Question:

I have been disconnected from the network that is connected to the computer via the LAN port of the monitor via USB-C, or the connection is interrupted (Apple macOS computer). The USB-C connection is not established, is unstable or fails sporadically.

How can I prevent/fix this?

Answers

On a case-by-case basis, one or more of the following measures may help:

1.1 **The network is disconnected while using the Zoom app**
Update the app to the latest version or join Zoom Meetings via a web browser.

1.2 **The network is disconnected when the input signal of the monitor is switched**
If you use the KVM/USB function of the monitor to use a mouse or keyboard for several computers, switching the input signal also disconnects the LAN adapter for the computer whose image is no longer displayed. If you switch the input signal back to this computer, the USB LAN adapter is reassigned and the network connection is re-established.
This is the intended behavior for the KVM/USB selection function. Be careful when switching input signals while downloading or transferring large files.

1.3 **The LAN interface should also work 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 for at least 2 seconds to switch the monitor on in administrator mode.
- Change "Compatibility mode" to "On".
- Select "Apply".

1.4 **(For EV3895) Changing the signal format**
*The refresh rate is limited to 30 Hz in USB-C full mode and maximum resolution.
- Switch off the monitor using the power switch on the front panel.
- Hold the leftmost button and touch the power button for at least 2 seconds to switch on the monitor in administrator mode.
- Select "Signal format" in the "Administrator settings" menu.
- Select "WQHD+ 30Hz/USB3.1" under "USB-C".
- Select "Apply".

1.6 **(For EV2490, EV2495 and EV2795) Set daisy chain to Off**
- Touch a button on the front of the monitor (with the exception of the power switch).
- Select the menu icon to display the Settings menu.
- In the "Settings" menu, select the "Preferences" menu.
- Set "Daisy Chain" to "Off" and select the "Tick" button.

2.1 **Updating the operating system**
- Catalina (10.15) and Big Sur (11) have a faulty LAN driver. Please carry out an operating system update.

2.2 **Network connection is not established**
- Please check whether the network adapter is recognized as a USB device. It is normally displayed as "USB 10/100/1000 LAN " (manufacturer: Realtek)" in the USB devices.
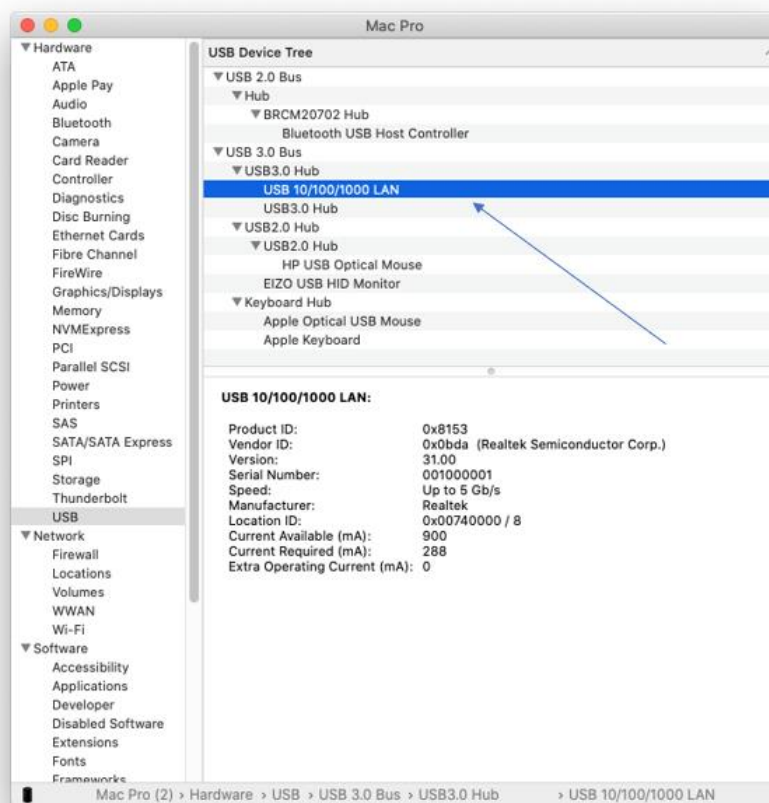
2.3 **Reset the network in the operating system**
- Select "System Preferences" / "Network" in the Apple menu.
- Select the network adapter integrated in the monitor from the list on the left: "USB 10/100/1000 LAN"
- In the pop-up menu below the list, first select "Deactivate service"
- Then select "Activate service" in the same place.

2.4 **If you are using DHCP, renew the DHCP lease**
- Select "System Preferences" / "Network" in the Apple menu.
- Select the network adapter integrated in the monitor from the list on the left: "USB 10/100/1000 LAN"
- Click on "Advanced" in the bottom right-hand corner.
- Select "TCP/IP" in the tabs at the top.
- Click "Renew DHCP Lease"

2.5 Add **network interface**
- Select "System Preferences" / "Network" in the Apple menu.
  If the network adapter "USB 10/100/1000 LAN"
  integrated in the monitor is not displayed, continue:
- Click on "+" below the list
- Select "USB 10/100/1000 LAN" from the "Interface" network adapter list.
- Name "Service Name" as you wish and then click on "Create"

2.6 **If "Self-assigned IP" is specified as the IP address**
- There may be various causes for this that are unrelated to the monitor.
- The following article may help you:
  [What is Self-Assigned IP and How to Fix it - macReports](#).

2.7 **Updating the operating system**
In the MacOS environment, the USB-LAN adapter works with the standard operating driver. Check whether your MacOS is up to date, as the operating system updates may contain the latest drivers.

3.1 **Changing the USB-C port**
If your computer has more than one USB-C port, try connecting the cable to a different port.

3.2 **Damaged** USB-C **cable**
Check the cable and plug for damage and replace the cable with an intact and suitable cable.

3.3 **Poor USB-C signal transmission to the monitor**
USB-C sockets on computers and USB-C plugs on cables can lose signal transmission quality due to frequent connection changes. The shorter the cable, the less significant this is. Check whether a new and/or shorter USB-C cable can help.