

# **Alienware 27 280Hz QD-OLED Gaming Monitor AW2725D**

## **Simplified Service Manual**

## Notes, cautions, and warnings

- ① **NOTE:** A NOTE indicates important information that helps you make better use of your product.
- △ **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
- ⚠ **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your monitor.

- ① **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.
- ⚠ **WARNING: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.**
- ⚠ **CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on monitor that supports it) can damage to your hearing ability.**
- Place the monitor on a solid surface and handle it carefully.
  - The screen is fragile and can be damaged if dropped or press with a sharp object.
  - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
  - Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
  - Connect the power cable from the monitor to a wall outlet that is near and accessible. See Connecting your monitor.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

For information about safety instructions, see the Safety, Environmental, and Regulatory Information (SERI) document that is shipped with your monitor.

## Before working inside your monitor

### Steps

1. Save and close all open files and exit all open applications.
2. Turn off your monitor.
3. Disconnect your monitor and all attached devices from their electrical outlets.
4. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and dock from your monitor
- ⚠ **CAUTION: To disconnect a network cable, first unplug the cable from your monitor and then unplug the cable from the network device.**
5. Remove any media card and optical disc from your monitor, if applicable.

## After working inside your monitor

- ⚠ **CAUTION: Leaving stray or loose screws inside your monitor may severely damage your monitor.**

### Steps

1. Replace all screws and ensure that no stray screws remain inside your monitor.
2. Connect any external devices, peripherals, or cables you removed before working on your monitor.
3. Replace any media cards, discs, or any other parts that you removed before working on your monitor.
4. Connect your monitor and all attached devices to their electrical outlets.
5. Turn on your monitor.

# View of monitor

## Front view



Figure 1. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Use
1	Power button (with LED indicator)	<ul style="list-style-type: none"><li>▪ To turn the monitor on or off.</li><li>▪ A solid blue light indicates that the monitor is turned on and functioning.</li><li>▪ Blinking white light indicates that the monitor is in Standby Mode.</li><li>▪ Blinking green light indicates that Pixel Refresh is in progress.</li></ul>

## Back view



**Figure 2. Back view of the monitor**

**Table 2. Components and descriptions.**

Label	Description	Use
1	VESA mounting holes (4) (100 mm x 100 mm) - behind attached VESA cover	Wall-mount monitor using VESA-compatible wall mount kit.
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases the stand from the monitor.
4	Cable-management slot	Use to organize cables by inserting them through the slot.

# Bottom view

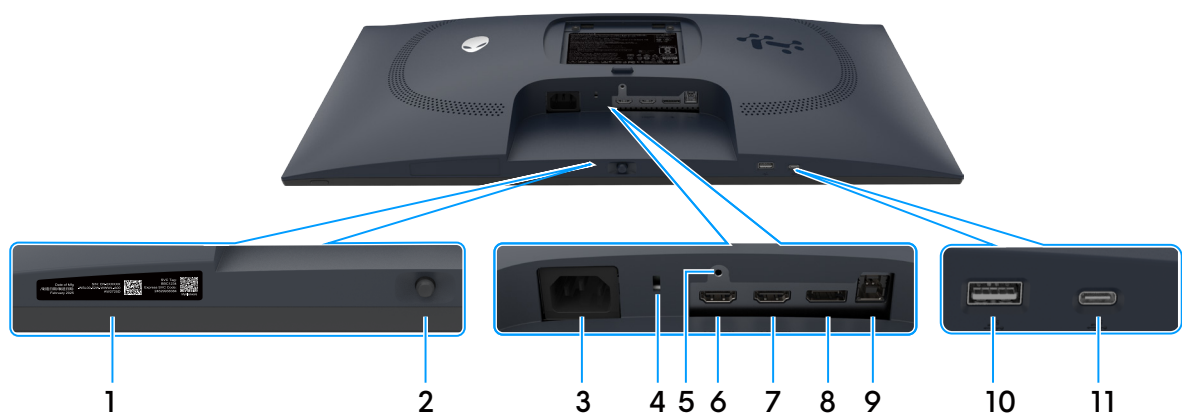









Figure 3. Bottom view of the monitor (without monitor stand)

Table 3. Components and descriptions.

Label	Description	Use
1	My Alienware QR code, serial number, and Service Tag label	See this label if you must contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.
2	Joystick button	Use it to control the On-Screen Display (OSD) menu.
3	 Power connector	Connect the power cable (shipped with your monitor).
4	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
5	Stand lock	Lock the stand to the monitor using a M3x6 mm screw (screw not included).
6	 HDMI 1 port	Connect your computer with the HDMI 2.1 cable (shipped with your monitor) to this port.
7	 HDMI 2 port	
8	 DisplayPort port	Connect your computer with the DisplayPort to DisplayPort cable (shipped with your monitor) to this port.
9	 USB 5Gbps Type-B upstream port	Connect the USB cable (shipped with your monitor) to this port and your computer to enable the USB ports on your monitor.
10	 USB 5Gbps Type-A downstream ports	Connect your USB peripherals such as mouse and keyboard. <b>NOTE:</b> To use these ports, you must connect the USB upstream cable (shipped with your monitor) between the monitor and the computer.
11	 USB-C 5Gbps downstream port with Power Charging (data only)	Connect to charge your USB device. <b>NOTE:</b> This port is for data transmission only. To use this port, you must connect the USB cable (shipped with your monitor) to the USB upstream port on the monitor and to your computer. <b>NOTE:</b> To prevent signal interference, avoid connecting other USB devices to the adjacent port when using a wireless USB device on a USB downstream port.

# Major components of AW2725D monitor

The following image shows the major components of monitor.

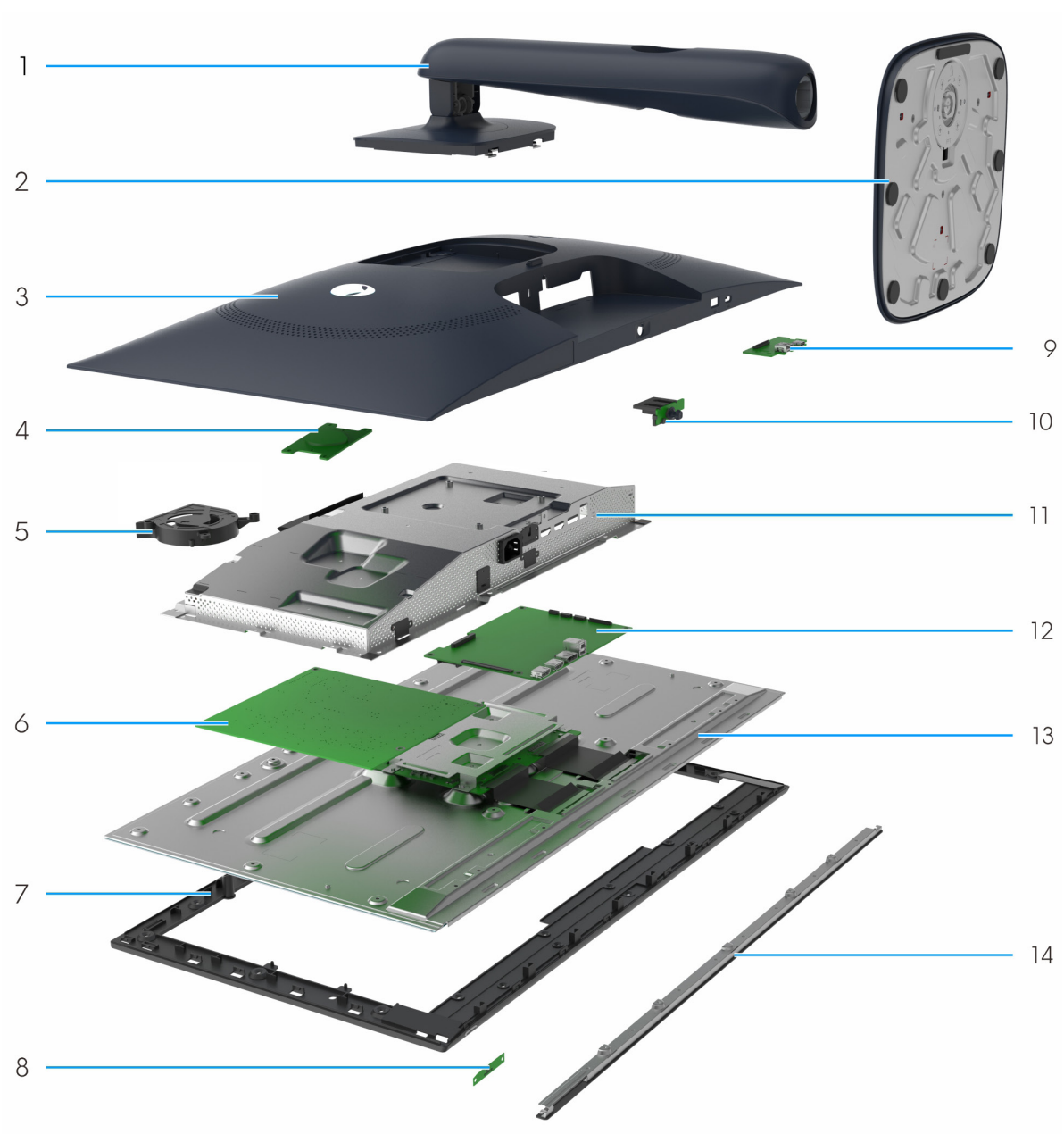


Figure 4. Major components of AW2725D monitor

Table 4. Major components

Item	Description	Item	Description
1	Stand riser	8	Keypad board
2	Stand base	9	USB board
3	Back cover	10	Joystick board
4	Backlight module	11	Main chassis
5	Fan	12	Main board
6	Power board	13	Display panel
7	Middle frame	14	Front trim

