

Alienware 27 280Hz QD-OLED Gaming Monitor

AW2725D

User's Guide

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.

Contents

Safety instructions	5
About your monitor	6
Package contents	6
Product features	7
Operating system compatibility	7
Identifying parts and controls	8
Front view	8
Back view	8
Bottom view	9
Monitor specifications	10
Resolution specifications	11
Preset display modes	11
Electrical specifications	13
Physical characteristics	14
Environmental characteristics	14
Pin assignments	15
DisplayPort port	15
HDMI 1/HDMI 2 port	16
Plug-and-Play	19
QD-OLED monitor quality and pixel policy	19
Ergonomics	20
Handling and moving your display	21
Maintenance guidelines	22
Cleaning your monitor	22
Setting up the monitor	23
Connecting the stand	23
Using the tilt, swivel, and height adjustment	25
Tilt and swivel adjustment	25
Height adjustment	25
Pivot adjustment	26
Connecting your monitor	27
Organizing your cables	28
Securing your monitor using Kensington lock (optional)	28
Removing the monitor stand	29
VESA wall mounting (optional)	29
Operating the monitor	30
Power on the monitor	30
Using the joystick control	30
Accessing the Menu Launcher	31
Using the On-Screen Display (OSD) Menu	32
Accessing the menu system	32
OSD warning messages	44
Locking the control buttons	47
Setting the maximum resolution	47
Requirements to view or playback HDR content	48
Using AlienFX application	49

Prerequisites	49
Installing AWCC through Windows update.....	49
Installing AWCC from the Dell Support website	49
Adjusting the gaming features	49
Setting	51
Input	51
Troubleshooting	52
Self-test	52
Built-in diagnostics.....	52
Common problems	54
Universal Serial Bus (USB) specific problems	57
Regulatory information	58
FCC notices (U.S. only) and other regulatory information	58
EU product database for energy label and product information sheet.....	58
Contacting Dell.....	59

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 that is in this document assumes that you have read the safety information that is shipped with your monitor.

① **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and is 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 support it) may cause 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 pressed with a sharp object.
 - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
 - Keep the monitor at room temperature. Excessive cold or hot conditions can have an adverse effect on the Quantum Dots-Organic Light-Emitting Diode (QD-OLED) Technology 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 that are marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is purchased 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.

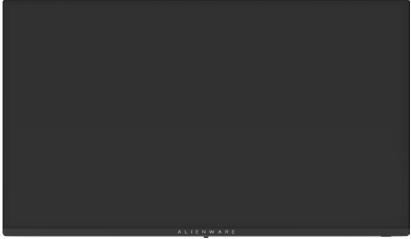








About your monitor

Package contents

The following table provides the list of components that are shipped with your monitor. If any component is missing, contact Dell. For more information, see [Contacting Dell](#).

① **NOTE:** Some components may be optional and may not ship with your monitor. Some features may not be available in certain countries.

Table 1. Monitor components and descriptions.

Component image	Component description
	Display
	Stand riser
	Stand base
	Power cable (varies by country or region)
	USB 5Gbps Type-A to Type-B cable (1.80 m)
	DisplayPort to DisplayPort 1.4 cable (1.80 m)
	HDMI 2.1 FRL cable (1.80 m)
	Microfiber Cloth
	<ul style="list-style-type: none">▪ QR Card▪ Safety, Environmental, and Regulatory Information▪ Alienware Sticker

Product features

The **Alienware AW2725D** is a Quantum dots and Organic Light Emitting Diodes(OLEDs) as luminous substance for colors, and oxide TFT as active element. The monitor features include:

- 678.2 mm (26.7 in.) viewable area (measured diagonally).
- AMD FreeSync Premium Pro Technology, NVIDIA G-SYNC Compatible Certification and VESA AdaptiveSync Display certification minimizes graphic distortions like screen tearing and stuttering for a smoother, fluid gameplay.
- Supports AMD FreeSync Premium Pro Technology, NVIDIA G-SYNC Compatible Certification and VESA AdaptiveSync Display, with a refresh rate of 280 Hz and an extremely rapid response time of 0.03 ms gray to gray.
- Color gamut of DCI-P3 99.3%.
- Tilt, swivel, pivot, and height adjustment capabilities.
- Removable pedestal stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Digital connectivity through one DisplayPort port and two HDMI ports.
- The monitor is equipped with:
 - One USB 5Gbps Type-B upstream port
 - One USB 5Gbps Type-A downstream port
 - One USB-C 5Gbps downstream port (Data only) with charging capability of up to 15 W
- Plug-and-play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Supports Picture by Picture (PBP), Picture in Picture (PIP), and Console Mode.
- AW2725D offers an extensive selection of preset modes including:
 - First-Person Shooter (FPS)
 - Multiplayer Online Battle Arena (MOBA) or Real-Time Strategy (RTS)
 - Role-Playing Game (RPG)
 - Racing (SPORTS)
 - Creator
 - Three customizable game modes

- In addition, key enhanced gaming features such as Timer, Frame Rate, and Display Alignment are provided to help improve gamer's performance and provide best in-game advantage.
- Security lock slot.
 - ≤ 0.3 W in Off Mode.
 - VESA DisplayHDR True Black 400.
 - Optimize eye comfort with a flicker-free screen and ComfortView Plus feature which minimizes blue light emission.
 - The Monitor adopts Flicker-Free technology, which clears the eye visible flicker, brings comfort viewing experience and preventing users suffer from eye strain and fatigue.
 - This monitor uses a Low Blue Light panel. When the monitor is reset to factory settings or default setting, it is in compliance with TÜV Rheinland's hardware low blue light certification Category 3.

Blue light ratio:

The ratio of light in the range from 415 nm–455 nm compared to 400 nm–500 nm should be less than 50%.

Category	Blue light ratio
1	≤20%
2	20% < R ≤ 35%
3	35% < R ≤ 50%

- Decreases the level of hazard blue light that is emitted from the screen to make viewing more comfortable for your eyes without distortion of color accuracy.
- ⚠ WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, which includes but is not limited to eye fatigue and digital eye strain. ComfortView Plus feature is designed to reduce the amount of blue light that is emitted from the monitor to optimize eye comfort.**

Operating system compatibility

- Windows 10 and later*
- *The operating system compatibility on Dell and Alienware branded monitors may vary based on factors such as:
- Specific release dates when operating system versions, patches, or updates are available.
 - Specific release dates when Dell and Alienware branded monitor firmware, software application, or driver updates are available on the Dell Support Site.

Identifying parts and controls

Front view



Figure 1. Front view of the monitor

Table 2. Components and descriptions.

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

Back view



Figure 2. Back view of the monitor

Table 3. 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

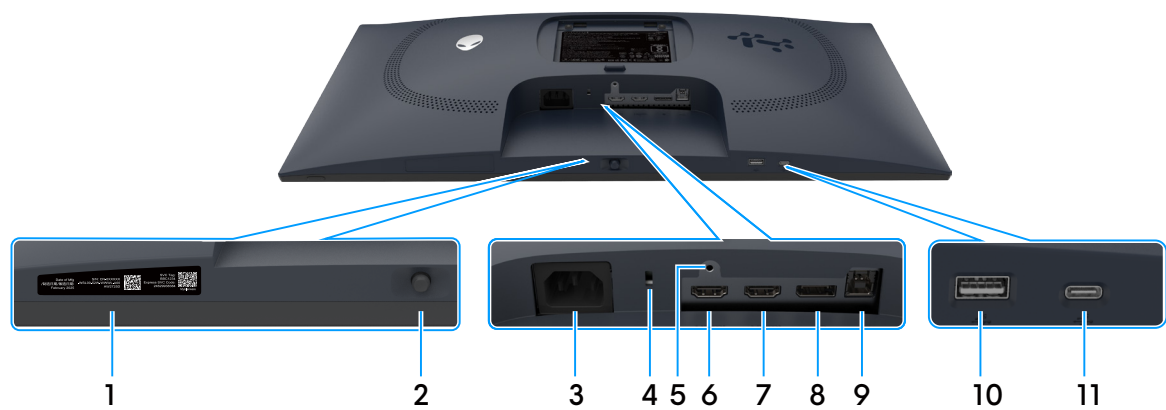









Figure 3. Bottom view of the monitor

Table 4. 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	Use it to control the OSD menu. For more information, see Operating the monitor .
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 M3 x 6 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 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 Type-A downstream ports	Connect your USB peripherals such as mouse and keyboard. NOTE: To use these ports, you must connect the USB upstream cable (shipped with your monitor) between the monitor and the computer.
11	 USB Type-C downstream port with Power Charging (data only)	Connect to charge your USB device. NOTE: 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. NOTE: To prevent signal interference, avoid connecting other USB devices to the adjacent port when using a wireless USB device on a downstream USB port.

Monitor specifications

Table 5. Monitor specifications.

Description	Value
Screen type	Color Active Matrix
Panel Type	Quantum Dots-Organic Light-Emitting Diode (QD-OLED) Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	678.2 mm (26.7 in.)
Active Area	
Horizontal	590.42 mm (23.24 in.)
Vertical	333.72 mm (13.14 in.)
Area	197031.86 mm ² (305.40 in. ²)
Pixel pitch	
Horizontal	0.2292 mm
Vertical	0.2292 mm
Pixel per inch (PPI)	111
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	
White Luminance	250 cd/m ² (typical) 1000 cd/m ² (HDR peak at APL 3%)
Contrast ratio	1.5 million:1
Display Screen Coating	Anti-reflection
Luminous substance	OLED
Response Time (Gray to Gray)	0.03 ms
Color Depth	1.07 billion colors
Color Gamut	DCI-P3 99.3% (CIE 1976) (typical)
HDR	VESA DisplayHDR True Black 400
Calibration accuracy	<ul style="list-style-type: none"> • Delta E<1 (average) (sRGB) • Delta E<2 (average) (DCI-P3)
Connectivity	<p>Video port</p> <ul style="list-style-type: none"> • 2 HDMI ports (HDCP 1.4 & 2.3) (Supports up to QHD 2560 x 1440, 280 Hz, 10 bit, FRL, HDR, VRR as per specified in HDMI 2.1) • 1 DisplayPort 1.4 (HDCP 1.4 & 2.3) port (Supports up to QHD 2560 x 1440, 280 Hz, HDR, DSC, VRR) <p>USB port</p> <ul style="list-style-type: none"> • 1 USB 5Gbps Type-B upstream port • 1 USB 5Gbps Type-A downstream port • 1 USB-C 5Gbps downstream port (Data only) with charging capability of up to 15 W
Border width (edge of monitor to active area)	
Top	6.14 mm (0.24 in.)
Left/Right	9.64 mm (0.38 in.)
Bottom	15.72 mm (0.62 in.)
Adjustability	
Height adjustable stand	Up to 110 mm
Tilt	-5°/+21°
Swivel	-20°/+20°
Pivot	-90°/+90°
Cable management	Yes
Security	Security lock slot (cable lock sold separately)
Alienware Command Center (AWCC)	Yes

Resolution specifications

Table 6. Resolution specifications.

Description	Value
Signal	HDMI/DisplayPort
Horizontal scan range	27 kHz to 470 kHz
Vertical scan range	48 Hz to 280 Hz
Maximum preset resolution	2560 x 1440 up to 280 Hz
Video display capabilities (HDMI and DisplayPort alternate mode)	2160p, 1440p, 1080p, 1080i, 720p, 576p, 480p (HDMI) 1440p, 1080p, 720p, 576p, 480p (DisplayPort)

Preset display modes

Table 7. DisplayPort preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
640 x 480	31.47	59.94	25.18	-/-
640 x 480	37.5	75	31.5	-/-
720 x 400	31.47	70.08	28.32	-/+
720 x 480	31.469	59.94	27	-/-
720 x 576	31.25	50	27	-/-
800 x 600	37.88	60.32	40	+/+
800 x 600	46.88	75	49.5	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75.03	78.75	+/+
1152 x 864	67.5	75	108	+/+
1280 x 720	37.5	50	74.25	+/+
1280 x 720	45	60	74.25	+/+
1280 x 1024	63.98	60.02	108	+/+
1280 x 1024	79.98	75.03	135	+/+
1600 x 900	60	60	108	+/+
1920 x 1080	27	24	74.25	+/+
1920 x 1080	28.125	25	74.25	+/+
1920 x 1080	33.75	30	74.25	+/+
1920 x 1080	56.21	50	148.5	+/+
1920 x 1080	67.5	60	148.5	+/+
1920 x 1080	135	120	297	+/+
1920 x 1080	280	239.76	567.36	+/-
1920 x 1080	347.115	279.932	722	+/-
2560 x 1440	88.79	59.95	241.5	+/-
2560 x 1440	182.996	119.998	497.75	+/-
2560 x 1440	222.151	143.973	604.25	+/-
2560 x 1440	388.51	239.97	1056.75	+/-
2560 x 1440	462.776	279.961	1258.75	+/-

Table 8. HDMI preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
640 x 480	31.47	59.94	25.18	-/-
640 x 480	37.5	75	31.5	-/-
720 x 400	31.47	70.08	28.32	-/+
720 x 480	31.469	59.94	27	-/-
720 x 576	31.25	50	27	-/-
800 x 600	37.88	60.32	40	+/+
800 x 600	46.88	75	49.5	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75.03	78.75	+/+
1152 x 864	67.5	75	108	+/+
1280 x 720	37.5	50	74.25	+/+
1280 x 720	45	60	74.25	+/+
1280 x 1024	63.98	60.02	108	+/+
1280 x 1024	79.98	75.03	135	+/+
1920 x 1080i	28.125	50	74.25	+/+
1920 x 1080i	33.75	60	74.25	+/+
1920 x 1080	27	24	74.25	+/+
1920 x 1080	28.125	25	74.25	+/+
1920 x 1080	33.75	30	74.25	+/+
1920 x 1080	56.21	50	148.5	+/+
1600 x 900	60	60	108	+/+
1920 x 1080	67.5	60	148.5	+/+
1920 x 1080	135	120	297	+/+
1920 x 1080	278.12	239.76	567.36	+/-
1920 x 1080	347.115	279.932	722	+/-
2560 x 1440	88.79	59.95	241.5	+/-
2560 x 1440	182.996	119.998	497.75	+/-
2560 x 1440	222.151	143.973	604.25	+/-
2560 x 1440	388.51	239.97	1056.75	+/-
2560 x 1440	462.776	279.961	1258.75	+/-
3840 x 2160	135	60	594	+/-
3840 x 2160	270	120	1188	+/-

Electrical specifications

Table 9. Electrical specifications.

