

Alienware 25 320Hz Gaming Monitor

AW2525HM

Simplified Service Manual

Notes, cautions, and warnings

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

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Safety instructions

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

① **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

⚠ **WARNING: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.**

⚠ **CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on monitor that supports it) can damage to your hearing ability.**

- Place the monitor on a solid surface and handle it carefully.
 - The screen is fragile and can be damaged if dropped or press with a sharp object.
 - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
 - Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
 - Connect the power cable from the monitor to a wall outlet that is near and accessible. See Connecting your monitor.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

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

Before working inside your monitor

Steps

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

After working inside your monitor

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

Steps

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

View of monitor

Front view

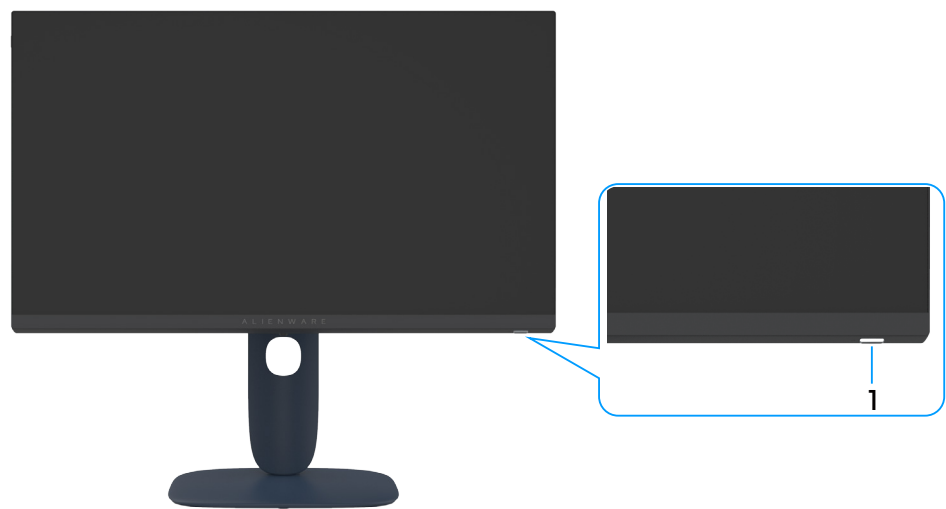


Figure 1. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Use
1	Power button (with LED indicator)	To turn the monitor on or off. A solid white light indicates that the monitor is turned on and functioning. Blinking white light indicates that the monitor is in Standby Mode.

Back view



Figure 2. Back view of the monitor

Table 2. Components and descriptions.

Label	Description	Use
1	VESA mounting holes (4) (100 mm x 100 mm) - behind attached VESA cover	Wall-mount monitor using VESA-compatible wall mount kit.
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases the stand from the monitor.
4	Cable-management slot	Use to organize cables by inserting them through the slot.
5	Headset hanger	Place the headset on the hanger. ⓘ NOTE: Maximum load capacity is 500 g.

Bottom view

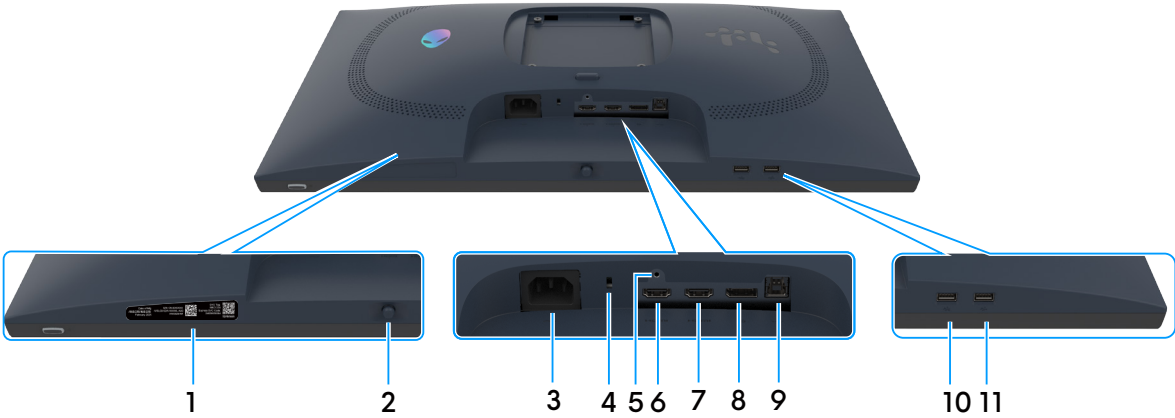


Figure 3. Bottom view of the monitor (without monitor stand)

Table 3. Components and descriptions.

Label	Description	Use
1	My Alienware QR code, serial number, and Service Tag label	See this label if you must contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.
2	Joystick button	Use it to control the On-Screen Display (OSD) menu.
3	 Power connector	Connect the power cable (shipped with your monitor).
4	Security lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
5	Stand lock	Lock the stand to the monitor using a M3x6 mm screw (screw not included).
6	 HDMI 1 port	Connect your computer with the HDMI 2.1 cable (shipped with your monitor) to this port.
7	 HDMI 2 port	
8	 DisplayPort port	Connect your computer with the DisplayPort cable (shipped with your monitor) to this port.
9	 USB 5Gbps Type-B upstream port	Connect the USB cable (shipped with your monitor) to this port and your computer to enable the USB ports on your monitor.
10,11	 USB 5Gbps Type-A downstream ports (2)	Connect your USB peripherals such as mouse and keyboard. NOTE: To prevent signal interference, avoid connecting other USB devices to the adjacent port when using a wireless USB device on a USB downstream port. NOTE: The USB port (label 10) marked with a  battery icon supports Battery Charging Rev. 1.2.

Major components of AW2525HM monitor

The following image shows the major components of monitor.

