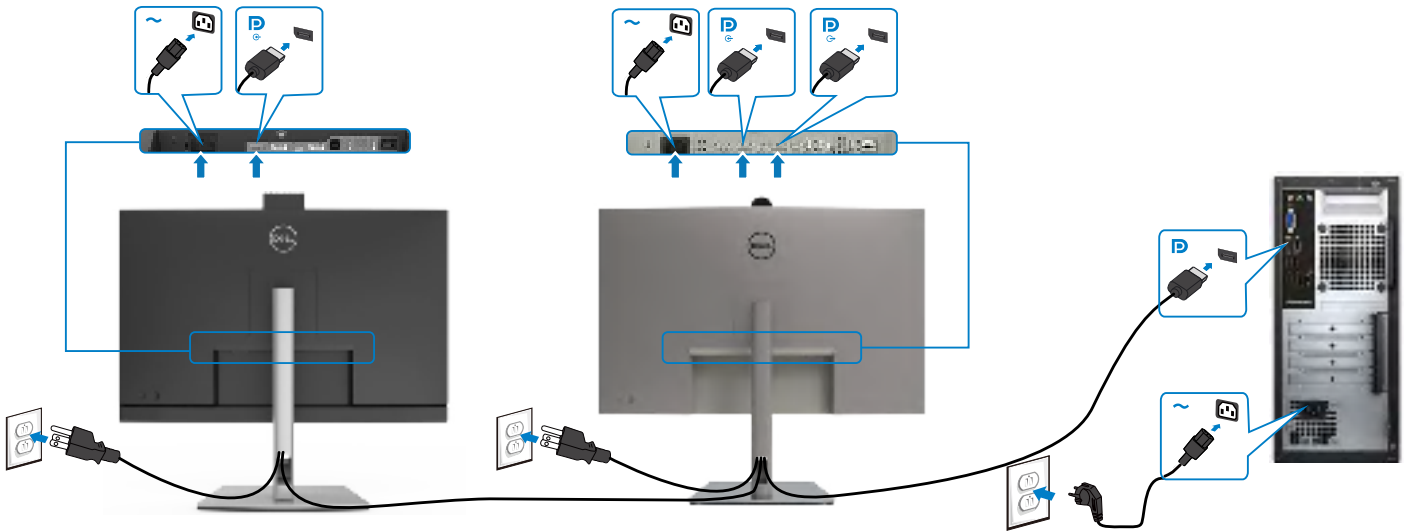


Connecting the DP cable



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

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



Connecting the USB-C Cable (A to C)