Description	Value
Video input signals	<ul style="list-style-type: none"> ▪ DP differential Peak-Peak output voltage swing (Level 0: 0.34-0.46V; Level 1: 0.51-0.68V; Level 2: 0.69-0.92V; Level 3: 0.85-1.38V). ▪ HDMI differential swing voltage (FRL Lane 0,1,2,and 3) is 400mV-1200mV. ▪ Per differential line at 100 ohm impedance.
Input voltage/frequency/current	100-240 VAC/50 Hz or 60 Hz \pm 3 Hz/1.5 A (typical)
Inrush current	<ul style="list-style-type: none"> ▪ 120 V: 30 A (maximum) at 0°C (cold start) ▪ 240 V: 60 A (maximum) at 0°C (cold start)
Power Consumption	<ul style="list-style-type: none"> ▪ 0.3 W (Off Mode)¹ ▪ 0.5 W (Standby Mode)¹ ▪ 25.3 W (On Mode)¹ ▪ 120 W (Maximum)² ▪ 24.16 W (P_{on})³ ▪ 75.38 kWh (TEC)³

¹As defined in EU 2019/2021 and EU 2019/2013.

²Maximum brightness and contrast setting with maximum power loading on all USB ports.

³ P_{on} : Power consumption of On Mode measured with reference to the Energy Star test method.

TEC: Total energy consumption in kWh measured with reference to the Energy Star test method.

This document is informational only and reflects laboratory performance.

Your product may perform differently, depending on the software, components, and peripherals you ordered and you shall have no obligation to update such information.

So, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

Physical characteristics

Table 10. Physical characteristics.

Description	Value
Dimensions (with stand)	
Height (extended)	516.41 mm (20.33 in.)
Height (compressed)	406.41 mm (16.00 in.)
Width	609.51 mm (24.00 in.)
Depth	206.00 mm (8.11 in.)
Dimensions (without stand)	
Height	355.58 mm (14.00 in.)
Width	609.51 mm (24.00 in.)
Depth	69.48 mm (2.74 in.)
Stand dimensions	
Height (extended)	411.80 mm (16.21 in.)
Height (compressed)	372.45 mm (14.66 in.)
Width	240.00 mm (9.45 in.)
Depth	206.00mm (8.11 in.)
Base	240.00 mm x 206.00 mm (9.45 in. x 8.11 in.)
Weight	
Weight with packaging	9.09 kg (20.04 lb)
Weight with stand assembly and cables	6.35 kg (14.00 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.92 kg (8.64 lb)
Weight of stand assembly	2.03 kg (4.47 lb)

Environmental characteristics

Table 11. Environmental characteristics.

Description	Value
Compliant Standards	<ul style="list-style-type: none"> • RoHS-compliant • BFR/PVC reduced monitor (The circuit boards are made from BFR/PVC-free laminates.) • Arsenic-free glass and mercury-free for the panel only
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	<ul style="list-style-type: none"> • Storage: -20°C to 60°C (-4°F to 140°F) • Shipping: -20°C to 60°C (-4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	<ul style="list-style-type: none"> • Storage: 5% to 90% (non-condensing) • Shipping: -5% to 90% (non-condensing)
Altitude	
Operating	5,000 m (16,404 ft) maximum
Non-operating	12,192 m (40,000 ft) maximum
Thermal dissipation	86.33 BTU/hour (Maximum) 409.46 BTU/hour (On Mode)

Pin assignments

DisplayPort port

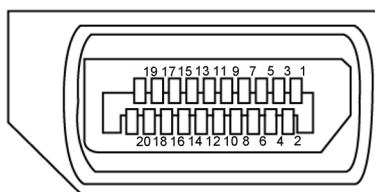
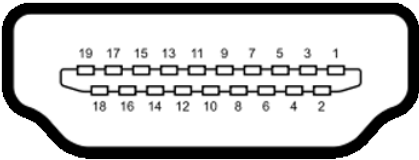


Figure 4. 20-pin DisplayPort port

Table 12. Pin assignments (DisplayPort).

Pin number	20-pin side of the connected signal cable
1	ML3(n)
2	GND
3	ML3(p)
4	ML2(n)
5	GND
6	ML2(p)
7	ML1(n)
8	GND
9	ML1(p)
10	ML0(n)
11	GND
12	ML0(p)
13	CONFIG1
14	CONFIG2
15	AUX CH (p)
16	GND
17	AUX CH (n)
18	Hot Plug Detect
19	Return
20	DP_PWR

HDMI 1/HDMI 2 port



HDMI 1/HDMI 2 19-pin port

Table 13. Pin assignments (HDMI 1/HDMI 2).

Pin number	19-pin side of the connected signal cable
1	TMDS DATA 2+
2	TMDS DATA 2 SHIELD
3	TMDS DATA 2-
4	TMDS DATA 1+
5	TMDS DATA 1 SHIELD
6	TMDS DATA 1-
7	TMDS DATA 0+
8	TMDS DATA 0 SHIELD
9	TMDS DATA 0-
10	TMDS CLOCK+
11	TMDS CLOCK SHIELD
12	TMDS CLOCK-
13	CEC
14	Reserved (N.C. on device)
15	DDC CLOCK (SCL)
16	DDC DATA (SDA)
17	DDC/CEC Ground
18	+5 V POWER
19	HOT PLUG DETECT

USB-C port

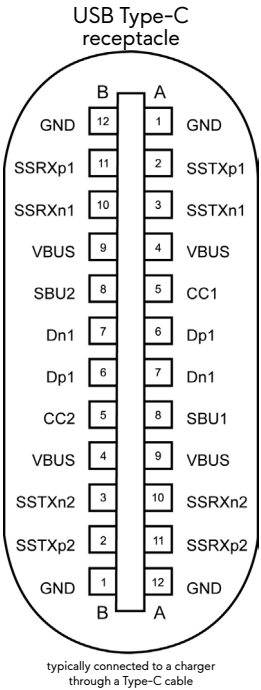


Figure 5. USB-C port

Table 14. Pin assignments (USB-C port).

Pin number	Signal	Pin number	Signal
A1	GND	B12	GND
A2	SSTXp1	B11	SSRXp1
A3	SSTXn1	B10	SSRXn1
A4	VBUS	B9	VBUS
A5	CC1	B8	SBU2
A6	Dp1	B7	Dn1
A7	Dn1	B6	Dp1
A8	SBU1	B5	CC2
A9	VBUS	B4	VBUS
A10	SSRXn2	B3	SSTXn2
A11	SSRXp2	B2	SSTXp2
A12	GND	B1	GND

USB port

USB upstream port

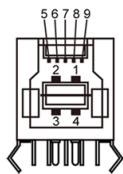


Figure 6. USB upstream port

Table 15. Pin assignments (USB upstream port).

Pin number	Signal name
1	VBUS
2	D-
3	D+
4	GND
5	StdB_SSTX-
6	StdB_SSTX+
7	GND_DRAIN
8	StdB_SSRX-
9	StdB_SSRX+
Shell	Shield

USB downstream port

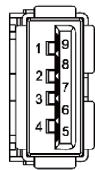


Figure 7. USB downstream port

Table 16. Pin assignments (USB downstream port).

Pin number	Signal name
1	VBUS
2	D-
3	D+
4	GND
5	StdA_SSRX-
6	StdA_SSRX+
7	GND_DRAIN
8	StdA_SSTX-
9	StdA_SSTX+
Shell	Shield

Universal Serial Bus (USB)

Rear

- One USB 5Gbps Type-B upstream

Table 17. USB 5Gbps Type-B upstream.

Transfer speed	Data rate
USB 5Gbps	5Gbps
USB 2.0	480 Mbps
USB 1.0	12 Mbps

Quick access(bottom)

- One USB 5Gbps Type-A downstream

Table 18. USB 5Gbps Type-A downstream.

Transfer speed	Data rate	Maximum power supported
USB 5Gbps	5Gbps	4.5 W
USB 2.0	480 Mbps	4.5 W
USB 1.0	12 Mbps	4.5 W

- One USB-C 5Gbps downstream

Table 19. USB-C 5Gbps downstream.

Transfer speed	Data rate	Maximum power supported
USB 5Gbps	5Gbps	15 W
USB 2.0	480 Mbps	15 W
USB 1.0	12 Mbps	15 W

① **NOTE:** 5Gbps data rate requires a USB 5Gbps-capable computer.

① **NOTE:** The USB ports on the monitor work only when the monitor is turned on or is in standby mode. If you turn off the monitor and then turn it on, the attached peripherals may take a few seconds to resume normal functionality.

Plug-and-Play

You can install the monitor to any Plug-and-Play-compatible computer. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so that the computer can configure itself and optimize the monitor settings. Most monitor installations are automatic; you can select different settings if required. For more information about changing the monitor settings, see [Operating the monitor](#).

QD-OLED monitor quality and pixel policy

During the QD-OLED monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information about Dell Monitor Quality and Pixel Policy, see <https://www.dell.com/pixelguidelines>.

Ergonomics

△ **CAUTION: Improper or prolonged usage of a keyboard may result in injury.**

△ **CAUTION: Viewing the monitor screen for extended periods of time may result in eye strain.**

For comfort and efficiency, observe the following guidelines when setting up and using your computer workstation:

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are commercially available to help you correctly position your keyboard.
- To reduce the risk of eye strain and neck/arm/back/shoulder pain from using the monitor for long periods of time, we suggest you to:
 1. Set the distance of the screen between 20 in. to 28 in. (50 cm to 70 cm) from your eyes.
 2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
 3. Take regular and frequent breaks for 20 minutes every two hours.
 4. Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.
 5. Perform stretches to relieve tension in the neck, arms, back, and shoulders during the breaks.
- Make sure that the monitor screen is at eye level or slightly lower when you are sitting in front of the monitor.
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms rest naturally on both sides.
- Ensure that your feet are resting flat on the floor.
- When sitting, make sure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair's height or use a footrest if necessary to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended periods of time. Try to stand or get up and walk around at regular intervals.
- Keep the area under your desk clear of obstructions and cables or power cables that may interfere with comfortable seating or present a potential trip hazard.

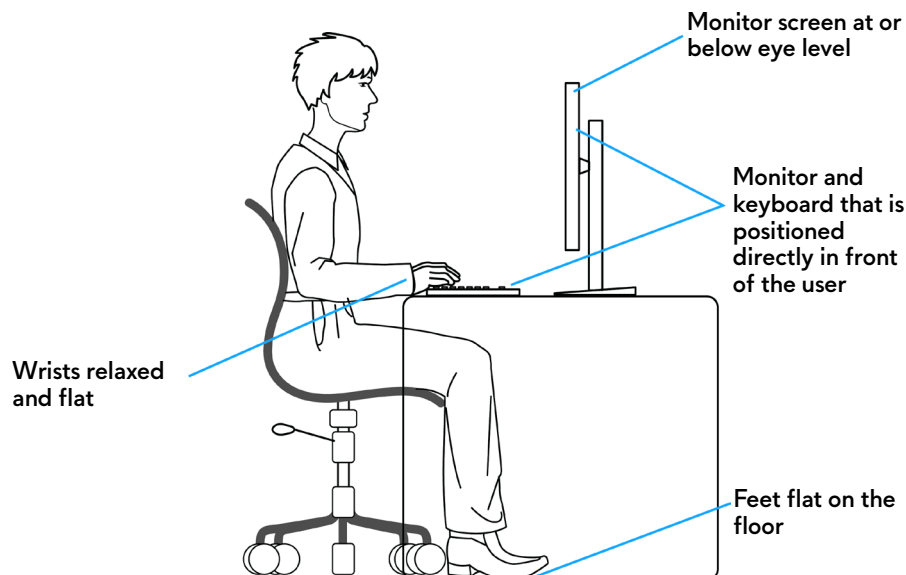


Figure 8. Correct sitting posture while using the monitor

Handling and moving your display

To ensure that the monitor is handled safely when lifting or moving it, follow the guidelines that are mentioned below:

- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting or moving the monitor.

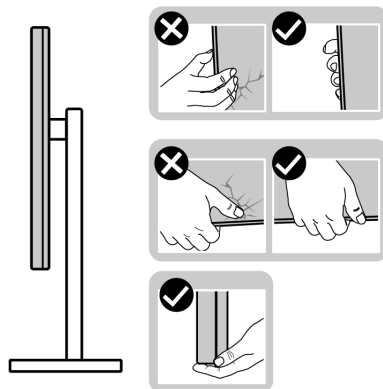


Figure 9. Moving or lifting the monitor

- When lifting or moving the monitor, ensure that the screen is facing away from you and do not press on the display area to avoid any scratches or damage.

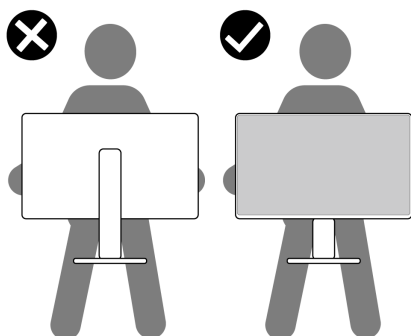


Figure 10. Ensure that the screen is facing away from you.

- When transporting the monitor, avoid any sudden shock or vibration to it.
- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. This may result in accidental damage to the monitor or cause personal injury.

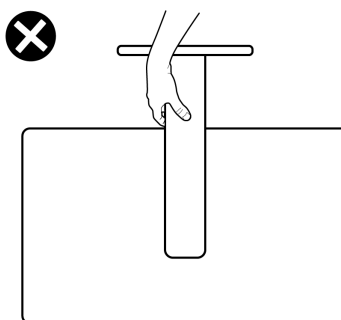


Figure 11. Do not turn the monitor upside down.

