

Alienware 34 Gaming Monitor

AW3425DWM

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	9
Bottom view	10
Monitor specifications	11
Resolution specifications	12
Supported video modes	12
Preset display modes	13
Electrical specifications	17
Physical characteristics	18
Environmental characteristics	19
Pin assignments	20
DisplayPort	20
HDMI 1/HDMI 2 port	21
Universal Serial Bus (USB) interface	22
Plug-and-Play	24
LCD monitor quality and pixel policy	24
Ergonomics	24
Handling and moving your display	26
Maintenance guidelines	27
Cleaning your monitor	27
Setting up the monitor	28
Connecting the stand	28
Using the tilt and height adjustment	30
Tilt adjustment	30
Height adjustment	30
Organizing your cables	31
Connecting your monitor	31
Securing your monitor using Kensington lock (optional)	33
Removing the monitor stand	34
VESA wall mounting (optional)	35
Operating the monitor	36
Power on the monitor	36
Using the joystick control	36
Accessing the Menu Launcher	37
Using the On-Screen Display (OSD) menu	39
Accessing the menu system	39
OSD warning message	50
Locking the control buttons	53
Setting the maximum resolution	54

Requirements to view or playback HDR content	55
Using AlienFX™ function	56
Prerequisites	56
Installing AWCC through Windows update	56
Installing AWCC from the Dell Support website	57
Adjusting the gaming features	57
General configuration	57
Customization of vision modes	58
Setting	58
Troubleshooting	60
Self-test	60
Built-in diagnostics	61
Common problems	62
Universal Serial Bus (USB) specific problems	65
Regulatory information	66
FCC notices (U.S. Only) and other regulatory information	66
EU product database for energy label and product information sheet	66
Contacting Dell	67

Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that 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 hit 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 liquid crystal of the display.
 - Connect the power cable from the monitor to a wall outlet that is near and accessible. See [Connecting your monitor](#).
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is purchased separately. Ensure to use the correct VESA specifications as mentioned in the wall-mounting section of the User's Guide.

For information on 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
	DisplayPort to DisplayPort 1.4 cable (1.80 m)
	HDMI 2.1 FRL cable (1.80 m)
	USB 5Gbps Type-A to Type-B cable (1.80 m)
	Power cable (varies by country or region)
	<ul style="list-style-type: none">• Safety, Environmental, and Regulatory Information• Alienware Sticker• QR Card

Product features

The **Alienware AW3425DWM** Gaming monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- 864.3 mm (34.0 in.) viewable area (measured diagonally).
- 3440 x 1440 resolution, with full-screen support for lower resolutions.
- VESA AdaptiveSync Display certification minimizes graphic distortions like screen tearing and stuttering for a smoother, fluid gameplay.
- Supports AMD FreeSync Premium Technology for tear-free, stutter-free, low latency gaming.
- VESA DisplayHDR 400.
- Color gamut of DCI-P3 95%.
- Tilt and height adjustment capabilities.
- Removable stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Digital connectivity through one DisplayPort and two HDMI ports.
- The monitor is equipped with:
 - One USB Type-B upstream port
 - Two USB Type-A downstream ports
- 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.
- Security-lock slot.
- Power consumption < 0.5 W in Standby Mode.
- Optimize eye comfort with a flicker-free screen and ComfortView Plus feature which minimizes blue light emission.
- The monitor uses Low Blue Light panel and is compliant with TÜV Rheinland (Hardware Solution) at factory reset or default setting. This built-in low blue light solution reduces hazardous blue light emissions by adjusting display parameters, without sacrificing true-to-life colors.

⚠ 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 date when operating system versions, patches, or updates are available.
- Specific release date 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)	To turn the monitor on or off. A solid white light indicates that the monitor is turned on and is functioning. Blinking white light indicates that the monitor is in Standby Mode.

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 the 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	Joystick button	Use it to control the OSD menu. For more information, see Operating the monitor .
5	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 need to 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 monitor and access warranty information.
2	 Power connector	Connect the power cable (shipped with your monitor).
3	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
4	Stand-lock feature	Lock the stand to the monitor using a M3x6 mm screw (screw not included).
5	 HDMI 1 port	Connect your computer with the HDMI 2.1 cable (shipped with your monitor) to this port.
6	 HDMI 2 port	Connect your computer with the HDMI 2.1 cable (shipped with your monitor) to this port.
7	 DisplayPort	Connect your computer with the DisplayPort-DisplayPort cable (shipped with your monitor) to this port.
8	 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.
9	 USB Type-A downstream port	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.
10	 USB Type-A downstream port	Connect your USB Type-A 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	Active matrix-TFT LCD
Panel technology	Vertical Alignment (VA) Technology
Aspect ratio	21:9
Viewable image dimension	
Diagonal	864.3 mm (34.0 in.)
Active Area	
Horizontal	797.22 mm (31.38 in.)
Vertical	333.72 mm (13.13 in.)
Area	266048.26 mm ² (412.02 in. ²)
Pixel pitch	0.23175 mm x 0.23175 mm
Pixel per inch (PPI)	110
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	400 cd/m ² (typical)
Contrast ratio	3000:1 (typical)
Display screen coating	Anti-glare with hard-coating 3H
Response time (Gray to Gray)	- 4 milliseconds gray to gray in Fast Mode - 2 milliseconds gray to gray in Super Fast Mode - 1 millisecond gray to gray in Extreme Mode
Curvature	1500R (typical)
Color depth	1.07 billion colors
Color gamut	DCI-P3 95% (CIE 1976) (typical)
HDR support	VESA DisplayHDR 400
Integrated devices	<ul style="list-style-type: none"> • One USB Type-B upstream port • Two USB Type-A downstream ports (including one USB Type-A port which supports BC1.2 power-charging)
Connectivity	<ul style="list-style-type: none"> • Two HDMI ports (HDCP 1.4 & 2.3) (Supports up to WQHD 3440 x 1440, 180 Hz, 10 bit, FRL, VRR as per specified in HDMI 2.1) • One DisplayPort 1.4 (HDCP 1.4 & 2.3) (Supports up to WQHD 3440 x 1440, 180 Hz, DSC, HDR, VRR) • One USB 5Gbps Type-A downstream port with Battery Charging 1.2 • One USB 5Gbps Type-A downstream port • One USB 5Gbps Type-B upstream port
Border width (edge of monitor to active area)	
Top	8.78 mm
Left/Right	8.79 mm/8.79 mm
Bottom	18.35 mm
Adjustability	
Height adjustable stand	0 mm to 110 mm

Description	Value
Tilt	-5°/+21°
Swivel	N/A
Pivot	-5°/+5°
Cable management	Yes
i NOTE: Do not mount or use this monitor in portrait (vertical) orientation or inverse (180°) landscape mount as it may damage the monitor.	
Security	Security-lock slot (cable lock optional purchase)
Alienware Command Center (AWCC)	Yes

Resolution specifications

Table 6. Resolution specifications.

Description	DisplayPort	HDMI port
Horizontal scan range	30 kHz to 285 kHz (automatic)	29 kHz to 285 kHz (automatic)
Vertical scan range	48 Hz to 180 Hz (automatic)	48 Hz to 180 Hz (automatic)
Maximum preset resolution	3440 x 1440 at 180 Hz (DSC enabled and visually lossless)	3440 x 1440 at 180 Hz

Supported video modes

Table 7. Supported video modes.

Description	Value
Video display capabilities (DisplayPort)	1080p, 720p, 576p, 480p
Video display capabilities (HDMI)	1080p, 1080i, 720p, 576p, 480p

Preset display modes

Table 8. DisplayPort preset display modes.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
IBM 720 x 400	31.47	70.08	28.32	-/+
VESA 640 x 480	37.50	75.00	31.50	-/-
VESA 640 x 480	31.47	59.94	25.18	-/-
VESA 800 x 600	37.88	60.32	40.00	+/+
VESA 800 x 600	46.88	75.00	49.50	+/+
VESA 1024 x 768	48.36	60.00	65.00	-/-
VESA 1024 x 76	60.02	75.03	78.75	+/+
VESA 1152 x 864	67.50	75.00	108.00	+/+
VESA 1280 x 720	44.77	59.86	74.50	-/+
VESA 1280 x 800	49.31	59.91	71.00	+/+
VESA 1280 x 960	60.00	60.00	108.00	+/+
VESA 1280 x 1024	63.98	60.02	108.00	+/+
VESA 1280 x1024	79.98	75.02	135.00	+/+
VESA 1440 x 900	55.94	59.89	106.50	-/+
VESA 1680 x 1050	65.29	59.95	146.25	-/+
VESA 1920 x 1080	67.50	60.00	148.50	+/+
VESA 2560x1440	88.79	59.97	241.5	+/-
VESA 2560x1440	183.00	120.00	497.75	+/-
VESA 2560x1440	222.15	143.97	604.25	+/-
VESA 2560x1440	282.54	179.96	768.5	+/-
VESA 3440x1440	88.82	59.97	319.75	+/-
VESA 3440x1440	182.99	120.00	658.75	+/-
VESA 3440x1440	222.15	144.00	799.75	+/-
VESA 3440x1440	282.57	179.98	1017.25	+/-

Table 9. HDMI preset display modes.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
IBM 640 x 480	31.47	59.94	25.18	-/-
IBM 720 x 400	31.47	70.08	28.32	-/+
VESA 640 x 480	37.50	75.00	31.50	-/-
VESA 800 x 600	37.88	60.32	40.00	+/+
VESA 800 x 600	46.88	75.00	49.50	+/+
VESA 1024 x 768	48.36	60.00	65.00	-/-
VESA 1024 x 768	60.02	75.03	78.75	+/+
VESA 1152 x 864	67.50	75.00	108.00	+/+
VESA 1280 x 720	44.77	59.86	74.50	-/+
VESA 1280 x 800	49.31	59.91	71.00	+/+
VESA 1280 x 960	60.00	60.00	108.00	+/+
VESA 1280 x 1024	63.98	60.02	108.00	+/+
VESA 1280 x1024	79.98	75.02	135.00	+/+
VESA 1440 x 900	55.94	59.89	106.50	-/+
VESA 1680 x 1050	65.29	59.95	146.25	-/+
VESA 1920 x 1080	67.50	60.00	148.50	+/+
VESA 2560x1440	88.79	59.97	241.5	+/-
VESA 2560x1440	183.00	120.00	497.75	+/-
VESA 2560x1440	222.15	143.97	604.25	+/-
VESA 2560x1440	282.54	179.96	768.5	+/-
VESA 3440x1440	88.82	59.97	319.75	+/-
VESA 3440x1440	182.99	120.00	658.75	+/-
VESA 3440x1440	222.15	144.00	799.75	+/-
VESA 3440x1440	282.56	179.98	1017.25	+/-
VESA 3840x2160	110.50	50.00	442.00	+/-
VESA 3840x2160	133.313	60.00	533.25	+/-

① **NOTE:** This monitor supports VESA AdaptiveSync Display, AMD FreeSync Premium, VESA DisplayHDR 400.