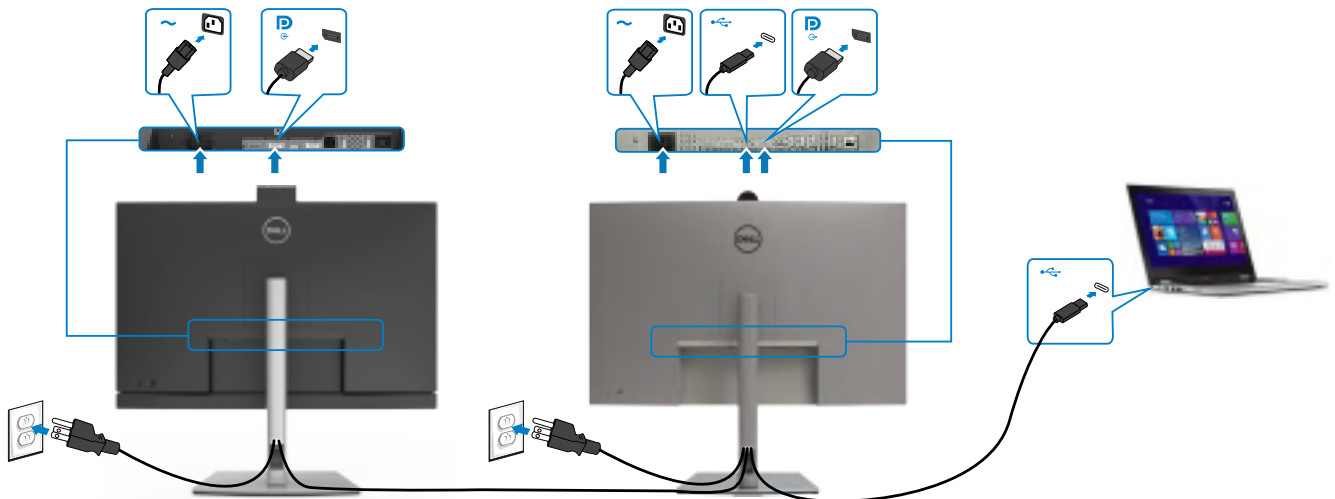


Connecting the USB Type-C cable (C to C) (Optional)

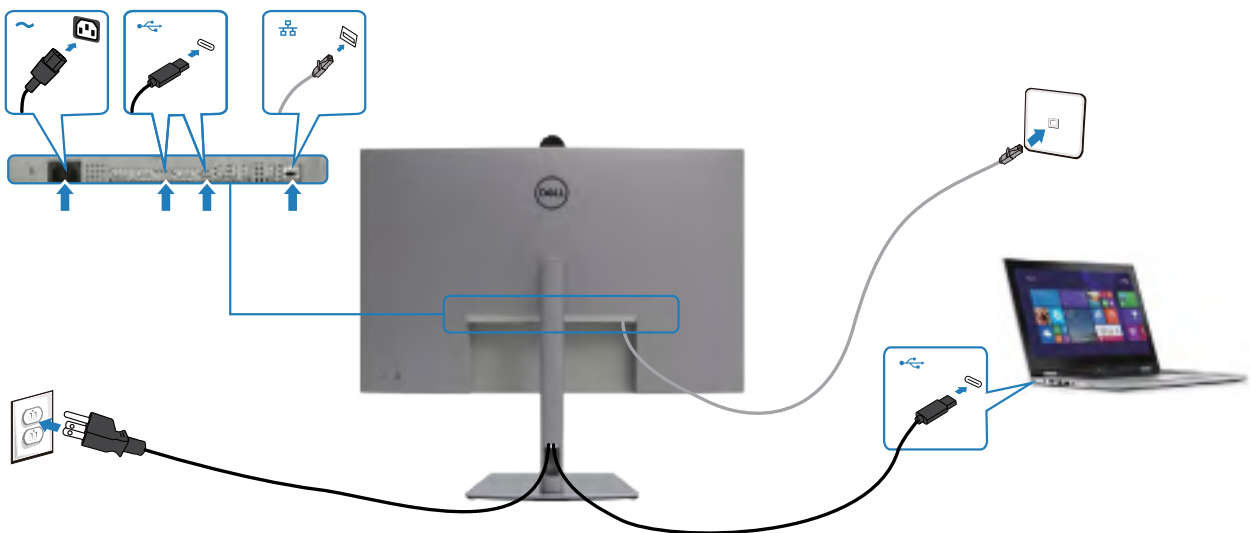


4. How to connect and disconnect power cable/ connectivity cable

Connecting the monitor for USB-C 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

4.1 Disassembly Procedures:

Remove the monitor stand base:

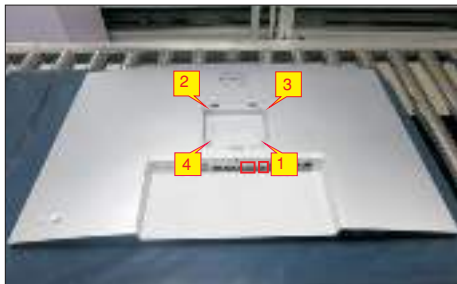
S1

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.