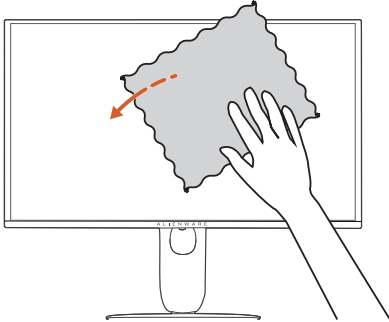
Maintenance guidelines

Cleaning your monitor

- ⚠ **CAUTION:** Read and follow the [Safety instructions](#) before cleaning the monitor.
- ⚠ **WARNING:** Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.



For best practices, follow the instructions in the list below when unpacking, cleaning, or handling your monitor:

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your Dell monitor. If available, use a screen-cleaning tissue or solution for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.
- Using available dry cloth, gently wipe the film surface in one direction at a time to remove stains and dust.



- ⚠ **CAUTION:** Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air.
- ⚠ **CAUTION:** Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.

Table 20. Cleaner.

Do use 	Don't use 
<ul style="list-style-type: none">• Filtered or distilled water• Neutral or alkali detergent (for example, dish soap) with water• LCD/LED screen cleaner (without Acetone)	<ul style="list-style-type: none">• Toluene/Acetone/Solvent• Common glass cleaner• Household cleaning products• Abrasive cleaning solution• Cleaner containing hydrogen peroxide

- ⚠ **WARNING:** Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so allows liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.
- ⓘ **NOTE:** Monitor damages due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.
- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Setting up the monitor

Connecting the stand

① **NOTE:** The stand is not installed at the factory when shipped.

① **NOTE:** The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that were included with the stand.

To connect the monitor stand:

1. Align and place the stand riser on the stand base.
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.

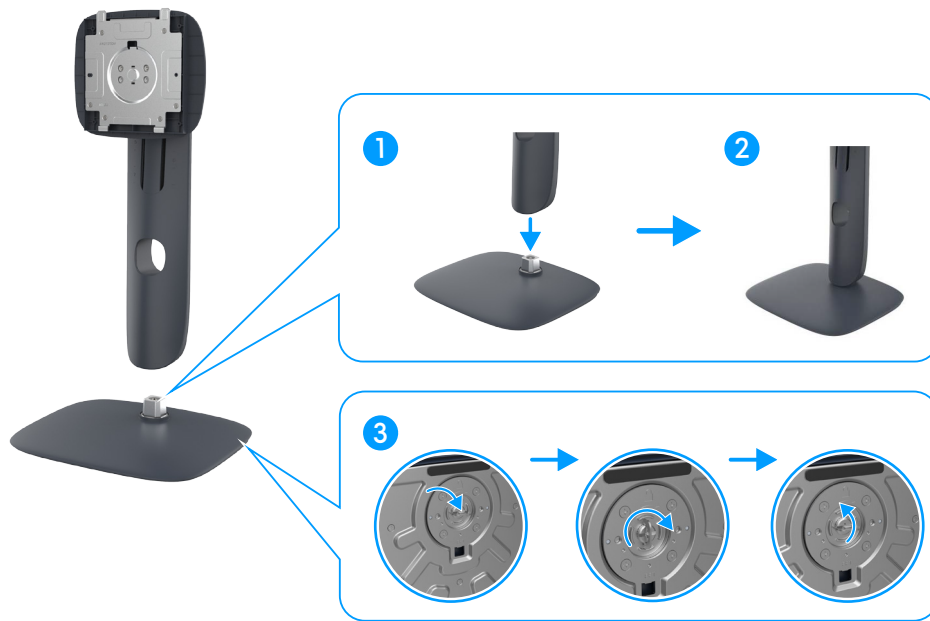


Figure 12. Connecting the stand

4. Open the protective cover on the monitor to access the VESA slot on the monitor.



Figure 13. Open the protective cover

① **NOTE:** Before connecting the stand assembly to the display, ensure that the front flap is opened to allow space for the assembly.

5. Slide the tabs on the stand riser into the slots on the display back cover and press down the stand assembly to snap it into place.

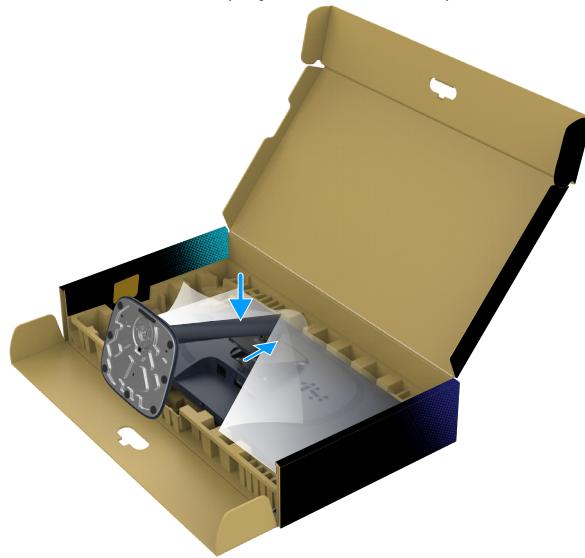


Figure 14. Slide the tabs on the stand riser into the slots

△ **CAUTION:** Hold the stand riser firmly when lifting the monitor to avoid any accidental damage.

6. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.

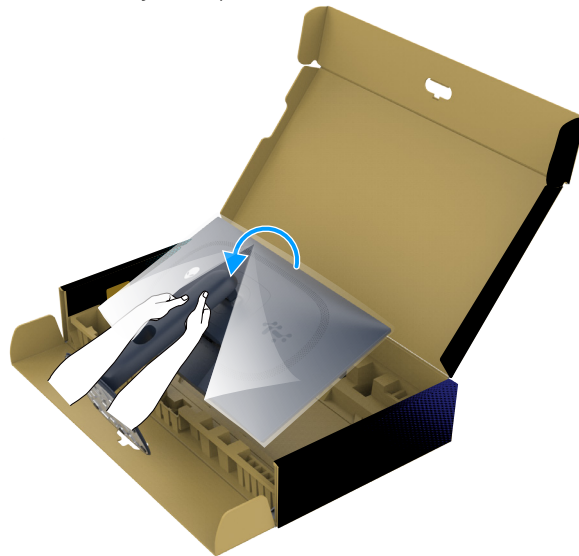


Figure 15. Hold the stand riser and lift the monitor

7. Lift the protective cover from the monitor.

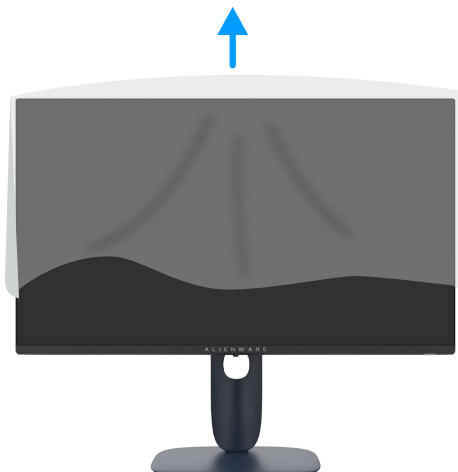


Figure 16. Lift the protective cover from the monitor

Using the tilt, swivel, and height adjustment

① **NOTE:** The following instructions are applicable only for the stand that is shipped with your monitor. If you are connecting to a stand that you purchased from any other source, follow the setup instructions that were included with the stand.

Tilt and swivel adjustment

With the stand that is attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.

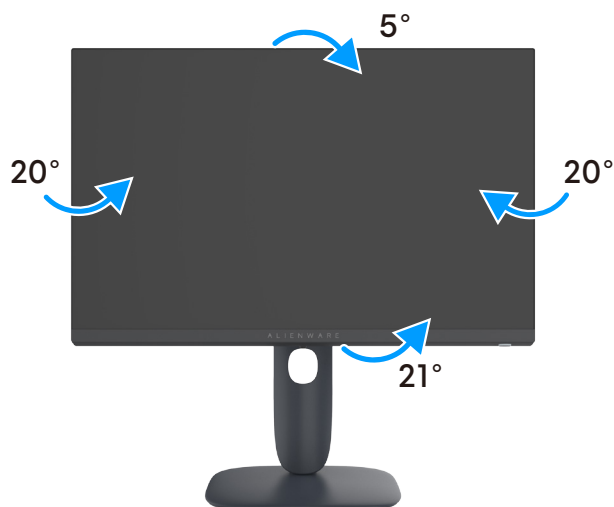


Figure 17. Tilt and swivel adjustment

① **NOTE:** The stand is detached when the monitor is shipped from the factory.

Height adjustment

① **NOTE:** The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that were included with the stand.

① **NOTE:** The stand extends vertically up to 110 mm. The following image illustrates how to adjust the stand vertically.

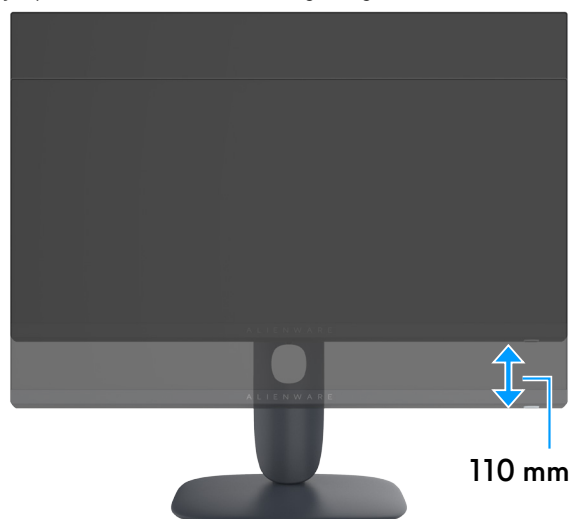


Figure 18. Height adjustment

Pivot adjustment

Before you rotate the display, extend the display vertically until the top of the stand riser. Tilt the display backwards until the maximum to avoid the bottom edge of the display touching.

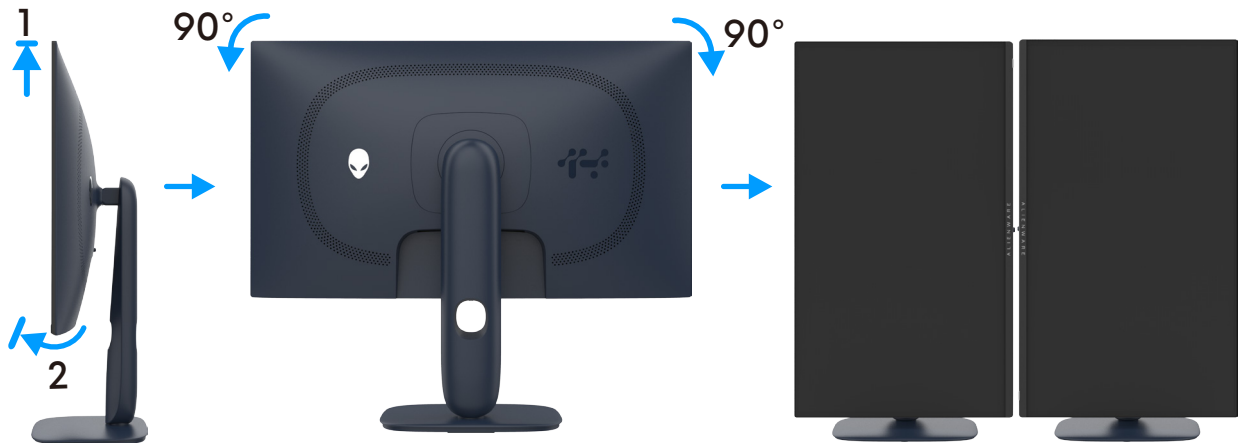


Figure 19. Rotating the display

- ① **NOTE:** To toggle the display setting on your Dell computer between landscape and portrait when rotating the display, download and install the latest graphics driver. To download, go to <https://www.dell.com/support/drivers> and search for the appropriate driver.
- ① **NOTE:** When the display is in portrait mode, you may experience performance degradation when using graphic-intensive applications such as 3D gaming.

Connecting your monitor

- ⚠ **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 cord into easily accessible to operator and located as close to the equipment as possible. To disconnect power from the equipment, unplug the power cord from the power outlet by grasping the plug firmly. Never pull on the cord.
- ① **NOTE:** Do not connect all the cables to the computer simultaneously.
- ① **NOTE:** The images are for the purpose of illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer.
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

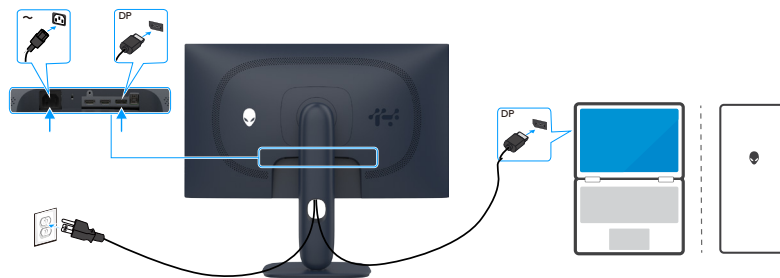


Figure 20. Connecting the DisplayPort cable

Connecting the HDMI cable

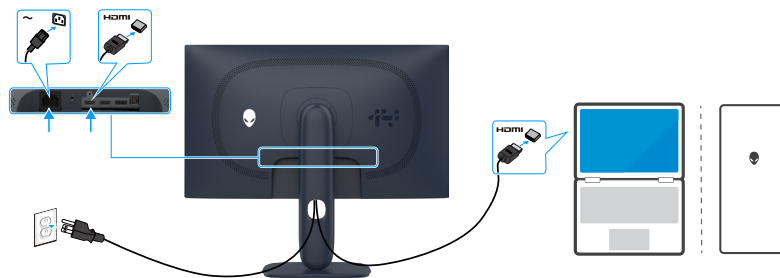


Figure 21. Connecting the HDMI cable

Connecting the USB cable

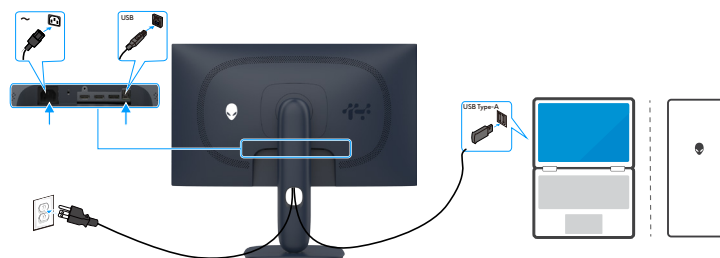


Figure 22. Connecting the USB cable

Organizing your cables



Figure 23. Organizing your cables

After attaching all necessary cables to your monitor and computer, (see [Connecting your monitor](#) for cable attachment) organize all cables as shown above.