# Wiring connectivity diagram

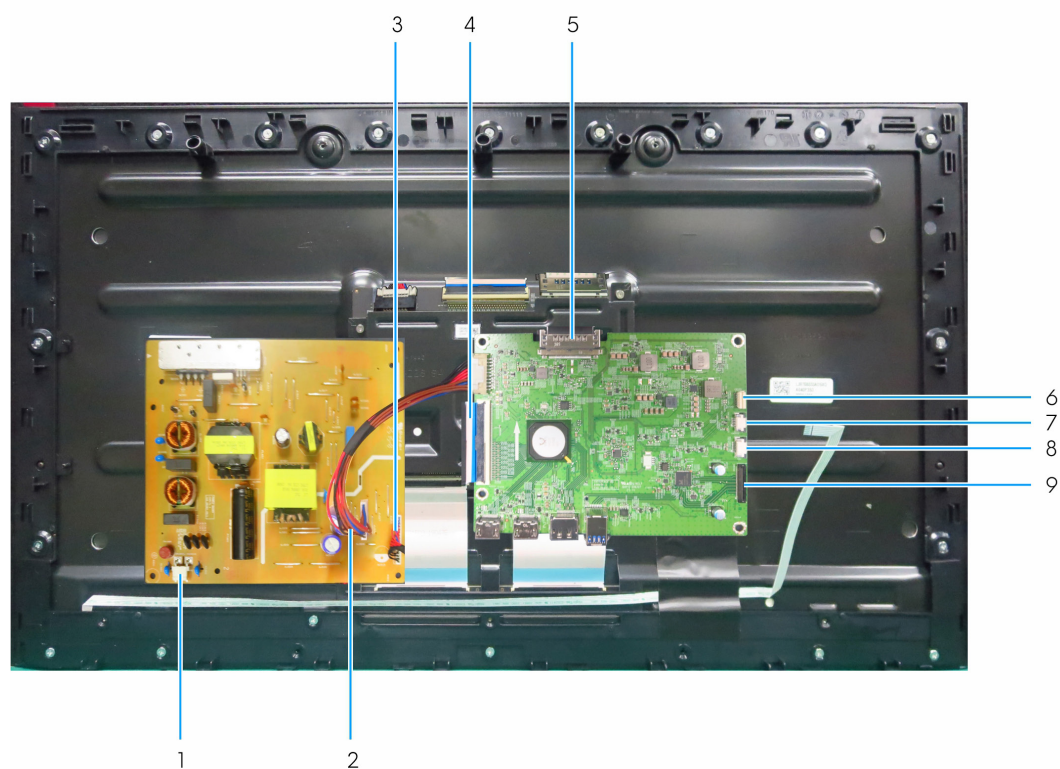


Figure 5. Wiring connectivity diagram

Table 5. Wiring connectivity diagram

Callout	Description
1	Fan cable
2	Connective cable 1 (power board to main panel)
3	Connective cable 2 (power board to display panel)
4	FFC cable (main board to display panel)
5	LVDS cable (main board to display panel)
6	Backlight module cable
7	Keypad cable (keypad cable to main board)
8	Joystick cable (joystick board to main board)
9	USB cable (USB board to main board)

# Connecting the cables

- ⚠ **WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).
- ⚠ **WARNING:** For your safety, be sure that the grounded power outlet you plug the power cable into is easily accessible to the operator and located as close to the equipment as possible. To disconnect power from the equipment, unplug the power cable from the power outlet by grasping the plug firmly. Never pull on the cord.
- ⚠ **WARNING:** A certified power supply cable has to be used with this equipment. The relevant national installation and/or equipment regulations should be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75 mm<sup>2</sup> or H05VVH2-F2 3G 0.75 mm<sup>2</sup>) should be used.
- ℹ **NOTE:** Do not connect all cables to the computer simultaneously. It is recommended to route the cables through the cable-management slot before you connect them to the monitor.
- ℹ **NOTE:** Alienware monitors are designed to work optimally with Alienware-supplied inbox cables. Dell does not guarantee the video quality and performance if non-Alienware cables are used.

## To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the DisplayPort/HDMI/USB cable from your monitor to the computer.
3. Turn on your monitor.
4. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

## Connecting the DisplayPort cable

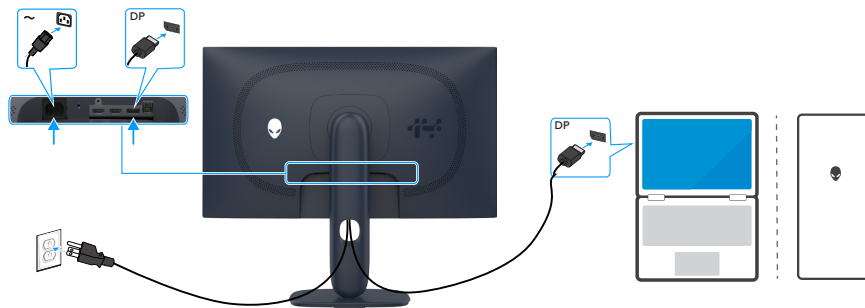


Figure 6. Connecting the DisplayPort cable

## Connecting the HDMI cable

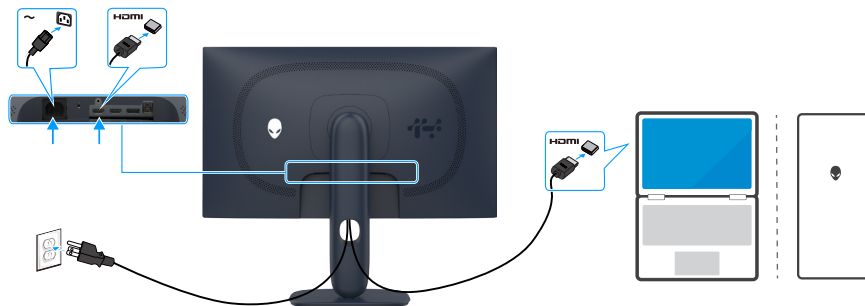


Figure 7. Connecting the HDMI cable

## Connecting the USB cable

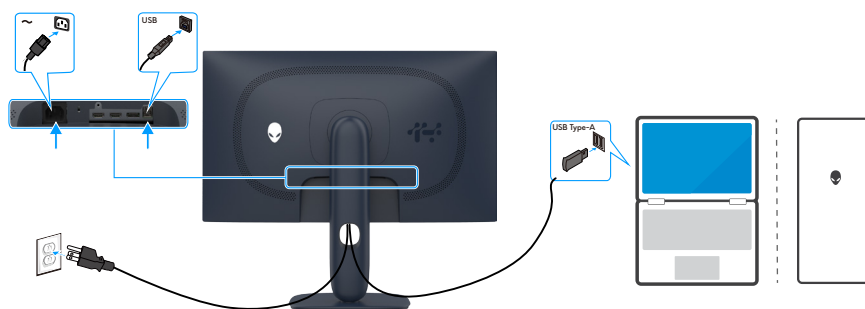


Figure 8. Connecting the USB cable

# Disassembly and reassembly

△ **CAUTION:** The information in this section is intended for authorized service technicians in the EMEA region. Dell prohibits users from disassembling the monitor, and any damage caused by unauthorized servicing will not be covered under the warranty.

## Recommended tools












The procedures in this document may require the following tools:

- Phillips screwdriver #0
- Phillips screwdriver #2
- Penknife

## Screw list

- ① **NOTE:** When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.
- ① **NOTE:** Some monitors have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.
- ① **NOTE:** Screw color may vary with the configuration ordered.

**Table 6. Screw List**

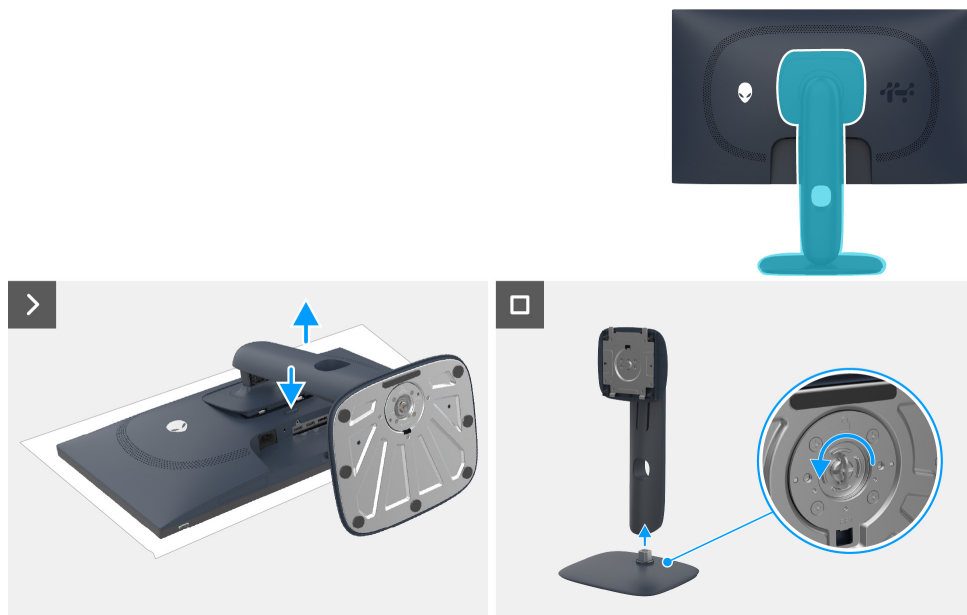
Component	Screw type	Quantity	Screw image
Back cover	M4x11	4	
Backlight module	M2x3.8	2	
USB board	M3x6	1	
Joystick board	M3x6	2	
Main chassis	M3x4	4	
Middle frame	M3x5	20	
Keypad Board	M2x2.4	2	
Grounding wire	M4x8	1	
Power board	M3x6	4	
Main board	M3x6	4	
Fan	M3x6	2	

# Stand

## Removing the stand

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
- △ **CAUTION:** To prevent scratches on the screen when removing the stand, ensure that the monitor is placed on a soft surface and handle it carefully.
  - △ **CAUTION:** The following steps are specifically for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.
  - ① **NOTE:** Before removing the stand, ensure that you have disconnected all the cables from the monitor.

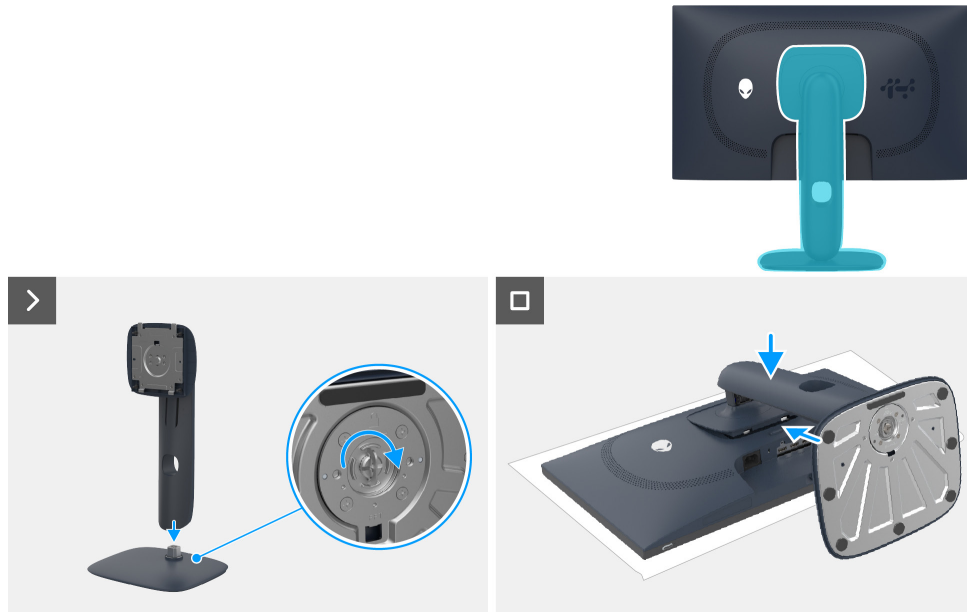


**Figure 9. Removing the stand**

### Steps

1. Set the monitor on a clean, flat surface with a soft cloth or cushion underneath.
2. Press and hold the stand release button at the back of the display.
3. Lift the stand assembly up and away from the monitor.
4. Open the screw handle at the bottom of the stand base and turn it anticlockwise to unlock the riser with the base.
5. Detach the stand riser from the stand base.