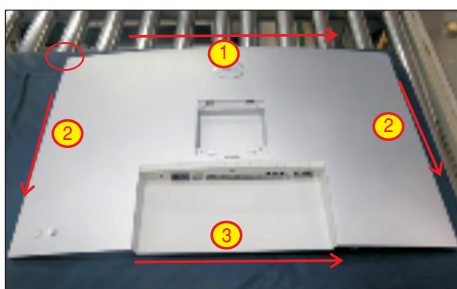
S2

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



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 carefully the rear cover in order of arrow preference for unlocking mechanisms of rear cover.

S3



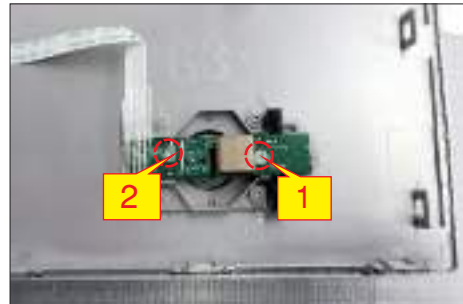
S4

Lift the rear cover up carefully. Disconnect the joystick 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=M2x2.4, Torque=0.8~1kgfxcn)

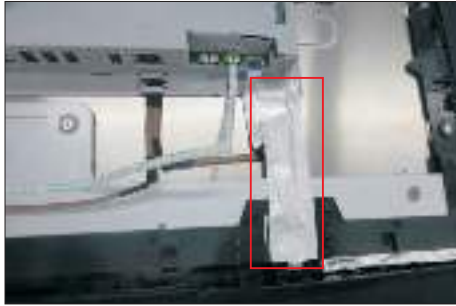
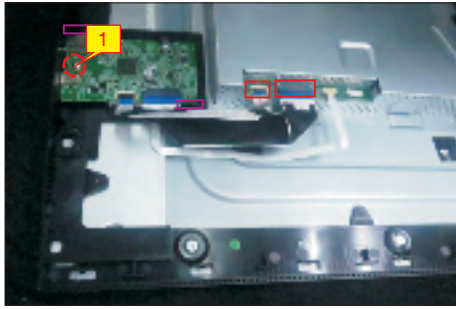


S6

Tear off 2pcs sound-absorbing foams, then tear off 2pcs aluminum foil to uncover all the connectors. Use a Philips-head screwdriver to release one screw for unlocking the USB board, and disconnect the two cables, then release the USB board from the hooks of the middle bezel.
(No.1screw size=M3x6, Torque=4±0.5kgfxcn)



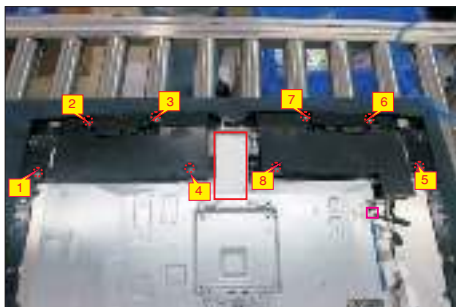
5. Disassembly and Assembly Procedures



Disconnect the speakers' wire from the connector of the board, then tear off 1pcs aluminum foil. Use a Philips-head screwdriver to remove 8pcs screws for unlocking the two speakers, then tear off 1pcs acetate tape and release the two speakers away from the middle frame.

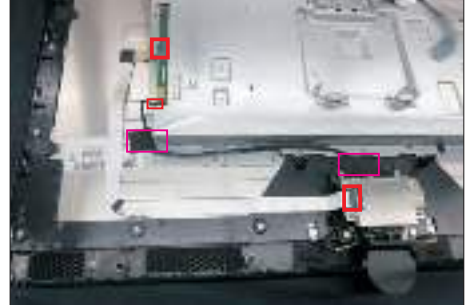
S7

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



S8

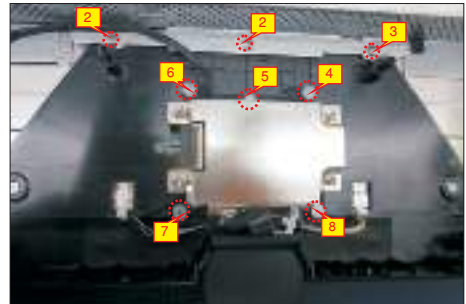
Tear off tapes of camera FFC cable, then disconnect the cable from the connectors and remove it. Tear off 2pcs acetate tape, then disconnect the Mic wire from the connector of the board.



