

# **Alienware 27 240Hz QD-OLED Gaming Monitor**

## **AW2726DM**

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

- ① **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and is printed on the product. Keep the documentation at a secure location for future reference.
- ⚠ **WARNING: Use of controls, adjustments, or procedures other than those procedures specified in this documentation may result in exposure to shock, electrical hazards or mechanical hazards, or both.**
- ⚠ **CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on monitors that support it) may damage to your hearing ability.**

- Place the monitor on a solid surface and handle it carefully.
  - If the monitor is dropped or struck by a sharp object, the screen can be damaged because it is fragile.
  - 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 Quantum Dot-Organic Light Emitting Diode (QD-OLED) display.
  - Connect the power cable from the monitor to a wall outlet that is near and accessible. See [Connecting your monitor](#).
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions that are marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is purchased separately. Ensure to use the correct VESA specifications as mentioned in the wall-mounting section of the User's Guide.

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

## 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 inside your monitor.
3. Replace any media cards, discs, or any other parts that you removed before working inside your monitor.
4. Connect your monitor and all attached devices to the respective electrical outlets.
5. Turn on your monitor.

# Views of the monitor

## Front view

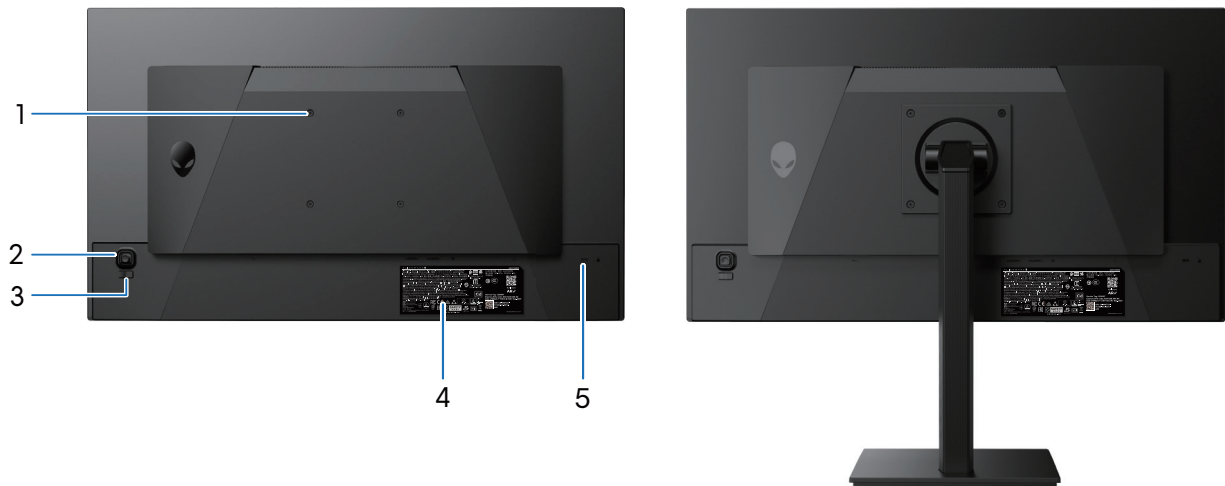


**Figure 1. Front view of the monitor**

**Table 1. Components and descriptions.**

Label	Description	Use
1	Power LED indicator	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 2. Components and descriptions.**

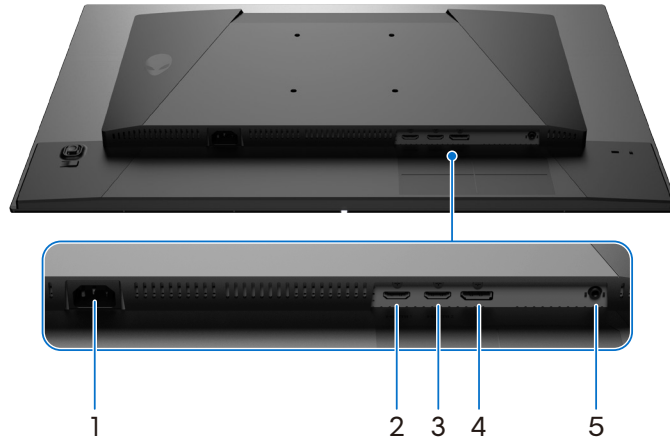
Label	Description	Use
1	VESA mounting holes (4) (100 mm x 100 mm) – behind attached VESA cover	Wall mount the monitor using a VESA-compatible wall-mount kit. For more information, see the <b>VESA wall mounting (optional)</b> section in the AW2726DM User's Guide.
2	Joystick button	Use it to control the OSD menu. For more information, see the <b>Operating the monitor</b> section in the AW2726DM User's Guide.
3	Power button	To turn the monitor on or off.
4	Regulatory label (including My Alienware QR code, serial number, and Service Tag label)	Lists the regulatory approvals. 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.
5	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor. For more information, see <a href="#">Securing your monitor using Kensington lock (optional)</a> .

## Side view





**Figure 3. Side view of the monitor**

## Bottom view



**Figure 4. Bottom view of the monitor**

**Table 3. Components and descriptions.**

Label	Description	Use
1	 Power connector	Connect the power cable.
2	<b>HDMI1</b> HDMI1 port	Connect to your computer using the HDMI cable.
3	<b>HDMI2</b> HDMI2 port	Connect to your computer using the HDMI cable.
4	 DisplayPort	Connect to your computer using the DisplayPort cable.
5	Universal audio jack	Connect headphones.

# Major components of the monitor

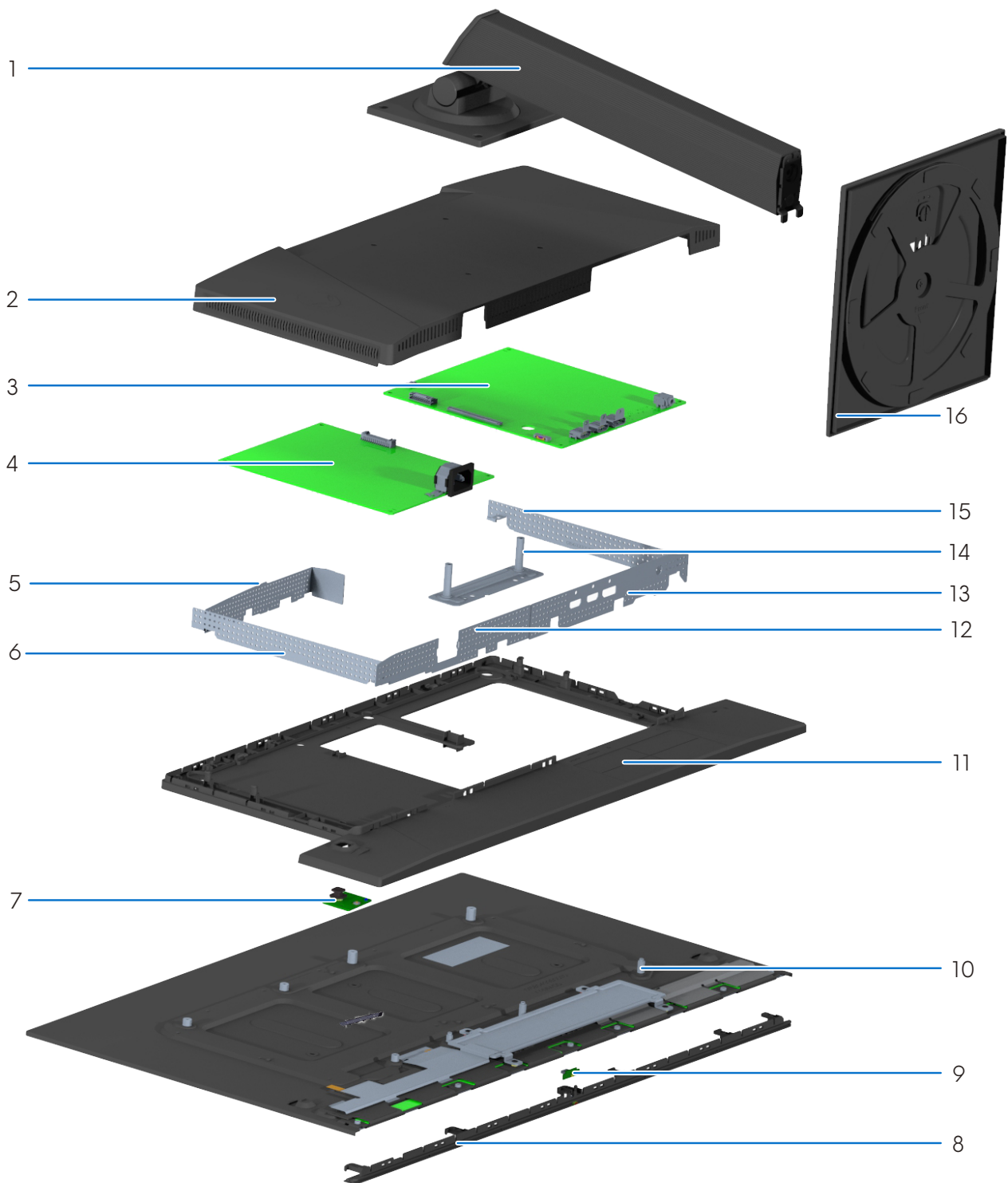


Figure 5. Major components of the monitor

**Table 4. Major components of AW2726DM.**

<b>No.</b>	<b>Description</b>
1	Stand riser
2	Back cover
3	System board
4	Power board
5	Power board bracket-top
6	Power board bracket-left
7	Keypad button
8	Front trim
9	LED board
10	Display panel
11	Middle frame
12	Power board bracket-bottom
13	System board I/O bracket
14	VESA bracket
15	System board side bracket
16	Stand base