Table 10. PIP preset display modes.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
IBM 720 x 400	31.47	70.08	28.32	-/+
VESA 640 x 480	37.50	75.00	31.50	-/-
VESA 640 x 480	31.47	59.94	25.18	-/-
VESA 800 x 600	37.88	60.32	40.00	+/+
VESA 800 x 600	46.88	75.00	49.50	+/+
VESA 1024 x 768	48.36	60.00	65.00	-/-
VESA 1024 x 768	60.02	75.03	78.75	+/+
VESA 1152 x 864	67.50	75.00	108.00	+/+
VESA 1280 x 720	44.77	59.86	74.50	-/+
VESA 1280 x 800	49.31	59.91	71.00	+/+
VESA 1280 x 960	60.00	60.00	108.00	+/+
VESA 1280 x 1024	63.98	60.02	108.00	+/+
VESA 1280 x1024	79.98	75.02	135.00	+/+
VESA 1440 x 900	55.94	59.89	106.50	-/+
VESA 1680 x 1050	65.29	59.95	146.25	-/+
VESA 1920 x 1080	67.50	60.00	148.50	+/+
VESA 1920x1080	212.019	179.98	441	+/-

Table 11. PBP preset display modes.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
IBM 720 x 400	31.47	70.08	28.32	-/+
VESA 640 x 480	37.50	75.00	31.50	-/-
VESA 640 x 480	31.47	59.94	25.18	-/-
VESA 720x480	31.50	60.00	27.03	+/+
VESA 800 x 600	37.88	60.32	40.00	+/+
VESA 800 x 600	46.88	75.00	49.50	+/+
VESA 1024 x 768	48.36	60.00	65.00	-/-
VESA 1024 x 768	60.02	75.03	78.75	+/+
VESA 1152 x 864	67.50	75.00	108.00	+/+
VESA 1280 x 720	44.77	59.86	74.50	-/+
VESA 1280 x 800	49.31	59.91	71.00	+/+
VESA 1280 x 960	60.00	60.00	108.00	+/+
VESA 1280 x 1024	63.98	60.02	108.00	+/+
VESA 1280 x1024	79.98	75.02	135.00	+/+
VESA 1440 x 900	55.94	59.89	106.50	-/+
VESA 1680 x 1050	65.29	59.95	146.25	-/+
VESA 1720x1440	88.82	59.97	167.00	+/-
VESA 1920 x 1080	67.50	60.00	148.50	+/+
VESA 880x1440	88.70	59.98	92.25	+/-
VESA 2560x1440	88.79	59.97	241.5	+/-
VESA 1136x1440	88.82	59.92	115	+/-
VESA 2304x1440	88.82	59.94	218.75	+/-

Table 12. PIP/PBP mode.

Main Window	Sub-Window		
	HDMI 1	HDMI 2	DisplayPort
HDMI 1	-	√	√
HDMI 2	√	-	√
DisplayPort	√	√	-

Electrical specifications

Table 13. Electrical specifications.

Description	Value
Video input signals	HDMI/DP, 600 mV for each differential line, 100 Ω input impedance per differential pair
Input voltage/frequency/current	100 VAC to 240 VAC/50 Hz or 60 Hz \pm 3 Hz/1.5 A (typical)
Inrush current	<ul style="list-style-type: none"> • 120 V: 40 A (maximum) at 0°C (cold start) • 240 V: 80 A (maximum) at 0°C (cold start)
Power consumption	<ul style="list-style-type: none"> • 0.3 W (Off Mode)¹ • 0.3 W (Standby Mode)¹ • 32 W (On Mode)¹ • 85 W (maximum)² • 31 W (P_{on})³ • 96.75 kWh (TEC)³

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

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

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

TEC: Total Energy Consumption in kWh that is 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 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 14. Physical characteristics.

Description	Value
Signal cable type	<ul style="list-style-type: none"> • DisplayPort (cable not included) • HDMI • USB
Connector type	<ul style="list-style-type: none"> • One DP 1.4 (HDCP 1.4 & 2.3) (Supports up to 3440 x 1440 180 Hz, DSC, HDR) • Two HDMI 2.1 (HDCP 1.4 & 2.3) (Supports up to 3440 x 1440 180 Hz FRL, HDR, as per specified in HDMI 2.1) (including 2x HDMI 2.1 FRL) • One USB Type-B upstream port • One USB Type-A downstream port with BC1.2 power-charging support • One USB Type-A downstream port
<p>NOTE: Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. Dell cannot guarantee the video performance of cables that are not included with your Dell monitor, as it has no control over suppliers, materials, connectors, and manufacturing processes.</p>	
Dimensions (with stand)	
Height (extended)	554.69 mm (21.84 in.)
Height (compressed)	444.69 mm (17.51 in.)
Width	805.45 mm (31.71 in.)
Depth	232 mm (9.13 in.)
Dimensions (without stand)	
Height	360.85 mm (14.21 in.)
Width	805.45 mm (31.71 in.)
Depth	132.46 mm (5.21 in.)
Stand dimensions	
Height (extended)	447.30 mm (17.61 in.)
Height (compressed)	410.44 mm (16.16 in.)
Width	270 mm (10.63 in.)
Depth	232 mm (9.13 in.)
Weight	
Weight with packaging	14.02 kg (30.92 lb)
Weight with stand assembly and cables	9.51 kg (20.97 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	6.57 kg (14.48 lb)
Weight of stand assembly	2.52 kg (5.56 lb)
Front-frame gloss	4 ± 2 gu

Environmental characteristics

Table 15. Environmental characteristics.

Description	Value
Compliant Standards	<ul style="list-style-type: none"> • RoHS-compliant • BFR/PVC Reduce 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 (maximum)	5,000 m (16,400 ft)
Non-operating (maximum)	12,191 m (40,000 ft)
Thermal dissipation	<ul style="list-style-type: none"> • 290.03 BTU/hour (maximum) • 109.19 BTU/hour (On Mode)

Pin assignments

DisplayPort

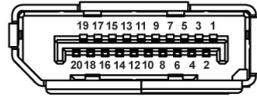


Figure 4. 20-pin DisplayPort

Table 16. 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	GND
14	GND
15	AUX (p)
16	GND
17	AUX (n)
18	Hot Plug Detect
19	Re-PWR
20	+3.3 V DP_PWR

HDMI 1/HDMI 2 port

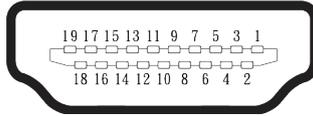


Figure 5. 19-pin HDMI 1/HDMI 2 port

Table 17. Pin assignments - HDMI 1/HDMI 2 port.

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

Universal Serial Bus (USB) interface

This section provides information about the USB ports available on your monitor.

① **NOTE:** This monitor is USB 5Gbps Type-B compatible.

Table 18. USB Ports

Port	Location
1 x Type B upstream	Rear
2 x Type A downstream	Bottom
Power charging port - the port with capability if the device is  icon; supports up to 2 A fast-charging capability if the device is BC1.2 compatible.	

① **NOTE:** USB Type-A functionality requires a USB Type-A-capable computer.

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

Table 19. Transfer speed.

Transfer speed	Data rate	Maximum power consumption (each port)
SuperSpeed	5 Gbps	4.50 W
High speed	480 Mbps	4.50 W
Full speed	12 Mbps	4.50 W

USB upstream port

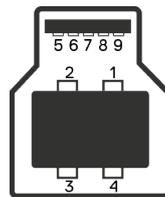


Figure 6. USB Type-B upstream port.

Table 20. Pin assignments - USB upstream port.

Pin number	9-pin side of the connector
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

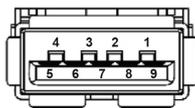


Figure 7. USB Type-A downstream port.

Table 21. Pin assignments - USB downstream port.

Pin number	9-pin side of the connector
1	VCC
2	D-
3	D+
4	GND
5	SSRX-
6	SSRX+
7	GND
8	SSTX-
9	SSTX+

Plug-and-Play

You can connect 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 as required. For more information about changing the monitor settings, see [Operating the monitor](#).

LCD monitor quality and pixel policy

During the LCD 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 on Dell Monitor Quality and Pixel Policy, see [Dell Display Pixel Guidelines](#).

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 or shoulder pain from using the monitor for long periods of time, it is recommended that you:
 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.
- Ensure 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 of the chair.
- Ensure that your feet are resting flat on the floor.
- When sitting, ensure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust the height of your chair 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.