S9

Use a Philips-head screwdriver to remove 8pcs screws for unlocking the camera unit with the middle frame, then remove it and put it aside.

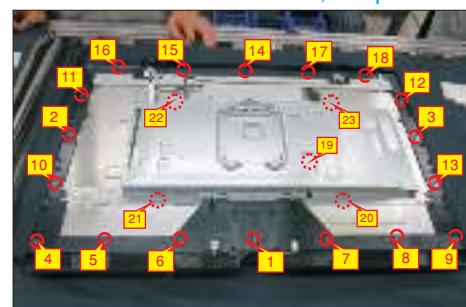
(No.1~5 Screw size= M3x4.5, Torque=5±0.5kgfxcn)



Use a Philips-head screwdriver to remove 18(13+5)pcs screws for unlocking the middle bezel with the panel, to remove 4pcs screws for unlocking the bracket with the panel, to remove 1pcs screws to unlock the heat-sink with board.

S10

(No.1~13 screw size=M3x5, Torque=5±0.5kgfxcn;
No.14~18 screw size=M3x4.5, Torque=5±0.5kgfxcn;
No.19~23 Screw size= M3x4, Torque=5±0.5kgfxcn)



5. Disassembly and Assembly Procedures

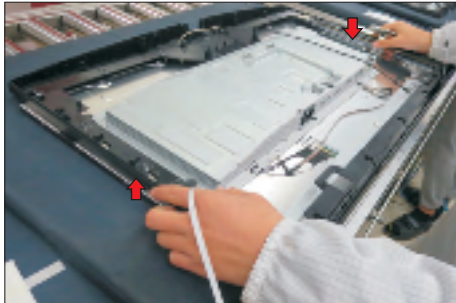
S11

Tear off the tape on the back of the LED cable, then disconnect the panel lamp cable and touch FFC cable from the connectors, and then remove the conductive foam from the middle frame.



S12

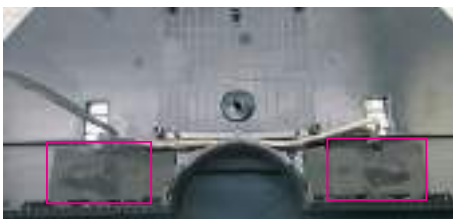
Lift up and take away the middle bezel, and then release the front bezel away from the middle frame.



S13

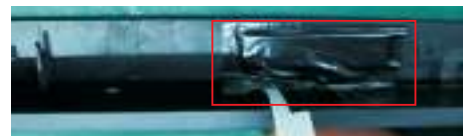
Put the middle frame on a protective cushion, then tear off 2pcs mylar, then tear off the 2pcs aluminum foil and 2pcs rubber pads. Use a Philips-head screwdriver to remove 2pcs screws for unlocking the left and right Mic boards.

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



S14

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.



S15

Tear off acetate tape, then disconnect the EDP cable away from the connector of the panel module.



S16

Take away the bracket chassis module and then put the bracket chassis module on a protective cushion.

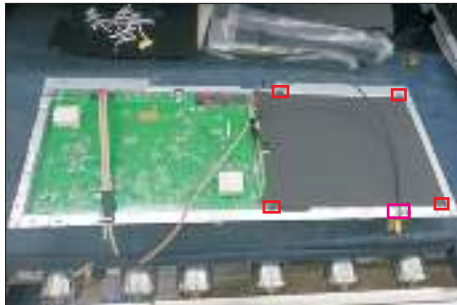


5. Disassembly and Assembly Procedures



S17

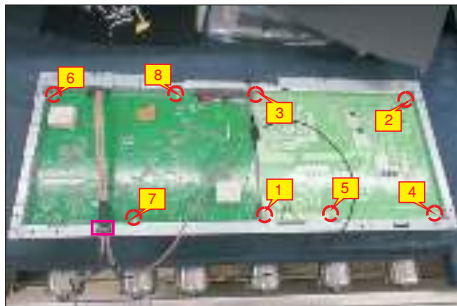
Release the EDP cable from the hook of the bracket, then remove the Mylar tape from the bracket.