If a cable does not reach your computer when routing it through the monitor slot, then connect the cable directly to the computer instead.

Securing your monitor using Kensington lock (optional)

The security lock slot is located at the bottom of the monitor. (See [Security-lock slot](#))

For more information about using the Kensington lock (purchased separately), see the documentation that is shipped with the lock.

Secure your monitor to a table using the Kensington security lock.

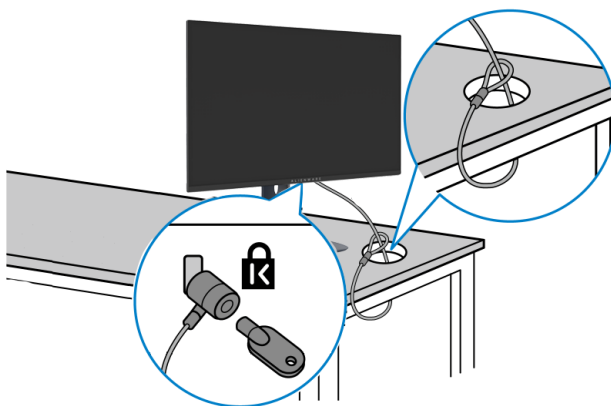


Figure 24. Securing your monitor using Kensington lock

① **NOTE:** The image is for the purpose of illustration only. Appearance of the lock may vary.

Removing the monitor stand

- △ **CAUTION:** To prevent scratches on the monitor screen when removing the stand, ensure that the monitor is placed on a soft, clean surface.
- ① **NOTE:** The following instructions are applicable only for the stand that was shipped with your monitor. If you are connecting a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

To remove the stand:

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.

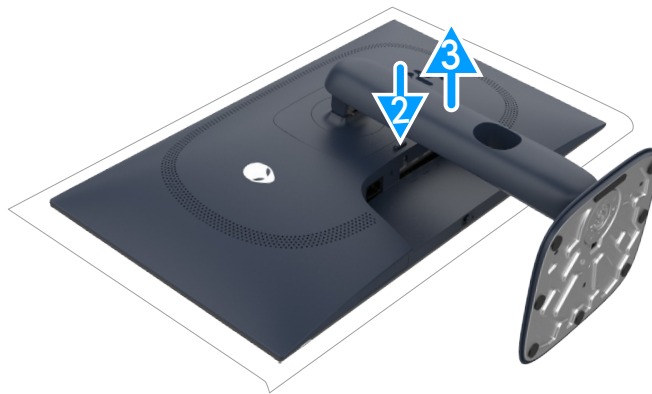


Figure 25. Removing the monitor stand

VESA wall mounting (optional)

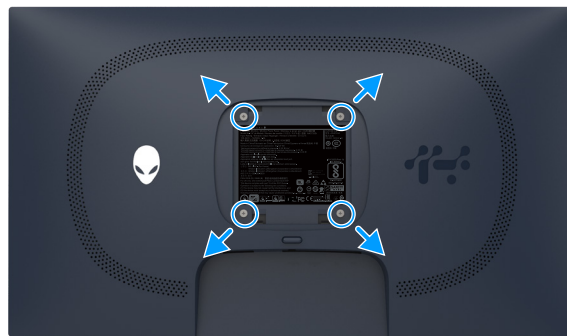


Figure 26. VESA wall mounting

- ① **NOTE:** Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit. Refer to the instructions that come with the VESA-compatible wall mounting kit.
1. Place the monitor on a soft cloth or cushion on a stable flat table.
 2. Remove the monitor stand (See [Removing the monitor stand](#)).
 3. Use a Phillips crosshead screwdriver to remove the four screws securing the plastic cover.
 4. Attach the mounting bracket from the wall mounting kit to the monitor.
 5. Mount the monitor on the wall. For more information, see the documentation that is shipped with the wall mounting kit.
- ① **NOTE:** For use only with UL or CSA or GS-listed wall mount bracket with minimum weight/load bearing capacity of 15.68 kg (34.56 lb).

Operating the monitor

Power on the monitor

Press the power button to turn on the monitor.



Figure 27. Power on the monitor

Using the joystick control

Use the joystick control at the bottom of the monitor to make OSD adjustments.

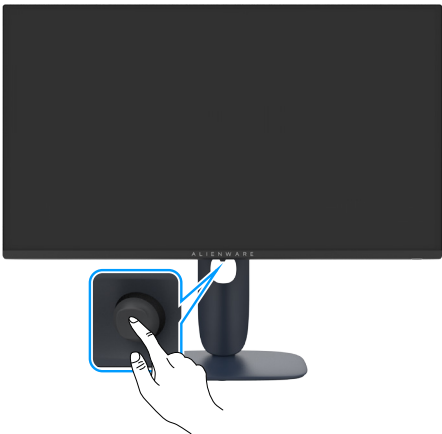







Figure 28. Using the joystick control

1. Press the joystick button to launch the OSD main menu.
2. Move the joystick up/down/left/right to toggle between options.
3. Press the joystick button again to confirm the settings and exit.

Table 21. Using the joystick control.

Joystick	Description
	<ul style="list-style-type: none">▪ When the OSD menu is on, press the joystick to confirm the selection or save the settings.▪ When the OSD menu is off, press the joystick to launch the Menu Launcher. See Accessing the Menu Launcher.
	<ul style="list-style-type: none">▪ For 4-way (left, right, forward, and back) directional navigation.▪ Toggles through the menu items.▪ Increases or decreases the parameters of selected menu item.
	Selects and enters the submenu.
	Returns to the upper-level menu or exits from the current menu.

	By default, when the OSD menu is off, moving the joystick towards you will toggle through the preset options of Vision 1 and Off.
---	---

Accessing the Menu Launcher

When you move or press the joystick, the Menu Launcher appears at the bottom center of the screen, allowing you to access the On-Screen Display (OSD) menu and shortcut functions.

To select a function, move the joystick.

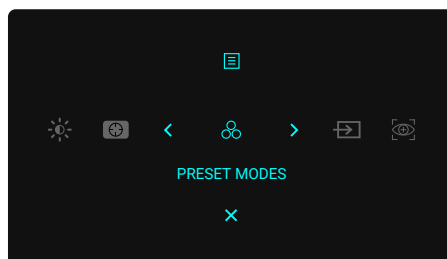









Figure 29. Accessing the Menu Launcher

The following table describes the Menu Launcher functions:

Table 22. Menu Launcher description.

Control button		Description
1	 MENU	Use this MENU button to launch the On-Screen Display (OSD) and select the OSD menu. See Accessing the menu system .
2	 DARK STABILIZER	To access the DARK STABILIZER adjustment slider.
3	 INPUT SOURCE	To choose an input source from the list of video signals that may be connected to your monitor.
4	 PRESET MODES	To choose a preferred color mode from the list of PRESET MODES .
5	 BRIGHTNESS/CONTRAST	To access the BRIGHTNESS/CONTRAST adjustment sliders.
6	 ALIENVISION	To choose a preferred display mode for gameplay or turn off ALIENVISION .
7	 EXIT	Use this button to go back to the main menu or EXIT the OSD main menu.

When the Menu Launcher is on, the OSD Status Bar appears at the top in the center of the screen, displaying the current settings of some OSD functions.

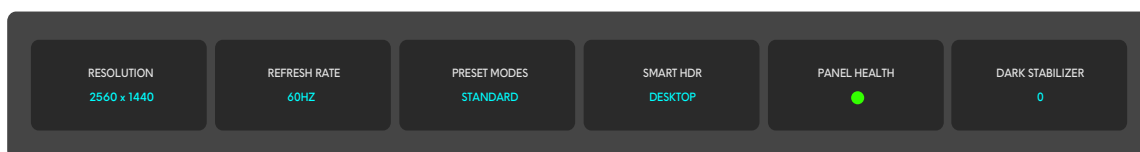


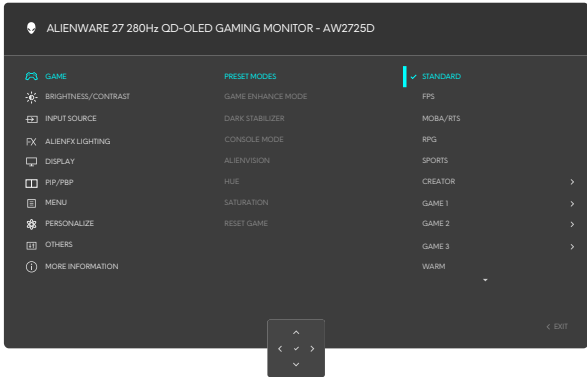



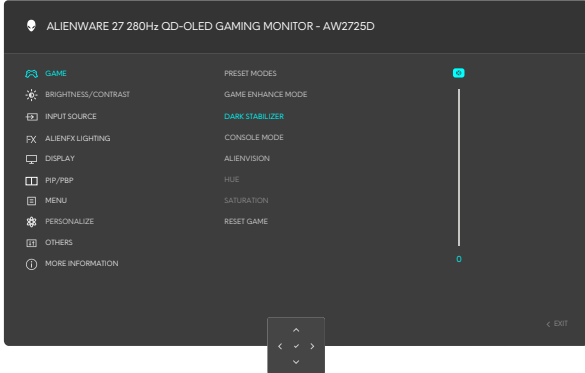
Figure 30. Settings of some On-Screen Display (OSD) functions

Using the On-Screen Display (OSD) Menu


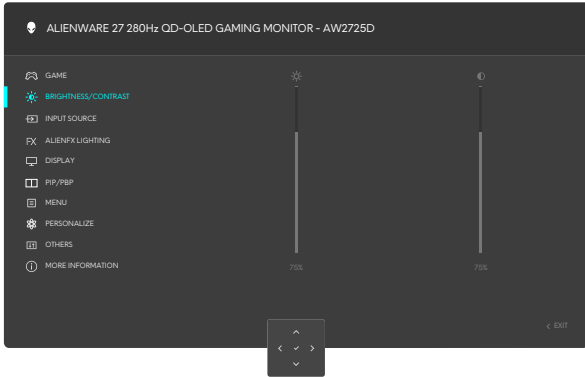

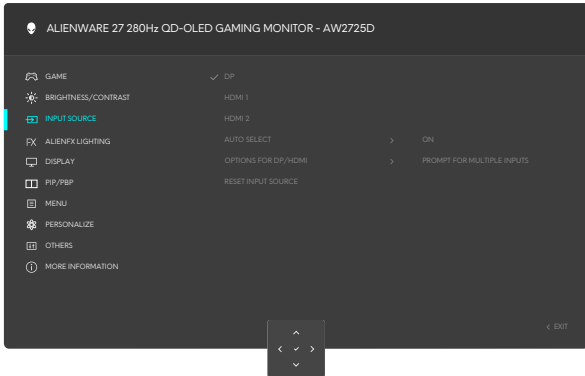
Accessing the menu system

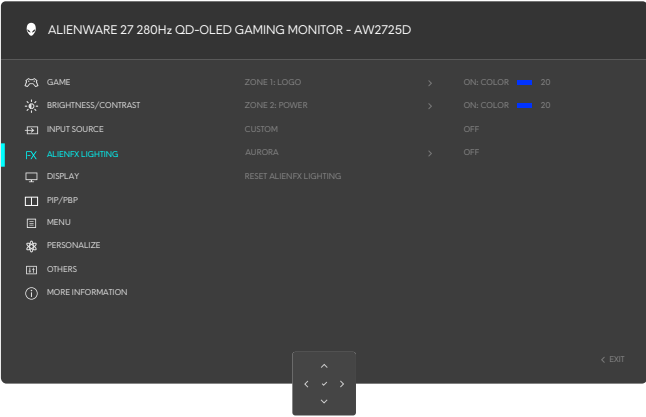

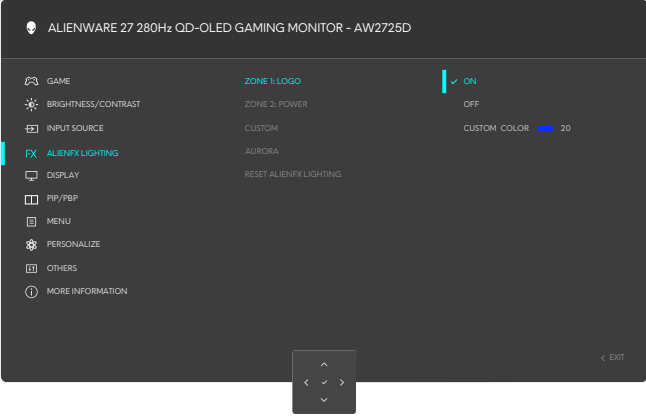
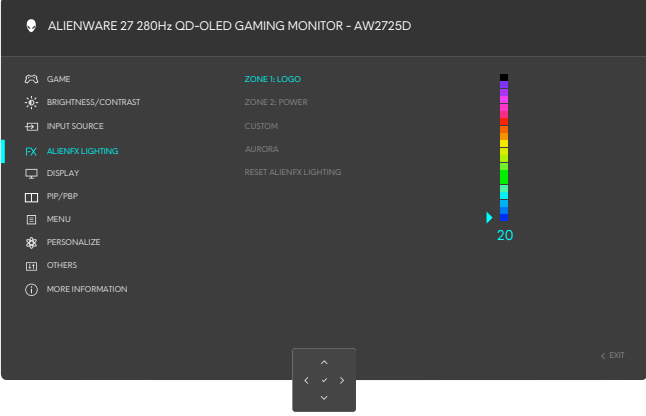
Table 23. On-Screen Display (OSD) Menu description.