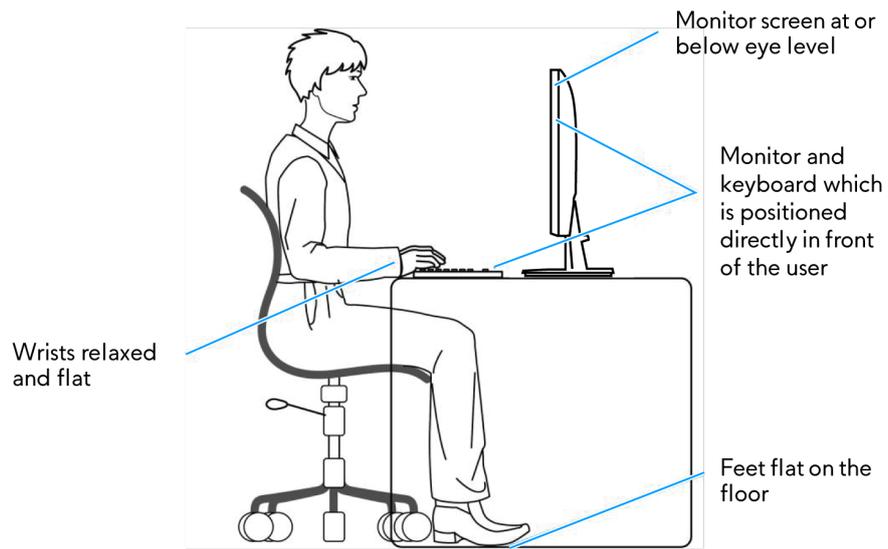


Figure 8. Correct sitting posture while using the monitor

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.

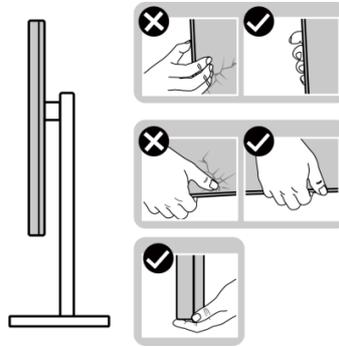


Figure 9. Moving or lifting the monitor

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

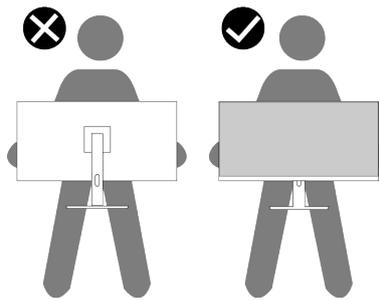


Figure 10. Ensure that the screen is facing away from you

- 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.

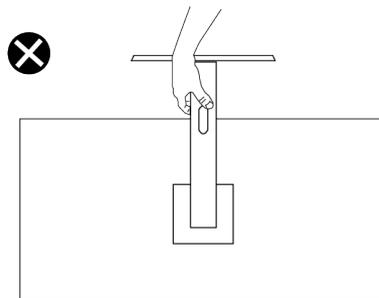


Figure 11. Do not turn the monitor upside down

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 that are listed 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 suitable 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.
 - △ **CAUTION:** Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, 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.
 - △ **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.
- ① **NOTE:** Monitor damages due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind leads to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.
- If you notice white 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

△ **CAUTION:** The following steps are important to protect your screen. Follow the instructions to complete the installation.

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.

1. Remove the stand base and stand riser from the packaging cushion.

① **NOTE:** The images are for the purpose of illustration only. The placement and appearance of the package cushion may vary by model.

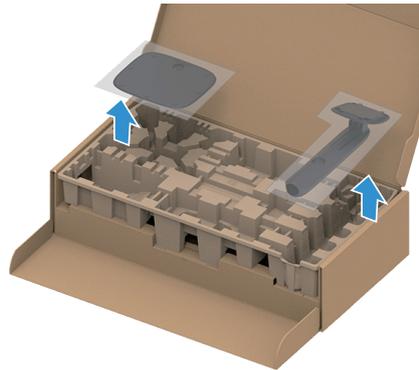


Figure 12. Remove the stand base and stand riser

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

3. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.

4. Close the screw handle.

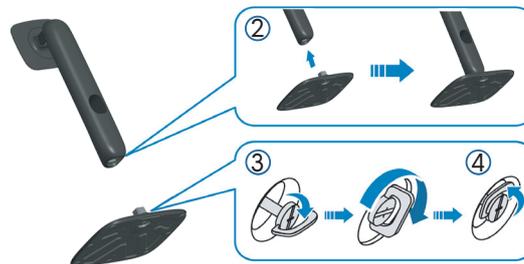


Figure 13. Assemble the stand riser to stand base

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

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

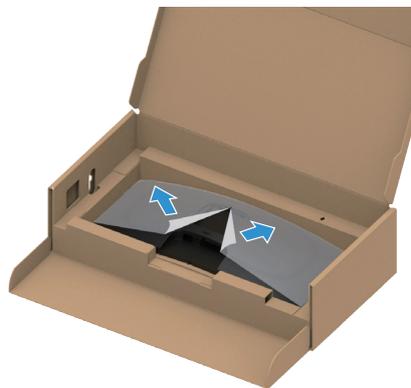


Figure 14. Open the protective cover

6. Attach the stand assembly to the display.
 - Fit the two tabs on the upper part of the stand to the groove on the back of the display.
 - Press the stand down till it snaps into place.

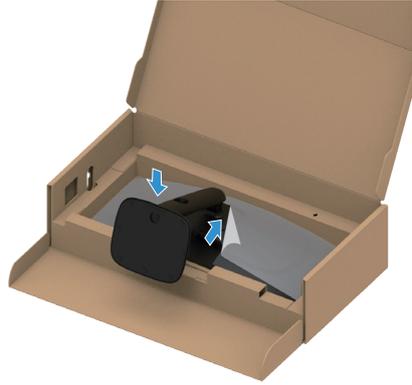


Figure 15. Attach the stand assembly to the display

7. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.
△ **CAUTION: Lift the monitor carefully to prevent it from slipping or falling.**



Figure 16. Hold the stand riser and lift the monitor

8. Lift the protective cover from the monitor.



Figure 17. Lift the protective cover from the monitor

Using the tilt and height adjustment

① **NOTE:** The following instructions are applicable only for attaching 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.

Tilt adjustment

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

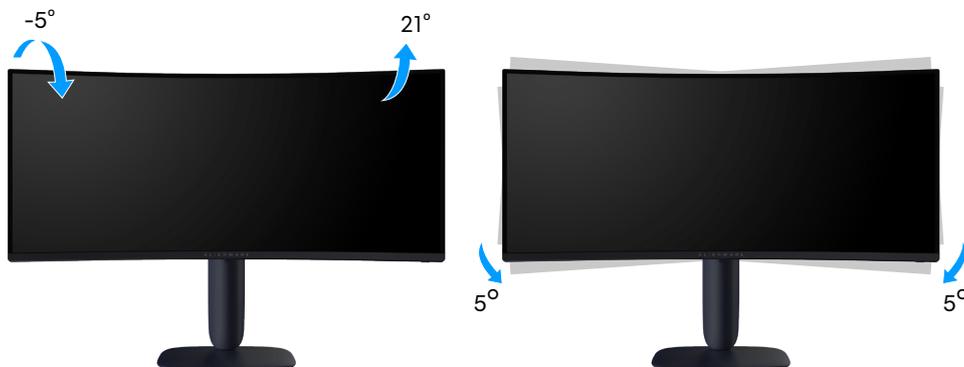


Figure 18. Tilt adjustment

Height adjustment

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



Figure 19. Height adjustment

Organizing your cables

After attaching all required cables to your monitor and computer (see [Connecting your monitor](#) for cable attachment), route the cables through the cable-management slot on the stand.

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



Figure 20. Organizing cables

Connecting your monitor

⚠ **WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

⚠ **CAUTION:** Before using the monitor, it is recommended to fasten the stand riser to a wall using cable tie or a cord that can support the weight of the monitor in order to prevent the monitor from falling.

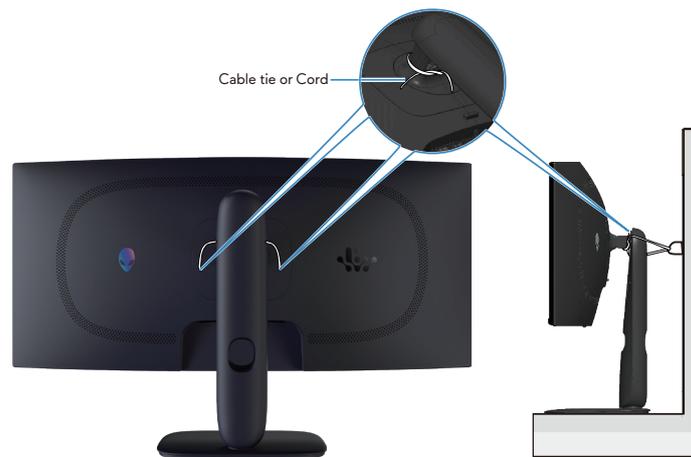


Figure 21. Securing your monitor

① **NOTE:** Do not connect all cables to the computer simultaneously.

① **NOTE:** The images are for illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the DisplayPort to DisplayPort cable or HDMI cable from your monitor to the computer.
3. Connect the USB Type-B end of the upstream cable to the monitor and the USB Type-A end of the cable to the computer.
4. Connect the USB peripherals to the USB 5Gbps downstream ports on the monitor.
5. Connect the power cables of your computer and monitor into a wall outlet.
6. Turn on the monitor and the computer.
If your monitor displays an image, installation is complete. If it does not display an image, see [Common problems](#).