# Wiring connectivity diagram

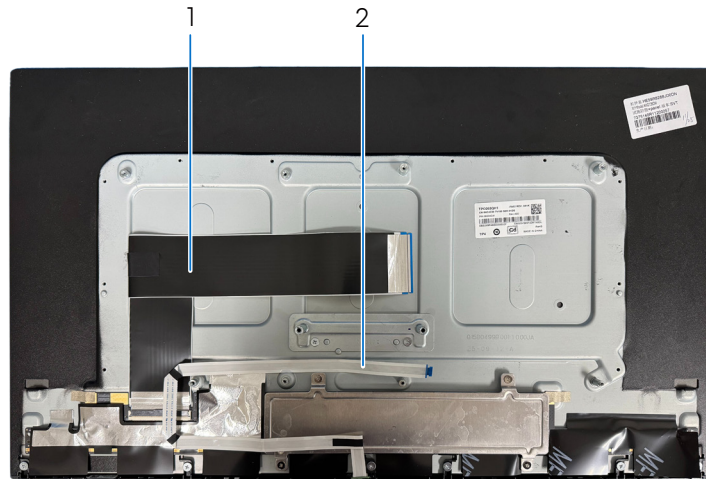


Figure 6. Wiring connectivity diagram

Table 5. Wiring connectivity diagram

No.	Description
1	System board-display panel cable
2	LED board cable

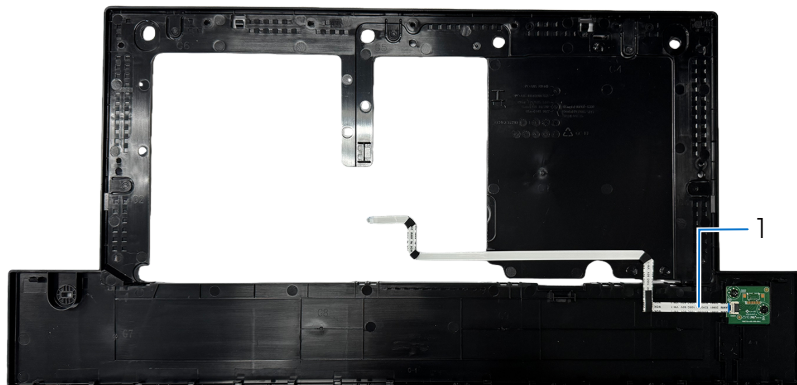


Figure 7. Wiring connectivity diagram

Table 6. Wiring connectivity diagram

No.	Description
1	Keypad board cable

# Connecting your monitor

- ⚠ **WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).
- ⚠ **WARNING:** For your safety, ensure that the grounded power outlet you plug the power cable into is accessible to the operator and located as close to the equipment as possible. To disconnect power from the equipment, unplug the power cable from the power outlet by grasping the plug firmly. Never pull on the cord.
- ① **NOTE:** If you use non-Dell cables, Dell does not guarantee video quality or performance. For optimal results, use the Dell-supplied cables included in the box.
- ① **NOTE:** Route the cables through the cable-management slot before connecting them.
- ① **NOTE:** Do not connect all the cables to the computer simultaneously.
- ① **NOTE:** The images are for illustration purposes 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 HDMI/DisplayPort cable from your monitor to the computer.
3. Connect the power cables of your computer and monitor into a wall outlet.
4. Turn on your monitor.
5. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

## Connecting the DisplayPort cable



Figure 8. Connecting the DisplayPort cable

## Connecting the HDMI cable (optional)



Figure 9. Connecting the HDMI cable

## Securing your monitor using Kensington lock (optional)

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

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

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

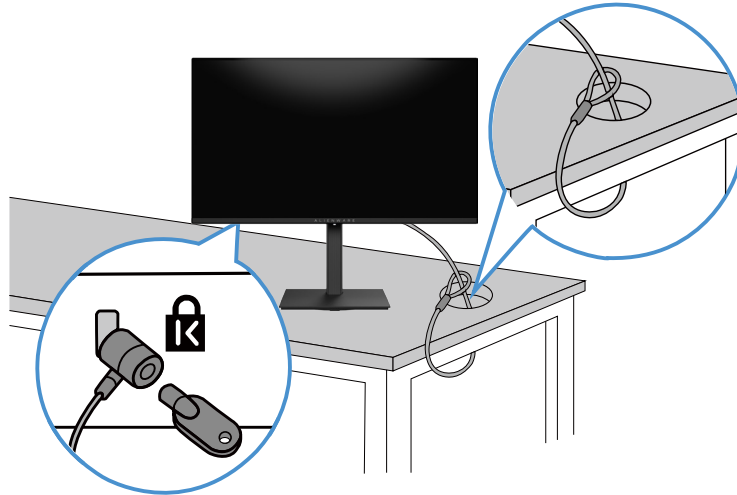


Figure 10. Using Kensington lock

# 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 that is caused by unauthorized servicing is not covered under the warranty.

## Recommended tools









The procedures in this document may require the following tools:

- Screwdriver (Phillips-head, Hexagonal head)
- Plastic scribe

## Screw list

- ① **NOTE:** When removing screws from a component, note the screw type and quantity. Then place the screws in a screw storage box. This practice ensures that the correct number of screws and the correct screw type are restored when the component is replaced.
- ① **NOTE:** Some computers 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 7. Screw list.**

Component	Screw types	Quantity	Screw image
Stand	M4x10	4	
System board and power board	M3x8	8	
Power board	M4x6	1	
Power board bracket-top	Q3x3.5	2	
System board I/O bracket	M3x4	3	
Middle frame	M3x3.8	11	
Keypad board	Q3x3.5	2	
LED board	M3x3.8	6	

# Stand

## Removing the stand

### Prerequisites

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

### About this task

The following image indicates the location of the stand and provides a visual representation of the removal procedures.



**4x**  
M4x10

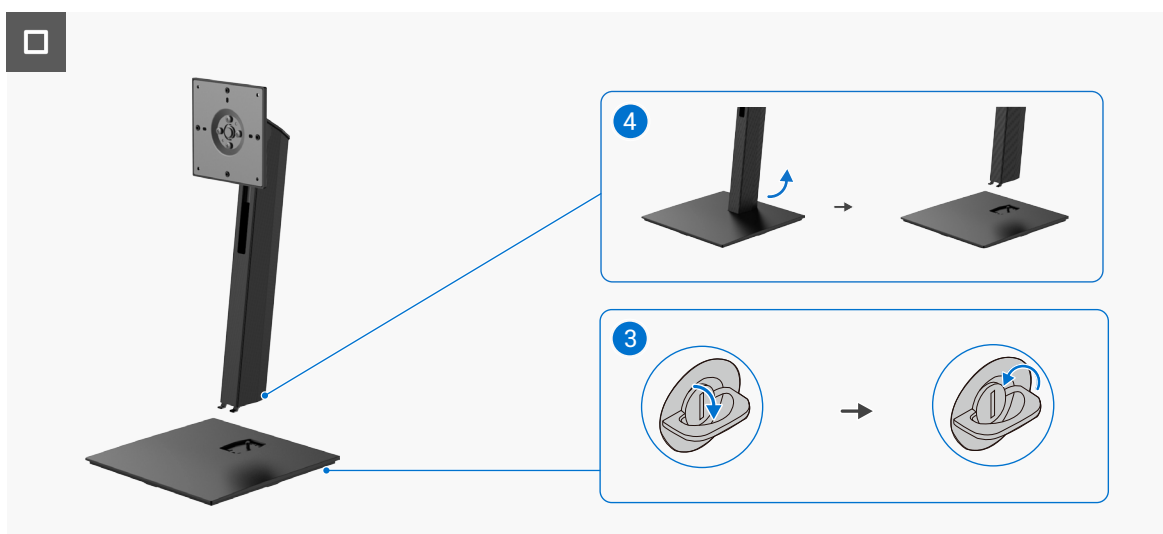
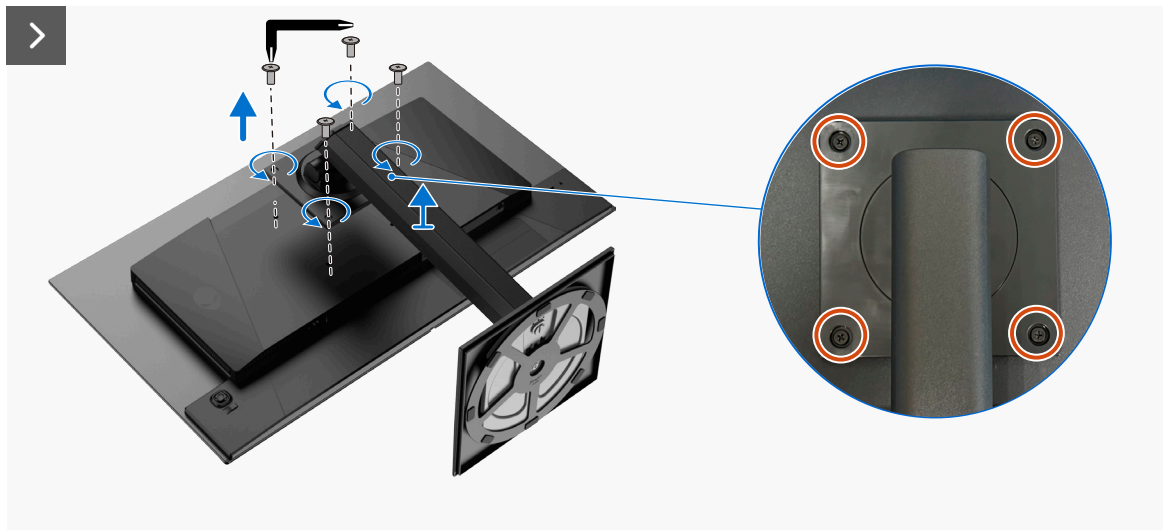