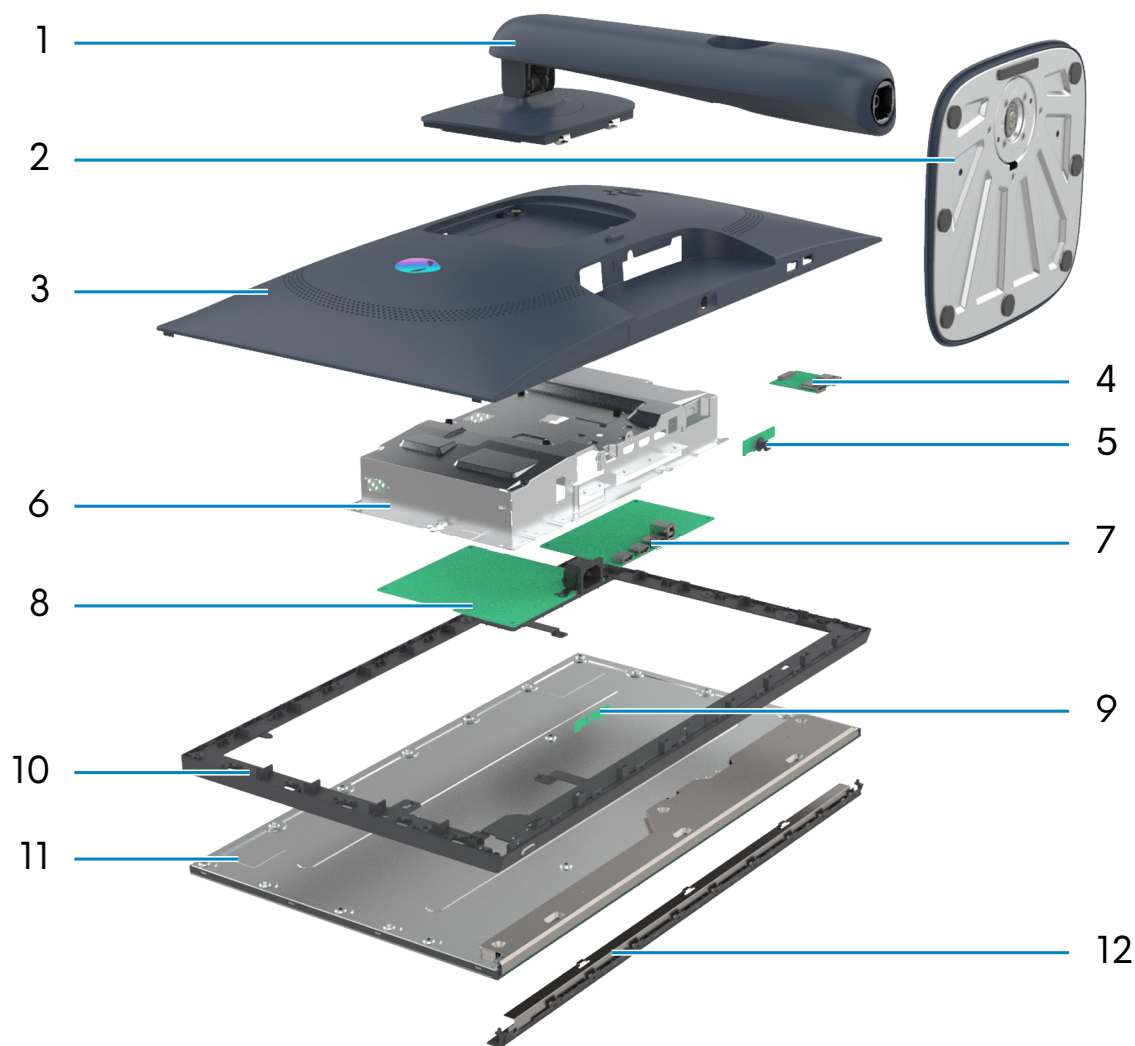


Figure 4. Major components of monitor

Table 4. Major components

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

Wiring connectivity diagram

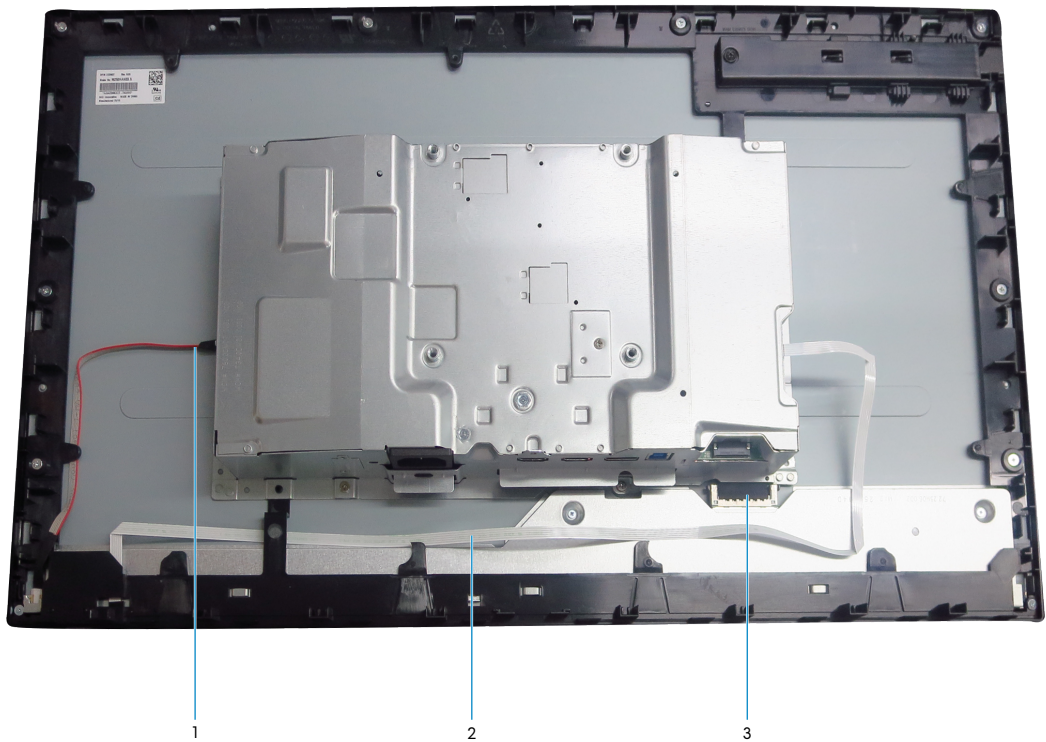


Figure 5. Wiring connectivity diagram

Table 5. Wiring connectivity diagram

Callout	Description
1	Lightbar cable
2	Keypad cable
3	Embedded DisplayPort (eDP) cable

Connecting the cables

- ⚠ **WARNING:** Before you begin any of the procedures, follow the [Safety instructions](#).
- ⚠ **WARNING:** For your safety, ensure the grounded power outlet is accessible and close to the equipment. To disconnect, firmly grasp and unplug the power cable. Never pull on the cable.
- ⚠ **WARNING:** A certified power supply cable has to be used with this equipment. The relevant national installation and/or equipment regulations should be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75 mm² or H05VVH2-F2 3G 0.75 mm²) should be used.
- ① **NOTE:** Do not connect all cables to the computer simultaneously. It is recommended to route the cables through the cable-management slot before you connect them to the monitor.
- ① **NOTE:** Alienware monitors are designed to work optimally with Alienware-supplied inbox cables. Dell does not guarantee the video quality and performance if non-Alienware cables are used.

To connect your monitor to the computer:

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

Connecting the DisplayPort cable

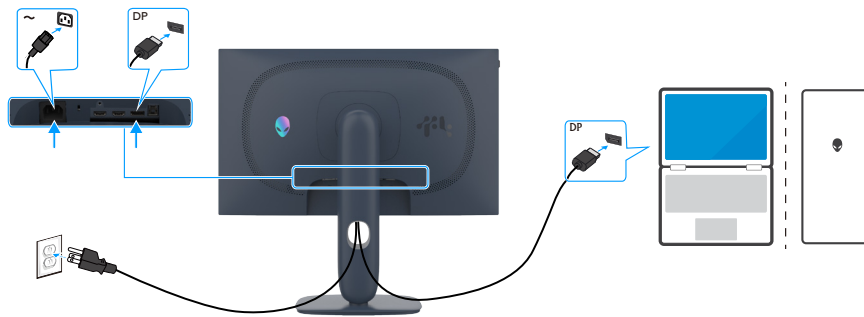


Figure 6. Connecting the DisplayPort cable

Connecting the HDMI cable

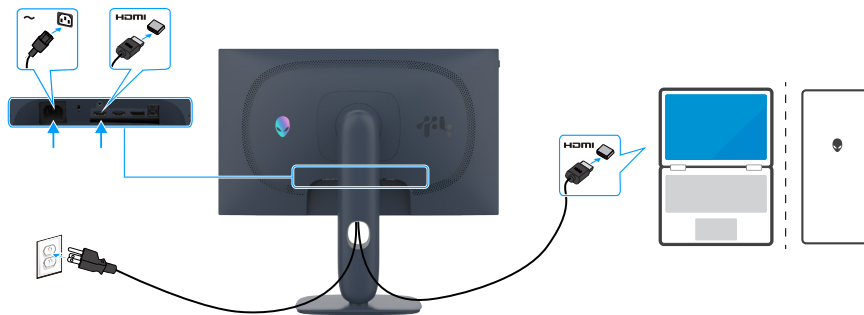


Figure 7. Connecting the HDMI cable

Connecting the USB cable

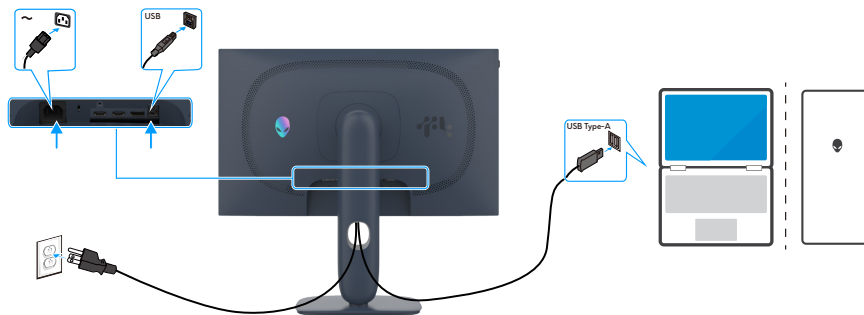


Figure 8. Connecting the USB cable

Disassembly and reassembly

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

Recommended tools

The procedures in this document may require the following tools:

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

Screw list

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

Table 6. Screw List

Component	Screw type	Quantity	Screw image
Back Cover	M4x10	4	
USB board	M3x6	2	
Joystick board	M3x6	2	
Main chassis	M3x3	4	
Middle frame	M3x5	8	
Power board groundwire	M4x8	1	
Power board	M3x6	4	
Main board	M3x6	3	
Power Key board	M2x2.4	1	
Front trim	M2x3.3	2	