Connecting the DisplayPort (DP to DP) cable



Figure 22. Connecting the DisplayPort (DP to DP) cable

Connecting the HDMI cable



Figure 23. Connecting the HDMI cable

Connecting the USB Type-B (Type-B to Type-A) cable



Figure 24. Connecting the USB Type-B (Type-B to Type-A) cable

Securing your monitor using Kensington lock (optional)

The security-lock slot is located at the bottom of the monitor (see [Security-lock slot](#)). Secure your monitor to a table using the Kensington security lock.

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

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

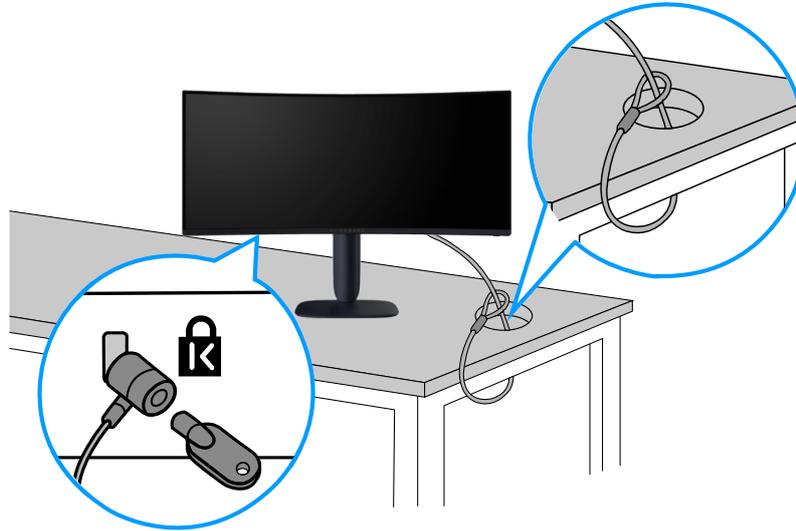


Figure 25. Using Kensington lock

Removing the monitor stand

- △ **CAUTION:** To prevent scratches on the LCD screen when removing the stand, ensure that the monitor is placed on a soft, clean surface and handle it carefully.
- △ **CAUTION:** The following instructions are applicable only for the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the instructions that are included with the stand.

To remove the stand:

1. Turn off the monitor.
2. Disconnect all the cables from the computer.
3. Disconnect the cables from the monitor and slide them out through the cable-management slot on the stand riser.
4. Place the monitor on a soft cloth or cushion.
5. Press and hold the stand release button at the back of the display.
6. Lift the stand assembly up and away from the monitor.



Figure 26. Removing the monitor stand

VESA wall mounting (optional)



Figure 27. 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 display on a soft cloth or cushion at the edge of the desk.
 2. Remove the 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 shipped with the wall-mounting kit.
- ① **NOTE:** For use only with UL or CSA or GS-listed wall mount brackets with minimum weight or load-bearing capacity of 26.28 kg.

Operating the monitor

Power on the monitor

Press the power button to turn on the monitor.



Figure 28. Power on the monitor

Using the joystick control

Use the joystick control at the bottom of the monitor to make On-Screen Display (OSD) adjustments.



Figure 29. Using the joystick control

Table 22. Using the joystick control.

Joystick	Description
	<ul style="list-style-type: none">• When the OSD menu is on, press the joystick button to confirm the selection or save the settings.• When the OSD menu is off, press the joystick button to launch the OSD main menu. See Accessing the Menu Launcher.
	<ul style="list-style-type: none">• For 4-way (left, right, up, and down) 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 button down will toggle through the preset options of AlienVision Vision 1 and Off .

Accessing the Menu Launcher

When you move or press the joystick button, the Menu Launcher appears at the bottom center of the screen, allowing you to access the OSD menu and shortcut functions.

To select a function, move the joystick button.



Figure 30. On-Screen Display (OSD) menu

The following table describes the Menu Launcher functions:

Table 23. Description of the Menu Launcher functions.

Label	Icon	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	When you move the joystick button to the left or right to toggle through the shortcut functions, the selected item will be highlighted and shifted to the center position. Press the joystick button to enter its submenu and make adjustments by moving the joystick button. <i>(i) NOTE:</i> You can set your preferred shortcut keys. For more information, see Personalize .	
	 PRESET MODES	To choose a preferred color mode from the list of PRESET MODES .
	 DARK STABILIZER	To access the DARK STABILIZER adjustment slider.
	 ALIENVISION	To choose a preferred display mode for gameplay or turn off ALIENVISION .
	 BRIGHTNESS/ CONTRAST	To access the adjustment sliders of brightness and contrast.
	 INPUT SOURCE	To choose an input source from the list of video signals that may be connected to your monitor.
3	 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.

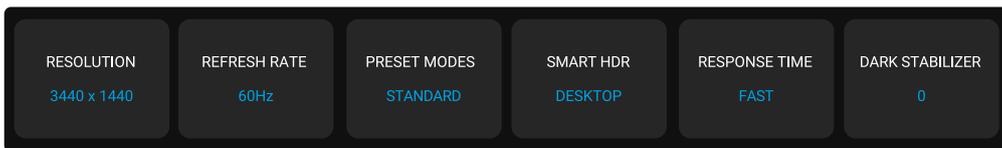


Figure 31. OSD Status Bar

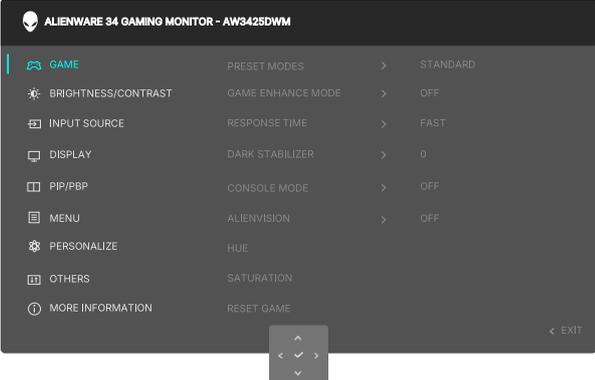
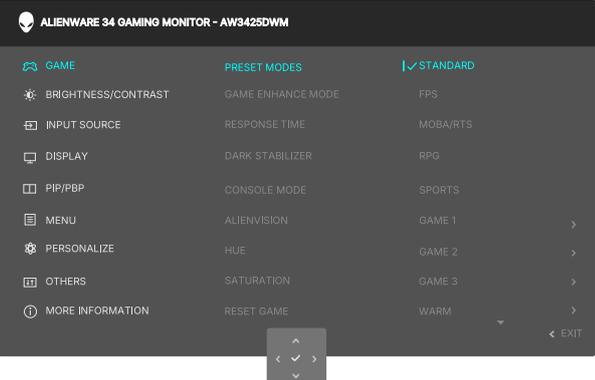
Using the On-Screen Display (OSD) menu

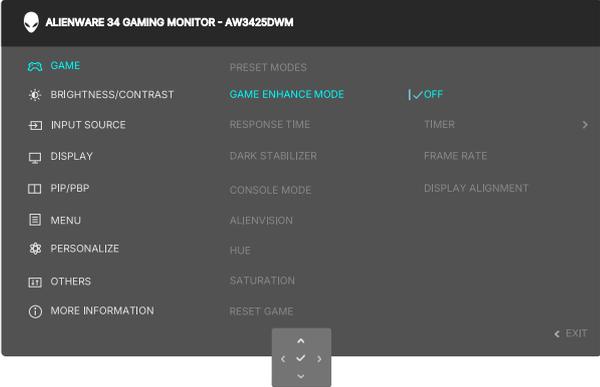
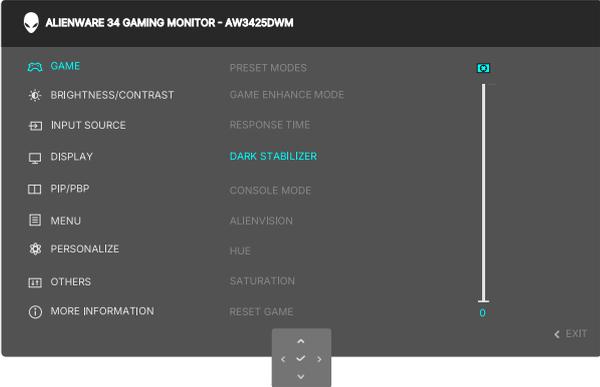
Accessing the menu system

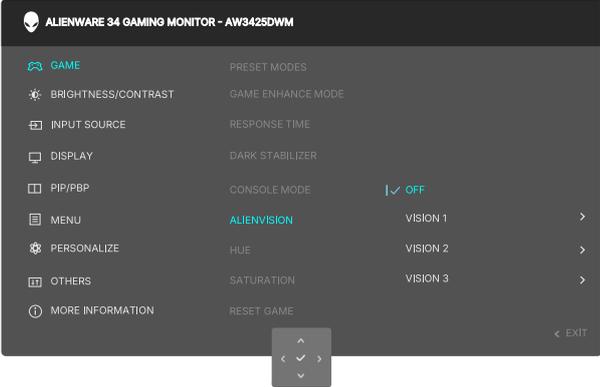
After you change the settings, press the joystick button to save the changes before proceeding to another menu or exiting the OSD menu.

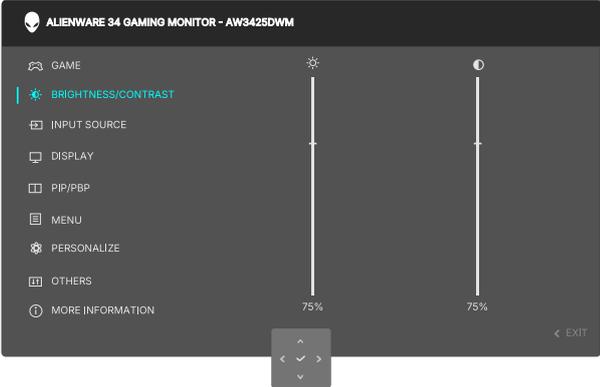
NOTE: To exit the current menu item and return to the previous menu, move the joystick button to the left.