Figure 11. Removing the stand

## Steps

1. Place the monitor on a soft cloth at the edge of a flat surface.
2. Using the Allen key, remove the four screws (M4x10) that secure the stand assembly to the display back cover.
3. Lift the stand assembly away from the monitor.
4. Open the screw handle at the bottom of the stand base and turn it counterclockwise to release it from the stand riser.
5. Lift the stand riser away from the stand base.

## Installing the stand

### Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

### About this task

The following image indicates the location of the stand and provides a visual representation of the installation procedures.

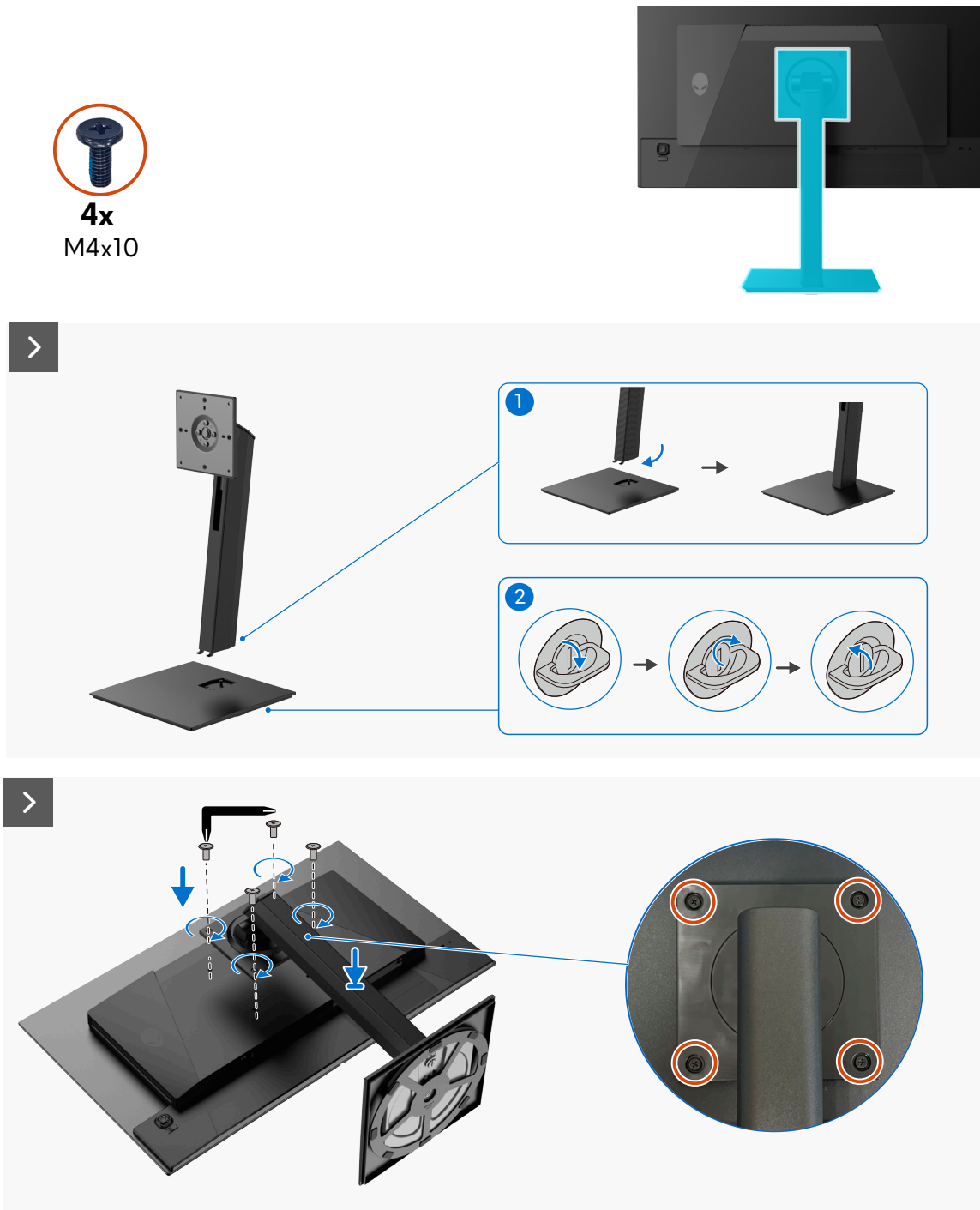


Figure 12. Installing the stand



**Figure 13. Installing the stand**

### Steps

1. Align the grooves on the stand riser with the slot on the stand base, then set the riser onto the base.
  2. Open the screw handle at the bottom of the stand base, and turn it clockwise to secure the stand assembly.
  3. Close the screw handle.
  4. Align the screw holes on the stand assembly with the screw holes on the display back cover.
  5. Use the provided Allen key to install the four screws (M4x10) that secure the stand assembly to the display back cover.
  6. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.
- △ **CAUTION: Hold the riser firmly and lift the monitor slowly with both hands to prevent it from slipping or falling.**

### Next Steps

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

## Back cover

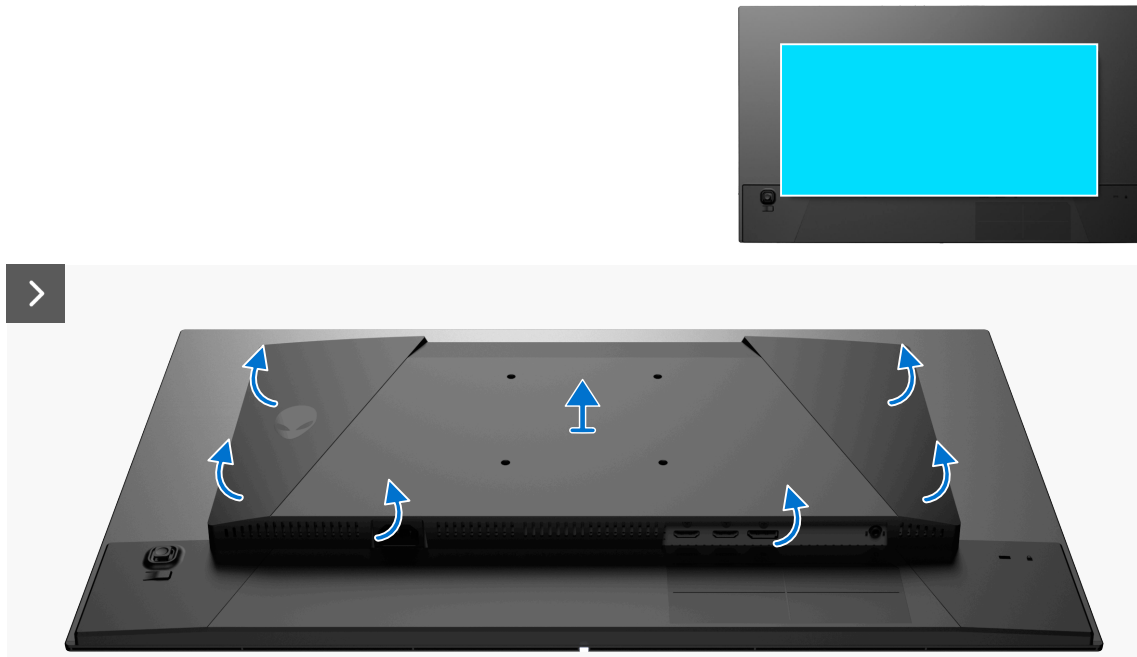
### Removing the back cover

#### Prerequisites

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

#### About this task

The following image indicates the location of the back cover and provides a visual representation of the removal procedures.



**Figure 14. Removing the back cover**



**Figure 15. Removing the back cover**

**Steps**

1. Using a plastic scribe, pry open the back cover starting from the bottom edge.
2. Lift the back cover away from the monitor.