Stand

Removing the stand

Prerequisites

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

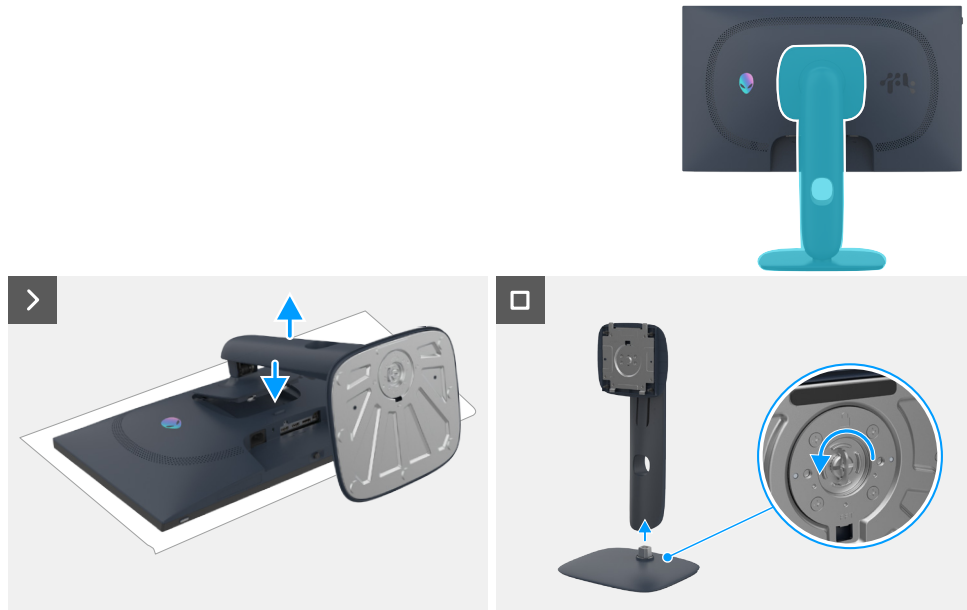


Figure 9. Removing the stand

Steps

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

Installing the stand



Figure 10. Installing the stand

Steps

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

Next steps

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

Back cover

Removing the back cover

Prerequisites

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

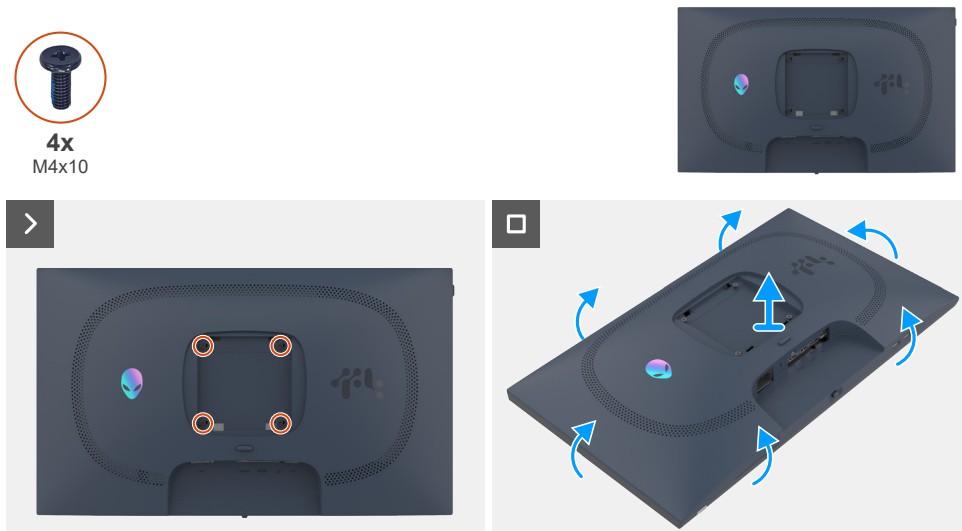


Figure 11. Removing the back cover

Steps

1. Remove the four screws (M4x10) that secure the back cover to the display assembly.
2. Using both hands, start prying the back cover off from the left and right sides, then proceed to the top and bottom.
3. Lift the back cover partially from the bottom edge.

Installing the back cover

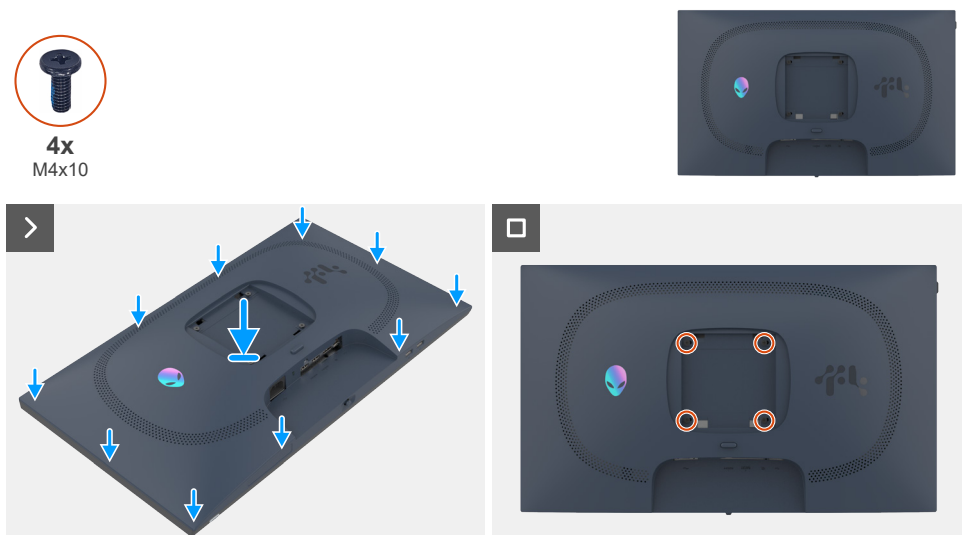


Figure 12. Installing the back cover

Steps

1. Align the slots on the back cover with the slots on the chassis, then press along the sides to snap the back cover into place.
2. Replace four screws (M4x10) that secure the back cover to the display assembly.

Next steps

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

USB board

Removing the USB board

Prerequisites

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

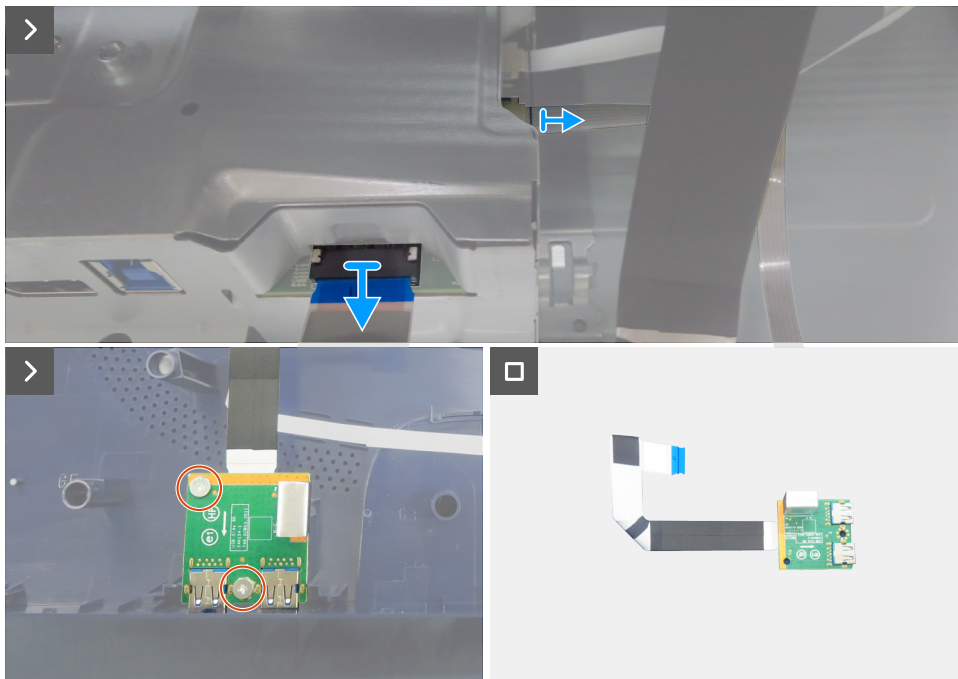
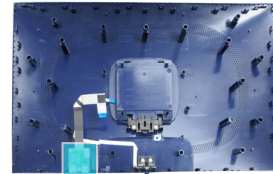


Figure 13. Removing the USB board

Steps

1. Disconnect the USB cable and Joystick board cable from the main board.
2. Remove the two screws (M3x6) that secure the USB board to the back cover.
3. Remove the USB board from the main board.

