

Question

I was disconnected from the network connected via the LAN port of the monitor via USB-C to the computer, or the connection breaks (Windows computer). How can I prevent/fix this?

Answers

One or more of the following measures can help, depending on the situation:

The network is disconnected while using the Zoom app

Update the app to the latest version or join Zoom meetings via a web browser.

The network is disconnected when switching the input signal of the monitor

If you use the KVM/USB function of the monitor to use a mouse or keyboard for multiple computers, switching the input signal also disconnects the LAN adapter for the computer whose image is no longer displayed. Switching the input signal back to that computer reassigns the USB LAN adapter and restores the network connection.

This is the intended behaviour for the KVM/USB selection function. Be careful when switching input signals while downloading or transferring large files.

The network is interrupted when monitors are daisy-chained

Connect the network cable to the monitor that is directly connected to the PC, i.e. to the first monitor in the chain.

LAN interface should also function when the monitor is switched off

- Changing the Compatibility Mode to On
- Switch off the monitor using the power switch on the front panel.
- Hold the leftmost button and touch the power switch for at least 2 seconds to switch on the monitor in administrator mode.
- Change "Compatibility Mode" to "On".
- Select "Apply".

(For EV3895) Changing the signal format

*The refresh rate is limited to 30 Hz with USB-C full operation and maximum resolution.

- Switch off the monitor using the power switch on the front panel.
- Hold the leftmost button and touch the power switch for at least 2 seconds to switch on the monitor in administrator mode.
- Select Signal Format from the Administrator Preferences menu.
- Select 'WQHD+ 30Hz/USB3.1' under 'USB-C'.
- Select "Apply".

(For EV2490, EV2495 and EV2795) Set Daisy Chain to Off

- Touch a button on the front of the monitor (except the power switch).
- Select the menu icon to display the Settings menu.
- Select the "Preferences" menu in the "Settings" menu. S
- Set "Daisy Chain" to "Off" and select the "Checkmark" button.

Reset the network in the operating system

- Press the "Windows logo" and "X" keys and select "Network connections".
- Select the "Status" menu and select "Network Reset".
- Select "Reset now".
- Please note that the settings of other network adapters can be initialised.

Update the USB LAN driver

- Press the "Windows Logo" and "X" buttons and select "Device Manager".
- Select "Realtek USB GbE Family Controller" in the network adapter category, right click and select "Update Driver".
- Select "Automatically search for drivers".

Note: We recommend using the automatically offered drivers. They are approved by the computer/operating system manufacturers. In individual cases, however, more up-to-date drivers from the website of the network adapter manufacturer Realtek may help.

Check the power management of the computer

- In the Device Manager you will find the Intel Management Engine Interface #1 under the system devices. Remove the check mark for "Computer can switch off the device to save energy" in the properties under the item Power Management.

Deactivating the flow control on the USB-LAN adapter

- Press the "Windows Logo" and "X" buttons and select "Device Manager".
- Select "Realtek USB GbE Family Controller" in the Network Adapter category, right click and select "Properties".
- Select the Advanced tab.
- Select the setting "Disabled" in the property "Flow control".
- Select "OK".

Reinstalling the USB LAN driver

*If you are using a laptop and "Realtek USB GbE Family Controller" is not displayed in Device Manager, please check the following items.

- Disconnect the USB Type-C cable that connects the PC and the monitor.
- (Perform the following operations on the laptop screen).
- Press the "Windows logo" and the "X" key and select "Device Manager".
- Select "View" in the menu bar and click on "Show hidden devices".
- Select "Realtek USB GbE Family Controller" in the "Network Adapters" category, right click and select "Uninstall Device".
- When the "Uninstall Device" window opens, click "Uninstall".

- *If "Realtek USB GbE Family Controller #2" is displayed, proceed as for uninstalling.
- Restart the PC.
- Connect the PC to the monitor using the USB Type-C cable.

Updating the operating system

In the Windows environment, the USB LAN adapter works with the standard operating driver.

Use Windows Update to check if your Windows is up to date, as the operating system updates may contain the latest drivers.

Changing the USB Type-C connection

If your PC has more than one USB Type-C port, try connecting the cable to another port.

Changing the USB-C cable

Check the cable and plug for damage and replace the cable with an intact and suitable cable.

Update the USB Type-C driver

Check the PC manufacturer's website to see if your PC has the latest USB Type-C drivers.