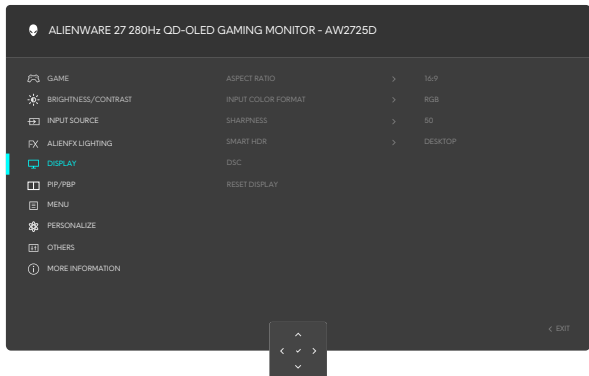
Icon	Menu and Submenus	Description
	GAME	<p>Use this menu to personalize your visual gameplay experience.</p> 
	PRESET MODES	<p>Allows you to choose from a list of preset color modes.</p>  <ul style="list-style-type: none"> ▪ STANDARD: Loads the monitor's default color settings. This is the default preset mode. ▪ FPS: Loads color settings ideal for First-Person Shooter (FPS) games. ▪ MOBA/RTS: Loads color settings ideal for Multiplayer Online Battle Arena (MOBA) and Real-Time Strategy (RTS) games. ▪ RPG: Loads color settings ideal for Role-Playing Games (RPG). ▪ SPORTS: Loads color settings ideal for "SPORTS" games. ▪ CREATOR: Allows you to set Color Space to DCI-P3 or sRGB and adjust the Gamma level (between 1.8 and 2.6). ▪ GAME 1/GAME 2/GAME 3: Allows you to customize the settings such as GAIN, OFFSET, HUE, SATURATION and DARK STABILIZER for your gaming needs. ▪ WARM: Presents colors at lower color temperatures. The screen appears warmer with a red/yellow tint. ▪ COOL: Presents colors at higher color temperatures. The screen appears cooler with a blue tint. ▪ CUSTOM COLOR: Allows you to manually adjust the color settings. Move the joystick to adjust the GAIN, OFFSET, HUE, and SATURATION values and create your own preset color mode. <p>❗ NOTE: The feature is disabled when CONSOLE MODE is on.</p> <p>❗ NOTE: The feature is disabled when SMART HDR is activated and HDR content is displayed.</p>


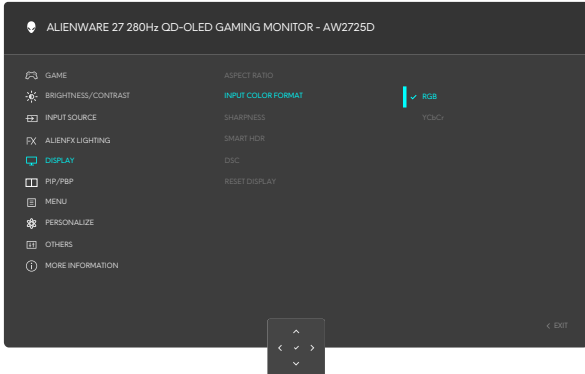
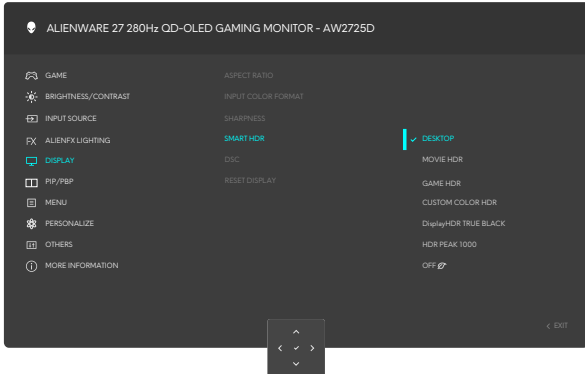
Icon	Menu and Submenus	Description
	GAME ENHANCE MODE	<p>Adjusts Game Enhance Mode to OFF, TIMER, FRAME RATE or DISPLAY ALIGNMENT.</p> <ul style="list-style-type: none"> ▪ OFF: Select OFF to disable the functions under GAME. ▪ TIMER: Enable or disable the timer at the upper left corner of the display. The timer shows the time elapsed since the game starts. Select an option from the time-interval list to keep you aware of the remaining time. ▪ FRAME RATE: Select ON to display the current frames per second when playing games. The higher the rate, the smoother the motion appears. ▪ DISPLAY ALIGNMENT: Activating the function may help ensure the perfect alignment of the video contents from multiple displays.
	DARK STABILIZER	<p>Improves the visibility in the dark gaming scenarios. The higher the value (0 to 3), the more visible the display image will be in dark environment.</p>  <p>NOTE: This feature is disabled when SMART HDR is activated and HDR content is displayed.</p>
	CONSOLE MODE	<p>Adjusts CONSOLE MODE to ON/OFF, COLOR, GAMMA. Activating the feature gives the best gaming experience when play console games.</p> <ul style="list-style-type: none"> ▪ ON/OFF: Select to disable the functions under CONSOLE MODE. ▪ COLOR: Manually adjust RGB from 0 to 100. By default, RGB is set to 100. ▪ GAMMA: Manually adjust GAMMA from 1.8 to 2.6. By default, GAMMA is set to 2.2. ▪ SOURCE TONE MAP: Select to allow the HDR content to be tone mapped by the source device. <p>NOTE: CONSOLE MODE is only for HDMI. Preset modes are not available when CONSOLE MODE is turned "ON".</p> <p>NOTE: COLOR/GAMMA is disabled when SMART HDR is activated and HDR content is displayed.</p> <p>NOTE: SOURCE TONE MAP is disabled when no HDR content is displayed.</p>


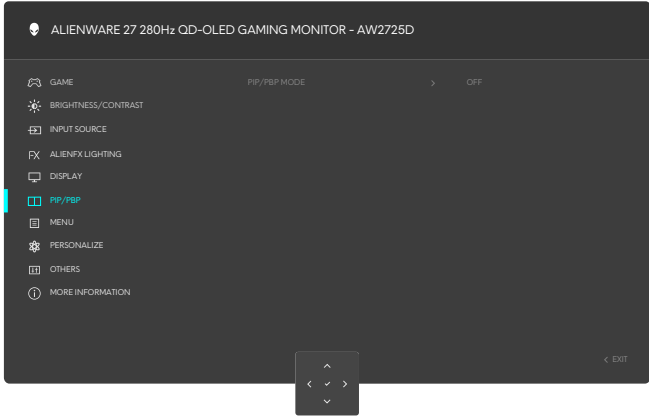
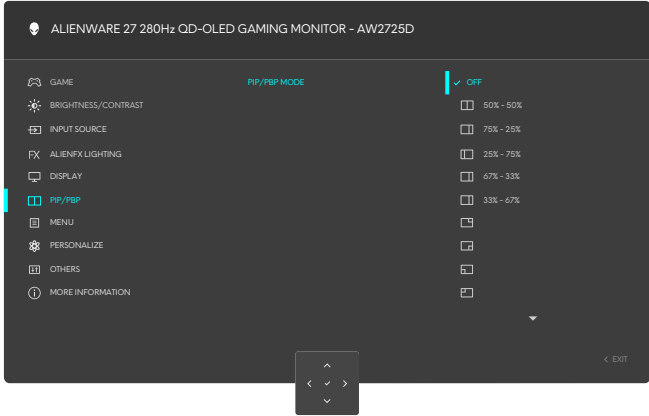
Icon	Menu and Submenus	Description
	ALIENVISION	<p>Allows you to customize your own display modes (VISION 1, VISION 2, and VISION 3) for different gaming scenarios. By default, ALIENVISION is OFF.</p>  <p>You can go through the options and make adjustments for each vision mode.</p> <p>VISION SETTINGS:</p> <ul style="list-style-type: none"> ▪ MODE: Select NIGHT to identify objects clearly in darkness or select CHROMA to apply a thermal color palette to show temperature variations in the scene. Selecting OFF will disable the functions under VISION SETTINGS. ▪ SIZE: To adjust the close-up window size that applies the vision mode. ▪ SHARPNESS: To adjust the sharpness level of the pictures in the close-up window. <p>CROSSHAIR:</p> <ul style="list-style-type: none"> ▪ STYLE: Allows you to select a preferred crosshair style to aid in aiming accurately. Selecting OFF will turn off this function. ▪ COLOR: Allows you to select a preferred crosshair color. If you select DYNAMIC, the crosshair color will change dynamically based on the background color. <p>❶ NOTE: More ALIENVISION options are available on using Alienware Command Center (AWCC).</p>
	HUE	<p>This feature can shift the color of the video image to green or purple. This is used to adjust the desired flesh-tone color.</p> <p>Use the joystick to adjust the hue from 0 to 100.</p> <p>Move the joystick up to increase the green shade of the video image.</p> <p>Move the joystick down to increase the purple shade of the video image.</p> <p>❶ NOTE: Hue adjustment is available only for FPS, MOBA/RTS, RPG, SPORTS mode.</p>
	SATURATION	<p>This feature can adjust the color saturation of the video image.</p> <p>Use the joystick to adjust the saturation from 0 to 100.</p> <p>Move the joystick up to increase the colorful appearance of the video image.</p> <p>Move the joystick down to increase the monochrome appearance of the video image.</p> <p>❶ NOTE: The SATURATION adjustment is available only when you select FPS, MOBA/RTS, SPORTS, or RPG preset mode.</p>
	RESET GAME	Resets all settings under the GAME menu to the factory defaults.


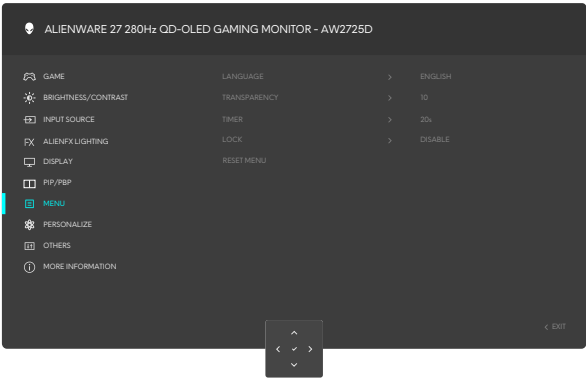
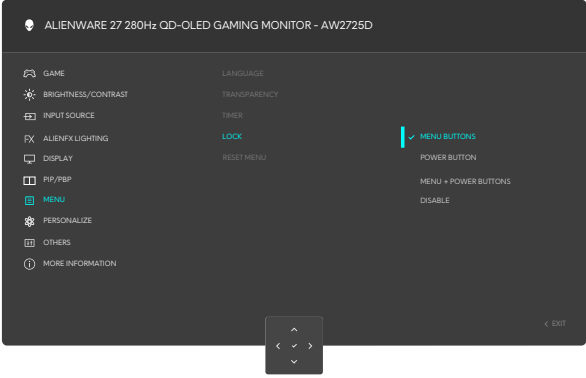
Icon	Menu and Submenus	Description
	BRIGHTNESS/CONTRAST	<p>Adjusts the brightness and contrast of the display.</p> 
	BRIGHTNESS	<p>Adjusts the luminance of the backlight from 0 to 100. Move the joystick up to increase the brightness level. Move the joystick down to decrease the brightness level.</p> <p>❶ NOTE: Adjustment of BRIGHTNESS is disabled when SMART HDR is activated and HDR content is displayed.</p>
	CONTRAST	<p>Adjust the BRIGHTNESS first, and then adjust CONTRAST only if further adjustment is necessary. Move the joystick Up to increase contrast and Move the joystick Down to decrease contrast (Range: 0 to 100). The CONTRAST function adjusts the degree of difference between darkness and lightness on the monitor screen.</p> <p>❶ NOTE: Adjustment of CONTRAST is disabled when SMART HDR is activated and HDR content is displayed.</p>
	INPUT SOURCE	<p>Selects between different video signals that may be connected to your monitor.</p> 
	DP	<p>Select DP input when you are using the DP (DisplayPort). Press the joystick button to confirm the selection.</p>
	HDMI 1	<p>Select the HDMI 1 or HDMI 2 input when you are using the HDMI port. Press the joystick button to confirm the selection.</p>
	HDMI 2	
	AUTO SELECT	<p>Turn on the function to allow the monitor to automatically scan for available input sources. Press the joystick button to confirm the selection.</p>
	OPTIONS FOR DP/HDMI	<p>Allows you to set this feature to:</p> <ul style="list-style-type: none"> ▪ PROMPT FOR MULTIPLE INPUTS: Always displays the “Switch to DP/HDMI Video Input” message for you to choose whether to switch or not. ▪ ALWAYS SWITCH: Always switches to DP/HDMI video input (without asking) when the DisplayPort or HDMI cable is connected. ▪ OFF: Never automatically switches to DP/HDMI video input when the DisplayPort or HDMI cable is connected. <p>Press the joystick to confirm the selection.</p> <p>❶ NOTE: This feature is disabled when AUTO SELECT is set to Off.</p>
	RESET INPUT SOURCE	<p>Resets all settings under the INPUT SOURCE menu to the factory defaults.</p>