Installing the USB board

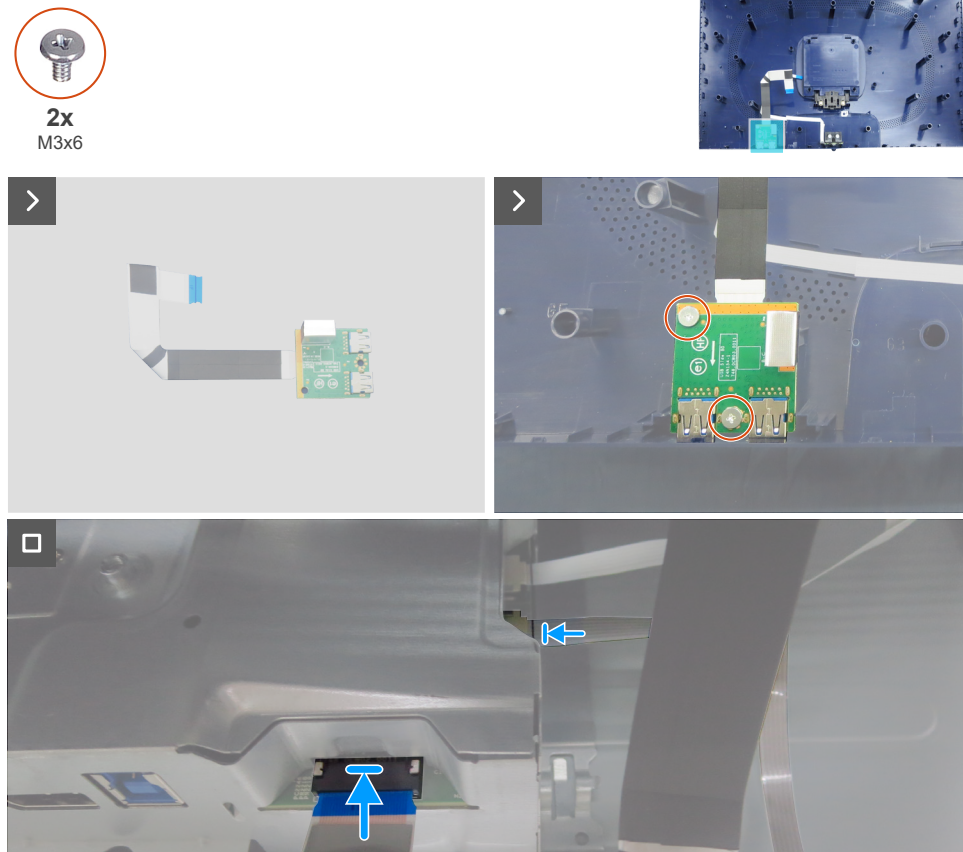


Figure 14. Installing the USB board

Steps

1. Take one electrically conductive foam to the copper of the USB board.
2. Align the screw hole on the USB board with the screw hole on the back cover.
3. Replace the two screws (M3x6) that secure the USB board to the back cover.
4. Connect the USB cable and Joystick board cable to the main board.

Next steps

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

Joystick board

Removing the Joystick board

Prerequisites

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

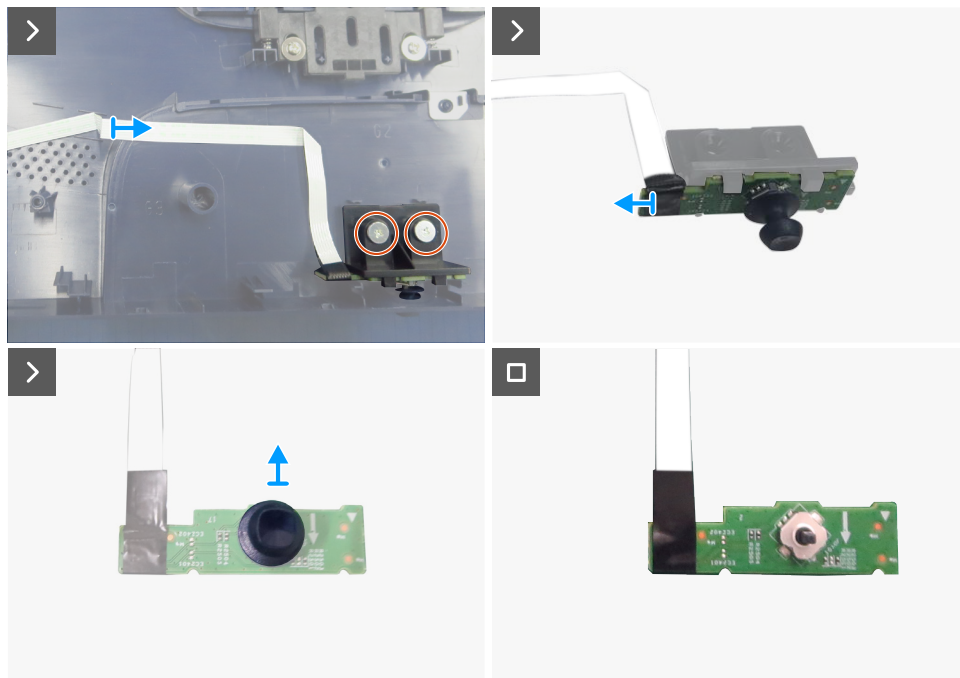
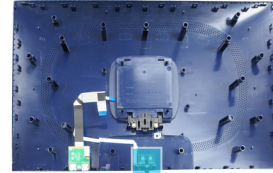