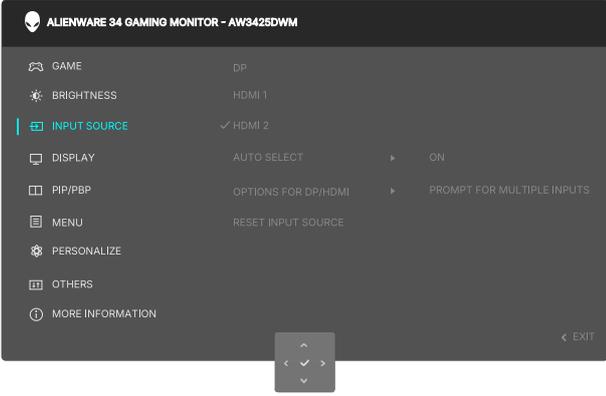
Table 24. OSD menu description.

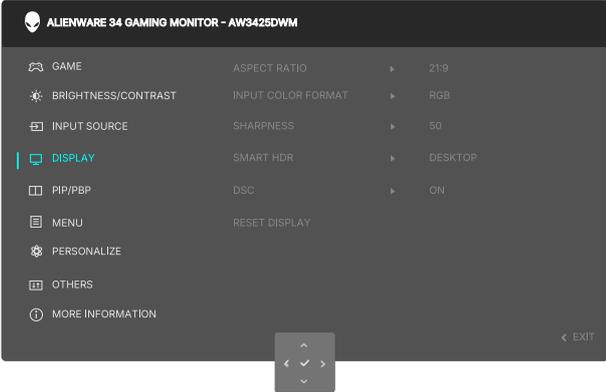
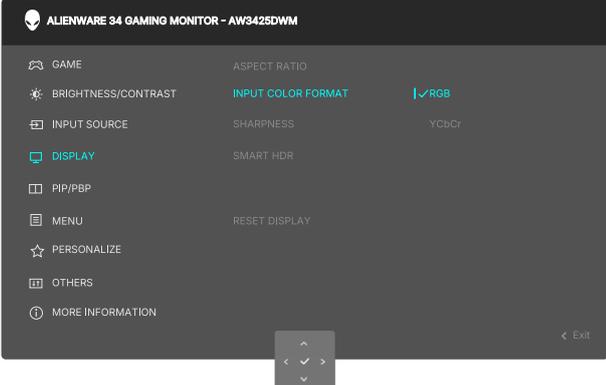
Icon	Menu and submenus	Description
	GAME	<p>Use this menu to personalize your visual gameplay experience.</p> 
	PRESET MODES	<p>Allows you to choose a preset color mode or create your own color modes.</p>  <ul style="list-style-type: none"> • STANDARD: Loads the default color setting of the monitor. 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. • GAME 1/GAME 2/GAME 3: Enables you to customize the settings of RESPONSE TIME, 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. • sRGB: Loads color settings ideal for sRGB. • CUSTOM COLOR: Enables you to manually adjust the color settings. Use the joystick button to adjust GAIN, OFFSET, HUE, and SATURATION to create your own preset color modes. <p>NOTE: This feature is disabled when CONSOLE MODE is on.</p> <p>NOTE: This feature is disabled when SMART HDR is activated and HDR content is displayed.</p>

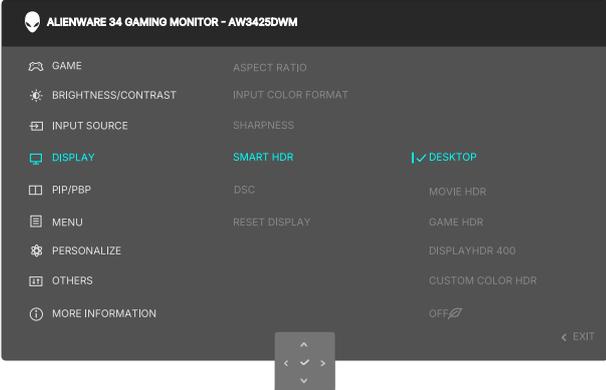
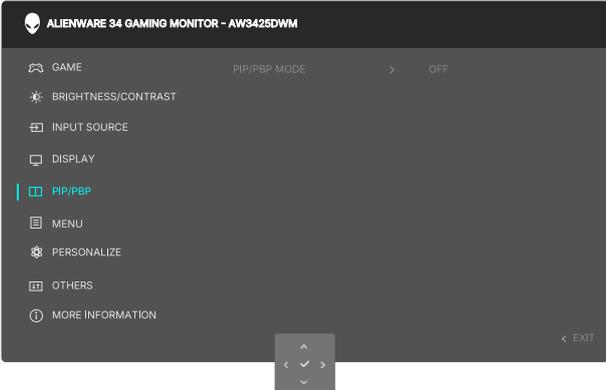
Icon	Menu and submenus	Description
	GAME ENHANCE MODE	<p>The feature offers three functions to enhance your gameplay experience.</p>  <ul style="list-style-type: none"> • OFF: To disable the functions under Game Enhance Mode. • TIMER: To disable or enable the timer at the upper left corner of the display. 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: To display the current frames per second when playing games. The higher the rate, the smoother the motion appears. • DISPLAY ALIGNMENT: To help ensure the perfect alignment of the video contents from multiple displays. Pressing the joystick button again will exit the DISPLAY ALIGNMENT mode.
	RESPONSE TIME	<p>Allows you to set the response time to FAST, SUPER FAST or EXTREME.</p>
	DARK STABILIZER	<p>The feature improves the visibility in the dark gaming scenarios. The higher the value (between 0 to 3), the better visibility in the dark area of the display image.</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, or SOURCE TONE MAP. Activating the feature gives the best gaming experience when playing console games.</p> <ul style="list-style-type: none"> • ON/OFF: Select ON or OFF to enable or 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>

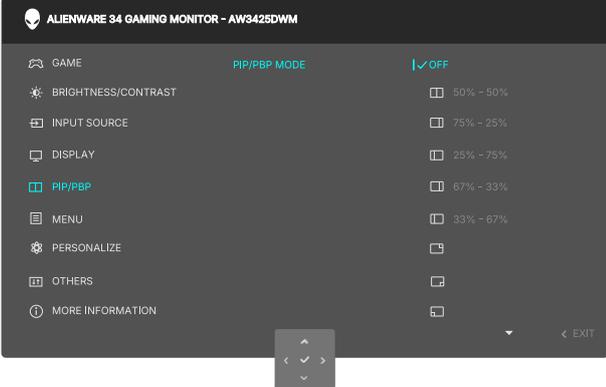
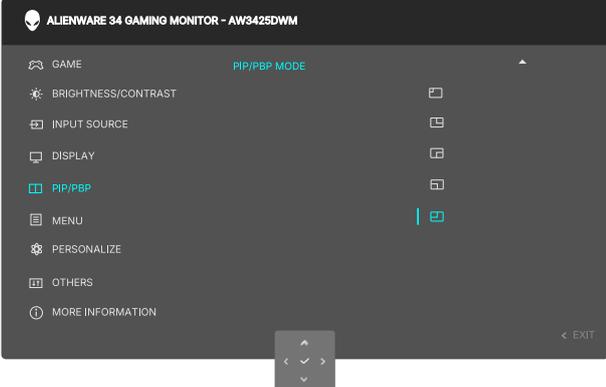
Icon	Menu and submenus	Description
	ALIENVISION	<p>ALIENVISION provides a few display modes for gaming scenarios. You can go through the options to see the preview. By default, ALIENVISION is OFF.</p>  <p>NOTE: More AlienVision options are available on using Alienware Command Center (AWCC).</p>
	HUE	<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 button to adjust the hue level from 0 to 100.</p> <p>Higher levels increase the green shade of the video image, while lower levels increase the purple shade of the video image.</p> <p>NOTE: This feature is available only when you select FPS, MOBA/RTS, SPORTS, or RPG preset mode.</p>
	SATURATION	<p>This feature can adjust the color saturation of the video image.</p> <p>Use the joystick button to adjust the saturation level from 0 to 100.</p> <p>Higher levels increase the colorful appearance of the video image, while lower levels increase the monochrome appearance of the video image.</p> <p>NOTE: This feature is available only when you select FPS, MOBA/RTS, SPORTS, or RPG preset mode.</p>
	RESET GAME	<p>Resets all settings under the GAME menu to the factory defaults.</p>