## Installing the stand



**Figure 10. Installing the stand**

### Steps

1. Align and insert the stand riser into the stand base until it snaps into place.
2. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
3. Close the screw handle.
4. Align the tabs on the stand with the grooves at the back of the monitor.
5. Slide and gently press the stand assembly until it snaps into place.

### Next steps

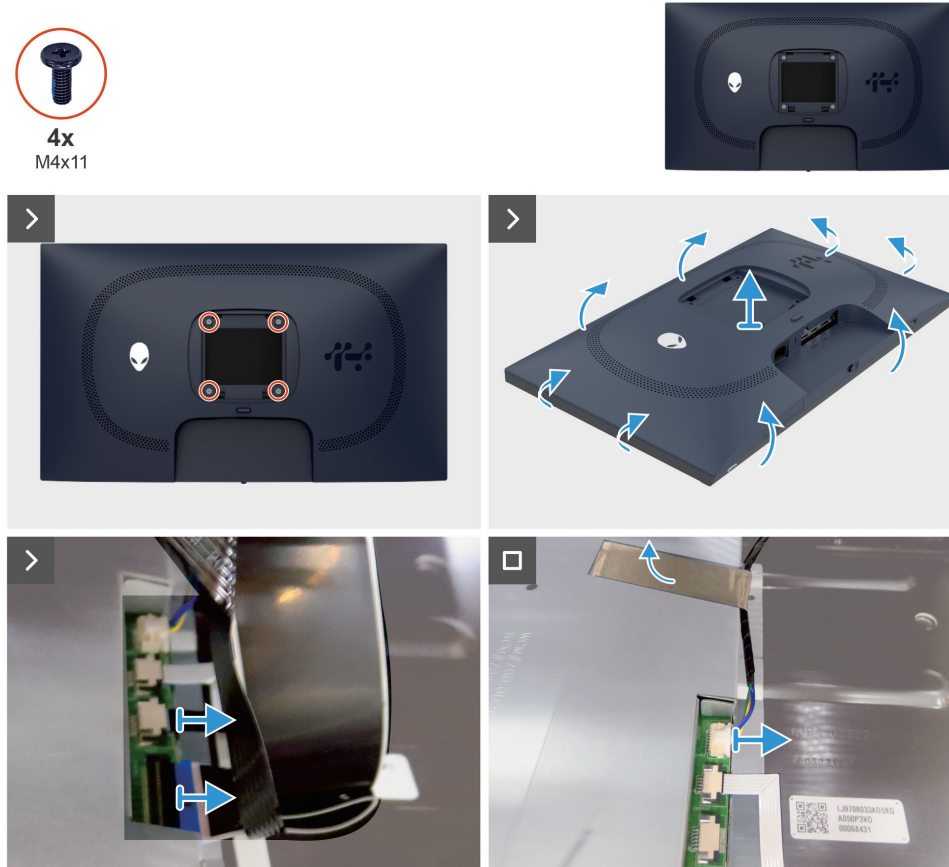
1. Follow the procedure in [After working inside your monitor.](#)

# Back cover

## Removing the back cover

### Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand](#).

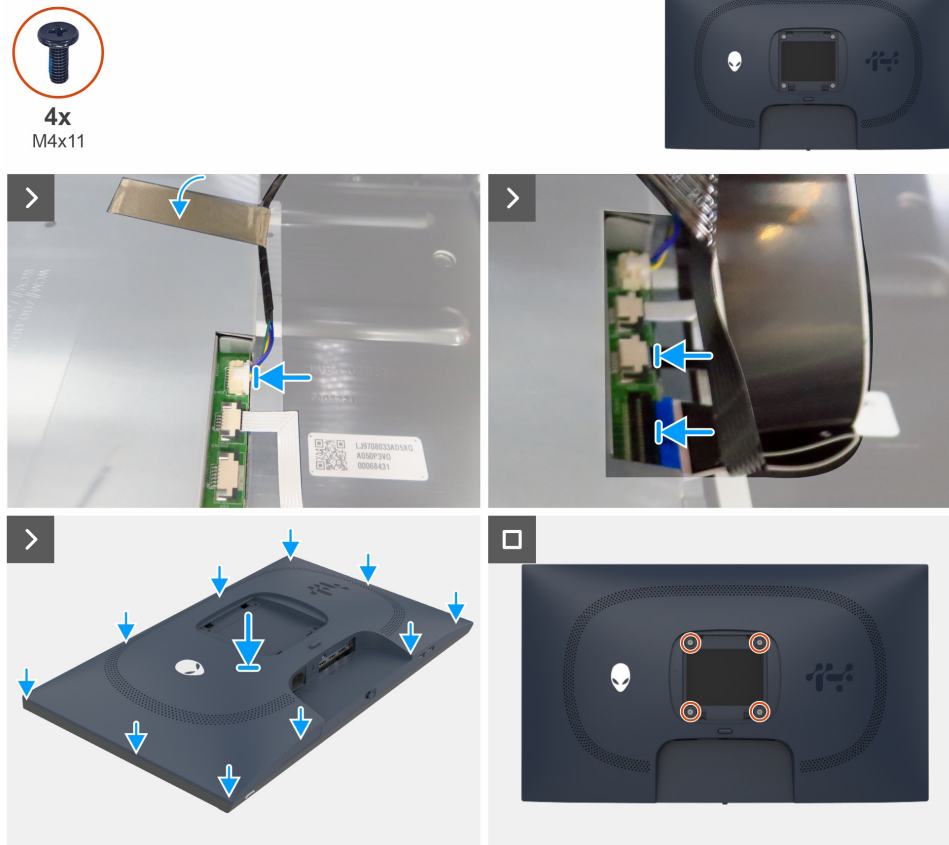


**Figure 11. Removing the back cover**

### Steps

1. Remove the four screws (M4x11) that secure the back cover to the display assembly.
2. Using both hands, start prying the back cover off from the left and right sides, then proceed to the top and bottom.
3. Lift the back cover partially from the bottom edge.
4. Disconnect the USB cable and the Joystick cable from the connector on the main board.
5. Peel the tape away from the chassis and disconnect the backlight cable from the connector on the main board.
6. Remove the back cover from the display assembly.

## Installing the back cover



**Figure 12. Installing the back cover**

### Steps

1. Connect the backlight cable to the connector on the main board.
2. Adhere the tape to the back light cable on the main chassis.
3. Connect the joystick cable and USB cable to the connector on the main board.
4. Align the slots on the back cover with the slots on the chassis, then press along the sides to snap the back cover into place.
5. Replace the four screws (M4x11) that secure the back cover to the display assembly.

### Next steps

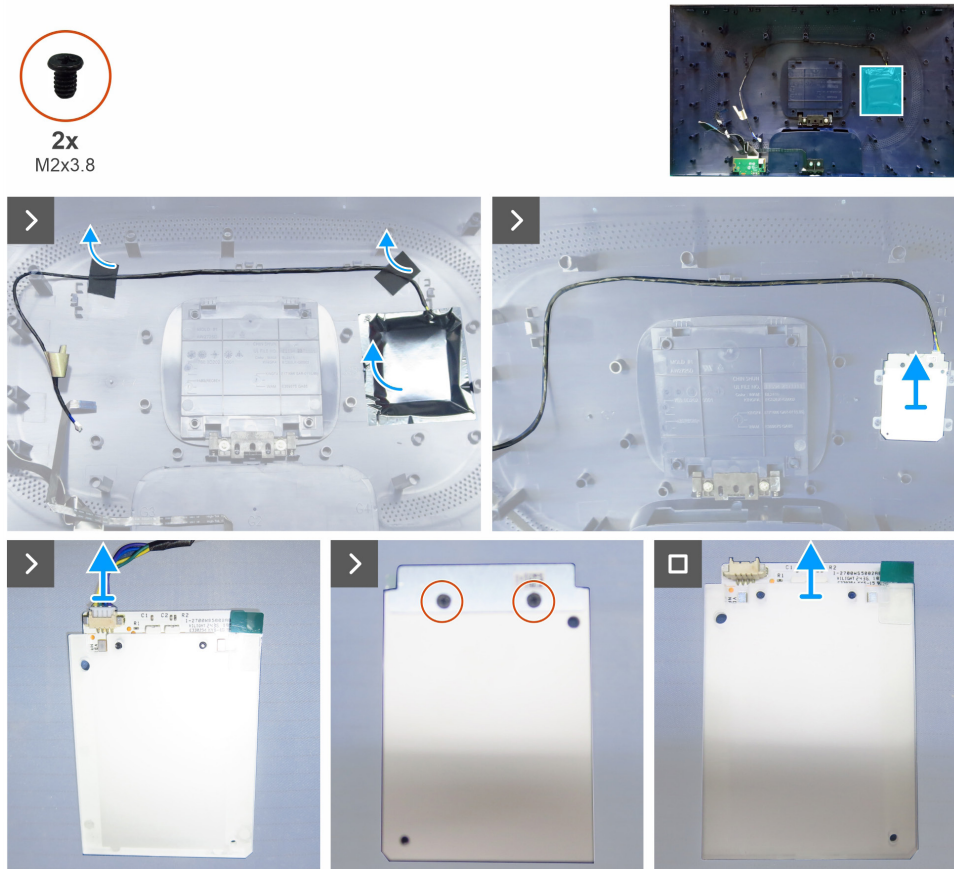
1. Install the [stand](#).
2. Follow the procedure in [After working inside your monitor](#).

# Backlight module

## Removing the backlight module

### Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)



**Figure 13. Removing the backlight module**

### Steps

1. Peel the shading tape that secures the backlight module to the back cover.
2. Peel all the tapes on the backlight cable.
3. Remove the backlight module from the slots on the back cover.
4. Disconnect the backlight cable from the backlight module.
5. Remove the two screws (M2x3.8) that secures the backlight board to the light guide plate (LGP).

## Installing the backlight module



**Figure 14. Installing the backlight module**

### Steps

1. Peel the release paper of the double-sided tape on the backlight board and adhere the backlight board to the light guide plate (LGP).
2. Replace the two screws (M2x3.8) that secure the backlight to the LGP.
3. Connect the light cable to the backlight board.
4. Replace the backlight module into the slots on the back cover.
5. Adhere the tape to secure the backlight cable.
6. Adhere the shading tape that secures the backlight module to the back cover.