Figure 15. Removing the Joystick board

Steps

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

Installing the Joystick board

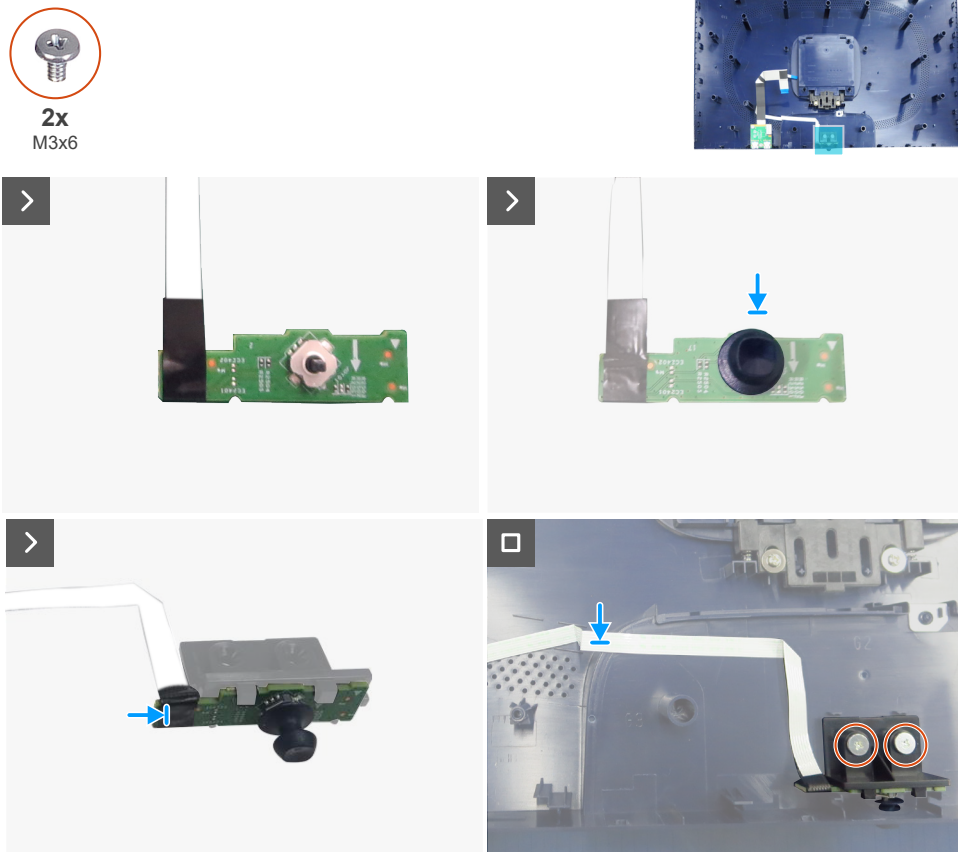


Figure 16. Installing the Joystick board

Steps

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

Next steps

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

Main chassis

Removing the main chassis

Prerequisites

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

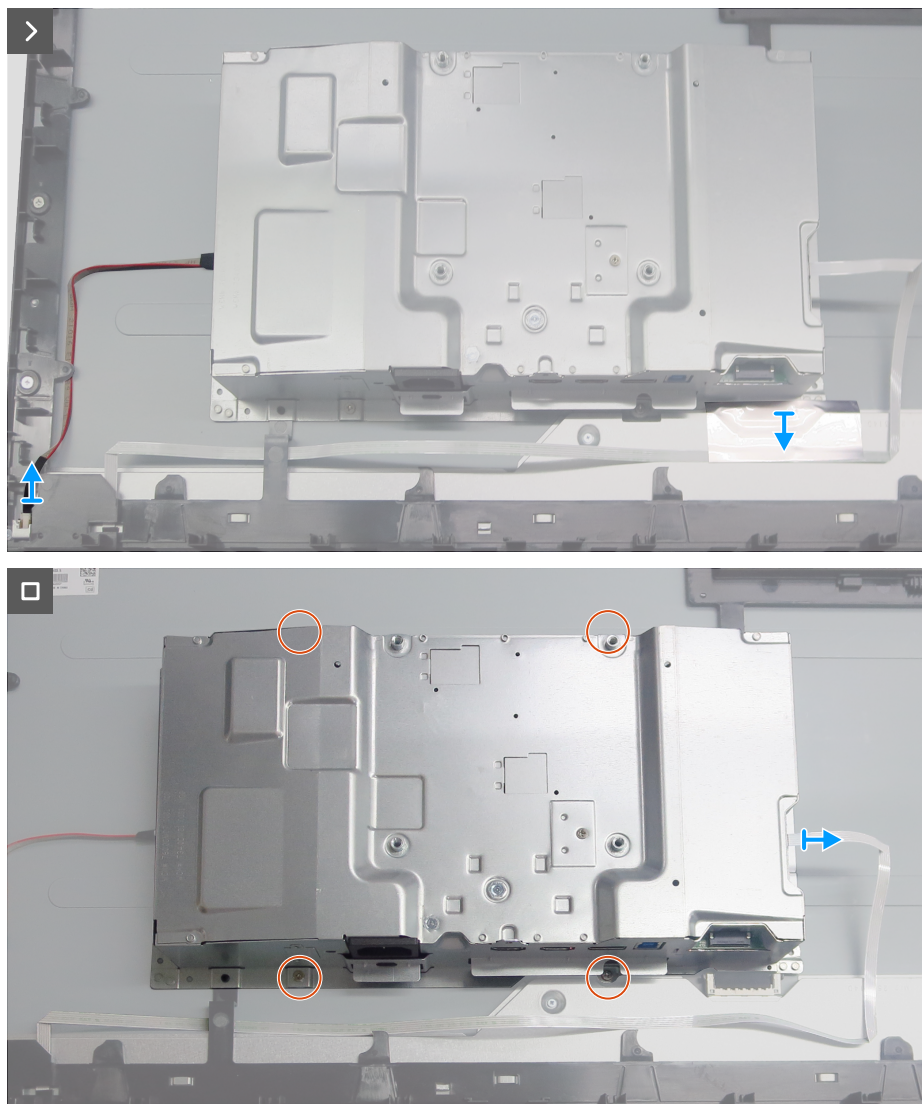
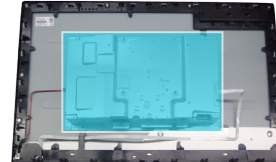


Figure 17. Removing the main chassis

Steps

1. Disconnect the lightbar cable and peel the aluminum foil to disconnect the eDP cable from its connectors.
2. Disconnect the Keypad cable on the main board.
3. Remove the four screws (M3x3) that secure the main chassis to the display panel.
4. Lift and remove the main chassis away from the display panel.

Installing the main chassis

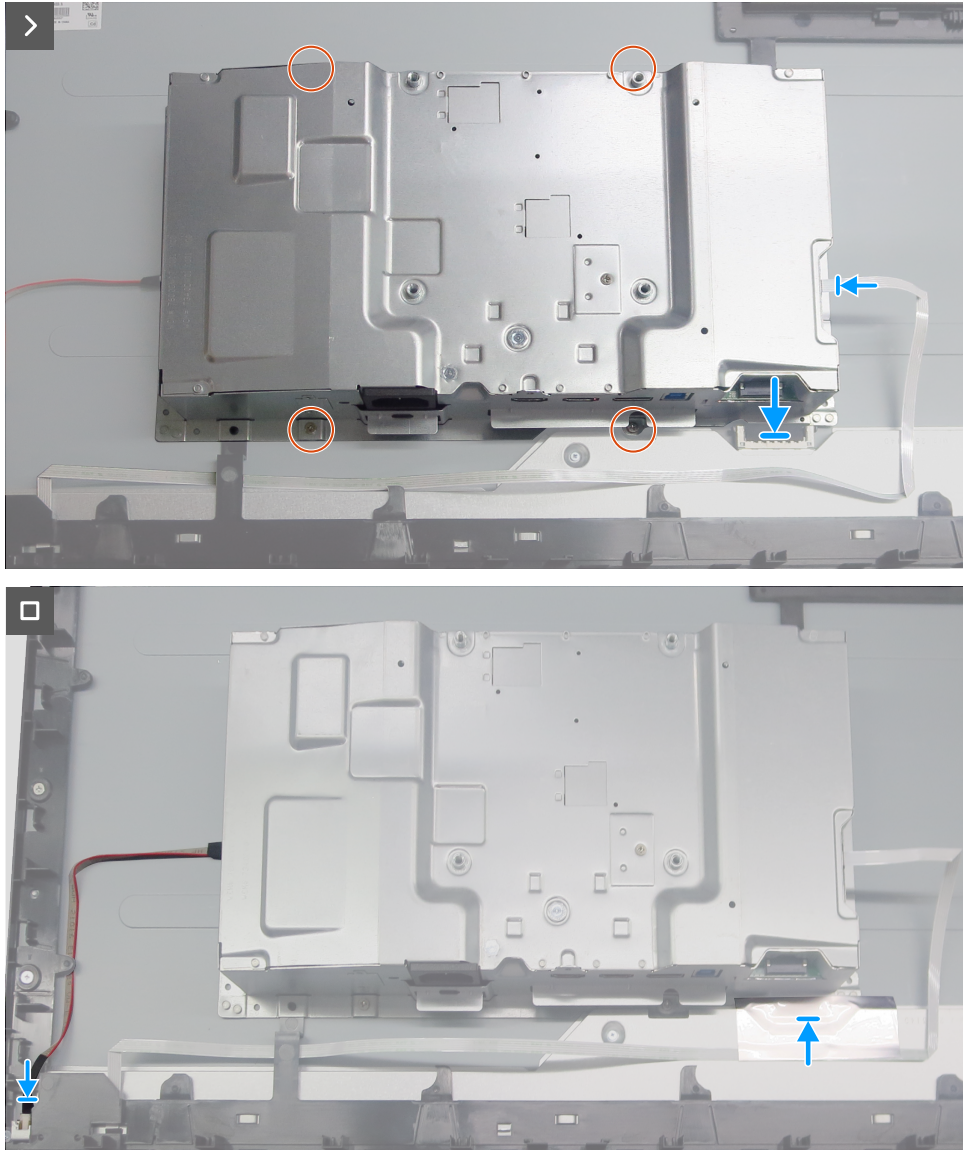
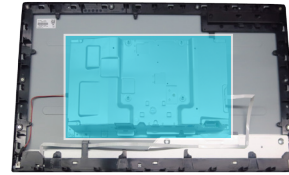


Figure 18. Installing the main chassis

Steps

1. Align the screw holes on the main chassis with the screw holes on the display panel.
2. Connect the Keypad cable and eDP cable to the connectors of the display panel and main board.
3. Replace the four screws (M3x3) that secure the main chassis to the display panel.
4. Connect the lightbar cable to the connectors and adhere the aluminum foil.