## Installing the back cover

### Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

### About this task

The following image indicates the location of the back and provides a visual representation of the installation procedures.

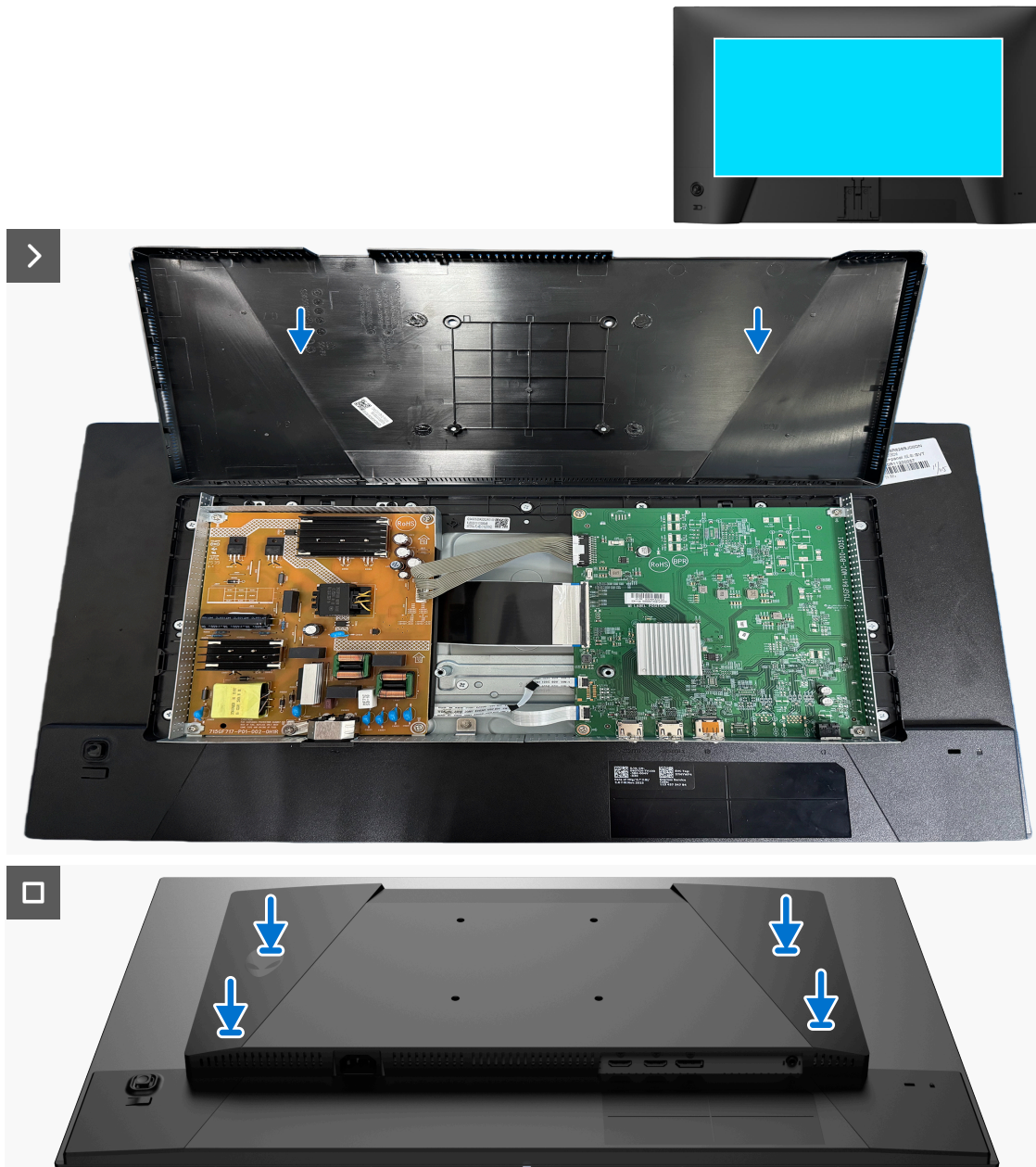


Figure 16. Installing the back cover

### Steps

1. Align the back cover with the monitor.
  2. Gently press along both sides to snap the back cover into place.
- ① **NOTE:** Before applying pressure, ensure that the back cover is properly aligned with the chassis.

### Next Steps

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

# System board and power board

## Removing the system board and power board

### Prerequisites

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

### About this task

The following image indicates the location of the system board and power board and provides a visual representation of the removal procedure.

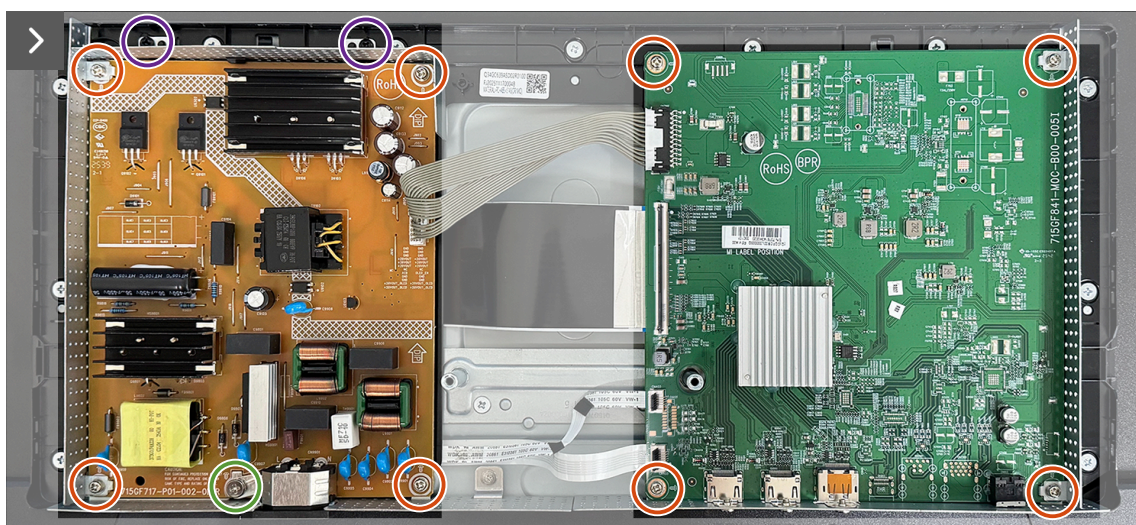
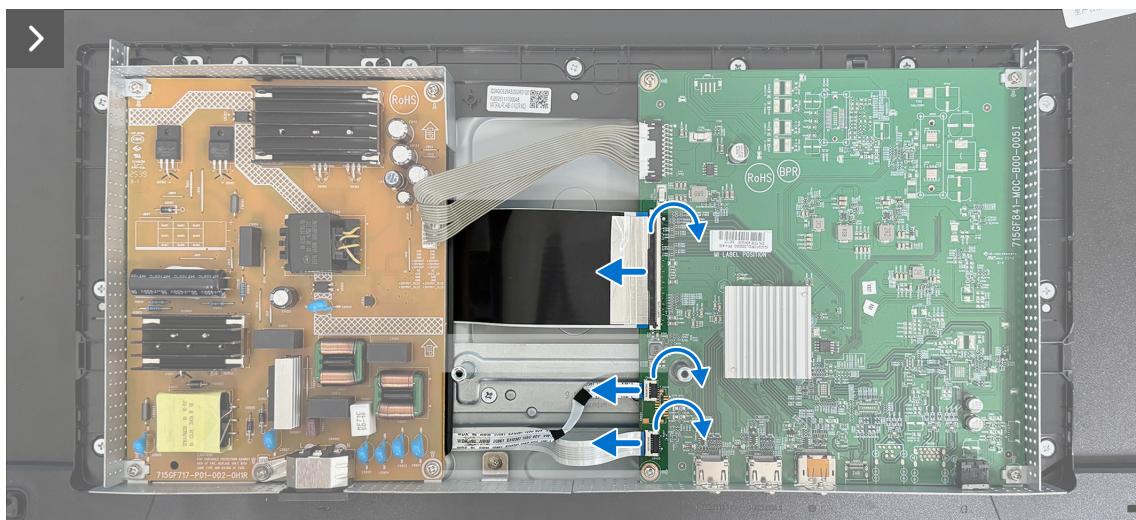
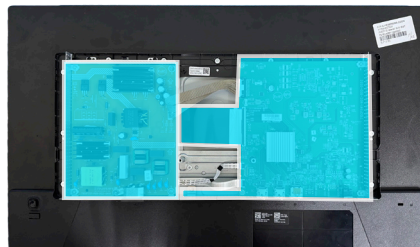
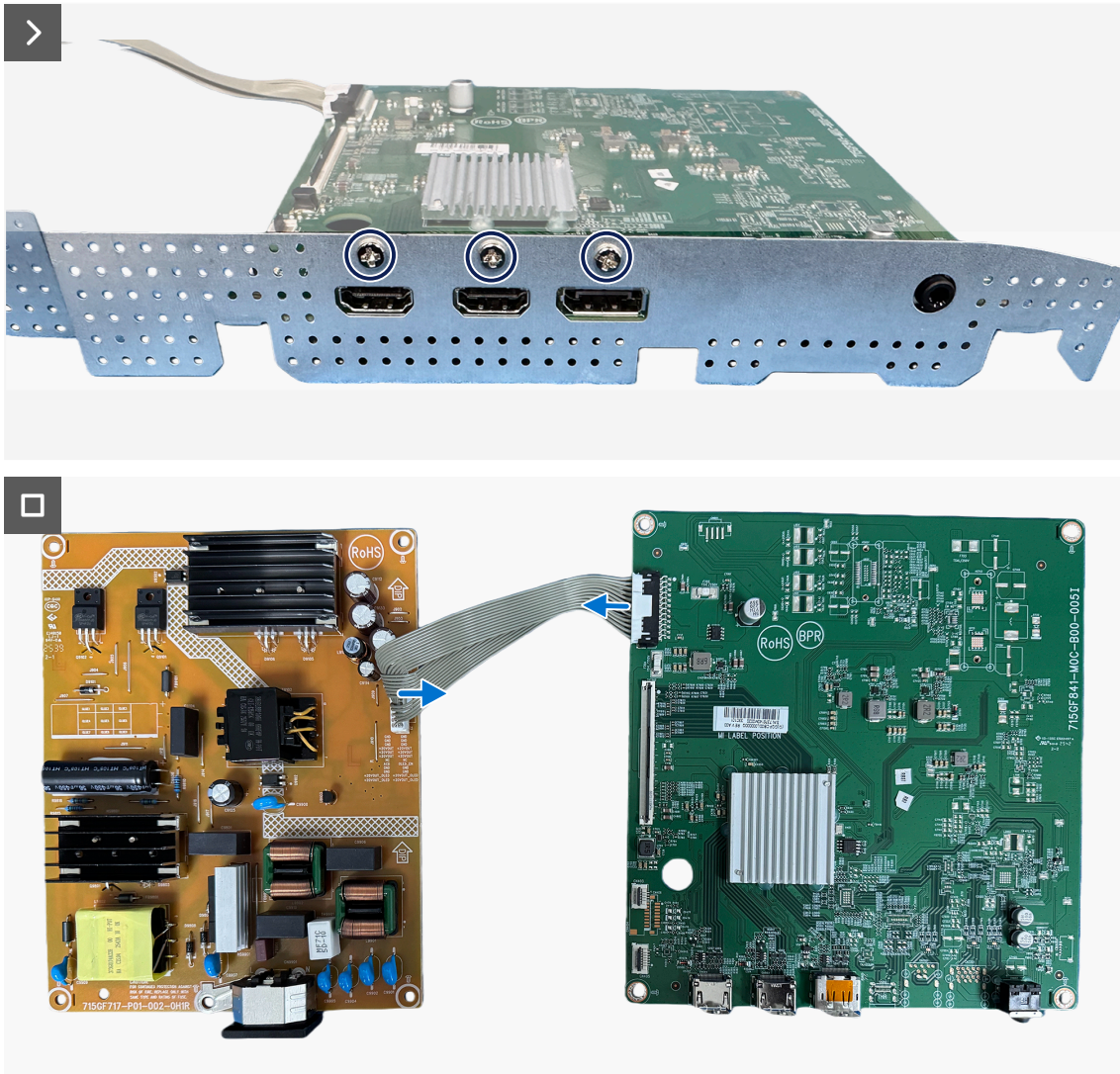