S18

Use a Philips-head screwdriver to remove 8pcs screws for interface board and power board. Release the panel lamp cable from the hook of the bracket.

(No.1 screw size=M4x8, Torque=7±1kgfxcn;
No.2~8 screw size=M3x7.5, Torque=7±1kgfxcn)



S19

Remove the power board and interface 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 9pcs Silicon sheets on the positions as the picture below shown.



S2

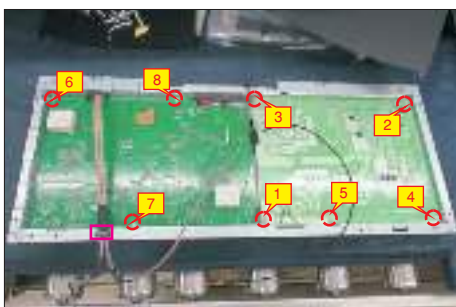
Take a power board and put the power board into the bracket chassis.



S3

Take a interface board, connect 1pcs EDP cable and 1pcs panel lamp cable to the connectors of the interface 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 8pcs screws for locking the interface board and power board. Locate the panel lamp cable into the hook of the bracket.

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



S4

Take a black mylar to insert the hooks of the bracket to cover the power board, then tear off the gum paper of the panel lamp cable, and locate the EDP cable into the hook of the bracket.



S5

Panel preparation: Take out 1pcs panel module from the carton, remove the protective film by tearing off the tapes, then examine the panel surface according to inspection criteria of the panel. Turn over the panel module to place the screen faced down for later assembling.



S6

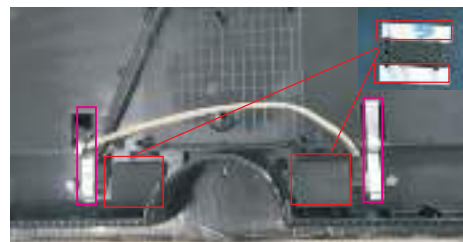
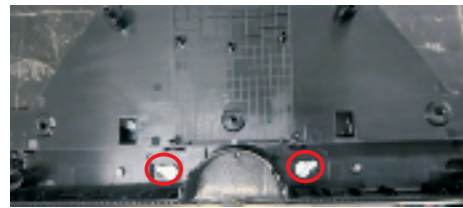
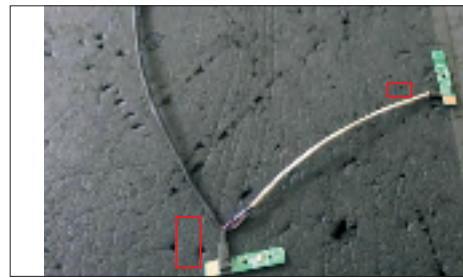
Move the bracket chassis module close to the panel module, then connect the EDP cable to the connector of the panel module, then paste 1pcs acetate tape to cover the EDP connectors of the panel.



5. Disassembly and Assembly Procedures

S7

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.



S8

Take 1pcs middle frame, 2pcs Mic board(left and right) and some essential wires. Paste 1pcs sound-absorbing foam on the specific position of the middle frame. Connect 2pcs Mic wires to the connectors of the left and right Mic boards, then fix them with tapes. Tear off the protective film of the Mic boards and middle frames, then assemble the left and right Mic boards with middle frame, then use a Philips-head screwdriver to tighten 2pcs screws for locking the Mic boards with middle frame. Paste 2pcs aluminum foil on the specific positions. Take 2pcs rubber pads, tear off release papers and paste the pads on the correct positions of two Mic boards, then fix them with mylar. (No.1~2 screw size=M2x2.4, Torque=1±0.2kgfxcmm)



Move the assembled front bezel close to the middle frame, then 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.