Next steps

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

Middle frame and keypad board

Removing the middle frame and keypad board

Prerequisites

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

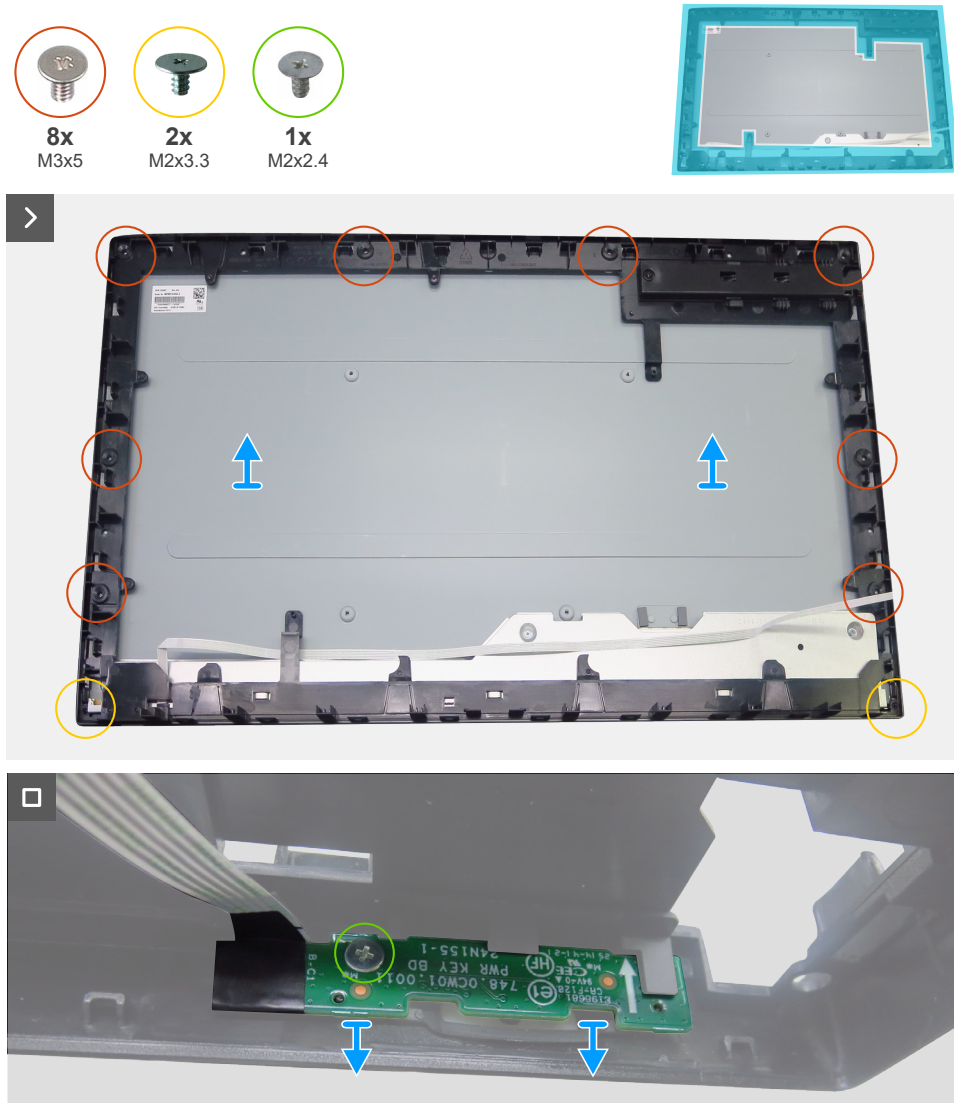


Figure 19. Removing the middle frame and keypad board

Steps

1. Remove eight screws (M3x5) of middle frame and two screws (M2x3.3) of front bezel that secure the middle frame to the display panel.
2. Lift and remove the middle frame away from the display panel.
3. Remove one screw (M2x2.4) and release the keypad board from the middle frame.

Installing the middle frame and keypad board

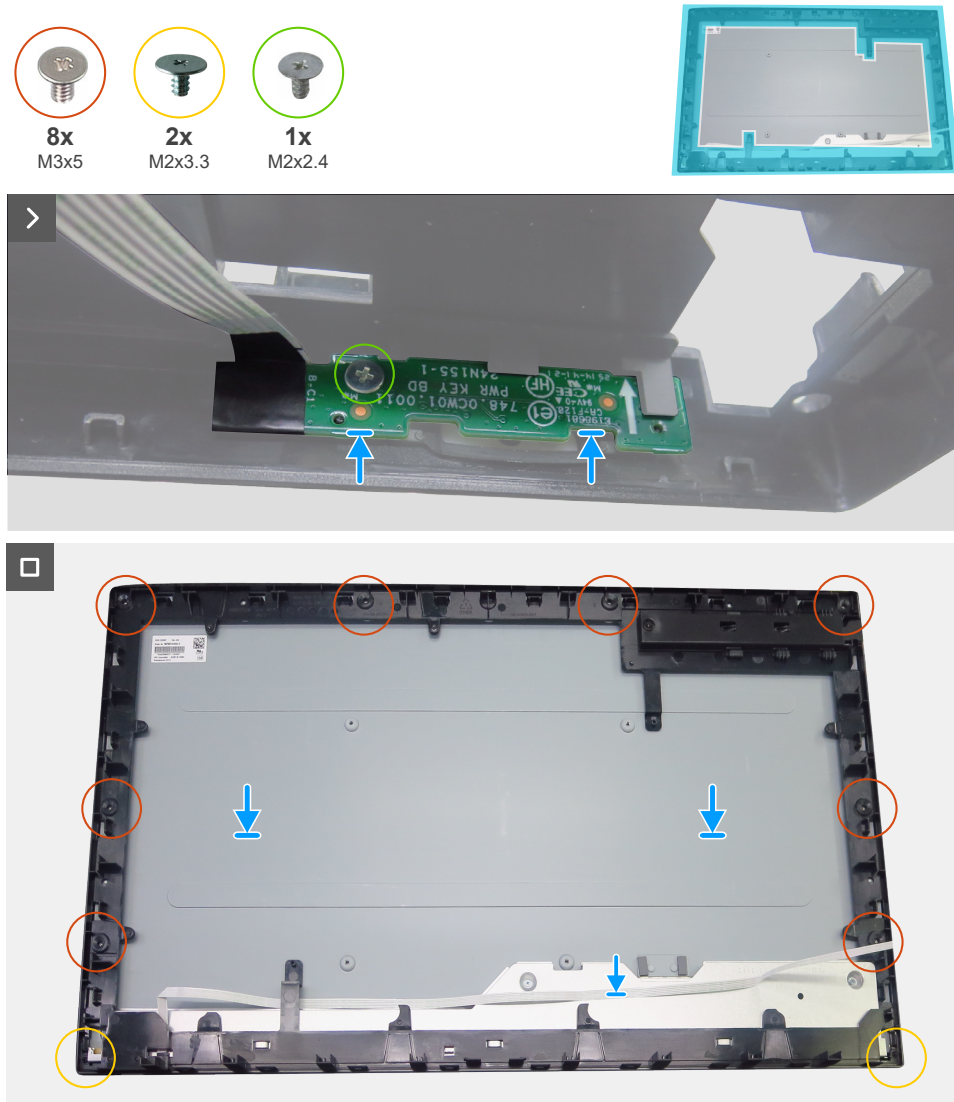


Figure 20. Installing the middle frame and keypad board

Steps

1. Align the keypad board with the tabs on the middle frame.
2. Replace the one screw (M2x2.4) that secures the keypad board to the middle frame.
3. Align the screw holes of the middle frame with the screw holes on the display panel and put it down, make sure that the Keypad cable is under middle frame and stick on the back of panel with tape.
4. Replace eight screws (M3x5) of middle frame and two screws (M2x3.3) that secure the middle frame to the display panel.

Next steps

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

Front bezel (trim)