Figure 17. Removing the system board and power board



**Figure 18. Removing the system board and power board**

**Steps**

1. Open the latches, and disconnect the cables from the connectors on the system board.
2. Remove eight screws (M3×8) and one screw (M4×6) that secure the system board and power board to the metal shield.
3. Remove two screws (Q3×3.5) that secure the power board bracket to the power board.
4. Remove the three screws (M3×4) that secure the I/O bracket to the system board.
5. Disconnect the cables from the connectors on the system board and power board.

## Installing the system board and power board

### Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

### About this task

The following image indicates the location of the system board and power board and provides a visual representation of the installation procedure.

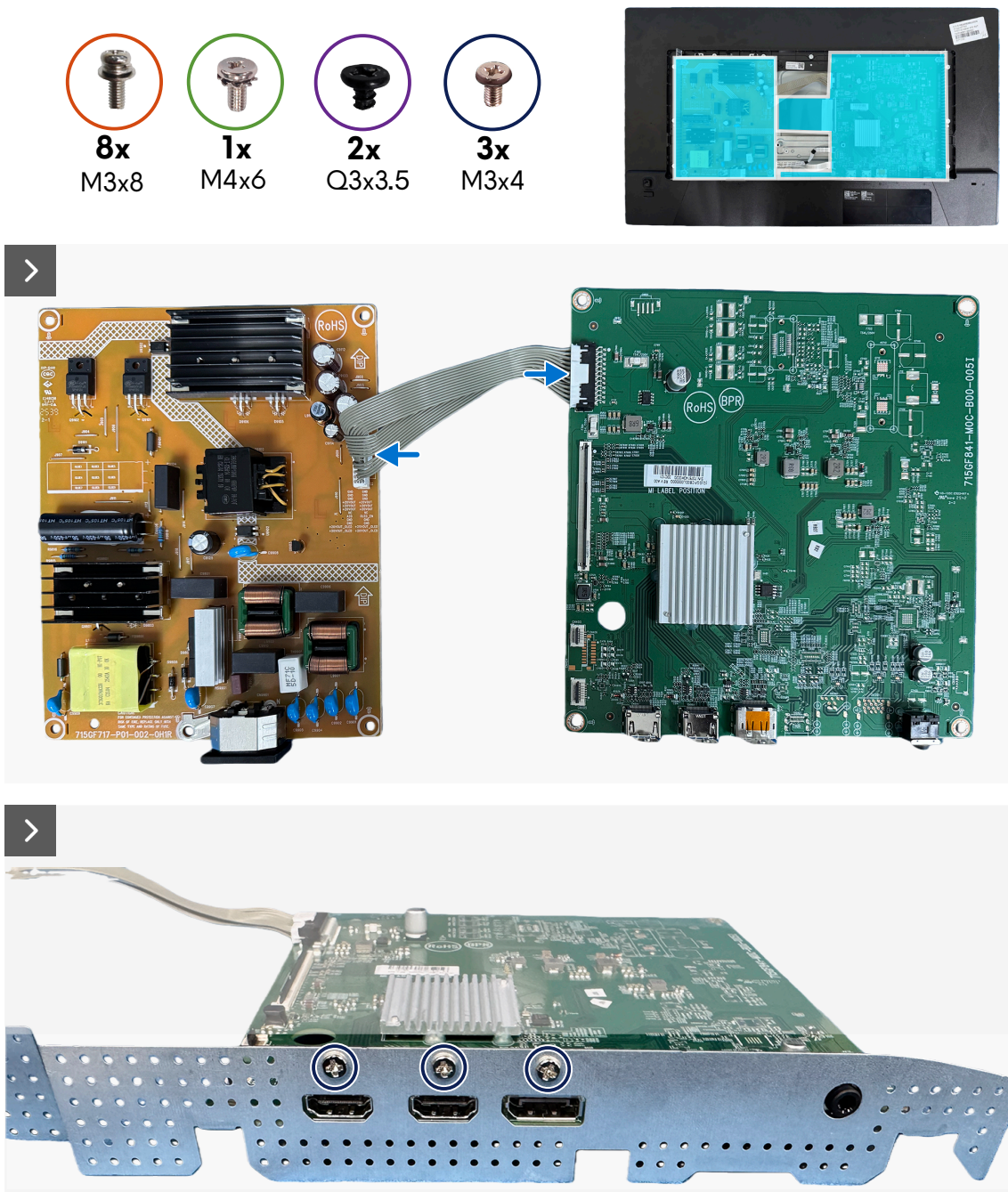
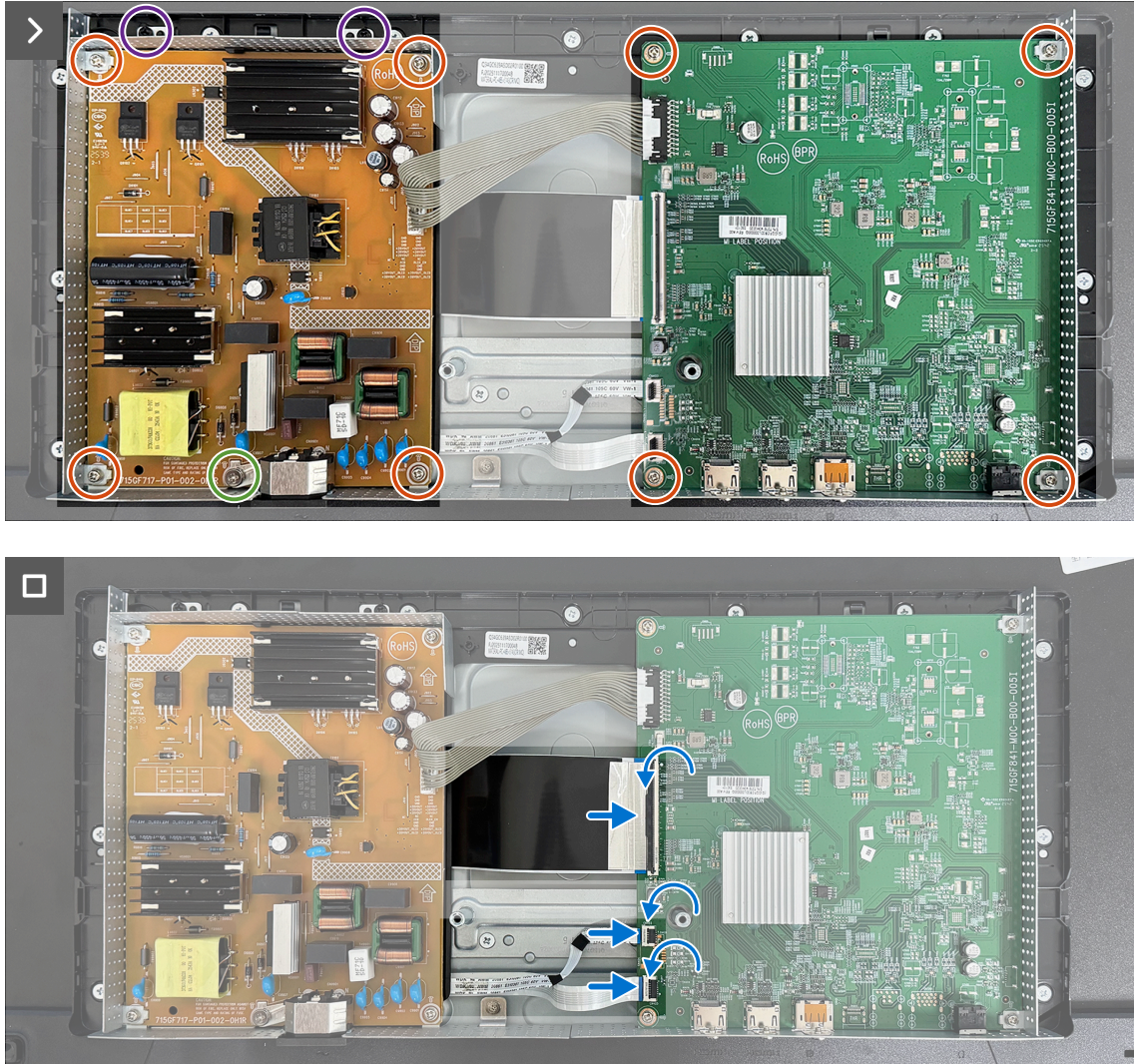