S9

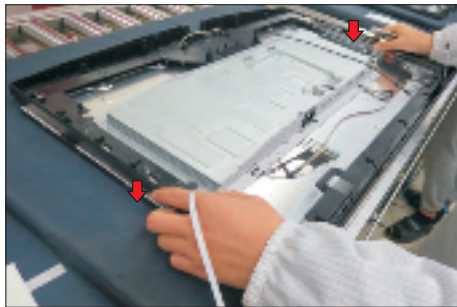


5. Disassembly and Assembly Procedures



S10

Move the middle frame with front bezel close to the panel unit, then assemble the middle frame with the panel module.



S11

Paste 1pcs conductive foam on the specification position of the middle frame as the picture below shown. Connect the panel lamp cable to two connectors of the panel module, then connect the touch FFC cable to the connector of the board. Tear off the release paper of the adhesive tape on the back of the LED cable, then settle and fix the LED cable on the back of the panel module.



S12

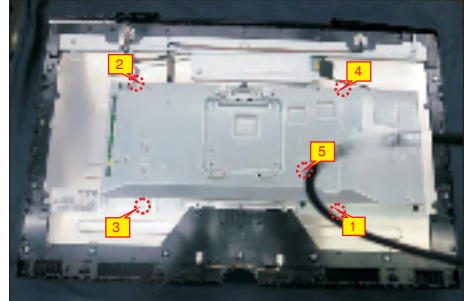
Use a Philips-head screwdriver to tighten 18(13+5)pcs screws for locking the middle bezel with the panel.
(No.1~13 screw size=M3x5, Torque=5±0.5kgfxcn;
No.14~18 screw size=M3x4.5, Torque=5±0.5kgfxcn)



S13

Adjust the bracket chassis module, and then use a Philips-head screwdriver to tighten 4pcs screws for locking the bracket with the panel, to tighten 1pcs screws for locking the heat-sink.

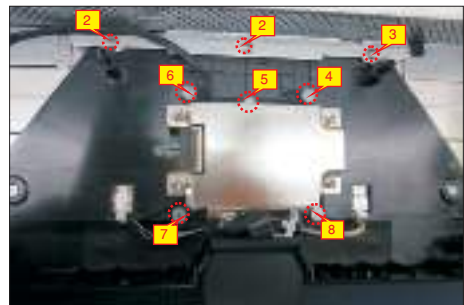
(No.1~5 Screw size= M3x4, Torque=5±0.5kgfxcn)



S14

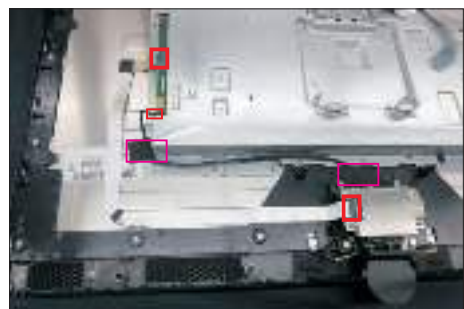
Take 1pcs camera unit assembled in LCM line, then use a Philips-head screwdriver to tighten 8pcs screws for locking the camera unit with the middle frame.

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



S15

Connect the Mic wire with the connector of the board, then fix the Mic wire with 2pcs acetate tape as the picture below shown. Take 1pcs FFC cable to connect the camera unit with the assembled unit, then settle and fix camera cable on the back of the panel as the picture below shown.

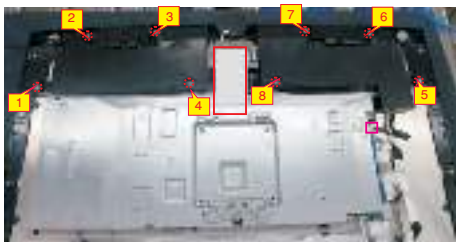


5. Disassembly and Assembly Procedures

S16

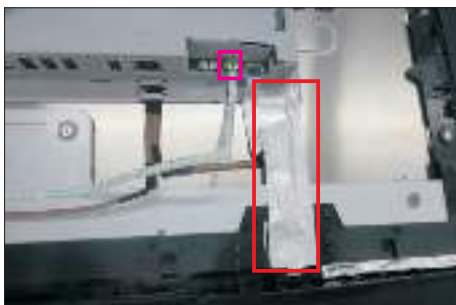
Take two speakers to locate into the probers of the middle frame, then connect the two speakers wires and fix the wire on the frame with 1pcs acetate tape. Connect the speaker wire to the connector of board. Use a Philips-head screwdriver to tighten 8pcs screws for locking two speakers, then paste 1pcs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