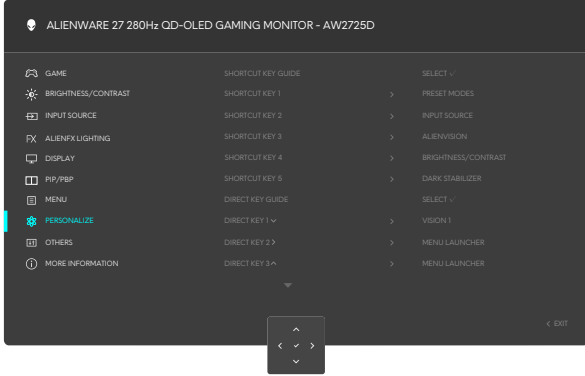
Icon	Menu and Submenus	Description
FX	ALIENFX LIGHTING	<p>Adjusts the LED light settings for the Alienware logo, and Power button.</p>  <p>Before making any adjustments, select any or all of these 2 zones from the submenus. The following illustrations indicate the lighting zones.</p> 
	ZONE 1: LOGO	<p>To specify an LED lighting color for the selected zone, select ON, move the joystick to highlight CUSTOM COLOR, and press the joystick to enter its submenu.</p> 
	ZONE 2: POWER	<p>Then move the joystick button to make a selection from the list of available colors.</p> 


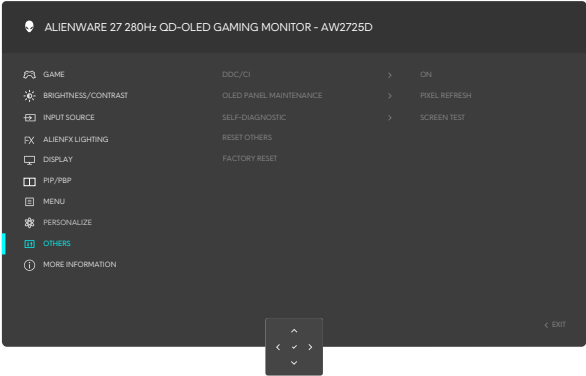

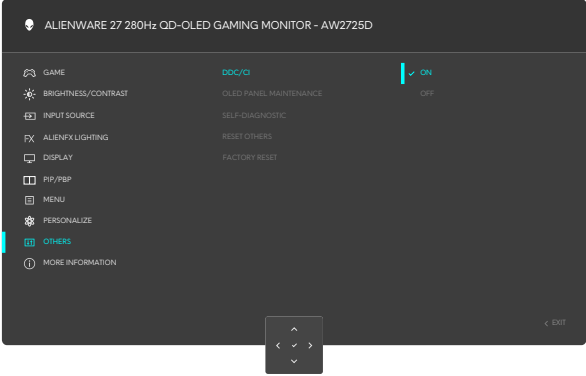
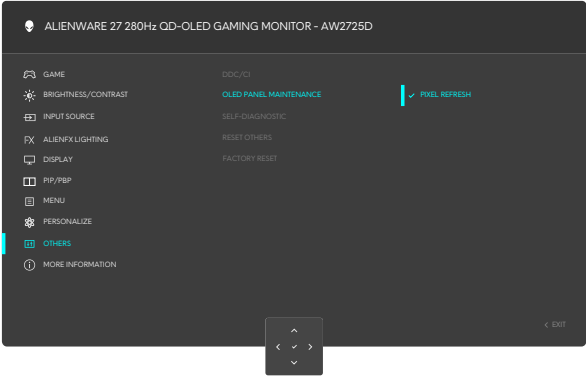


Icon	Menu and Submenus	Description																																																																																				
FX		<p>The following table shows the color number and the RGB codes used for the 20 LED colors.</p> <table><tr><th>No.</th><th>R</th><th>G</th><th>B</th></tr><tr><td>1</td><td>0</td><td>0</td><td>0</td></tr><tr><td>2</td><td>38</td><td>0</td><td>180</td></tr><tr><td>3</td><td>51</td><td>0</td><td>198</td></tr><tr><td>4</td><td>195</td><td>0</td><td>195</td></tr><tr><td>5</td><td>186</td><td>16</td><td>123</td></tr><tr><td>6</td><td>194</td><td>0</td><td>65</td></tr><tr><td>7</td><td>185</td><td>0</td><td>0</td></tr><tr><td>8</td><td>166</td><td>51</td><td>0</td></tr><tr><td>9</td><td>185</td><td>96</td><td>0</td></tr><tr><td>10</td><td>195</td><td>140</td><td>0</td></tr><tr><td>11</td><td>130</td><td>219</td><td>0</td></tr><tr><td>12</td><td>62</td><td>223</td><td>0</td></tr><tr><td>13</td><td>40</td><td>223</td><td>0</td></tr><tr><td>14</td><td>0</td><td>195</td><td>0</td></tr><tr><td>15</td><td>0</td><td>205</td><td>25</td></tr><tr><td>16</td><td>0</td><td>205</td><td>45</td></tr><tr><td>17</td><td>10</td><td>230</td><td>180</td></tr><tr><td>18</td><td>0</td><td>101</td><td>247</td></tr><tr><td>19</td><td>0</td><td>25</td><td>247</td></tr><tr><td>20</td><td>0</td><td>0</td><td>255</td></tr></table>	No.	R	G	B	1	0	0	0	2	38	0	180	3	51	0	198	4	195	0	195	5	186	16	123	6	194	0	65	7	185	0	0	8	166	51	0	9	185	96	0	10	195	140	0	11	130	219	0	12	62	223	0	13	40	223	0	14	0	195	0	15	0	205	25	16	0	205	45	17	10	230	180	18	0	101	247	19	0	25	247	20	0	0	255
	No.	R	G	B																																																																																		
	1	0	0	0																																																																																		
	2	38	0	180																																																																																		
	3	51	0	198																																																																																		
	4	195	0	195																																																																																		
	5	186	16	123																																																																																		
	6	194	0	65																																																																																		
	7	185	0	0																																																																																		
	8	166	51	0																																																																																		
	9	185	96	0																																																																																		
	10	195	140	0																																																																																		
	11	130	219	0																																																																																		
	12	62	223	0																																																																																		
	13	40	223	0																																																																																		
	14	0	195	0																																																																																		
	15	0	205	25																																																																																		
	16	0	205	45																																																																																		
	17	10	230	180																																																																																		
	18	0	101	247																																																																																		
19	0	25	247																																																																																			
20	0	0	255																																																																																			
		<p>To turn off the light for ZONE 1: LOGO, select Off.</p> <p>For ZONE 2: POWER, you may specify to turn off the light when the monitor is in either on or standby mode, or both.</p> <p>NOTE: CUSTOM COLOR is disabled when AURORA is ON.</p>																																																																																				
	CUSTOM	It is a read-only menu. When you use CUSTOM COLOR to make LED lighting adjustments, this menu status shows OFF ; when you make the LED lighting adjustments through AlienFX application, the status shows ON .																																																																																				
	AURORA	Select to apply the Aurora effect to the lighting of Zone 1 and Zone 2.																																																																																				
	RESET ALIENFX LIGHTING	Resets all settings under the ALIENFX LIGHTING menu to the factory defaults.																																																																																				
	DISPLAY	<p>Use the DISPLAY menu to adjust the images.</p> 																																																																																				
	ASPECT RATIO	Adjust the ratio of width to height of an image to 16:9 , AUTO RESIZE or 4:3 .																																																																																				



Icon	Menu and Submenus	Description
	INPUT COLOR FORMAT	<p>Allows you to set the video input mode to:</p> <ul style="list-style-type: none"> ▪ RGB: Select this option if your monitor is connected to a computer or a media player that supports RGB output. ▪ YCbCr: Select this option if your media player supports only YCbCr output. 
	SHARPNESS	<p>This feature can make the image look sharper or softer.</p> <p>Move the joystick up and down to adjust the sharpness from '0' to '100'.</p>
	SMART HDR	<p>The SMART HDR (High Dynamic Range) feature enhances the display output by optimally adjusting contrast and the ranges of color and luminosity to resemble true-to-life visuals.</p>  <ul style="list-style-type: none"> ▪ DESKTOP: Suitable for using the monitor with a desktop computer. ▪ MOVIE HDR: Suitable for the playback of HDR video content. ▪ GAME HDR: Suitable for playing HDR-compatible games. It displays more realistic scenes and makes the gaming experience immersive and entertaining. ▪ CUSTOM COLOR HDR: Enables you to create your own HDR mode by adjusting the settings of CONTRAST, HUE, and SATURATION. ▪ DisplayHDR TRUE BLACK: Compliant with the DisplayHDR True Black standard, supporting a peak brightness of 400 cd/m². ▪ HDR PEAK 1000: Suitable for playing HDR content with a peak brightness of 1000 cd/m². ▪ OFF: Disables SMART HDR function. <p>① NOTE: When activating and deactivating SMART HDR, a blank screen is expected (about 5 seconds). This is normal behavior as the monitor changes the display mode. Do not power cycle the monitor.</p> <p>① NOTE: When the monitor is processing HDR content, PRESET MODES, DARK STABILIZER, BRIGHTNESS, and CONTRAST are disabled.</p> <p>① NOTE: AW2725D does not support HLG.</p> <p>① NOTE: The feature is disabled when PIP/PBP is activated.</p>
	DSC	<p>Select DSC (Digital Stream Compression) setting. Default setting is ON.</p> <p>① NOTE: This function is only available in DP input.</p>
	RESET DISPLAY	<p>Resets all settings under the DISPLAY menu to the factory defaults.</p>

Icon	Menu and Submenus	Description
	PIP/PBP	<p>This function brings up a window displaying an image from another input source.</p>  <p>NOTE: In PBP mode, the images are displayed at the center of the split windows.</p>
	PIP/PBP MODE	<p>Allows you to choose a PBP or PIP mode from the preset list, which provides different sizes and positions of the sub-window. The options are shown in graphic format, giving a quick understanding of various layout settings. Press the joystick to confirm the selection.</p> <p>The default setting is OFF.</p> 
	PIP/PBP (SUB)	<p>Select between the different video signals that may be connected to your monitor for the PIP/PBP sub-window. Press the joystick to confirm the selection.</p> <p>NOTE: This feature is available only when the PIP/PBP MODE is enabled.</p>
	VIDEO SWAP	<p>Select to swap videos between the main window and sub-window in PBP mode. Move the joystick to swap the main window and sub-window.</p> <p>NOTE: The feature is available only when the PIP/PBP MODE is enabled.</p>
	CONTRAST (SUB)	<p>Adjust the Contrast level of the picture in PBP Mode.</p> <p>Move the Joystick to increase or decrease the contrast.</p> <p>NOTE: The feature is available only when the PIP/PBP MODE is enabled.</p> <p>NOTE: The feature is disabled when SMART HDR is activated and HDR content is displayed.</p>

Icon	Menu and Submenus	Description
	MENU	<p>Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on.</p> 
	LANGUAGE	<p>Set the OSD display to one of eight languages. (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).</p>
	TRANSPARENCY	<p>Select this option to change the menu transparency by moving the joystick up or down (min. 0/ max. 100).</p>
	TIMER	<p>OSD Hold Time: Sets the length of time the OSD remains active after you press a button. Move the joystick to adjust the slider in 1-second increments, from 5 to 60 seconds.</p>
	LOCK	<p>Locking the control buttons prevents unauthorized access and accidental activation, especially in multi-monitor setups.</p>  <ul style="list-style-type: none"> • MENU BUTTONS: The OSD menu settings are locked and not accessible. • POWER BUTTON: The power button is locked. • MENU + POWER BUTTONS: The OSD menu settings are not accessible and the power button is locked. • DISABLE: Disable lock function.
	RESET MENU	<p>Resets all settings under the MENU to the factory defaults.</p>

Icon	Menu and Submenus	Description
	PERSONALIZE	
	SHORTCUT KEY GUIDE	This option allows you to easily set up to 5 shortcut keys. And contains the introduction of the shortcut key Settings.
	SHORTCUT KEY 1	<p>Allows you to choose a feature from the provided list and set it as a shortcut key. Press the joystick button to confirm the selection.</p> <ul style="list-style-type: none"> • PRESET MODES • GAME ENHANCE MODE • DARK STABILIZER • ALIENVISION • BRIGHTNESS/CONTRAST • INPUT SOURCE • ASPECT RATIO • SMART HDR • DISPLAY INFO • PIP/PBP MODE • VIDEO SWAP
	SHORTCUT KEY 2	
	SHORTCUT KEY 3	
	SHORTCUT KEY 4	
	SHORTCUT KEY 5	
	DIRECT KEY GUIDE	Select and follow the on-screen instructions to assign your preferred features to the 4-directional movements of the joystick button.
	DIRECT KEY 1 ▾	<p>Allows you to choose a feature from the provided list and set it as a direct key. Press the joystick button to confirm the selection.</p> <ul style="list-style-type: none"> • OFF • MENU LAUNCHER • VISION 1 • VISION 2 • VISION 3 • PRESET MODES • GAME ENHANCE MODE • DARK STABILIZER • BRIGHTNESS • CONTRAST • INPUT SOURCE • ASPECT RATIO • SMART HDR • PIP/PBP MODE • VIDEO SWAP <p>When you set a Direct Key to OFF, it returns to the original 4-directional movement.</p> <p>❗ NOTE: When there is no video signal, the Direct Key will not work.</p>
	DIRECT KEY 2 ▸	
	DIRECT KEY 3 ▴	
	DIRECT KEY 4 ▹	
	USB CHARGING	Allows you to set the ON IN STANDBY MODE or OFF IN STANDBY MODE ⚡ to save energy.
	RESET PERSONALIZATION	Resets all settings under the PERSONALIZE menu to the factory defaults.

Icon	Menu and Submenus	Description
	OTHERS	<p>Select this option to adjust the OSD settings such as the DDC/CI, OLED PANEL MAINTENANCE, and so on.</p> 
	DDC/CI	<p>DDC/CI (Display Data Channel/Command Interface) allows you to adjust features such as brightness and color balance of your monitor using software installed on your computer. You can disable this feature by selecting OFF. Enable this feature for the best user experience and optimum performance of your monitor.</p> 
	OLED PANEL MAINTENANCE	 <p>The feature prevents the screen from image retention by offering these functions:</p> <ul style="list-style-type: none"> PIXEL REFRESH: To reduce temporary image retention on the screen, you can manually activate this function after using the monitor for a couple of hours. Alternatively, the function is activated automatically when you have used the monitor for 4 hours. The process takes approximately 6 to 8 minutes to complete. <p>  NOTE: The power LED indicator blinks slowly in green during the refresh process. </p> <p>  NOTE: If the accumulated usage time exceeds 4 hours, PIXEL REFRESH will be automatically activated when the monitor goes into Standby mode or when you press the power button to turn off the monitor. </p>
	SELF-DIAGNOSTIC	Use this option to run the built-in diagnostics, see Built-in diagnostics .
	RESET OTHERS	Resets all settings under the OTHERS menu to the factory defaults.
	FACTORY RESET	Resets all OSD settings to the factory defaults.