Figure 19. Installing the system board and power board



**Figure 20. Installing the system board and power board**

#### Steps

1. Connect the cables to the connectors on the system board and power board.
2. Replace the three screws (M3x4) that secure the I/O bracket to the system board.
3. Replace the eight screws (M3x8) and the one screw (M4x6) to secure the system board and power board to the metal shield.
4. Replace two screws (Q3x3.5) to secure the power board bracket to the power board.
5. Insert the cables into the connectors on the system board, and close the latches to secure the cables.

#### Next steps

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

# Middle frame

## Removing the middle frame

### Prerequisites

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

### About this task

The following image indicates the location of the middle frame and provides a visual representation of the removal procedure.



**Figure 21. Removing the middle frame**

### Steps

1. Remove the 11 screws (M3x3.8) that secure the middle frame to the display panel.
2. Use a plastic scribe to pry the middle frame. Then lift the middle frame away from the display panel.

## Installing the middle frame

### Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

### About this task

The following image indicates the location of the middle frame and provides a visual representation of the installation procedure.



**Figure 22. Installing the middle frame**

### Steps

1. Align and place the middle frame on the display panel.
2. Replace the 11 screws (M3x3.8) to secure the middle frame to the display panel.

### Next steps

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

# Keypad board

## Removing the keypad board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [System board and power board.](#)
5. Remove the [Middle frame.](#)

### About this task

The following image indicates the location of the keypad board and provides a visual representation of the removal procedure.

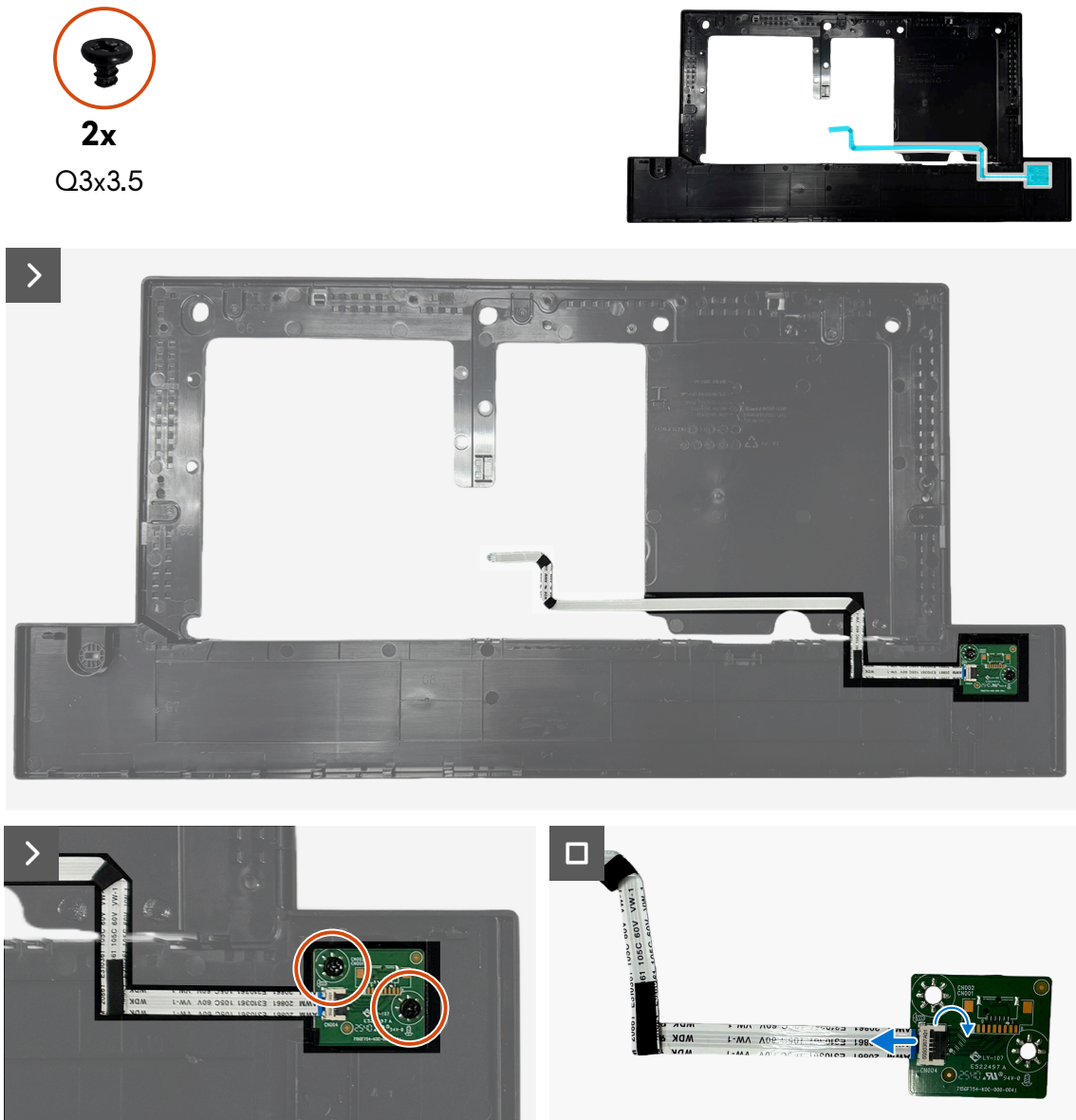


Figure 23. Removing the keypad board

## Steps

1. Remove the two screws (Q3x3.5) that secure the keypad board to the middle frame.
2. Open the latch and disconnect the cable from the connector on the keypad board.