Removing the front bezel

Prerequisites

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



Figure 21. Removing the front bezel

Steps

1. Release the front bezel from the bottom of panel.
2. Lift and remove the front bezel off the panel.

Installing the front bezel



Figure 22. Installing the front bezel

Steps

1. Align the front bezel with the tabs on the panel.
2. Snap the front bezel back into place.

Next steps

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

Main board

Removing the main board

Prerequisites

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

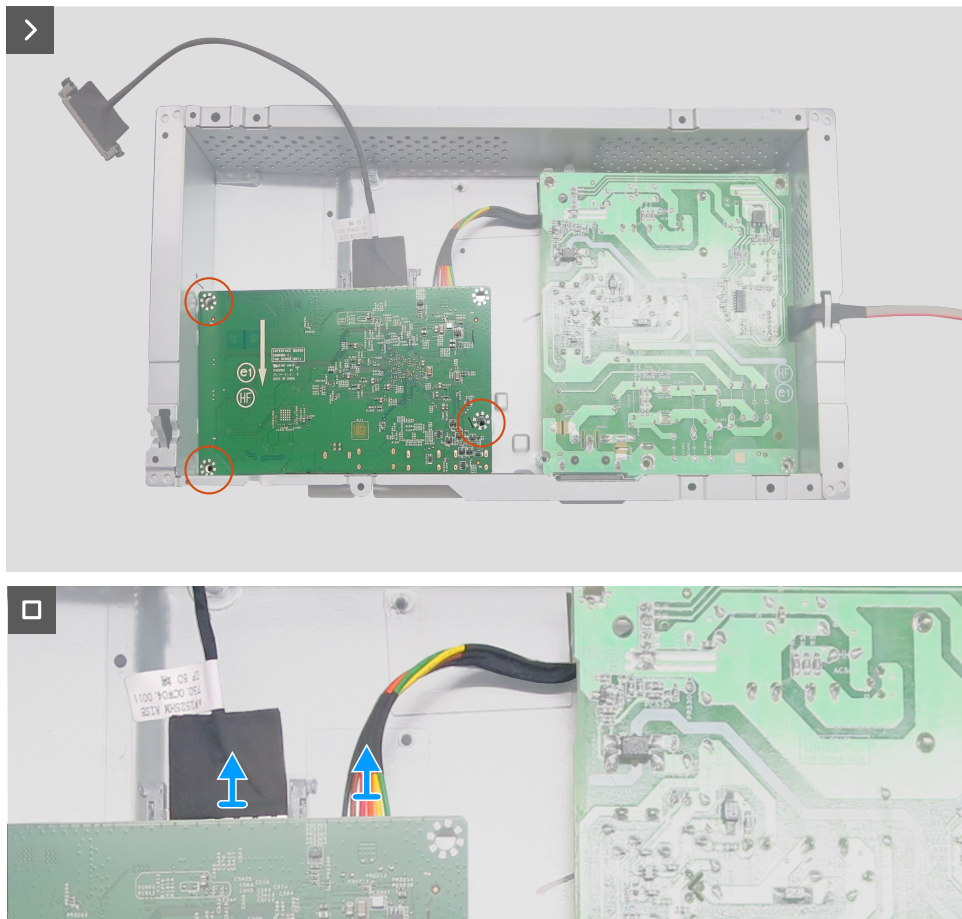
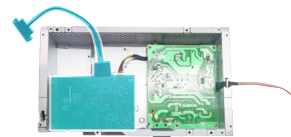


Figure 23. Removing the main board

Steps

1. Remove the three screws (M3x6) that secure the main board to the main chassis.
2. Disconnect the eDP cable and connector cable from the connector on the main board.

Installing the main board

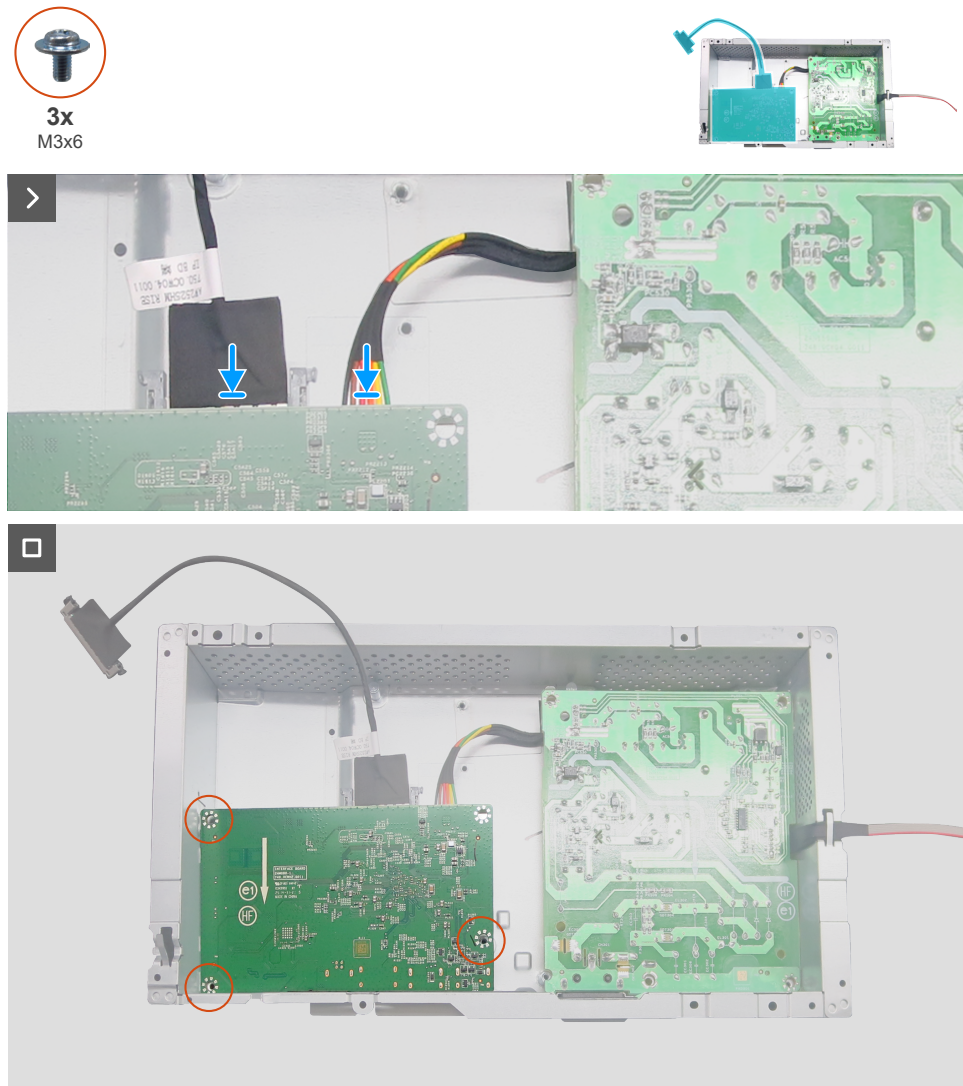


Figure 24. Installing the main board

Steps

1. Connect the eDP cable and connective cable to the connector on the main board.
2. Align the screw holes of the main board with the holes on the main chassis.
3. Replace the three screws (M3x6) that secure the main board to the main chassis.

Next steps

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

Power board

Removing the power board

Prerequisites

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

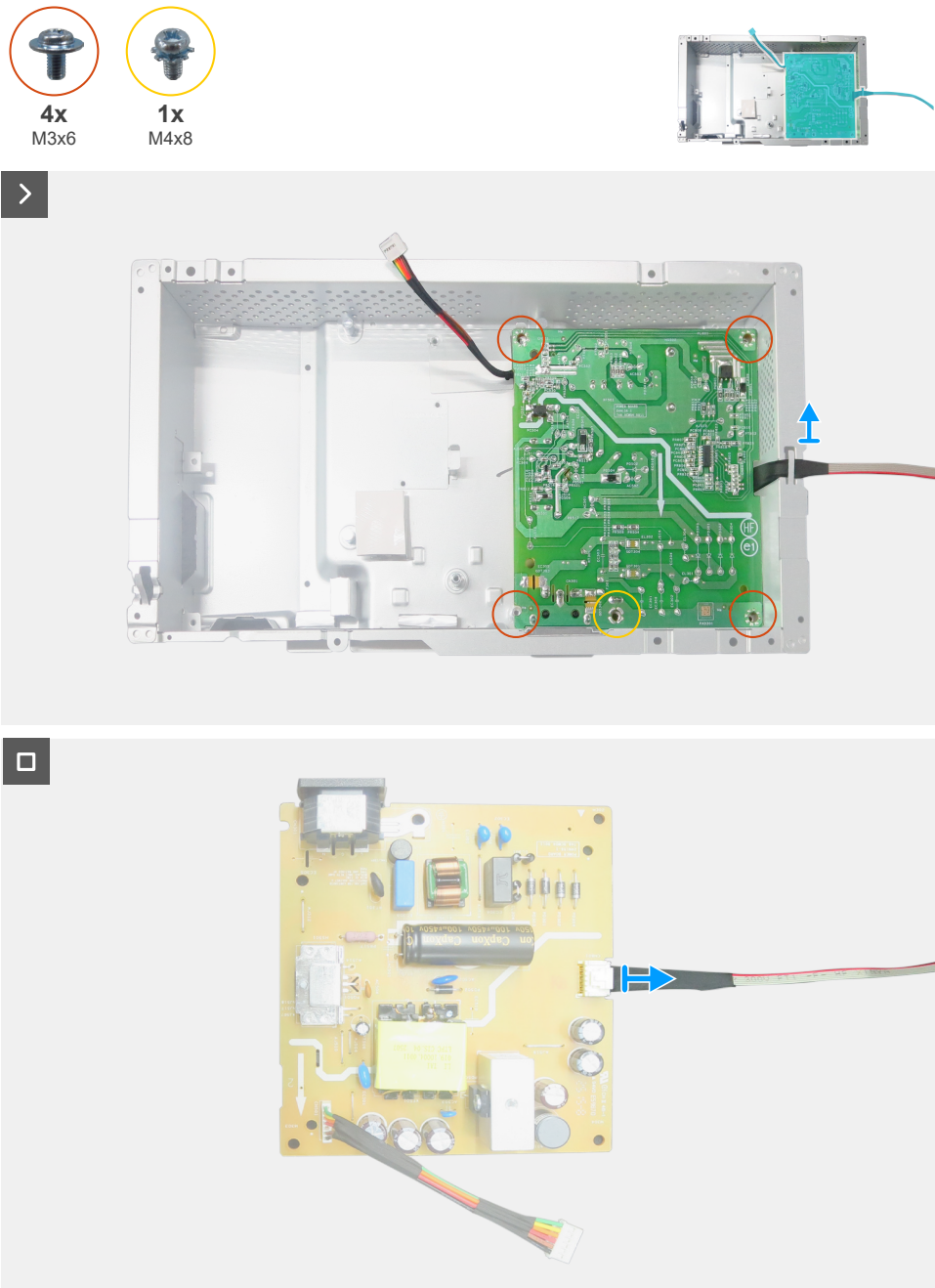


Figure 25. Removing the power board

Steps

1. Remove the five screws (four for M3x6 and one for M4x8) and release the lightbar cable that secures the power board to the main chassis.
2. Disconnect the lightbar cable from the connector on the power board.