### Next steps

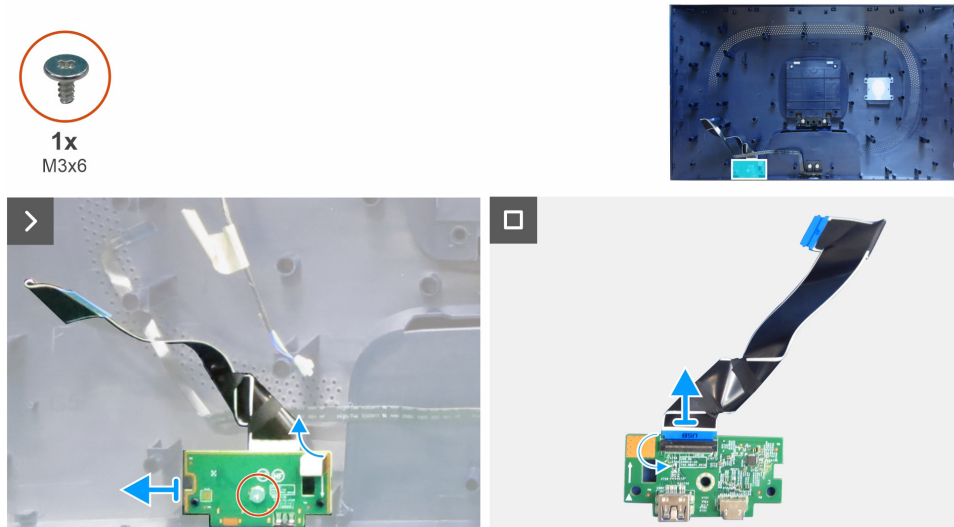
1. Install the [back cover](#).
2. Install the [stand](#).
3. Follow the procedure in [After working inside your monitor](#).

# USB board

## Removing the USB board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [backlight module.](#)



**Figure 15. Removing the USB board**

### Steps

1. Peel the foam from the back of the USB board.
2. Remove the screw (M3x6) that secures the USB board to the back cover.
3. Remove the USB board from the back cover.
4. Open the latch and disconnect the USB cable from the USB board.

## Installing the USB board



**Figure 16. Installing the USB board**

### Steps

1. Connect the USB cable to the USB board and close the latch.
2. Align the screw hole on the USB board with the screw hole on the back cover.
3. Replace the screw (M3x6) that secures the USB board to the back cover.
4. Adhere the foam on the back of the USB board.

### Next steps

1. Install the the [backlight module](#).
2. Install the [back cover](#).
3. Install the [stand](#).
4. Follow the procedure in [After working inside your monitor](#).

# Joystick board

## Removing the joystick board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [backlight module](#).
5. Remove the [USB board](#).

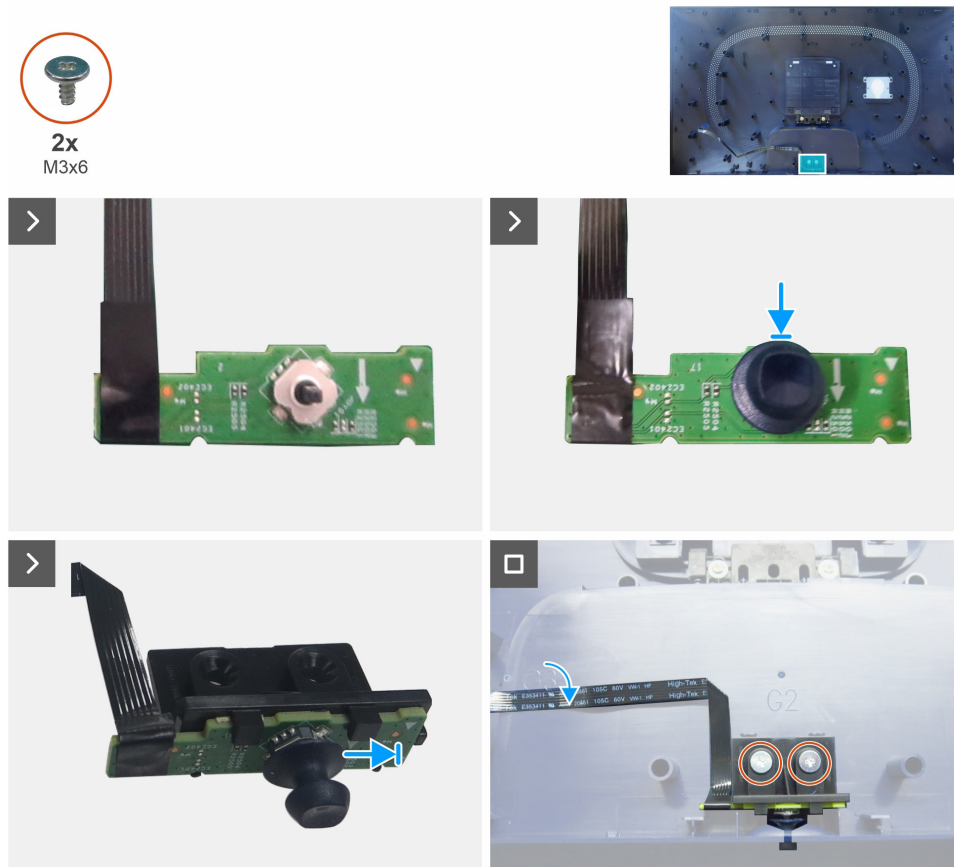


**Figure 17. Removing the joystick board**

### Steps

1. Remove the two screws (M3x6) that secure the joystick board to the back cover.
2. Remove the joystick board from the holder.
3. Pull the joystick cap off the joystick board.

## Installing the joystick board



**Figure 18. Installing the joystick board**

### Steps

1. Attach the joystick cap to the joystick board.
2. Reattach the joystick board to the holder.
3. Replace the two screws (M3x6) that secure the joystick board to the back cover.
4. Adhere the joystick cable to the back cover.

### Next steps

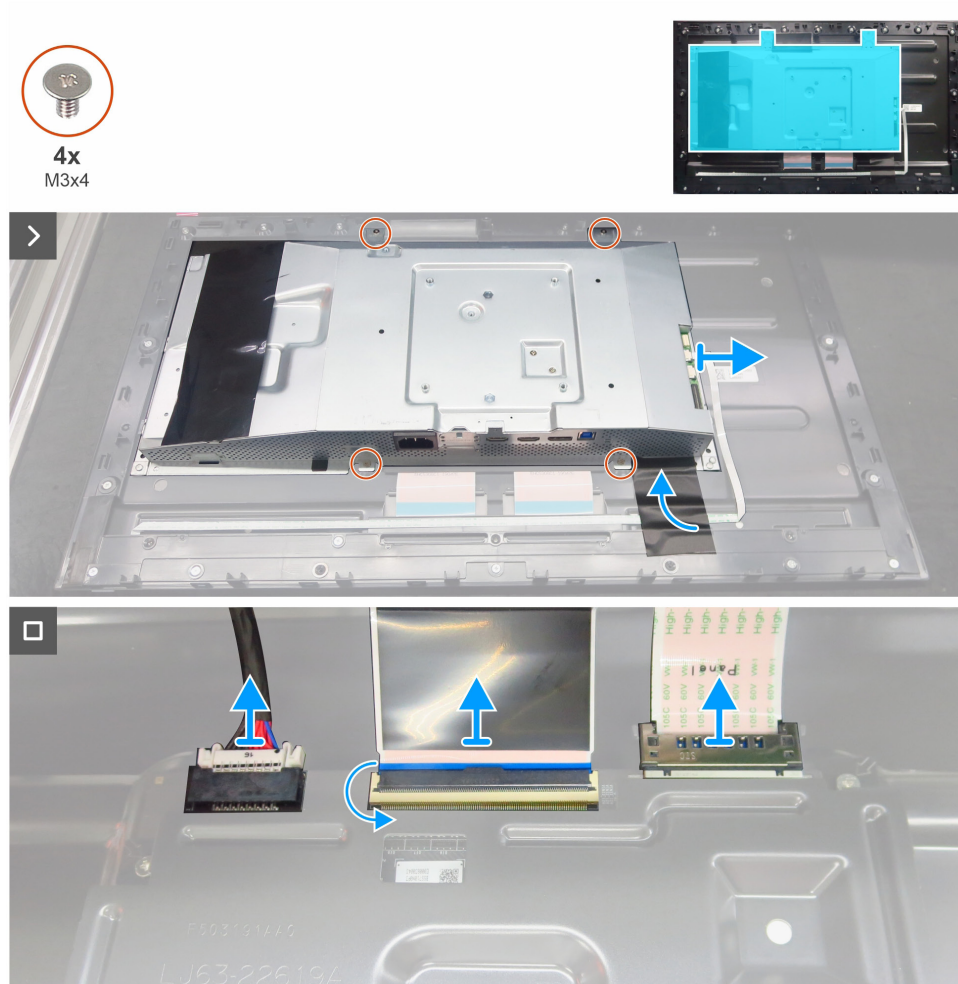
1. Install the [USB board](#).
2. Install the [backlight module](#).
3. Install the [back cover](#).
4. Install the [stand](#).
5. Follow the procedure in [After working inside your monitor](#).

# Main chassis

## Removing the main chassis

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [backlight module](#).
5. Remove the [USB board](#).
6. Remove the [joystick board](#).

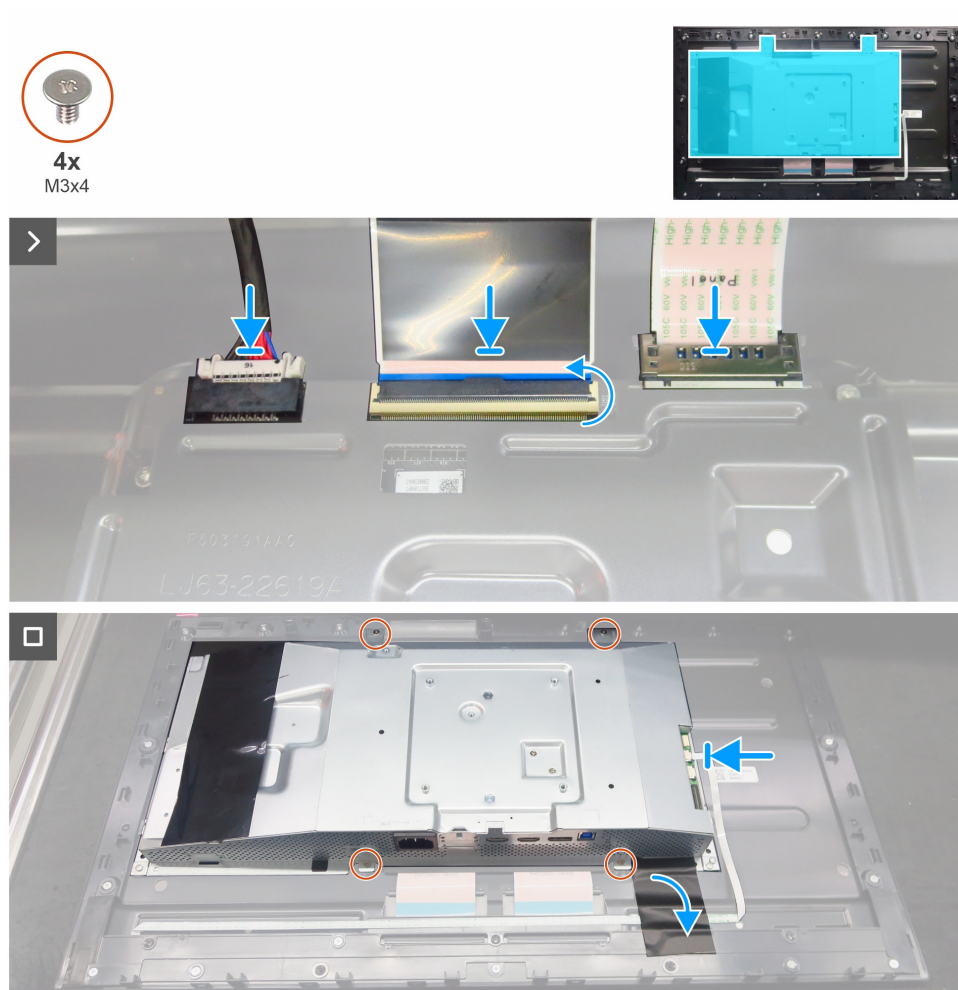


**Figure 19. Removing the main chassis**

### Steps

1. Peel the tape and disconnect the keypad cable from the main board.
2. Remove four screws (M3x4) that secure the main chassis to the display panel.
3. Lift the main chassis and disconnect power connective cable, FFC cable and LVDS cable from the display panel.
4. Remove the main chassis away from the display panel.