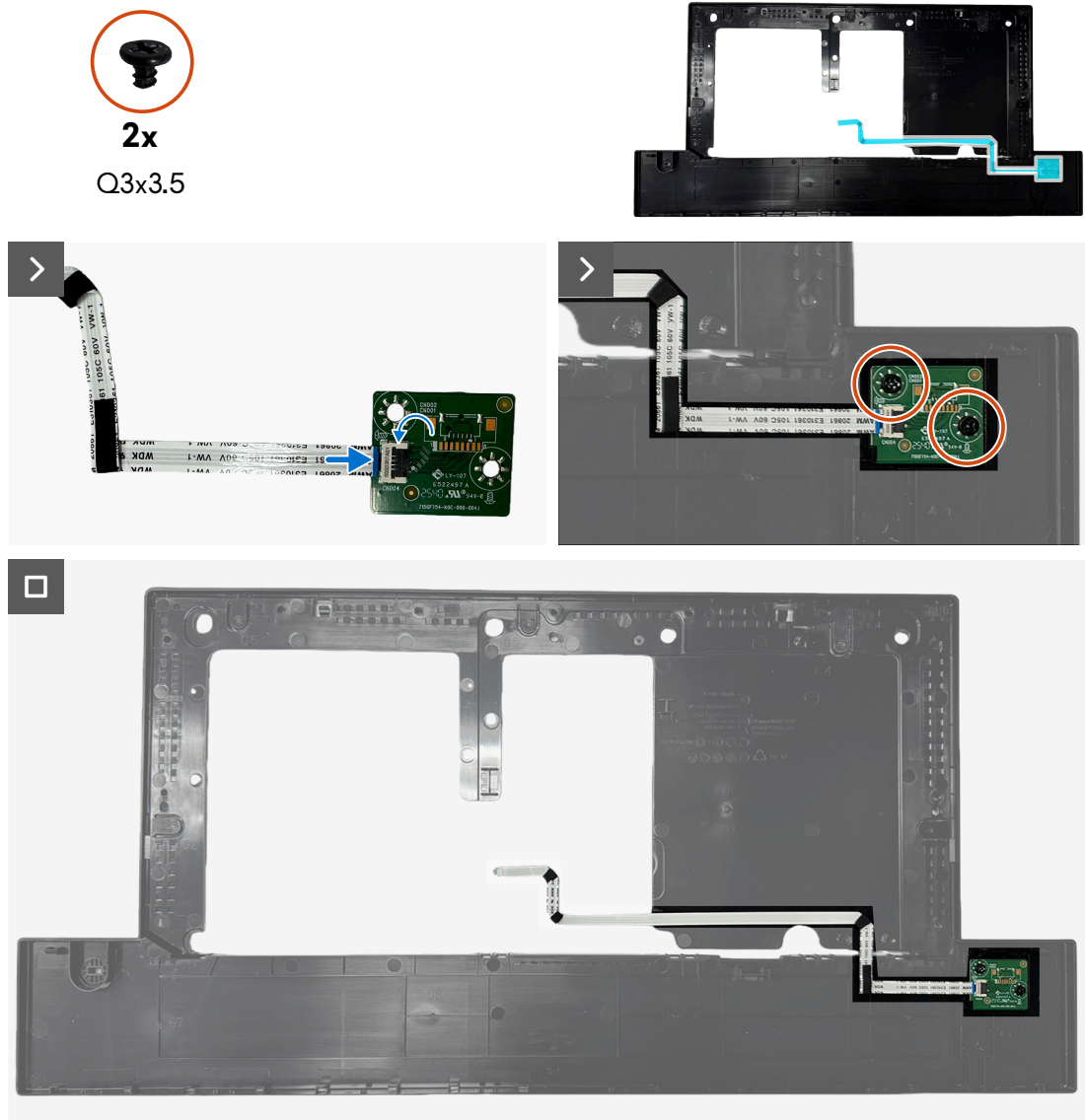
## Installing the keypad board

### Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

### About this task

The following image indicates the location of the keypad board and provides a visual representation of the installation procedure.



**Figure 24. Installing the keypad board**

## Steps

1. Insert the cable into the connector on the keypad board, and close the latch to secure the cable.
2. Replace the two screws (Q3x3.5) to secure the keypad board to the middle frame.

## Next steps

1. Install the [Keypad board](#).
2. Install the [Middle frame](#).
3. Install the [System board and power board](#).
4. Install the [back cover](#).
5. Install the [stand](#).
6. Follow the procedure in [After working inside your monitor](#).

# LED board

## Removing the LED board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [System board and power board](#).
5. Remove the [Middle frame](#).

### About this task

The following image indicates the location of the LED board and provides a visual representation of the removal procedure.

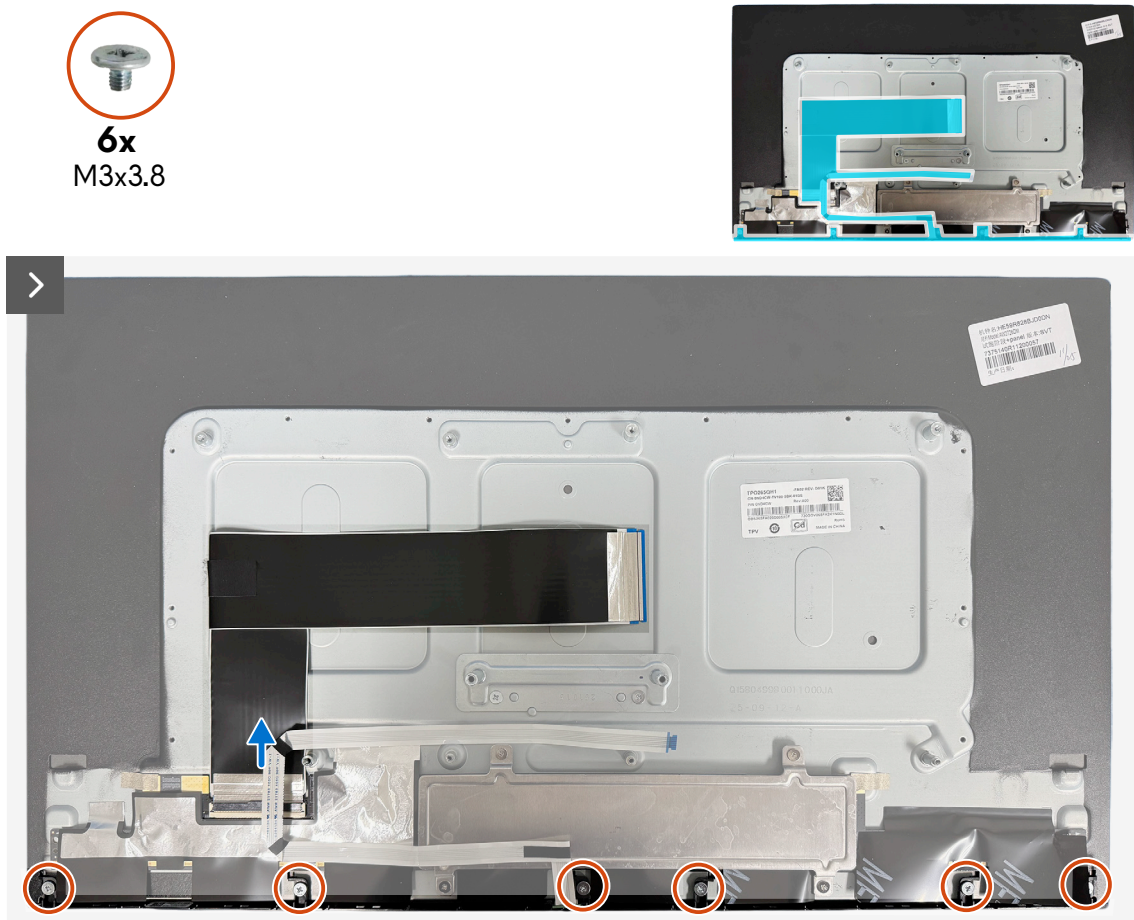


Figure 25. Removing the LED board



**Figure 26. Removing the LED board**

### Steps

1. Remove the six screws (M3x3.8) that secure the front trim to the display panel.
2. Disconnect the display cable.
3. Remove the LED board from the front trim.
4. Open the latch and disconnect the LED cable from the connector on the LED board.

### Installing the LED board

#### Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

#### About this task

The following image indicates the location of the LED board and provides a visual representation of the installation procedure.



**Figure 27. Installing the LED board**



**Figure 28. Installing the LED board**

#### Steps

1. Slide the LED board cable into the connector on the LED board, and close the latch to secure the cable.
2. Insert the LED board into the front trim.
3. Replace the six screws (M3x3.8) that secure the front trim to the display panel.
4. Connect the display cable.

#### Next steps

1. Install the [Keypad board](#).
2. Install the [Middle frame](#).
3. Install the [System board and power board](#).
4. Install the [back cover](#).
5. Install the [stand](#).
6. Follow the procedure in [After working inside your monitor](#).

# Troubleshooting

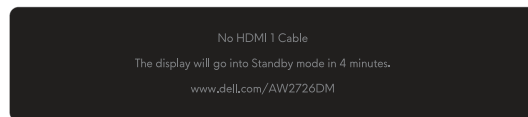
⚠ **WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

## 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:

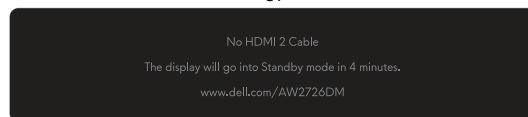
1. Turn off both your computer and the monitor.
2. Unplug the video cable from the computer.
3. To ensure proper self-test operation, remove all digital and the analog cables from your computer.
4. Turn on the monitor.

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).