Icon	Menu and Submenus	Description
	MORE INFORMATION	<p>Select this option for DISPLAY INFORMATION and ALIENWARE MONITOR SUPPORT.</p> 
	DISPLAY INFO	Displays the current settings of the monitor. Press the joystick to confirm the selection.
	ALIENWARE MONITOR SUPPORT	Use your smartphone to scan the QR code to access the general support materials for your monitor.
	FACTORY COLOR REPORT	<p>Allows you to review the monitor's color data calibrated at factory product line.</p> <p>NOTE: This feature is disabled when this monitor's panel or interface board is replaced.</p>

OSD warning messages

When the monitor does not support a particular resolution, you can see the following message:

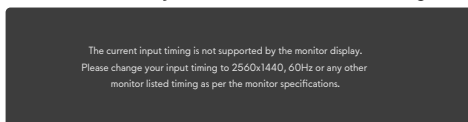


Figure 31. Resolution warning message

This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor specifications](#) for the horizontal and vertical frequency ranges supported by this monitor. Recommended resolution is 2560 x 1440.

① **NOTE:** The message that appears on the monitor varies based on the type of input cable used.

You can see the following message before the **DDC/CI** function is disabled:

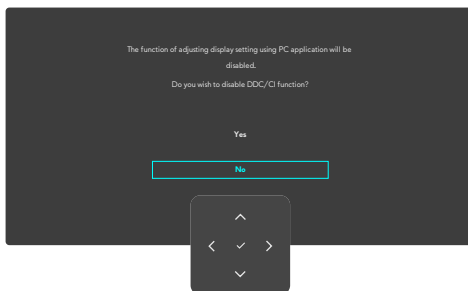


Figure 32. DDC/CI warning message

When the monitor enters the **Standby Mode**, the following message will appear:

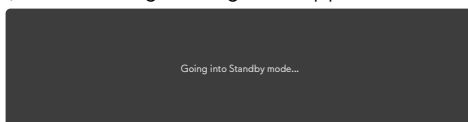


Figure 33. Standby mode warning message

Activate the computer and wake up the monitor to gain access to the [OSD](#).

You will see the following message when you increase the **BRIGHTNESS** level above the factory default setting for the first time:

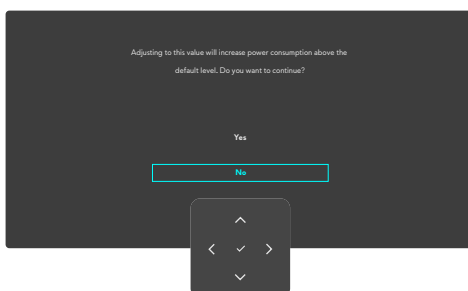


Figure 34. Power warning message

The following message when you select **FPS/MOBA(RTS)/SPORT** under **PRESET MODES** in the **GAME** menu OSD for the first time after factory reset:

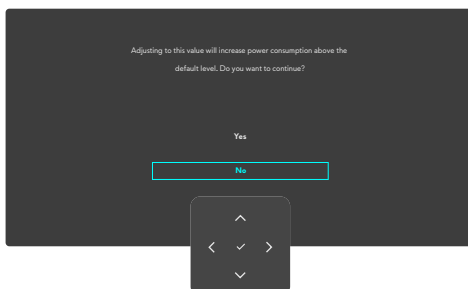


Figure 35. Power warning message

① **NOTE:** If you select No, the Brightness would be changed to 75% for these Preset Modes.

If you press any button other than the power button to wake up monitor, the following messages will appear depending on the selected input:

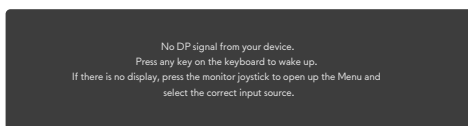


Figure 36. Monitor wake-up warning message

If either DP, HDMI 1 and HDMI 2 input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

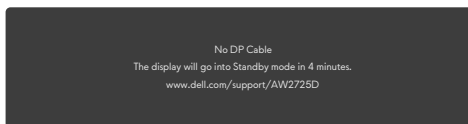


Figure 37. DP cable disconnected warning message

① **NOTE:** The message may be slightly different according to the selected input signal.

When **PIXEL REFRESH** is selected, the following message appears:

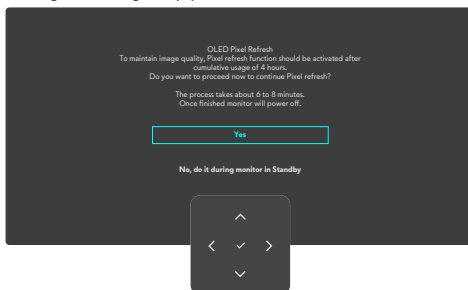


Figure 38. PIXEL REFRESH warning message

Once you select Yes, the monitor will be turned off and the refresh process will run automatically. The process takes approximately 6 to 8 minutes to complete.

Select **Proceed**, and the refresh process will run automatically. The process takes approximately an hour to complete.

If you press the power button during the process of running **PIXEL REFRESH**, the following message appears:

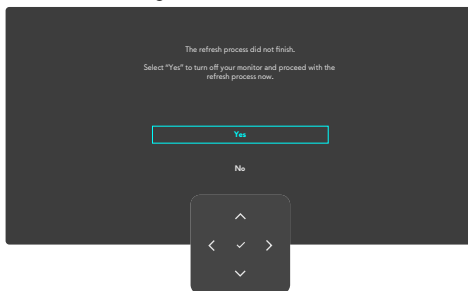


Figure 39. Proceed of PIXEL REFRESH warning message

When you select OSD items of **Factory Reset** in Other feature, the following message will appear:

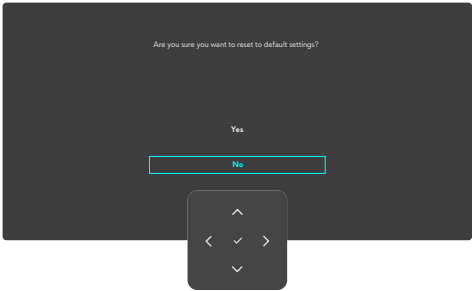


Figure 40. Factory Reset warning message

When the built-in thermal sensor detects an abnormality, the following message appears every 30 minutes:

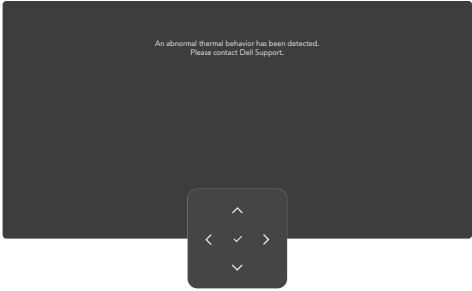






Figure 41. Built-in Thermal warning message

See [Troubleshooting](#) for more information.

Locking the control buttons

You can lock the monitor control buttons to prevent access to the OSD menu and/or power button.

1. Move and hold the joystick forward/back/left/right for about 4 seconds until a pop-up menu appears.
2. Move the joystick to select one of the following options:
 -  : The OSD menu settings are locked and not accessible.
 -  : The power button is locked.
 -  : The OSD menu settings are not accessible and the power button is locked.
3. Press the joystick to confirm the configuration.

To unlock, move and hold the joystick forward/back/left/right for about 4 seconds until a menu appears on the screen, and then select  to unlock and close the pop-up menu.

Setting the maximum resolution

To set the maximum resolution for the monitor:

In Windows 10 and Windows 11:

1. Right-click on the desktop and click **Display Settings**.
2. Click **Advanced display settings**.
3. Click the dropdown list of **Resolution** and select **2560 x 1440**.
4. Click **Keep Changes** or **Revert**.

If you do not see **2560 x 1440** as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or a laptop:

Go to <https://www.dell.com/support>, enter your service tag, and download the latest driver for your graphics card.

If you are using a non-Dell computer (laptop or desktop):

- Go to your computer manufacturer's support website and download the latest graphic drivers.
- Go to your graphics card manufacturer's website and download the latest graphic drivers.

Requirements to view or playback HDR content

1. Through Ultra Blu-Ray DVD or Game consoles

Ensure the DVD player or Game console is HDR capable, such as Panasonic DMP-UB900 or PS5.

2. Through a PC

Ensure the graphics card used is HDR capable, that is, it has an HDMI 2.1 (TMDS) (with HDR option) compliant port and HDR graphics driver is installed. HDR capable application program must be used, such as Cyberlink PowerDVD 17, Windows 10/11 Movies & TV app.

- ① **NOTE:** To download and install the latest graphics driver that supports HDR content playback on your Dell desktop or laptop, see <https://www.dell.com/support/drivers>.

NVIDIA

For a full range of HDR capable NVIDIA graphics cards, see <https://www.nvidia.com>.

Ensure to download the driver that supports Full Screen Playback mode (such as PC games, Ultra Blu-Ray players), HDR on Win 10 Redstone 2 OS: 381.65 or later.

AMD

For a full range of HDR capable AMD graphics cards, see <https://www.amd.com>. Read the HDR driver support information and download the latest driver.

Intel (Integrated Graphics)

HDR capable processor: Cannon Lake or later

Suitable HDR player: Windows 10/11 Movies & TV app

Operating System (OS) with HDR support: Windows 10 Redstone 3

Driver with HDR support: see <https://www.dell.com/support/drivers> for the latest HDR driver.

- ① **NOTE:** HDR playback through OS (such as playback of HDR in a window within desktop) requires Windows 10 Redstone 2 or later with an appropriate application program such as PowerDVD 17. Playing back protected content will require appropriate DRM software and/or hardware, such as Microsoft PlayReady. For support information, see <https://www.support.microsoft.com>.

Using AlienFX application

You can customize advanced features for your monitor through AlienFX™ in the Alienware Command Center (AWCC).

- ① **NOTE:** If you have an Alienware Gaming desktop or laptop, you can directly access the AWCC.
- ① **NOTE:** For more information, see Alienware Command Center Online Help.

Prerequisites

Before installing the AWCC on a non-Alienware computer:

- Ensure that the operating system of your computer is Windows 10 R3 or later.
- Ensure that your Internet connection is active.
- If you want to adjust the lighting effects, make sure to connect the Alienware monitor and the computer with the supplied USB Type-A to Type-B cable.

Installing AWCC through Windows update

1. When the monitor is first connected to a computer where AWCC application is not installed, the application will be downloaded and installed on the computer. The installation takes a few minutes to complete.
 - ① **NOTE:** This process of downloading has a dependency on the Internet connection.
 2. Navigate to the program folder to ensure that the installation is successful. Alternatively, you can find the AWCC application in the **Start** menu.
 3. Ensure the USB upstream cable is connected to control lighting effects.
- In the Settings window, click **Windows Update**, and then click **Check** for updates to check the Alienware driver update progress.
 - If the driver update is not responding in your computer, install AWCC from the Dell Support website.
4. Restart operating system.
 5. Launch the AWCC.

Installing AWCC from the Dell Support website

Enter AW2725D in the query field at www.dell.com/support/drivers, and download the latest version of the Alienware Command Center Application.

1. Navigate to the folder in which you saved the setup files.
2. Double-click the setup file and follow the on-screen instructions to complete the installation.

Adjusting the gaming features

1. Launch the AWCC application from the Start menu.
 2. In the window of Dashboard view, click the monitor image of AW2725D to access the device view.
 3. Select the **GAME** panel to customize the following features:
- **General configuration:** Click the General button to enhance your gameplay experience by using the provided features.

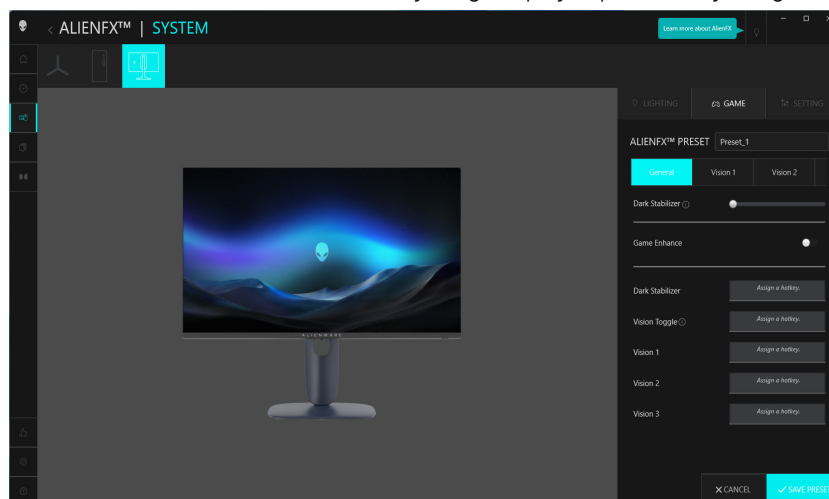


Figure 42. General configuration

Table 24. Features of General.

Feature	Description
Dark Stabilizer	Refer to DARK STABILIZER .
Game Enhance	<p>Toggle the Game Enhance switch to turn on or off this feature.</p> <ul style="list-style-type: none">• Frame Rate: Select and specify the position to display the current frames per second while playing games.• Timer: Select and specify the position of the timer and the time interval.
Assign Hotkey	Create your own keyboard shortcuts for the listed features.

- **Customization of vision modes:** Click the Vision 1, Vision 2, or Vision 3 button to enhance your gameplay experience by customizing your vision modes.