## Installing the main chassis



**Figure 20. Installing the main chassis**

### Steps

1. Lift the main chassis and connect the LVDS cable, FFC cable and power connective to the connectors on the display panel.
2. Align the screw holes on the main chassis with the screw holes on the display panel.
3. Replace the four screws (M3x4) that secure the main chassis to the display panel.
4. Connect the keypad cable to the main board and adhere the tape to secure the cable.

### Next steps

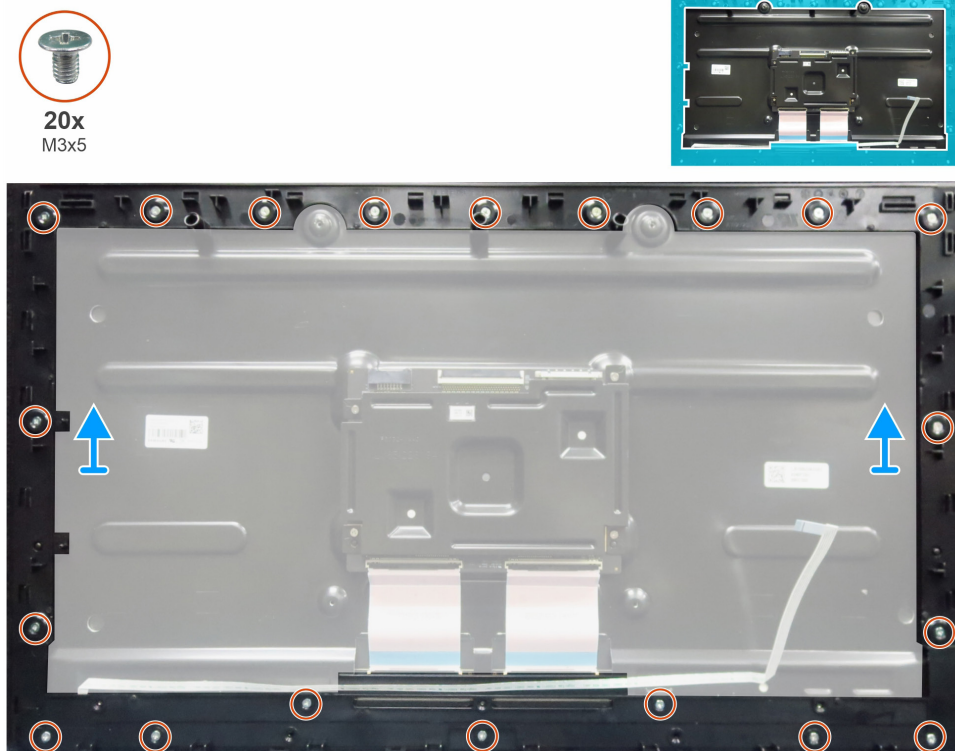
1. Install the [joystick board](#).
2. Install the [USB board](#).
3. Install the [backlight module](#).
4. Install the [back cover](#).
5. Install the [stand](#).
6. Follow the procedure in [After working inside your monitor](#).

# Middle frame

## Removing the middle frame

### Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [backlight module.](#)
5. Remove the [USB board.](#)
6. Remove the [joystick board.](#)
7. Remove the [main chassis.](#)

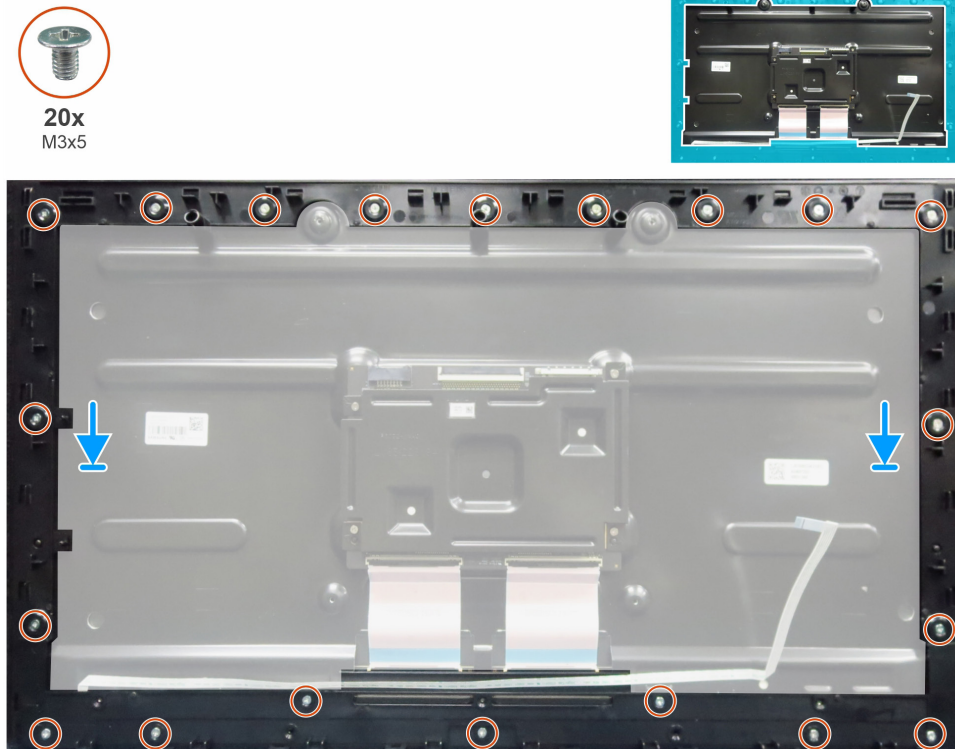


**Figure 21. Removing the middle frame**

### Steps

1. Remove the 20 screws (M3x5) that secure the middle frame to the display panel.
2. Peel the tape and remove the keypad cable from the display panel.
3. Lift and remove the middle frame away from the display panel.

## Installing the middle frame



**Figure 22. Installing the middle frame**

### Steps

1. Align the screw holes of the middle frame with the screw holes on the display panel and place it down.
2. Replace the 20 screws (M3x5) that secure the middle frame to the display panel.
3. Adhere the keypad cable on the back of display panel.

### Next steps

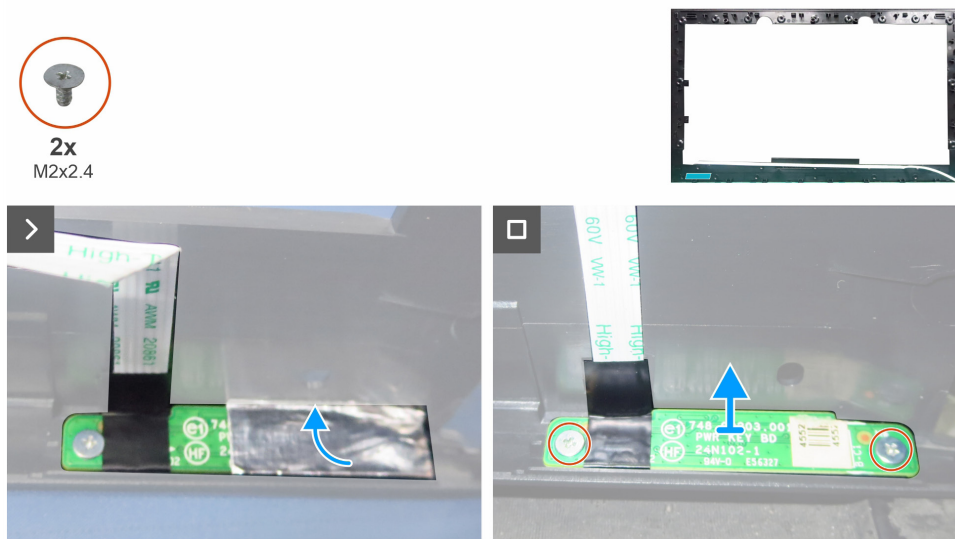
1. Install the [main chassis](#).
2. Install the [joystick board](#).
3. Install the [USB board](#).
4. Install the [backlight module](#).
5. Install the [back cover](#).
6. Install the [stand](#).
7. Follow the procedure in [After working inside your monitor](#).

# Keypad board

## Removing the keypad board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [backlight module](#).
5. Remove the [USB board](#).
6. Remove the [joystick board](#).
7. Remove the [main chassis](#).
8. Remove the [middle frame](#).

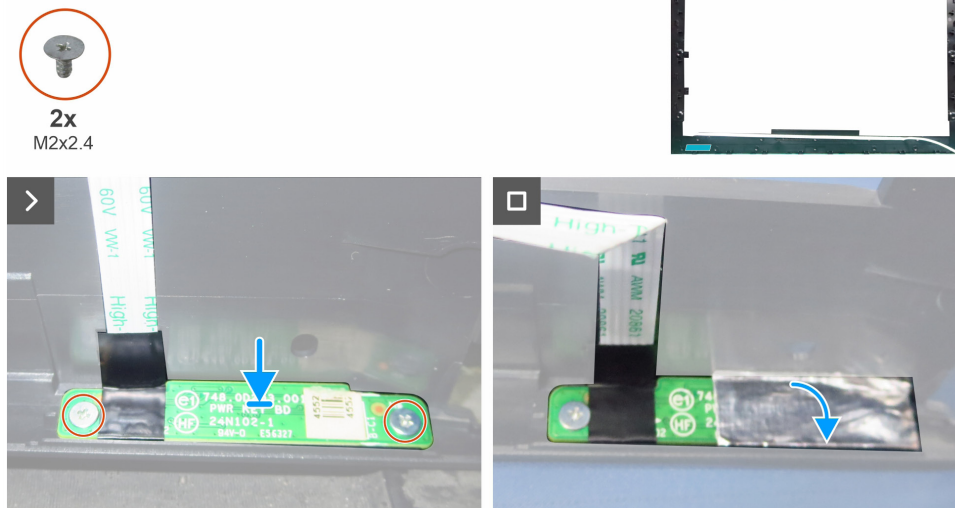


**Figure 23. Removing the keypad board**

### Steps

1. Peel the aluminum foil from the keypad board.
2. Remove the two screws (M2x2.4) that secure the keypad board to the middle frame.
3. Remove the keypad board from the middle frame.

## Installing the keypad board



**Figure 24. Installing the keypad board**

### Steps

1. Align the screw holes of the keypad with the holes on the middle frame and place it down.
2. Replace the two screws (M2x2.4) that secure the keypad board to the middle frame.
3. Adhere the aluminum foil on the keypad board.