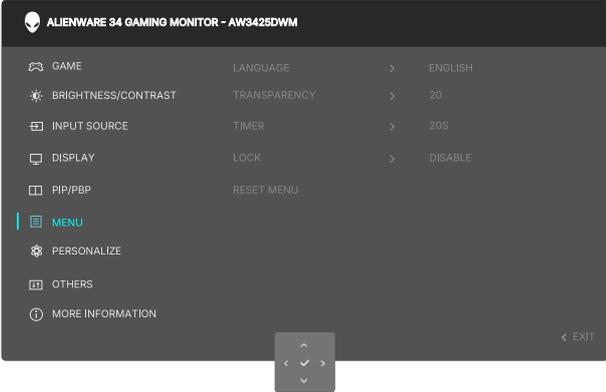
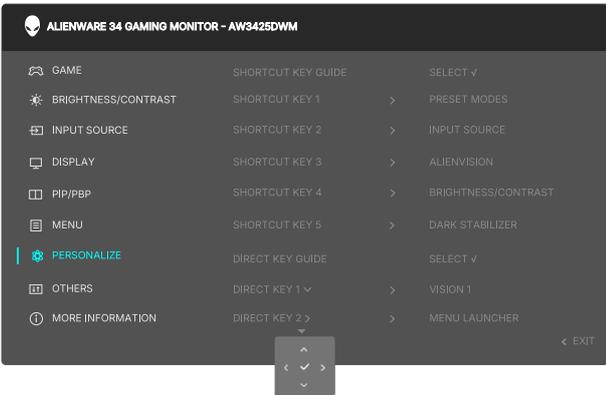
Icon	Menu and submenus	Description
	BRIGHTNESS/ CONTRAST	<p>Use this menu to activate BRIGHTNESS/CONTRAST adjustment.</p> 
	BRIGHTNESS	<p>BRIGHTNESS adjusts the luminance of the backlight.</p> <p>Move the joystick button to adjust the brightness level (from 0 to 100).</p> <p>NOTE: Manual adjustment of BRIGHTNESS is disabled when SMART HDR is activated and HDR content is displayed.</p>
	CONTRAST	<p>Adjust BRIGHTNESS first, and then adjust CONTRAST only if further adjustment is necessary.</p> <p>Move the joystick button to adjust the contrast level (from 0 to 100).</p> <p>The CONTRAST feature adjusts the degree of difference between darkness and lightness on the monitor screen.</p> <p>NOTE: Manual adjustment of CONTRAST is disabled when SMART HDR is activated and HDR content is displayed.</p>

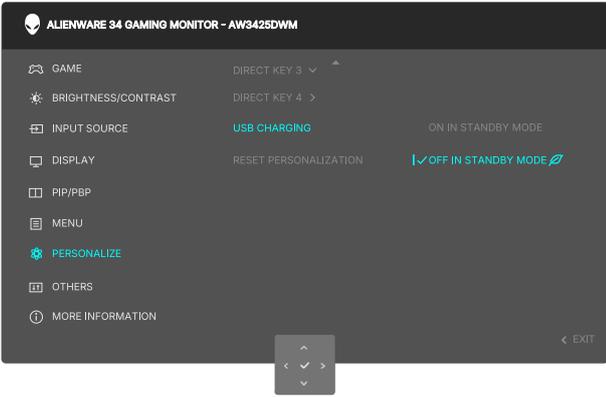
Icon	Menu and submenus	Description
	INPUT SOURCE	<p>Use the input source menu to select between the different video signals that may be connected to your monitor.</p> 
	DP	Select the DP input when you are using the DisplayPort (DP) connector. Press the joystick button to confirm the selection.
	HDMI 1	Select the HDMI 1 or HDMI 2 input when you are using the HDMI connector. Press the joystick button to confirm the selection.
	HDMI 2	
	AUTO SELECT	Automatically scans for available input sources. Press the joystick button to confirm the selection.
	OPTIONS FOR DP/HDMI	Allows you to set this feature to: <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. Press the Joystick button to confirm the selection. <p>NOTE: This feature is disabled when AUTO SELECT is set to OFF.</p>
	RESET INPUT SOURCE	Resets all settings under the INPUT SOURCE menu to the factory defaults.

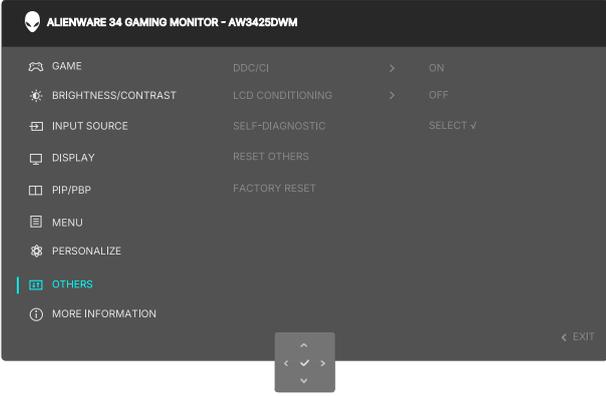
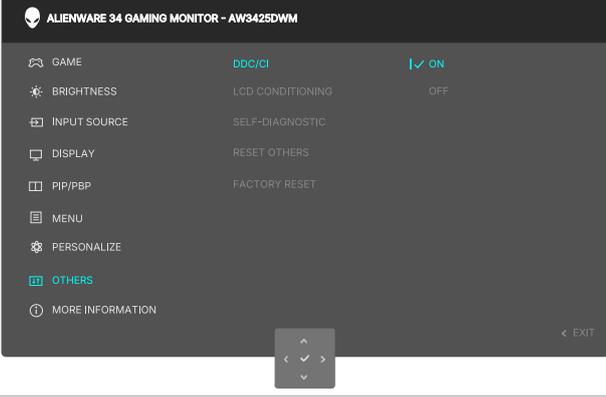
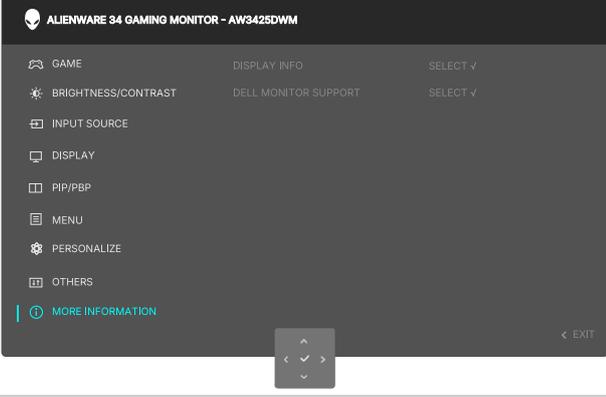
Icon	Menu and submenus	Description
	DISPLAY	<p>Use the DISPLAY menu to adjust the images.</p> 
	ASPECT RATIO	<p>Adjusts the image ratio to 21:9, AUTO RESIZE or 4:3.</p> <p>NOTE: This feature is disabled when PIP/PBP is activated.</p>
	INPUT COLOR FORMAT	<p>Allows you to set the video input mode to:</p> <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 function can make the image look sharper or softer. Move the joystick button to adjust the sharpness level from 0 to 100.</p>

Icon	Menu and submenus	Description
	<p>SMART HDR</p>	<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 400: Compliant with the DisplayHDR True Black standard, supporting a peak brightness of 400 cd/m². • OFF  : Disable SMART HDR by selecting OFF. <p>(i) NOTE: When activating and deactivating SMART HDR, a blank screen is expected (for about 5 seconds). This is normal behavior as the monitor changes the display mode. Do not power on/off the monitor.</p> <p>(i) NOTE: When the monitor is processing HDR content, PRESET MODES, DARK STABILIZER, BRIGHTNESS, and CONTRAST are disabled.</p> <p>(i) NOTE: The feature is disabled when PIP/PBP is activated.</p>
	<p>DSC</p>	<p>Allows you to turn DSC (Display Stream Compression) ON or OFF.</p> <p>(i) NOTE: DSC On/Off is only for DP input, and the maximum resolution is 3440 x 1440 at 100 Hz when DSC is off.</p>
	<p>RESET DISPLAY</p>	<p>Select this option to restore default display settings.</p>
	<p>PIP/PBP</p>	<p>This feature brings up a window displaying images from another input source.</p>  <p>(i) NOTE: In PBP mode, the images are displayed at the center of the split windows.</p>

Icon	Menu and submenus	Description
	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 button to confirm the selection.</p> <p>By default, PIP/PBP MODE is set to 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 button to confirm the selection.</p> <p>(i) 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 PIP/PBP mode.</p> <p>(i) NOTE: This feature is available only when the PIP/PBP MODE is enabled.</p>
	CONTRAST (SUB)	<p>Select to adjust the contrast level of the picture in PIP/PBP MODE.</p> <p>Move the joystick button to adjust the contrast level from 0 to 100.</p> <p>(i) NOTE: This feature is available only when the PIP/PBP MODE is enabled.</p> <p>(i) NOTE: This 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 language to one of the eight languages:</p> <ul style="list-style-type: none"> • ENGLISH • ESPAÑOL • FRANÇAIS • DEUTSCH • PORTUGUÊS (BRASIL) • РУССКИЙ • 简体中文 • 日本語
	TRANSPARENCY	<p>Select this option to change the menu transparency by moving the joystick button (from 0 to 100).</p>
	TIMER	<p>Sets the time that the OSD will remain active after the last time you pressed a button. Move the joystick button to adjust the slider in 1 second increments, from 5 to 60 seconds.</p>
	LOCK	<p>Select this option to lock the monitor control buttons to prevent access to the OSD menu and/or power button.</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>Reset all OSD settings to the factory preset values.</p>
	PERSONALIZE	

Icon	Menu and submenus	Description
	SHORTCUT KEY 1 SHORTCUT KEY 2 SHORTCUT KEY 3 SHORTCUT KEY 4 SHORTCUT KEY 5	<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
	DIRECT KEYS GUIDE	Turn on or off the DIRECT KEY function.
	DIRECT KEY 1 DIRECT KEY 2 DIRECT KEY 3 DIRECT KEY 4	<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 • DISPLAY INFO • PIP/PBP MODE • VIDEO SWAP
	POWER LED	<p>Allows you to set the power LED indicator status to save energy.</p> <ul style="list-style-type: none"> • ON IN ON MODE • OFF IN ON MODE • OFF IN ON/STANDBY MODE
	USB CHARGING	<p>Allows you to enable or disable the USB function during monitor Standby Mode.</p> 
	RESET PERSONALIZATION	Restores shortcut keys to factory defaults.