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

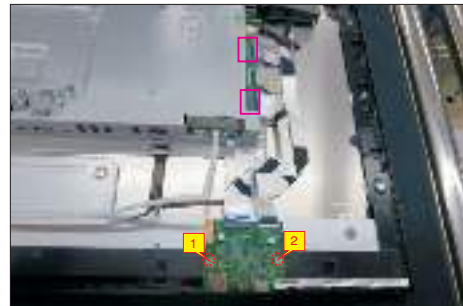


Connect LED wire to the connector of the board, then fix the touch FFC wire with 1pcs aluminum foil. Take 1pcs USB board, 2pcs cables and 1pcs conductive foam. Connect the 2pcs cables to the connectors of the USB board, then turn over the board and paste the conductive foam on the back of the USB board, and then locate the USB board into the middle frame. Use a Philips-head screwdriver to tighten 2pcs screws for locking the USB unit with the middle frame, then connect the two USB cables to the connectors of interface board.

(No.1~2 screw size=M3x5, Torque=4±0.5kgfxcn)



S17



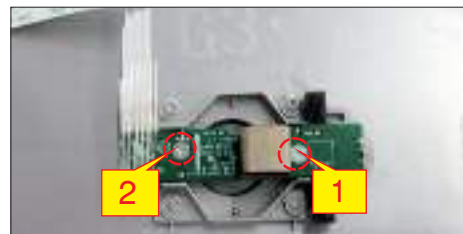
S18

Paste 2pcs aluminum foil to cover the connectors, then paste 2pcs sound-absorbing foams on the left and right speakers' screws as the picture below shown.



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)



S19

5. Disassembly and Assembly Procedures



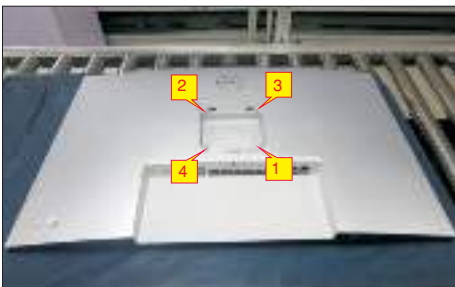
S20

Move the assembled rear cover close to the panel unit, then connect the joystick key cable to the connector of interface board. Put down the rear cover and push the rear cover on the positions marked for mechanisms engagement.



S21

Use a Philips-head screwdriver to tighten 4pcs screws for locking the rear cover with the unit. Take a stand base close to assemble with the monitor.
(No.1~4 screw size=M4x11; Torque=11±1kgfxcn)



S22

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.



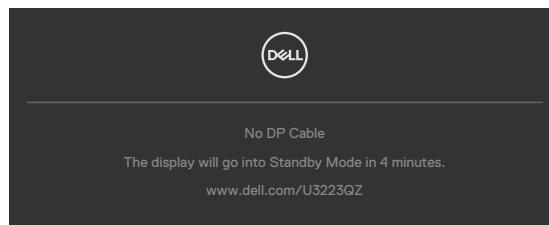
6. Trouble Shooting Instructions

Self-test

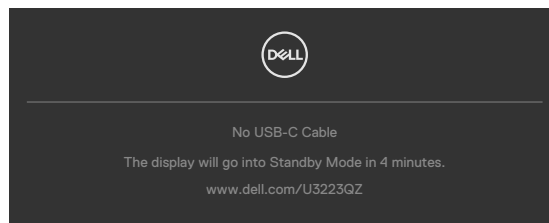
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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