### Next steps

1. Install the [middle frame](#).
2. Install the [main chassis](#).
3. Install the [joystick board](#).
4. Install the [USB board](#).
5. Install the [backlight module](#).
6. Install the [back cover](#).
7. Install the [stand](#).
8. Follow the procedure in [After working inside your monitor](#).

# Front trim

## Removing the front trim

### Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [backlight module.](#)
5. Remove the [USB board.](#)
6. Remove the [joystick board.](#)
7. Remove the [main chassis.](#)
8. Remove the [middle frame.](#)
9. Remove the [keypad board.](#)



**Figure 25. Removing the front trim**

### Steps

1. Lift the display panel and remove the front bezel from the display panel.

## Installing the front trim



**Figure 26. Installing the front trim**

### Steps

1. Lift the display panel and replace the front trim with the bottom side of the display panel.

### Next steps

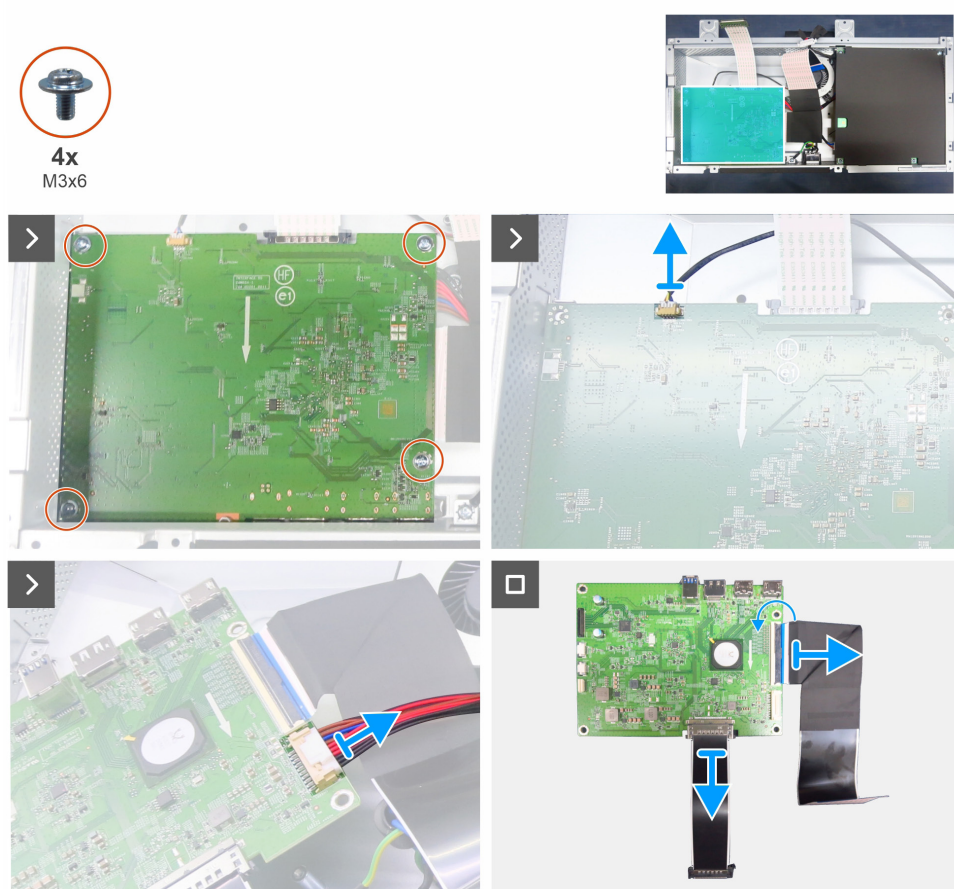
1. Install the [keypad board](#).
2. Install the [middle frame](#).
3. Install the [main chassis](#).
4. Install the [joystick board](#).
5. Install the [USB board](#).
6. Install the [backlight module](#).
7. Install the [back cover](#).
8. Install the [stand](#).
9. Follow the procedure in [After working inside your monitor](#).

# Main board

## Removing the main board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [backlight module](#).
5. Remove the [USB board](#).
6. Remove the [joystick board](#).
7. Remove the [main chassis](#).
8. Remove the [middle frame](#).
9. Remove the [keypad board](#).
10. Remove the [front trim](#).

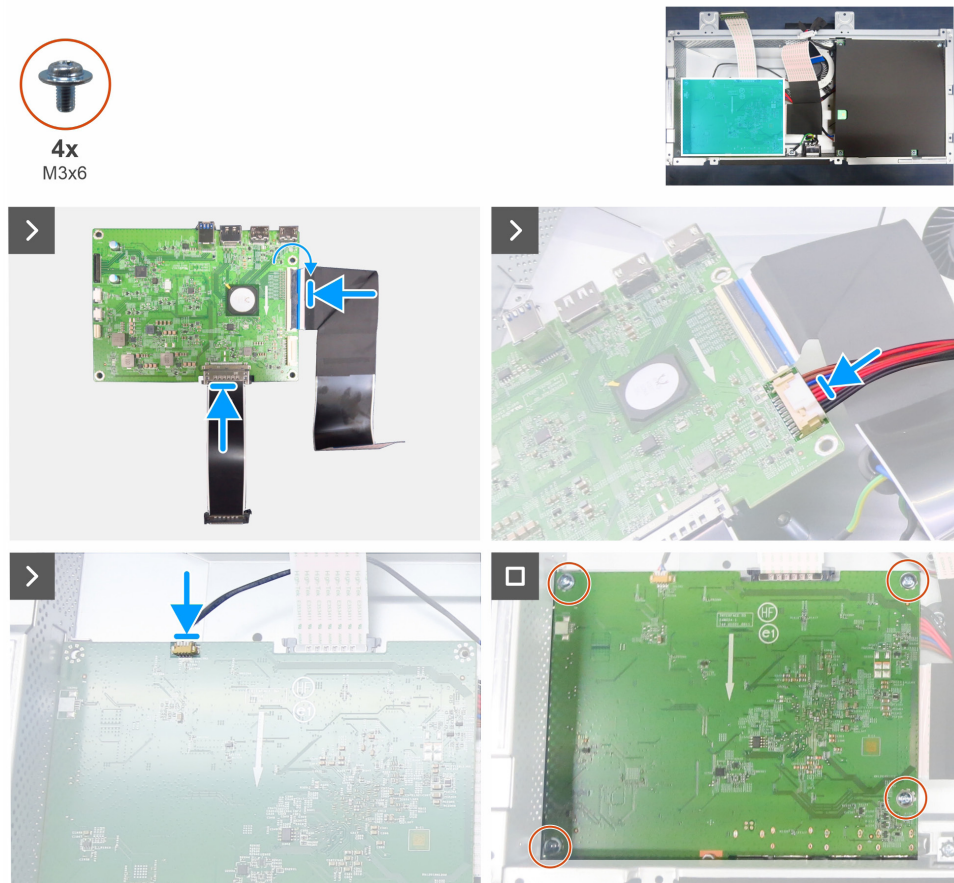


**Figure 27. Removing the main board**

### Steps

1. Remove the four screws (M3x6) that secure the main board to the main chassis.
2. Disconnect the fan cable from the connector on the main board.
3. Disconnect the power connector cable from the connector on the main board.
4. Remove the main board and disconnect the FFC cable and LVDS cable from the connectors on the main board.

## Installing the main board



**Figure 28. Installing the main board**

### Steps

1. Connect the FFC cable and LVDS cable to the connectors on the main board.
2. Connect the power connective cable to the main board and place the main board to the main chassis..
3. Replace the four screws (M3x6) that secure the main board to the main chassis.
4. Connect the fan cable to the connector on the main board.

### Next steps

1. Install the [front trim](#).
2. Install the [keypad board](#).
3. Install the [middle frame](#).
4. Install the [main chassis](#).
5. Install the [joystick board](#).
6. Install the [USB board](#).
7. Install the [backlight module](#).
8. Install the [back cover](#).
9. Install the [stand](#).
10. Follow the procedure in [After working inside your monitor](#).

# Power board

## Removing the power board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [backlight module](#).
5. Remove the [USB board](#).
6. Remove the [joystick board](#).
7. Remove the [main chassis](#).
8. Remove the [middle frame](#).
9. Remove the [keypad board](#).
10. Remove the [front trim](#).
11. Remove the [main board](#).

### Steps

1. Remove the four screws (M3x6) that secure the Mylar sheet to the power board.
2. Remove the Mylar sheet from the power board.
3. Disconnect the AC switch cable from the connector on the main board.
4. Remove the power board from the main chassis.
5. Remove the screw (M4x8) that secures the grounding wire to the main chassis.
6. Remove the AC switch module from the main chassis.