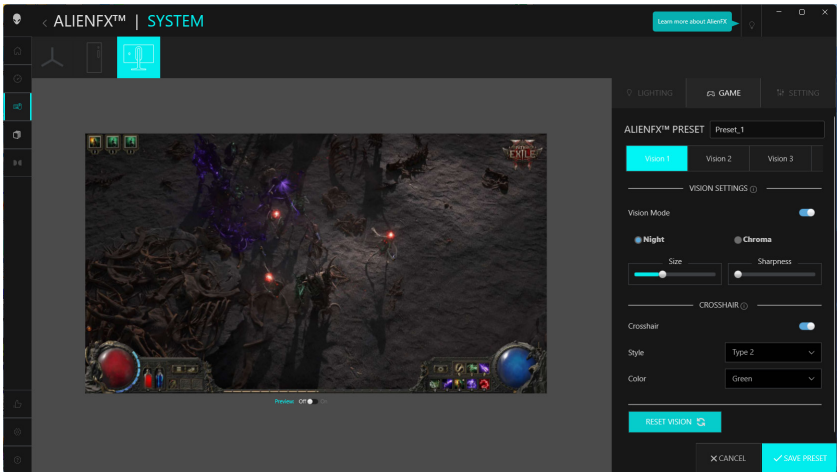


Figure 43. Customization of vision

Table 25. Features of vision modes.

Feature	Description
Vision Mode	<p>Toggle the Vision Mode switch to turn this feature on or off.</p> <ul style="list-style-type: none">• Night: Improves contrast and clarity during dark game scenes.• Chroma: Apply a thermal color palette to differentiate game objects from the background.
SIZE	Drag the slider to enlarge the close-up window or resume it to the default size.
SHARPNESS	Drag the slider to adjust the sharpness level of the pictures in the close-up window.
CROSSHAIR	<p>Toggle the Crosshair switch to turn on or off this feature.</p> <ul style="list-style-type: none">• Style: Select a crosshair type that matches the gameplay from the dropdown list.• Color: Select your preferred crosshair color setting.
RESET VISION	Resets all settings of the current vision mode to the factory defaults.

① **NOTE:** Please note that periodic software updates may result in changes to the user interface, which may affect the layout, navigation, or functionality of certain features.

Setting

- 1. Launch the AWCC application from the Start menu.
- 2. In the window of Dashboard view, click the monitor image of AW2725D to access the device view.
- 3. Select the **SETTING** panel to customize the following features:
 - **Display:** Click the Display button to adjust the display settings.

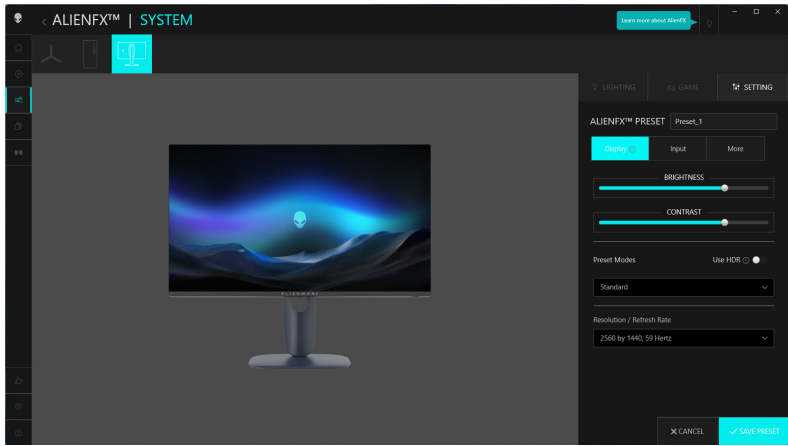


Figure 44. Display configuration

Table 26. Display configuration feature description.

Feature	Description
Brightness	Drag the sliders to make the adjustment. Refer to Brightness and Contrast.
Contrast	ⓘ NOTE: These features may be grayed out depending on the current HDR state.
Preset Modes	The Preset Modes dropdown list changes according to the state of Smart HDR switch. When you toggle the Smart HDR switch to the ON state, refer to SMART HDR ; when you toggle the Smart HDR switch to the OFF state, refer to PRESET MODES .
Use HDR	To play the HDR, toggle the SMART HDR switch to On or Off.
Resolution/Refresh Rate	Allows you to change the settings of resolution and refresh rate of the system. ⓘ NOTE: This feature is disabled when you set to duplicate screen on multiple monitors.

- **Input:** You can select an input source from the Current Input Source dropdown list.
- **More:** Displays the monitor's Model, Service tag, Manufactured date, and Firmware Version information.

Input

Click the **Input** button to configure the PIP/PBP settings.

You can select an input source from the **Current Input Source** dropdown list.

When you toggle the **PIP/PBP** switch to On, the options of preset PBP or PIP modes appear below the preview window, allowing you to select your preferred mode.

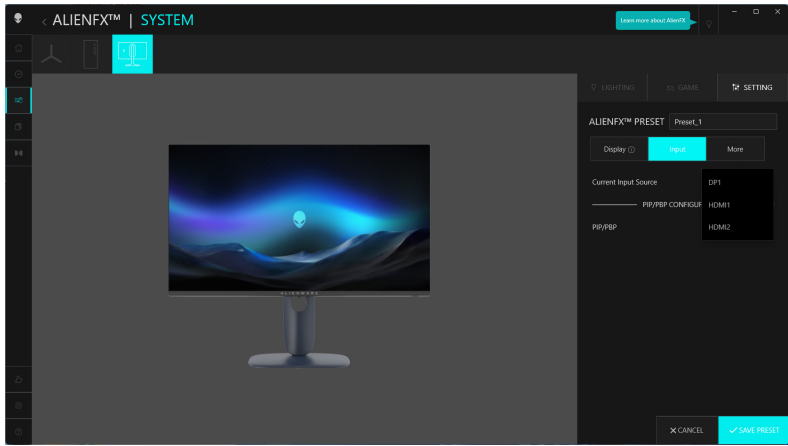


Figure 45. Input configuration

Troubleshooting

⚠ **WARNING:** Before you begin any of the procedures in this section, 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.

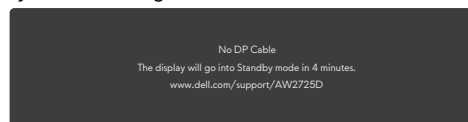


Figure 46. DP cable disconnected warning message

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.

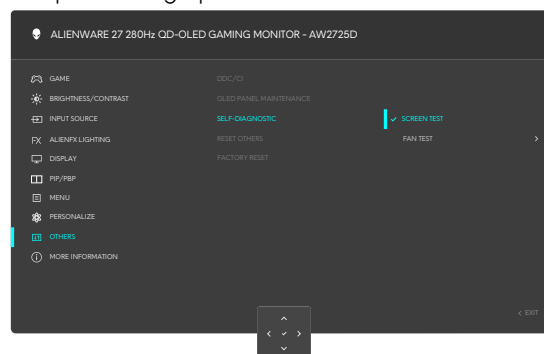



Figure 47. Built-in diagnostics

Screen 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 > 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 27. Common problems description.

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 pressed. 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.
Poor focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> Eliminate video extension cables. Reset the monitor to factory settings. For more information, see FACTORY RESET. Change the video resolution to the correct aspect ratio.
Shaky/jittery video	Wavy picture or fine movement	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see FACTORY RESET. Check environmental factors. Relocate the monitor and test in another room.
Missing Pixels	Monitor screen has spots	<ul style="list-style-type: none"> Turn off the monitor and turn it on again. A pixel that is permanently off is a natural defect that can occur in display technology. For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: https://www.dell.com/pixelguidelines
Stuck-on Pixels	Monitor screen has bright spots	<ul style="list-style-type: none"> Turn off the monitor and turn it on again. A pixel that is permanently off is a natural defect that can occur in display technology. For more information about Dell Monitor Quality and Pixel Policy, 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 using the OSD.
Geometric distortion	Screen not centered correctly	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see FACTORY RESET.
Horizontal/vertical lines	Screen has one or more lines	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see FACTORY RESET. Perform monitor self-test feature check and determine if these lines also appear in Self-test mode. Check for bent or broken pins in the video cable connector. Run the built-in diagnostics. For more information, see Self-Diagnostic.
Synchronization problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see FACTORY RESET. Perform monitor Self-test feature check to determine if the scrambled screen appears in self-test mode. Check for bent or broken pins in the video cable connector. Restart the computer in the safe mode.
Safety-Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> Do not perform any troubleshooting steps. Contact Dell immediately.

Common Symptoms	What You Experience	Possible Solutions
Intermittent Problems	Monitor malfunctions on and 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 the monitor self-test feature (see Self-test) check to determine if the intermittent problem is identified in the self-test mode.
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"> ▪ Ensure that your computer or graphics solution meets the minimum requirement for HDR playback and install the latest software drivers for the graphics card. ▪ Ensure that the HDMI 2.1 cable that comes with the package is used. ▪ If the above steps fail, choose the resolution 2560 x 1440 from the Display Properties to force the proper HDR signaling.
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 settings in the Display menu OSD. ▪ Reset the monitor to factory settings. ▪ For more information, see FACTORY RESET.
Cannot adjust the monitor with the joystick	OSD does not appear on the screen	<ul style="list-style-type: none"> ▪ Turn off the monitor, unplug the power cord, plug it back, and then turn on the monitor. ▪ Check whether the OSD menu is locked. If yes, move and hold the joystick forward/back/left/right for 4 seconds to unlock. For more information, see Locking the control buttons.
Missing Color	Picture missing color	<ul style="list-style-type: none"> ▪ Perform monitor self-test feature check. ▪ 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 is not good	<ul style="list-style-type: none"> ▪ Change the settings of the PRESET MODES in the GAME menu OSD depending on the application. ▪ Adjust the GAIN/OFFSET/HUE/SATURATION values under GAME1/GAME 2/GAME 3 in the GAME menu OSD. ▪ Change the INPUT COLOR FORMAT to RGB or YCbCr in the DISPLAY menu OSD. ▪ Run the built-in diagnostics.
No input signal when user controls are pressed	No picture, the LED light is blue	<ul style="list-style-type: none"> ▪ 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. ▪ Check whether the signal cable is plugged in properly. Re-plug the signal cable 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), the monitor may display in full screen. ▪ Run the built-in diagnostics. For more information, see Self-Diagnostic.
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"> ▪ Do not use a USB-C adapter or dock. ▪ Connect the DP/HDMI cable directly to your laptop or desktop.

Common Symptoms	What You Experience	Possible Solutions
Screen flickering	There is some noticeable flickering in the displayed pictures	<ul style="list-style-type: none"> Use the native resolution of your monitor (2560 x 1440 at 60 Hz) or higher refresh rate. If the variable refresh rate (VRR) of your device is turned on, turn off variable refresh rate (VRR). If you are using an NVIDIA graphics card and G-Sync is turned on, turn off G-Sync. If you are using an AMD graphics card and Free-Sync is turned on, turn off Free-Sync. Update the graphics card driver and firmware to the latest version. Change the cable connecting the monitor to the computer. A defective cable can cause the signal to break while being transmitted across the wire. 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.
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. Perform the function of PIXEL REFRESH. For more information, see OLED PANEL MAINTENANCE.
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"> For displaying non-HDR content, such as Office applications, disable the HDR display feature in Windows display settings. For displaying HDR videos or games with a maximum peak brightness of 1000 nits, set Smart HDR to HDR Peak 1000. For displaying HDR videos or games which meet the DisplayHDR 400 True Black standard, set SMART HDR to DisplayHDR True Black.
Pixel shifting occurs	The image on the screen moves slightly sometimes.	<ul style="list-style-type: none"> 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.
Cannot select 10-bit color	Unable to select 10-bit color from the connected computer	<ul style="list-style-type: none"> If your computer is equipped with an NVIDIA graphics card, go to NVIDIA control panel > Resolutions > Output Color Depth, select 10 bpc (bits per color) from the Color Depth dropdown menu, and click Apply. For your computer is equipped with an AMD graphics card, go to AMD RADEON PRO AND AMD FIREPRO SETTINGS > Display > Color Depth, and select 10 bpc from the drop-down list.
Cannot adjust the lighting using AWCC	Unable to configure the features under LIGHTING panel	<ul style="list-style-type: none"> Ensure that the supplied USB Type-A to Type-B cable is properly connected to your monitor and computer.
Cannot adjust the gaming features using AWCC	No SETTING panel	<ul style="list-style-type: none"> Check whether the signal cable is plugged in properly. Re-plug the signal cable as necessary. Reboot your computer.
No image when using DP connection to the personal computer	Black screen	<ul style="list-style-type: none"> 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. Some DP 1.1a graphics card cannot support DP 1.4 monitors.
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"> Locate the executable of the game Right-click the executable, select Properties Click on 'Compatibility' tab Click 'Change high DPI settings' Select 'Override high DPI scaling behavior'. Ensure 'Application' is selected.

Common Symptoms	What You Experience	Possible Solutions
Abnormal thermal behavior	An error message appears on the screen	<ul style="list-style-type: none"> ▪ Ensure that the monitor vents are not blocked. ▪ Use the compressed air to clear the dust particles or dirt from the vents. ▪ Refresh/update the monitor firmware. ▪ Contact Dell for support.

Universal Serial Bus (USB) specific problems

Table 28. 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"> ▪ Check that your display is turned ON. ▪ Reconnect the upstream cable to your computer. ▪ Reconnect the USB peripherals (downstream connector). ▪ Turn off your monitor and turn it on again. ▪ Restart your computer. ▪ Certain USB devices such as portable hard drives require a higher power source; connect the drive to the computer directly.
USB interface is slow	USB peripherals working slowly or not working at all	<ul style="list-style-type: none"> ▪ Check that your computer supports USB 5Gbps. ▪ Some computers have slower 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). ▪ Restart your computer.
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"> ▪ Increase the distance between the USB 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 adjacent USB port.

Regulatory information

FCC notices (U.S. only) and other regulatory information

For FCC notices and other regulatory information, see the regulatory compliance at https://www.dell.com/regulatory_compliance.

EU product database for energy label and product information sheet

AW2725D: <https://eprel.ec.europa.eu/qr/2281221>

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

- ① **NOTE:** Availability varies by country or region 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.