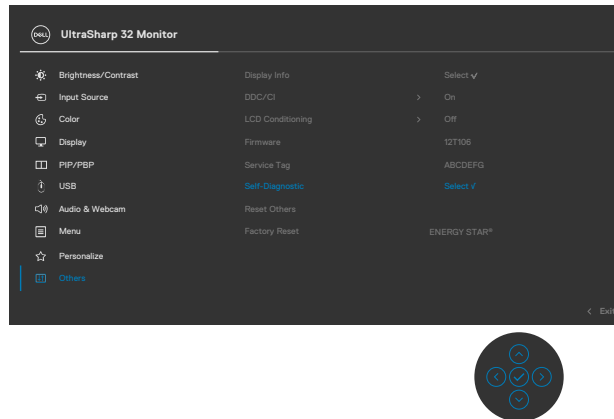
4. This box also appears during normal system operation if the video cable becomes disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

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.

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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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: https://www.dell.com/pixelguidelines.
Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none">• Reset the monitor to factory settings.• Adjust brightness and contrast controls via OSD.

6. Trouble Shooting Instructions

Common Symptoms	What you experience	Possible solutions
Safety Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none">• Do not perform any troubleshooting steps.• Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• USB cable not plug in or not select the correct USB source• Not set the monitor Mic/webcam as the default device	<ul style="list-style-type: none">• 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

Product specific problems

Problem	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 Type-C MST	Blank screen or 2nd DUT is not Prime mode	<ul style="list-style-type: none">• USB Type-C input, Go to OSD menu, under Display Info check the Link Rate is HBR2 or HBR3, if Link Rate is HBR2, suggest to use USB Type-C to DP cable to turn on MST.
No network connection	Network dropped or Intermittent	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Windows 7 not support • Switch to Windows 10
Headset with Mic (3.5mm combo jack) not working with monitor mute / unmute button	Headset with Mic (3.5mm combo jack) not working with monitor mute / unmute button	<ul style="list-style-type: none"> • Use UC App (e.g. Microsoft Teams, Skype for Business, Zoom, etc.) Mic Icon to mute / unmute

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
When press either Volume down / Volume up or Mute button, LED 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
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	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	<ul style="list-style-type: none">• Ensure that you have set the default playback device as Echo Cancelling Speakerphone U3223QZ or DELL U3223QZ 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 U3223QZ in Sound setting interface	<ul style="list-style-type: none">• Increase the speaker volume of DELL U3223QZ to maximum in the Sound setting interface• Press the Volume Up button to increase the speaker volume of DELL U3223QZ• If you select DELL U3223QZ audio path, please ensure that the Echo Cancelling Speakerphone volume is set to medium or high. Else, the DELL U3223QZ 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 U3223QZ volume is set to 100% will have the same sound level as the former.

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
Webcam is not detected	Webcam is not detected in the Windows Device Manager	<ul style="list-style-type: none">• Ensure that the USB upstream cable is connected between the monitor and the computer or notebook.• Ensure that the USB is assign to the port which usb USB cable plug in• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Ensure that the USB upstream cable is connected between the monitor and the computer or notebook.• Ensure that the USB is assign to the port which usb USB cable plug in• 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
Microphone volume is low / sounds soft	Microphone volume is low / sounds soft to the other participant when in audio/video call	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 assign to the port which usb USB cable plug in• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.
Webcam image looks blurry	Webcam image appears blurry / not clear.	<ul style="list-style-type: none">• 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.

6. Trouble Shooting Instructions

Problem	What you experience	Possible solutions
Teams Microphone volume	Teams Microphone volume is smaller than Zoom	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<p>Always poor:</p> <ul style="list-style-type: none">• 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. <p>Sometime poor:</p> <ul style="list-style-type: none">• Network will effect the image quality,ensure your network is fine.
Tof no function	Presence detection/wake-up not working	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Ensure that the USB upstream cable (Type-A to Type-B 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Avoid running multiple conference softwares 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.