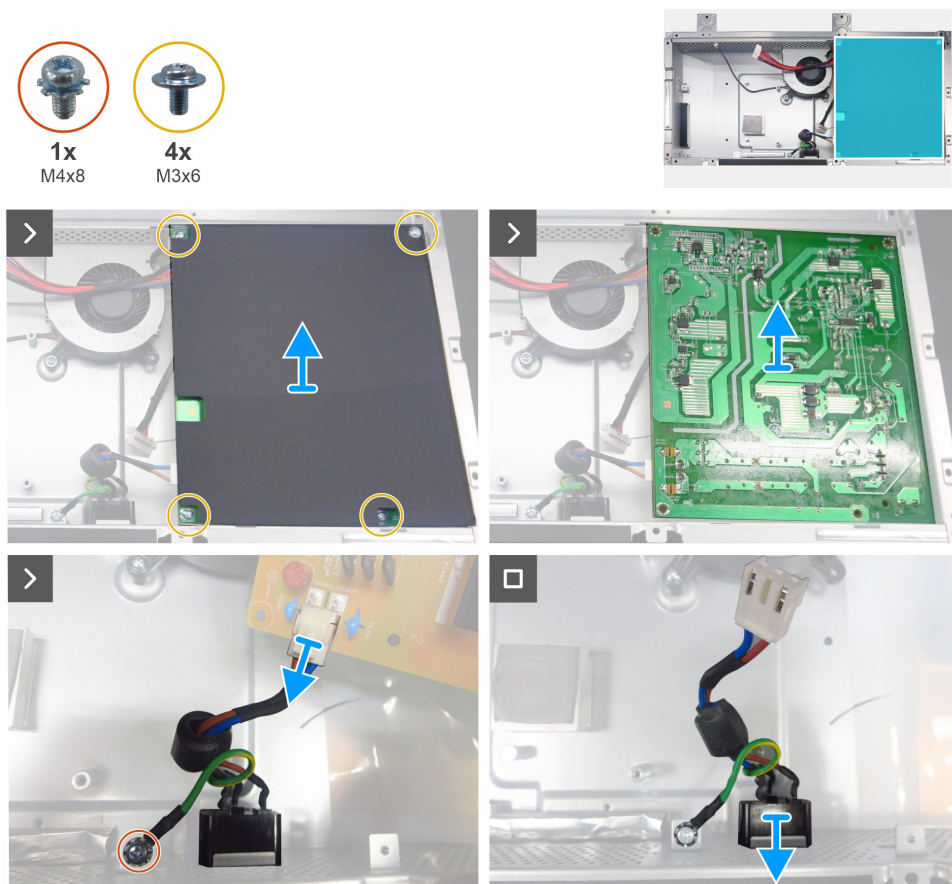
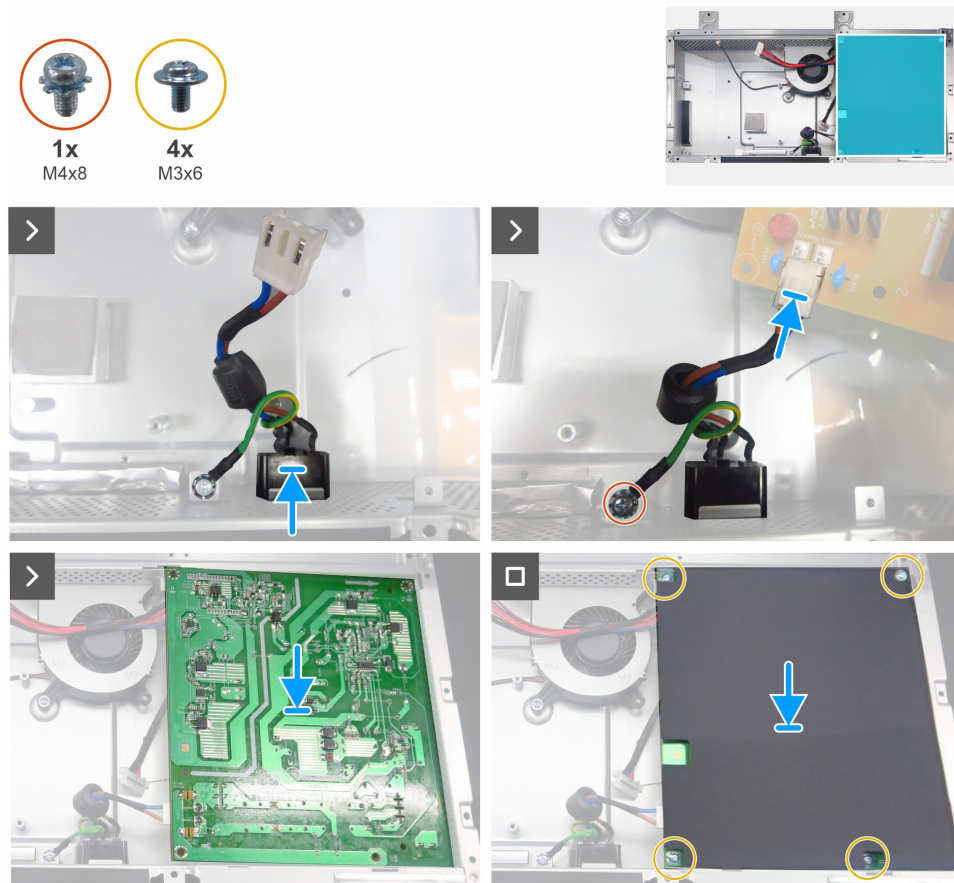


Figure 29. Removing the power board

## Installing the power board



**Figure 30. Installing the power board**

### Steps

1. Replace the AC switch module to the main chassis.
2. Replace the screw (M4x8) that secures the grounding wire to the main chassis.
3. Connect the AC switch cable to the connector on the power board
4. Align the screw holes on power board with the screw holes on the main chassis and place it down.
5. Insert the Mylar sheet to the slots on the main chassis.
6. Replace four screws (M3x6) that secure the power board to the main chassis.

### Next steps

1. Install the [main board](#).
2. Install the [front trim](#).
3. Install the [keypad board](#).
4. Install the [middle frame](#).
5. Install the [main chassis](#).
6. Install the [joystick board](#).
7. Install the [USB board](#).
8. Install the [backlight module](#).
9. Install the [back cover](#).
10. Install the [stand](#).
11. Follow the procedure in [After working inside your monitor](#).

# Fan

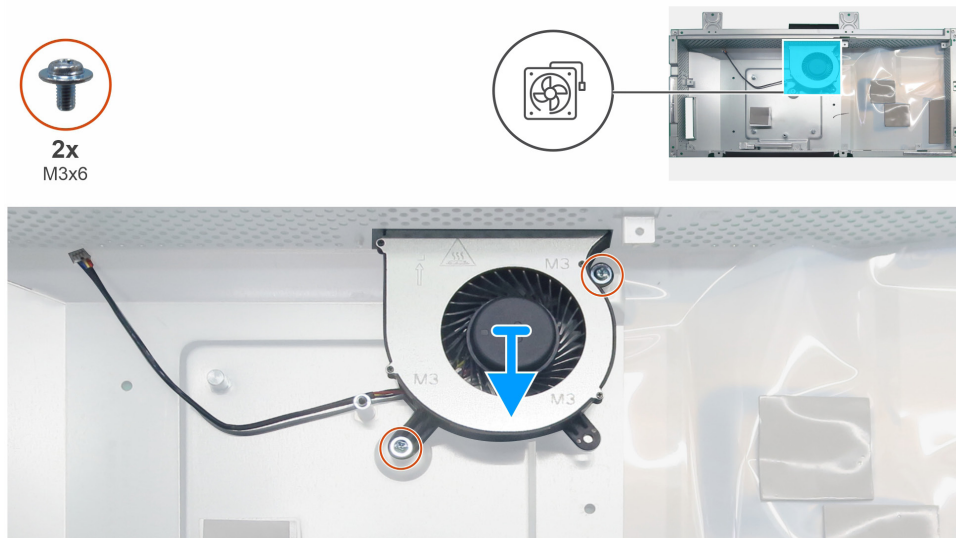
## Removing the fan

### Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [backlight module.](#)
5. Remove the [USB board.](#)
6. Remove the [joystick board.](#)
7. Remove the [main chassis.](#)
8. Remove the [middle frame.](#)
9. Remove the [keypad board.](#)
10. Remove the [front trim.](#)
11. Remove the [main board.](#)
12. Remove the [power board.](#)

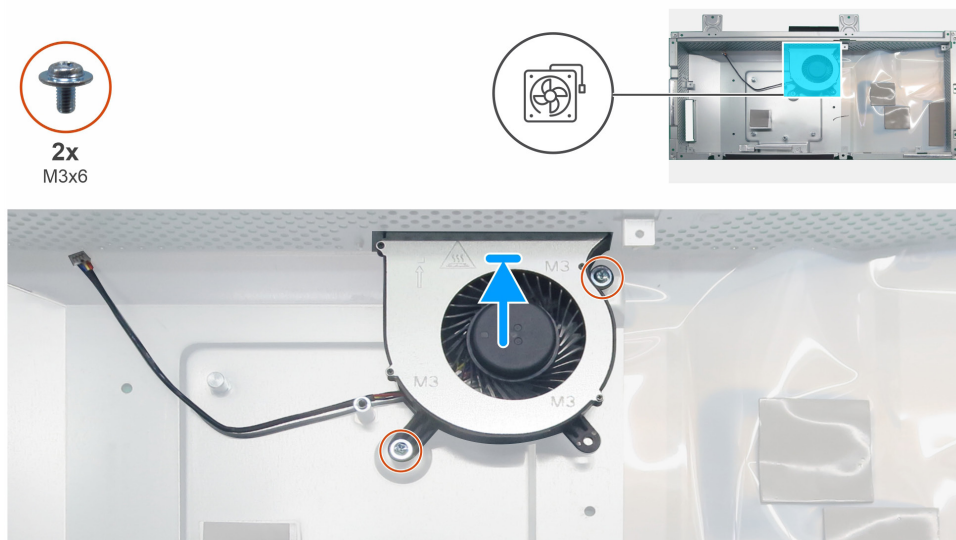
### Steps

1. Remove the two screws (M3x6) that secure the fan to the chassis.
2. Remove the fan from the chassis.



**Figure 31. Removing the fan**

## Installing the fan



**Figure 32. Installing the fan**

### Steps

1. Align the screw holes on the fan with the screw holes on the chassis and place it down.
2. Replace the two screws (M3x6) that secure the fan to the chassis.

### Next steps

1. Install the [power board](#).
2. Install the [main board](#).
3. Install the [front trim](#).
4. Install the [keypad board](#).
5. Install the [middle frame](#).
6. Install the [main chassis](#).
7. Install the [joystick board](#).
8. Install the [USB board](#).
9. Install the [backlight module](#).
10. Install the [back cover](#).
11. Install the [stand](#).
12. Follow the procedure in [After working inside your monitor](#).

# Troubleshooting

**⚠ WARNING:** Before you begin any of the procedures, 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 the 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 that are shown below will continuously scroll through the screen.



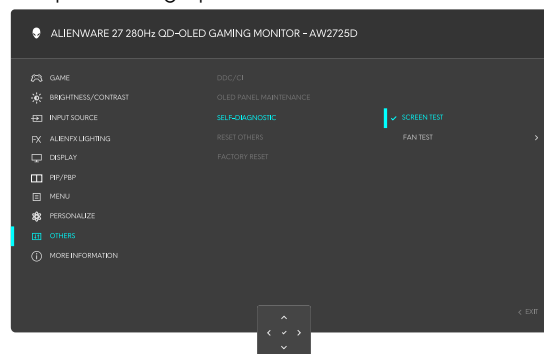
**Figure 33. DP cable disconnected warning message**

4. This box 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.


## 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 graphics card.



**Figure 34. Built-in diagnostics**

### To run the built-in diagnostics:

1. Move or press the joystick to launch the Menu Launcher.
2. Move the joystick up to select  and open the Main Menu.
3. Move the joystick to navigate and select **Others > Self-Diagnostic > Screen Test**.
4. Ensure that the screen is clean (no dust particles on the surface of the screen).
5. Press the joystick to initiate the built-in diagnostics. A gray screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Toggle the joystick once again until a red screen is displayed.
8. Observe if the screen has any defects or abnormalities.


Repeat steps 7 and 8 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.

# Fan test

## To run the test:

1. Move or press the joystick to launch the Menu Launcher.
2. Move the joystick up to select  and open the Main Menu.
3. Move the joystick to navigate and select **Others > Self-Diagnostic > Fan Test**.
4. Select **ON** to perform a 20 seconds fan test. The fan speed is about 2150 RPM.

Once the test is complete, your monitor resumes normal fan operation to prevent any damage.