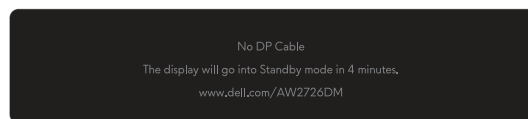
**Figure 29. Warning message for no HDMI 1 cable**

or



**Figure 30. Warning message for no HDMI 2 cable**

or



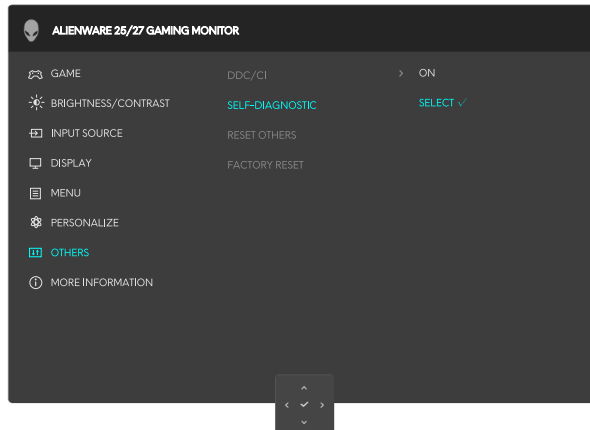
**Figure 31. Warning message for no DP cable**

- 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 includes diagnostic tools to help you identify whether the screen abnormality or audible noise is an inherent issue with the monitor.



**Figure 32. Initiating the 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 8. Common problems description.**

Common symptoms	What you experience	Possible solutions
Power LED off, no video	No picture	<ul style="list-style-type: none"> <li>Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>Ensure that the power button is pressed properly.</li> </ul>
Power LED on, no video	No picture or no brightness	<ul style="list-style-type: none"> <li>Increase brightness and contrast controls in the <b>BRIGHTNESS/CONTRAST</b> menu in the AW2726DM User's Guide.</li> <li>Perform monitor <a href="#">Self-test</a> feature check.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the built-in diagnostics. For more information, see <b>SELF-DIAGNOSTIC</b> menu in the AW2726DM User's Guide.</li> <li>Ensure that the correct input source is selected in the <b>INPUT SOURCE</b> menu in the AW2726DM User's Guide.</li> </ul>
Poor focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> <li>Disconnect video extension cables.</li> <li>Reset the monitor to factory settings. For more information, see <b>FACTORY RESET</b> in the AW2726DM User's Guide.</li> <li>Change the video resolution to the correct aspect ratio.</li> </ul>
Shaky or jittery video	Wavy picture or fine movement	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings. For more information, see <b>FACTORY RESET</b> in the AW2726DM User's Guide.</li> <li>Check environmental factors.</li> <li>Relocate the monitor and test in another room.</li> </ul>
Missing pixels	LCD screen has spots	<ul style="list-style-type: none"> <li>Cycle power On-Off.</li> <li>Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>For more information about Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>
Stuck-on pixels	LCD screen has bright spots	<ul style="list-style-type: none"> <li>Cycle power On-Off.</li> <li>Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>For more information about Dell Monitor Quality and Pixel Policy, see <a href="#">Dell Display Pixel Guidelines</a>.</li> </ul>
Brightness problems	Picture too dim or too bright	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings. For more information, see <b>FACTORY RESET</b> in the AW2726DM User's Guide.</li> <li>Adjust brightness and contrast controls in the <b>BRIGHTNESS/CONTRAST</b> menu in the AW2726DM User's Guide.</li> </ul>
Geometric distortion	Screen not centered correctly	Reset the monitor to factory settings. For more information, see <b>FACTORY RESET</b> in the AW2726DM User's Guide.
Horizontal/vertical lines	Screen has one or more lines	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings. For more information, see <b>FACTORY RESET</b> in the AW2726DM User's Guide.</li> <li>Perform monitor <a href="#">Self-test</a> feature check and determine if these lines also appear in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the built-in diagnostics. For more information, see <b>SELF-DIAGNOSTIC</b> menu in the AW2726DM User's Guide.</li> </ul>
Synchronization problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings. For more information, see <b>FACTORY RESET</b> menu in the AW2726DM User's Guide.</li> <li>Perform monitor <a href="#">Self-test</a> feature check to determine if the scrambled screen appears in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Restart the computer in the safe mode.</li> </ul>

<b>Common symptoms</b>	<b>What you experience</b>	<b>Possible solutions</b>
Safety-related issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>Do not perform any troubleshooting steps.</li> <li><a href="#">Contact Dell</a> immediately.</li> </ul>
Intermittent problems	Monitor malfunctions on and off	<ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Reset the monitor to factory settings. For more information, see <b>FACTORY RESET</b> in the AW2726DM User's Guide.</li> <li>Perform monitor <a href="#">Self-test</a> feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>
Missing color	Picture missing color	<ul style="list-style-type: none"> <li>Perform monitor <a href="#">Self-test</a> feature check.</li> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Check for bent or broken pins in the video cable connector.</li> </ul>
Wrong color	The picture color is incorrect	<ul style="list-style-type: none"> <li>Reset all settings under the <b>GAME</b> menu to the factory defaults using <b>RESET GAME</b> menu in the AW2726DM User's Guide.</li> <li>Change the <b>INPUT COLOR FORMAT</b> to <b>RGB</b> or <b>YCbCr</b> in the <b>Display</b> settings OSD.</li> <li>Run the built-in diagnostics. For more information, see <b>SELF-DIAGNOSTIC</b> menu in the AW2726DM User's Guide.</li> </ul>
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"> <li>Check the <b>ASPECT RATIO</b> settings in the <b>DISPLAY</b> menu OSD.</li> <li>Reset the monitor to factory settings. For more information, see <b>FACTORY RESET</b> in the AW2726DM User's Guide.</li> </ul>
You cannot adjust the monitor using the joystick button	The OSD does not appear on the screen	<ul style="list-style-type: none"> <li>Turn off the monitor, unplug the power cable, plug it back, and then turn on the monitor.</li> <li>Check whether the OSD menu is locked. If yes, move and hold the joystick button up/down/left/right for 4 seconds to unlock. For more information, see <b>Locking the control buttons</b> menu in the AW2726DM User's Guide.</li> </ul>
No input signal when user presses controls	No picture, the LED light is on	<ul style="list-style-type: none"> <li>Check the signal source. Ensure that the computer is not in the power-saving mode by moving the mouse or pressing any key on the keyboard.</li> <li>Check whether the signal cable is plugged in properly. Replug the signal cable if necessary.</li> <li>Reset the computer or video player.</li> </ul>
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> <li>Due to different video formats (aspect ratio), the monitor may display in full screen.</li> <li>Run the built-in diagnostics. For more information, see <b>SELF-DIAGNOSTIC</b> menu in the AW2726DM User's Guide.</li> </ul>
Screen flickering	There is some noticeable flickering in the displayed pictures	<ul style="list-style-type: none"> <li>Use the native resolution of your monitor (1920 x 1080 at 60 Hz AW2726DM) / (2560 x 1440 at 60 Hz AW2726DM) or a higher refresh rate.</li> <li>If the Variable Refresh Rate (VRR) of your device is turned on, turn it off.</li> <li>If you are using an AMD graphics card and Free-Sync is turned on, turn it off.</li> <li>Update the graphics card driver and firmware to the latest version.</li> <li>Change the cable connecting the monitor to the computer. A defective cable can cause the signal to break while being transmitted across the wire.</li> <li>Check the surroundings. Electromagnetic fields can cause screen flickering. If there is another device plugged into the same power strip as the monitor, try to remove it.</li> </ul>

Common symptoms	What you experience	Possible solutions
Image retention occurs when a static image remains on the monitor for an extended period.	A faint shadow of the static image appears on the screen.	<ul style="list-style-type: none"> <li>• Set the screen to turn off after a few minutes of idle time. You can adjust this setting in <b>Windows Power Options</b> or in the <b>Mac Energy Saver</b> settings.</li> <li>• Alternatively, use a screensaver with dynamic content.</li> <li>• For more information, see the <b>Maintenance guidelines</b> section in the AW2726DM User's Guide.</li> </ul>
Uneven luminance or color in screen images.	Visible bright or dark spots, lines, or Mura on the screen.	
Pixel shifting occurs	The image on the screen moves slightly at times.	Pixel shift is a function that moves the screen's pixels slightly to help prevent image retention on VA panels. It does not affect your viewing experience.
Cannot select 10-bit color (AW2726DM)	You are unable to select 10-bit color on the connected computer	<ul style="list-style-type: none"> <li>• If your computer is equipped with an NVIDIA graphics card, go to <b>NVIDIA Control Panel &gt; Resolutions &gt; Output Color Depth</b>, select <b>10 bpc</b> (bits per color) from the <b>Color Depth</b> drop-down menu, and click <b>Apply</b>.</li> <li>• If your computer is equipped with an AMD graphics card, go to <b>AMD Radeon Pro and AMD FirePro Settings &gt; Display &gt; Color Depth</b>, and select <b>10 bpc</b> from the drop-down list.</li> </ul>

# Regulatory information

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

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

## EU product database for energy label and product information sheet

For more information about the energy labeling regulations, see the following resources:

- [Energy Labeling Information for AW2726DM](#)

# 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.

# Revision History

The following table provides the revision history of this document:

**Table 9. Revision history**

<b>Revision</b>	<b>Date</b>	<b>Description</b>
A00	February 2026	Original publish date.