Icon	Menu and submenus	Description
	OTHERS	<p>Changes the OSD settings, such as the DDC/CI, LCD CONDITIONING, SELF-DIAGNOSTIC and so on.</p> 
	DDC/CI	<p>DDC/CI (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer. Select OFF to turn off this feature.</p> <p>Enable this feature for the best user experience and optimum performance of your monitor.</p> 
	LCD CONDITIONING	<p>Helps to reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. To start LCD CONDITIONING, select ON.</p>
	SELF-DIAGNOSTIC	<p>Allows you to check if your monitor is functioning properly.</p>
	RESET OTHERS	<p>Resets all settings under the OTHERS menu to the factory preset values.</p>
	FACTORY RESET	<p>Resets all OSD settings to the factory defaults.</p>
	MORE INFORMATION	<p>Select this option for DISPLAY INFO and DELL MONITOR SUPPORT.</p> 

OSD warning message

You will see the following message when the monitor does not support a particular resolution mode:

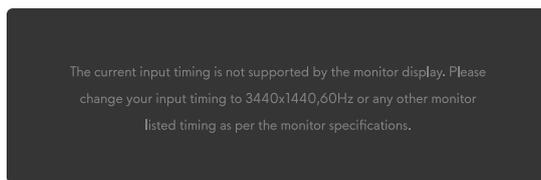


Figure 32. Warning message if a particular resolution mode is not supported

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. The recommended resolution is **3440 x 1440**.

① **NOTE:** The message may vary slightly depending on the connected input signal.

You will see the following message before the **DDC/CI** feature is disabled:

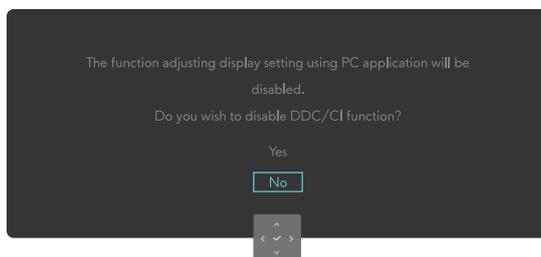


Figure 33. Warning message of the DDC/CI

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

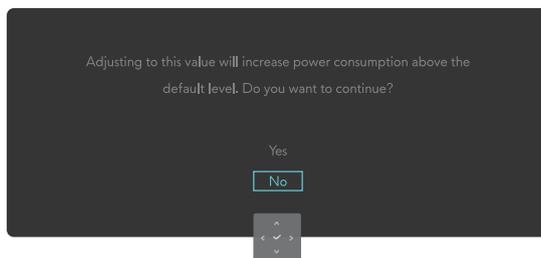


Figure 34. Warning message of increasing the Brightness level

① **NOTE:** If you select **Yes**, the message will not appear the next time you change the **BRIGHTNESS** setting.

You will see the following message when you set **PRESET MODES** to **FPS, MOBA/RTS, or SPORTS** for the first time:

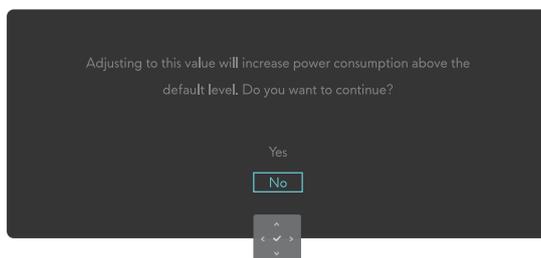


Figure 35. Warning message of setting Preset Modes

① **NOTE:** If you select **No**, the **BRIGHTNESS** level will change to 75% for these **PRESET MODES**.

You will see the following message when you change the default setting of power saving features to **SMART HDR** or **USB CHARGING** for the first time after factory reset:



Figure 36. Warning message of changing the default setting

① **NOTE:** If you select **Yes** for either of the features mentioned above, the message will not appear the next time you change the settings of these features. When you perform a factory reset, the message will appear again.

You will see the following message when the monitor enters the **Standby Mode**:

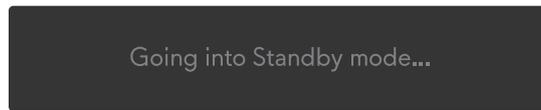


Figure 37. Warning message of entering Standby Mode

① **NOTE:** The message may vary slightly depending on the connected input signal.

Activate the computer and wake up the monitor to gain [Accessing the Menu Launcher](#).

The OSD functions only in the normal operation mode. You will see the following message if you press the joystick button during the Standby Mode depending on the selected input:

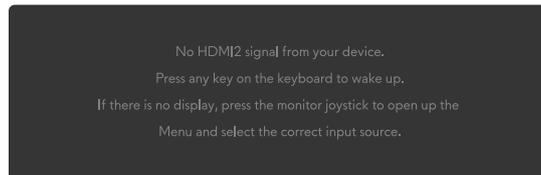


Figure 38. Warning message for accessing the Menu Launcher

① **NOTE:** The message may vary slightly depending on the connected input signal.

Activate the computer and wake up the monitor to gain [Accessing the Menu Launcher](#).

You will see the following message if **DP**, **HDMI 1**, or **HDMI 2** input is selected and the corresponding cable is not connected:



Figure 39. Warning message for no DP cable or



Figure 40. Warning message for no HDMI1 cable

or



Figure 41. Warning message for no HDMI2 cable

① **NOTE:** The message may vary slightly depending on the selected input signal.

You will see the following message when **Factory Reset** is selected:

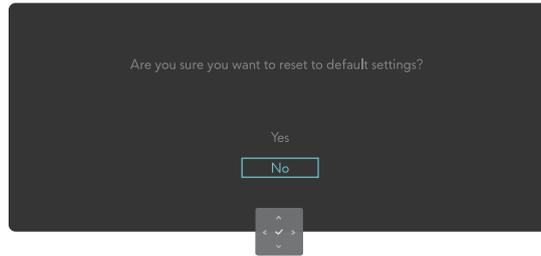


Figure 42. Warning message for Factory Reset

For more information, see [Troubleshooting](#).

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 button up/down/left/right for about 4 seconds until a pop-up menu appears.
2. Move the joystick button 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 button to confirm the configuration.

To unlock, move and hold the joystick button up/down/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

① **NOTE:** The steps may vary slightly depending on the version of Windows you have.

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. If you have more than one monitor connected, ensure to select **AW3425DWM**.
3. Click the **Display Resolution** dropdown list and select **3440 x 1440**.
4. Click **Keep changes**.

If you do not see 3440 x 1440 as an option, you must update your graphics driver to the latest version. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or a laptop:

- Go to [Dell Support Site](#), 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 the support site of your non-Dell computer and download the latest graphics card drivers.
- Go to the support site of your graphics card and download the latest graphic card drivers.

Requirements to view or playback HDR content

1. Through Ultra Blu-Ray DVD or Game consoles

Ensure that 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 (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 [Drivers at Dell Support Site](#).

NVIDIA

For a full range of HDR capable NVIDIA graphics cards, see [NVIDIA Home Page](#).

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 [AMD Home Page](#). 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 Movies & TV app

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

Driver with HDR support: See [Drivers at Intel Support Site](#) 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 [Microsoft Support Site](#).

Using AlienFX™ function

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-B upstream 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. Connect your monitor to the computer.
4. Restart the computer.
5. Launch the AWCC.
 - ① **NOTE:** If you do not see the monitor appearing on the AWCC Dashboard screen, go to OS Settings windows, click **Apps** then click on **Installed apps**, search for **Alienware Command Center Package Manager** to add the packages.
6. If the driver update is not reflecting in your computer, install AWCC from the Dell Support Site.

Installing AWCC from the Dell Support website

1. Go to Dell support site at [Drivers at Dell Support Site](#), enter AW3425DWM in the search box. You will land on the product support page.
2. Go to **Drivers & Downloads**. Download the latest version of the Alienware Command Center application.
3. Navigate to the folder in which you saved the downloaded setup files.
4. Double-click the downloaded 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 to access the device view.
3. Select the **GAME** panel to customize the following features:
 - **General Configuration:** To adjust the Dark Stabilizer, Response Time, Game Enhance Mode, and setting hotkey with Dark Stabilizer, Vision Toggle, Vision 1/Vision 2/Vision 3.
 - **Vision 1/Vision 2/Vision 3 Configuration:** To customize vision mode features.

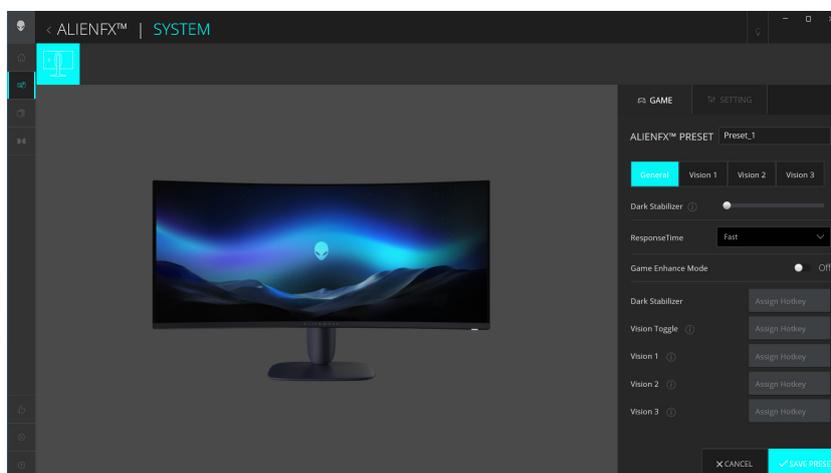


Figure 43. Launch the AWCC application

General configuration

Click the **General** button to enhance your gameplay experience by using the provided features.

Table 25. Customization of General.