## Common problems

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

**Table 7. Common problems description.**

Common Symptoms	What You Experience	Possible Solutions
No Video/Power LED off	No picture	<ul style="list-style-type: none"><li>▪ Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li><li>▪ Verify that the power outlet is functioning properly using any other electrical equipment.</li><li>▪ Ensure that the power button is pressed.</li><li>▪ Ensure that the correct input source is selected in the INPUT SOURCE menu.</li></ul>
No Video/Power LED on	No picture or no brightness	<ul style="list-style-type: none"><li>▪ Increase brightness and contrast controls. For more information, see BRIGHTNESS/CONTRAST OSD menu in the User's Guide of AW2725D.</li><li>▪ Perform monitor self-test feature check.</li><li>▪ Check for bent or broken pins in the video cable connector.</li><li>▪ Run the built-in diagnostics.</li><li>▪ Ensure that the correct input source is selected in the INPUT SOURCE menu.</li></ul>
Poor focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"><li>▪ Eliminate video extension cables.</li><li>▪ Reset the monitor to factory settings.</li><li>▪ Change the video resolution to the correct aspect ratio.</li></ul>
Shaky/jittery video	Wavy picture or fine movement	<ul style="list-style-type: none"><li>▪ Reset the monitor to factory settings. For more information, see FACTORY RESET OSD menu in the User's Guide of AW2725D.</li><li>▪ Check environmental factors.</li><li>▪ Relocate the monitor and test in another room.</li></ul>
Missing Pixels	Monitor screen has spots	<ul style="list-style-type: none"><li>▪ Turn off the monitor and turn it on again.</li><li>▪ A pixel that is permanently off is a natural defect that can occur in display technology.</li><li>▪ For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="https://www.dell.com/pixelguidelines">https://www.dell.com/pixelguidelines</a></li></ul>
Stuck-on Pixels	Monitor screen has bright spots	<ul style="list-style-type: none"><li>▪ Turn off the monitor and turn it on again.</li><li>▪ A pixel that is permanently off is a natural defect that can occur in display technology.</li><li>▪ For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="https://www.dell.com/pixelguidelines">https://www.dell.com/pixelguidelines</a></li></ul>
Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none"><li>▪ Reset the monitor to factory settings.</li><li>▪ Adjust brightness and contrast controls using the OSD. For more information, see BRIGHTNESS/CONTRAST OSD menu in the User's Guide of AW2725D.</li></ul>
Geometric distortion	Screen not centered correctly	<ul style="list-style-type: none"><li>▪ Reset the monitor to factory settings.</li><li>▪ For more information, see FACTORY RESET OSD menu in the User's Guide of AW2725D.</li></ul>

Common Symptoms	What You Experience	Possible Solutions
Horizontal/vertical lines	Screen has one or more lines	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Perform monitor self-test feature check and determine if these lines also appear in <a href="#">SELF-TEST</a> mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the built-in diagnostics. For more information, see Self-Diagnostic OSD menu in the User's Guide of AW2725D.</li> </ul>
Synchronization problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Perform monitor <a href="#">SELF-TEST</a> feature check to determine if the scrambled screen appears in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Restart the computer in the safe mode.</li> </ul>
Safety-Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>Do not perform any troubleshooting steps.</li> <li>Contact Dell immediately.</li> </ul>
Intermittent Problems	Monitor malfunctions on and off	<ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Reset the monitor to factory settings.</li> <li>Perform the monitor self-test feature (see <a href="#">SELF-TEST</a>) check to determine if the intermittent problem is identified in the self-test mode.</li> </ul>
HDR Problems	Cannot set the GFX solution into HDR mode after switching into Desktop/Movie HDR/Game HDR Presets	<ul style="list-style-type: none"> <li>Ensure that your computer or graphics solution meets the minimum requirement for HDR playback and install the latest software drivers for the graphics card.</li> <li>Ensure that the HDMI 2.1 cable that comes with the package is used.</li> <li>If the above steps fail, choose the resolution 2560 x 1440 from the Display Properties to force the proper HDR signaling.</li> </ul>
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	<ul style="list-style-type: none"> <li>Check the Aspect Ratio settings in the Display menu OSD.</li> <li>Reset the monitor to factory settings.</li> </ul>
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	<ul style="list-style-type: none"> <li>Turn off the monitor, unplug the power cord, plug it back, and then turn on the monitor.</li> <li>Check whether the OSD menu is locked. If yes, move and hold the joystick forward/back/left/right for 4 seconds to unlock.</li> </ul>
Missing Color	Picture missing color	<ul style="list-style-type: none"> <li>Perform monitor self-test feature check.</li> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong Color	Picture color is not good	<ul style="list-style-type: none"> <li>Change the settings of the <b>PRESET MODES</b> in the <b>GAME</b> menu OSD depending on the application.</li> <li>Adjust the <b>GAIN/OFFSET/HUE/SATURATION</b> values under <b>GAME1/GAME 2/GAME 3</b> in the <b>GAME</b> menu OSD.</li> <li>Change the <b>INPUT COLOR FORMAT</b> to <b>RGB</b> or <b>YCbCr</b> in the <b>DISPLAY</b> menu OSD.</li> <li>Run the built-in diagnostics.</li> <li>For more information, see OSD menu in the User's Guide of AW2725D.</li> </ul>
No input signal when user controls are pressed	No picture, the LED light is blue	<ul style="list-style-type: none"> <li>Check the signal source. Ensure that the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.</li> <li>Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.</li> <li>Reset the computer or video player.</li> </ul>
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"> <li>Due to different video formats (aspect ratio), the monitor may display in full screen.</li> <li>Run the built-in diagnostics. For more information, see Self-Diagnostic.</li> </ul>

Common Symptoms	What You Experience	Possible Solutions
The displayed pictures appear incorrectly when the DP/HDMI cable is connected through a USB-C adapter or dock to your laptop or desktop	Display will freeze, has black screen or display abnormal screen	<ul style="list-style-type: none"> <li>Do not use a USB-C adapter or dock.</li> <li>Connect the DP/HDMI cable directly to your laptop or desktop.</li> </ul>
Screen flickering	There is some noticeable flickering in the displayed pictures	<ul style="list-style-type: none"> <li>Use the native resolution of your monitor (2560 x 1440 at 60 Hz) or higher refresh rate.</li> <li>If the variable refresh rate (VRR) of your device is turned on, turn off variable refresh rate (VRR).</li> <li>If you are using an NVIDIA graphics card and G-Sync is turned on, turn off G-Sync.</li> <li>If you are using an AMD graphics card and Free-Sync is turned on, turn off Free-Sync.</li> <li>Update the graphics card driver and firmware to the latest version.</li> <li>Change the cable connecting the monitor to the computer. A defective cable can cause the signal to break while being transmitted across the wire.</li> <li>Check the surroundings. Electromagnetic fields can cause screen flickering. If there is another device plugged into the same power strip as the monitor, try to remove it.</li> </ul>
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"> <li>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.</li> <li>Alternatively, use a dynamically changing screensaver.</li> <li>Perform the function of <b>PIXEL REFRESH</b>. For more information, see OLED PANEL MAINTENANCE in the User's Guide of AW2725D.</li> </ul>
Unevenness in luminance or color of the screen images	Visible spots (bright or dark) or lines or Mura appear on the screen	
In the HDR Peak 1000 mode, the displayed images are dimmer than they are in the DisplayHDR True Black mode	The HDR Peak 1000 mode is ideal for the HDR content with a peak brightness of 1000 nits. When displaying non-HDR content, such as browsers and editors, the brightness level in the HDR Peak 1000 mode is observed to be lower as compared to that in the DisplayHDR True Black mode due to the luminance control method of OLED panels	<ul style="list-style-type: none"> <li>For displaying non-HDR content, such as Office applications, disable the HDR display feature in Windows display settings.</li> <li>For displaying HDR videos or games with a maximum peak brightness of 1000 nits, set Smart HDR to HDR Peak 1000.</li> <li>For displaying HDR videos or games which meet the DisplayHDR 400 True Black standard, set <b>SMART HDR</b> to DisplayHDR True Black.</li> </ul>
Pixel shifting occurs	The image on the screen moves slightly sometimes.	<ul style="list-style-type: none"> <li>Pixel shift is a function that moves the pixels of the screen to prevent image retention on QD-OLED panels. It does not influence your viewing experience.</li> </ul>
Cannot select 10-bit color	Unable to select 10-bit color from the connected computer	<ul style="list-style-type: none"> <li>If your computer is equipped with an NVIDIA graphics card, go to NVIDIA control panel &gt; Resolutions &gt; Output Color Depth, select 10 bpc (bits per color) from the Color Depth dropdown menu, and click Apply.</li> <li>For your computer is equipped with an AMD graphics card, go to AMD RADEON PRO AND AMD FIREPRO SETTINGS &gt; Display &gt; Color Depth, and select 10 bpc from the drop-down list.</li> </ul>
Cannot adjust the lighting using AWCC	Unable to configure the features under LIGHTING panel	<ul style="list-style-type: none"> <li>Ensure that the supplied USB Type-A to Type-B cable is properly connected to your monitor and computer.</li> </ul>
Cannot adjust the gaming features using AWCC	No SETTING panel	<ul style="list-style-type: none"> <li>Check whether the signal cable is plugged in properly. Re-plug the signal cable as necessary.</li> <li>Reboot your computer.</li> </ul>

Common Symptoms	What You Experience	Possible Solutions
No image when using DP connection to the personal computer	Black screen	<ul style="list-style-type: none"> <li>Verify which DP standard (DP 1.1a or DP 1.4) your graphics card is certified to. Download and install the latest graphics card driver.</li> <li>Some DP 1.1a graphics card cannot support DP 1.4 monitors.</li> </ul>
After changing resolution and display mode in the game settings, mouse pointer misalignment occurs.	The position of the mouse pointer is different from the location where the user interacts with the screen	<ul style="list-style-type: none"> <li>Locate the executable of the game Right-click the executable, select Properties Click on 'Compatibility' tab</li> <li>Click 'Change high DPI settings' Select 'Override high DPI scaling behavior'. Ensure 'Application' is selected.</li> </ul>
Abnormal thermal behavior	An error message appears on the screen	<ul style="list-style-type: none"> <li>Ensure that the monitor vents are not blocked.</li> <li>Use the compressed air to clear the dust particles or dirt from the vents.</li> <li>Refresh/update the monitor firmware.</li> <li>Contact Dell for support.</li> </ul>

## Universal Serial Bus (USB) specific problems

**Table 8. USB specific problems description.**

Common Symptoms	What You Experience	Possible Solutions
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none"> <li>Check that your display is turned ON.</li> <li>Reconnect the upstream cable to your computer.</li> <li>Reconnect the USB peripherals (downstream connector).</li> <li>Turn off your monitor and turn it on again.</li> <li>Restart your computer.</li> <li>Certain USB devices such as portable hard drives require a higher power source; connect the drive to the computer directly.</li> </ul>
USB interface is slow	USB peripherals working slowly or not working at all	<ul style="list-style-type: none"> <li>Check that your computer supports USB 5Gbps.</li> <li>Some computers have slower USB 2.0 and USB 1.1 ports. Ensure that the correct USB port is used.</li> <li>Reconnect the upstream cable to your computer.</li> <li>Reconnect the USB peripherals (downstream connector).</li> <li>Restart your computer.</li> </ul>
Wireless USB peripherals stop working when a USB 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"> <li>Increase the distance between the USB peripherals and the wireless USB receiver.</li> <li>Position your wireless USB receiver as close as possible to the wireless USB peripherals.</li> <li>Use a USB-extender cable to position the wireless USB receiver as far away as possible from the adjacent USB port.</li> </ul>

# Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [www.dell.com/contactdell](http://www.dell.com/contactdell).

- ① **NOTE:** Availability varies by country and product, and some services may not be available in your country.
- ① **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.