Installing the power board

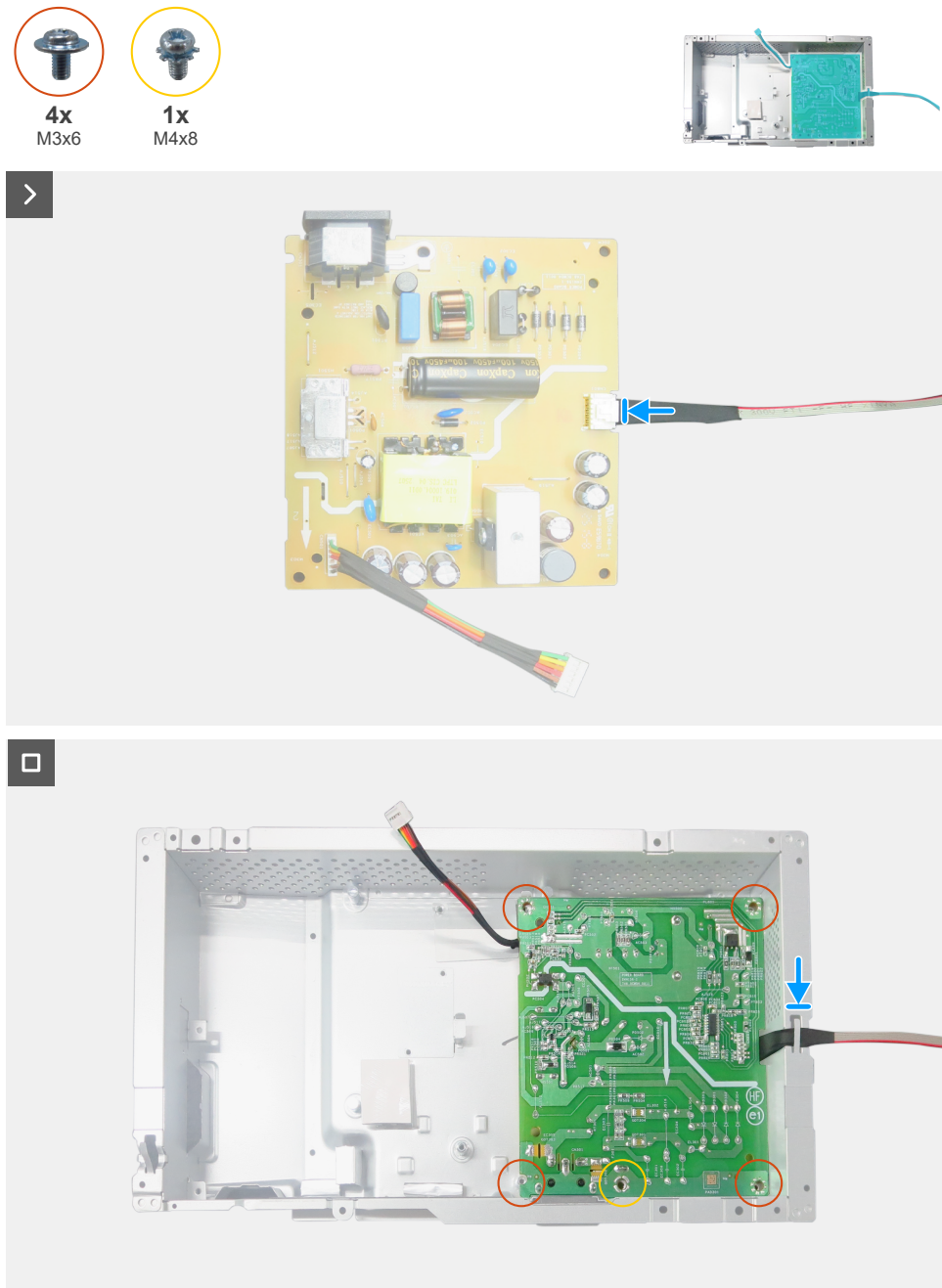


Figure 26. Installing the power board

Steps

1. Connect the lightbar cable to the connector on the power board.
2. Align the screw holes of the power board and snap the lightbar cable to the tab on the main chassis.
3. Replace the five screws (four for M3x6 and one for M4x8) that secure the power board to the main chassis.

Next steps

1. Install the [main board](#).
2. Install the [front bezel](#).
3. Install the [middle frame and keypad board](#).

4. Install the [main chassis](#).
5. Install the [Joystick board](#).
6. Install the [USB board](#).
7. Install the [back cover](#).
8. Install the [stand](#).
9. Follow the procedure in [After working inside your monitor](#).

Troubleshooting

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

Self-test

Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure proper self-test operation, remove all digital and the analog cables from the back of the computer.
3. Turn on the monitor.

The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs that are shown below will continuously scroll through the screen.

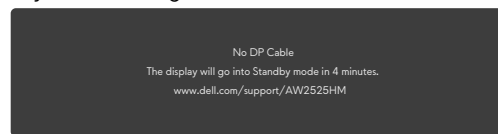


Figure 27. DP cable disconnected warning message

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.

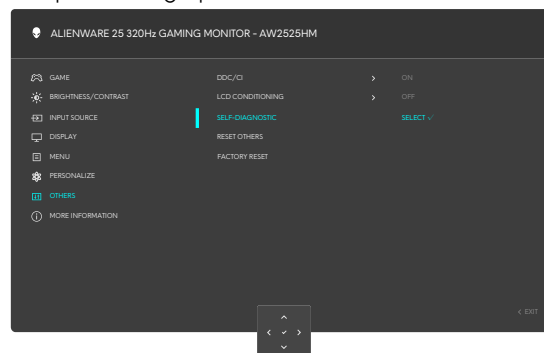


Figure 28. Built-in diagnostics

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Using the joystick, navigate on the OSD menu and select Others > Self-Diagnostic.
3. Press the joystick button to start the diagnostics. A gray screen is displayed.
4. Observe if the screen has any defects or abnormalities.
5. Toggle the joystick once again until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat steps 5 and 6 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the graphics card and computer.

The test is completed when a text screen is displayed. To exit, toggle the joystick control again.

Common problems

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

Table 7. Common problems description.

Common Symptoms	What You Experience	Possible Solutions
No Video/Power LED off	No picture	- 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	- Increase brightness and contrast controls. For more information, see BRIGHTNESS/CONTRAST OSD menu in the User's Guide of AW2525HM. - 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.
Missing Pixels	Monitor screen has spots	- 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	- 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	- Reset the monitor to factory settings. For more information, see FACTORY RESET OSD menu in the User's Guide of AW2525HM. - Adjust brightness and contrast controls using the OSD. For more information, see BRIGHTNESS/CONTRAST OSD menu in the User's Guide of AW2525HM.
Safety-Related Issues	Visible signs of smoke or sparks	- Do not perform any troubleshooting steps. - Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on and off	- 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 OSD menu in the User's Guide of AW2525HM. - 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	- 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 1920 x 1080 from the Display Properties to force the proper HDR signaling.
Missing Color	Picture missing color	- 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.

Common Symptoms	What You Experience	Possible Solutions
Wrong Color	Picture color is not good	- 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/YPbPr in the Display menu OSD. - Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period	A faint shadow from the static image that is displayed appears on the screen	- Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in the Windows Power Options or Mac Energy Saver setting. - Alternatively, use a dynamically changing screensaver.
No image when using DP connection to the personal computer	Black screen	- 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	- 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.

Universal Serial Bus (USB) specific problems

Table 8. USB specific problems description.

Common Symptoms	What You Experience	Possible Solutions
USB interface is not working	USB peripherals are not working	- 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	- 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. 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	- Increase the distance between the USB 3.0 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.

Contacting Dell

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

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