Feature	Description
Dark Stabilizer	Refer to Dark Stabilizer .
Response Time	Allows you to set the response time to Fast, Super Fast or Extreme.
Game Enhance Mode	Refer to Frame Rate and Timer .
Frame Rate/Timer Position	Adjust the position of Top Left, Bottom Left, Top Right and Bottom Right.
Timer	To adjust the timer with Off, 30 min, 40 min, 50 min, 60 min, 90 min.
Hotkeys - Dark Stabilizer	Refer to Dark Stabilizer .
Hotkeys - Vision Toggle	Toggle active vision enabled and saved in preset.
Hotkeys - Vision 1	Turn On/Off Preview Vision 1 mode.
Hotkeys - Vision 2	Turn On/Off Preview Vision 2 mode.
Hotkeys - Vision 3	Turn On/Off Preview Vision 3 mode.

Customization of vision modes

The AlienVision menu includes three Visions configurations: Vision 1, Vision 2, Vision 3.

Each Vision configuration saves a different AlienVision effect settings, allowing you to quickly switch between them at any time.

① **NOTE:** To view the effects during features customization, toggle the PREVIEW switch to On.

① **NOTE:** Other product models may have different features supported.

Table 26. Customization of Vision 1/Vision 2/Vision 3.

Feature	Description
Vision Mode	Vision Mode includes Night Mode and Chroma Mode: <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 background.
Size	Drag the slider to enlarge the preview window or resume it to the default size. ① NOTE: This feature is not available for Crosshair.
Sharpness	This function can make the image look sharper or softer. Drag the slide to adjust the sharpness level from 'Off' to 'High'. ① NOTE: This feature makes the image look sharper or softer.
CROSSHAIR	Toggle the Crosshair switch to turn on or off this feature. <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	Reset all settings of the current vision mode to the factory defaults.

Setting

1. Launch the AWCC application from the **Start** menu.
2. In the window of Dashboard view, click the monitor image of AW3425DWM to access the device view.
3. Select the **SETTING** panel to customize the following features:
 - **Display configuration:** To adjust the brightness and contrast of the display.
 - **PIP/PBP configuration:** To display images from different video sources.

Display configuration

Click the **Display** button to adjust the display settings.

Table 27. Display configuration.

Feature	Description
Brightness	Drag the sliders to make the adjustment. Refer to Brightness and Contrast .
Contrast	ⓘ NOTE: These features may be disabled depending on the current HDR state.
Preset Modes	The Preset Modes dropdown list changes according to the state of Use HDR switch. When you toggle the SMART HDR switch to the On state, see SMART HDR . When you toggle the SMART HDR switch to the Off state, see 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 configuration

This feature allows you to display images from different video sources.

When you toggle the **PIP/PBP** switch to the ON state, the options of preset PBP or PIP modes are displayed under the preview window, and you can select your preferred mode.

This feature brings up a window displaying the visual output from another input source.

Table 28. PIP/PBP configuration.

Feature	Description
Current Input Source	Select video inputs for your display screen.
PIP/PBP	<ul style="list-style-type: none"> • PIP/PBP Configuration: To play the PIP/PBP, toggle the switch to the On or Off state. When switch to On, you can choose the PIP/PBP types at the left feature buttons, as following: <ol style="list-style-type: none"> 1. PIP/PBP Off 2. PIP/PBP Small 3. PIP/PBP Large 4. 50%-50% 5. 25%-75% 6. 75%-25% 7. 33%-67% 8. 67%-33% • Input Source: Select video inputs for your Main window and Sub window. • Video Swap: You can swap video inputs between the main window and sub window. • Video Swap Hotkey: You can define the shortcut keys to swap video inputs between the main window and sub window. • Change PIP Position: You can define the shortcut keys to toggle the position of the PIP Sub window. • Contrast (Sub): Drag the slider to adjust the contrast level of the picture in the Sub window.

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 computer.
3. To ensure proper self-test operation, remove all digital and the analog cables from your computer.
4. Turn on the monitor.

A dialog box should appear on-screen, indicating that the monitor is working correctly and is not receiving a video signal. While in self-test mode, the power LED remains white (the default color).



Figure 44. Warning message for no DP cable

or



Figure 45. Warning message for no HDMI1 cable

or



Figure 46. Warning message for no HDMI2 cable

- ① **NOTE:** The message may vary slightly depending on the connected input signal.
- ① **NOTE:** This dialog box also appears during normal operation, if the video cable is disconnected or damaged.

5. Turn off your monitor and reconnect the video cable; then turn on your computer and the monitor.

After performing the above steps, if the monitor displays no video output, then the problem may be with the graphics card or the computer.

Built-in diagnostics

Your monitor has built-in diagnostic tools that help you determine if the screen abnormality or audible noise you are experiencing is an inherent problem with your monitor.

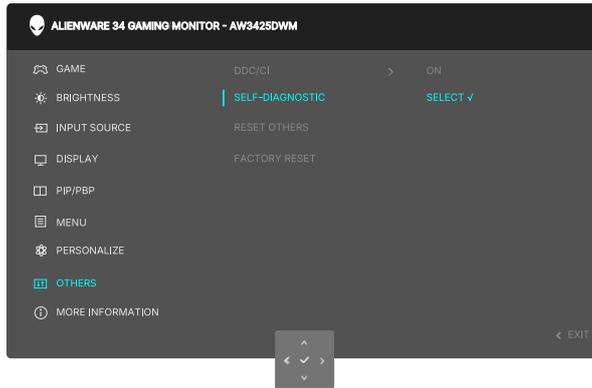


Figure 47. The message of Built-in diagnostics

To run the built-in diagnostics:

1. Ensure that the screen is clean (there are no dust particles on the surface of the screen).
2. Move or press the joystick button to launch the Menu Launcher.
3. Move the joystick button up to select and open the Main Menu.
4. Move the joystick button to navigate and select **OTHERS > SELF-DIAGNOSTIC** from the OSD menu.
5. Press the joystick button to start the built-in diagnostics. A gray screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Toggle the joystick button 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 button 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.

Common problems

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

Table 29. Common problems description.

Common symptoms	What you experience	Possible solutions
No video/Power LED off	No picture	<ul style="list-style-type: none"> Verify that the power outlet is functioning properly using any other electrical equipment. Ensure that the power button is pressed properly.
No video/Power LED on	No picture or no brightness	<ul style="list-style-type: none"> Increase brightness and contrast controls in the BRIGHTNESS/CONTRAST menu. Perform monitor Self-test feature check. Check for bent or broken pins in the video cable connector. Run the built-in diagnostics. For more information, see SELF-DIAGNOSTIC menu. 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"> Disconnect video extension cables. Reset the monitor to factory settings. For more information, see FACTORY RESET menu. 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	LCD screen has spots	<ul style="list-style-type: none"> Cycle power On-Off. Pixel that is permanently off is a natural defect that can occur in LCD technology. For more information about Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Stuck-on pixels	LCD screen has bright spots	<ul style="list-style-type: none"> Cycle power On-Off. Pixel that is permanently off is a natural defect that can occur in LCD technology. For more information about Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Brightness problems	Picture too dim or too bright	<ul style="list-style-type: none"> Reset the monitor to factory settings. For more information, see FACTORY RESET. Adjust brightness and contrast controls in the BRIGHTNESS/CONTRAST menu.
Geometric distortion	Screen not centered correctly	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.

Common symptoms	What you experience	Possible solutions
Safety-related issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> Do not perform any troubleshooting steps. Contacting Dell immediately.
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. For more information, see FACTORY RESET. Perform monitor Self-test feature check to determine if the intermittent problem occurs in selftest mode.
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 not good	<ul style="list-style-type: none"> Reset all settings under the GAME menu to the factory defaults using RESET GAME. Change the INPUT COLOR FORMAT to RGB or YCbCr/YPbPr in the Display settings OSD. Run the built-in diagnostics. For more information, see SELF-DIAGNOSTIC.
Wrong color in HDR mode	Color banding in the pictures	Try to reduce the frequency (DP: 3440 x 1440 at 60 Hz, HDMI: 3440 x 1440 at 60 Hz).
Screen image is too small	Image is centered on the screen, but does not fill the 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 button	OSD does not appear on the screen	<ul style="list-style-type: none"> Turn off the monitor, unplug the power cable, plug it back, and then turn on the monitor. Check whether the OSD menu is locked. If yes, move and hold the joystick button up/down/left/right for 4 seconds to unlock. For more information, see Locking the control buttons.
No input signal when user controls are pressed	No picture, the LED light is on	<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 Type-C adapter or dock to your laptop or desktop	Display will freeze, has black screen or will display abnormal screen	Do not use a USB Type-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 (3440 x 1440 at 60 Hz) or a 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. This can be adjusted in the Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver. • For more information, see Maintenance guidelines.
Unevenness in luminance or color of the screen images	Visible spots (bright or dark) or lines or Mura appear on the screen	
Pixel shifting occurs	The image on the screen moves slightly sometimes.	Pixel shift is a function that moves the pixels of the screen to prevent image retention on VA 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 gaming features using AWCC	No SETTING panel	<ul style="list-style-type: none"> • Check whether the DP/HDMI cable is plugged in properly. Re-plug the DP/HDMI cable as necessary. • Reboot your computer.

Universal Serial Bus (USB) specific problems

Table 30. Universal Serial Bus (USB) specific problems.

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 drive require higher power source; connect the drive to the computer directly.
USB 5Gbps Type-B interface is slow	USB 5Gbps Type-B peripherals working slowly or not working at all	<ul style="list-style-type: none"> • Check that your computer is USB 5Gbps Type-B-capable. • Some computers have USB 5Gbps, 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 Type-B 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 Type-B peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB Type-B port.

Regulatory information

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

For FCC notices and other regulatory information, see the regulatory compliance website at [Dell Regulatory Compliance Home Page](#).

EU product database for energy label and product information sheet

AW3425DWM: <https://eprel.ec.europa.eu/qr/2166949>

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

- ① **NOTE:** Availability varies by country, region, or 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 in your purchase invoice, packing slip, bill, or Dell product catalog.