

Alienware 25 300Hz Gaming Monitor AW2526HL

Alienware 27 280Hz Gaming Monitor AW2726DL

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 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 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

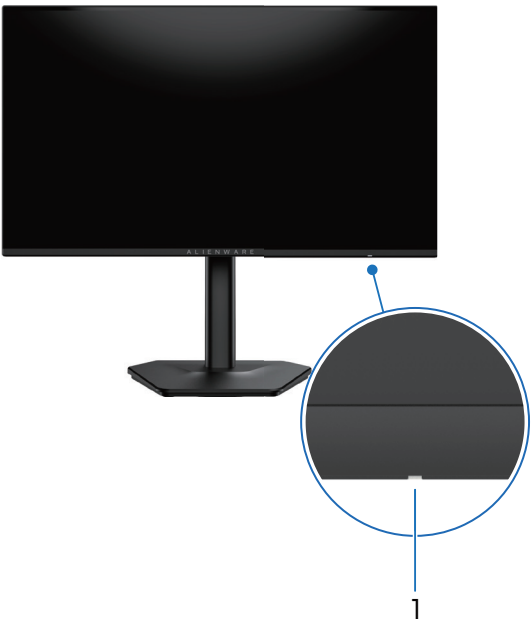


Figure 1. Front view of the monitor

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

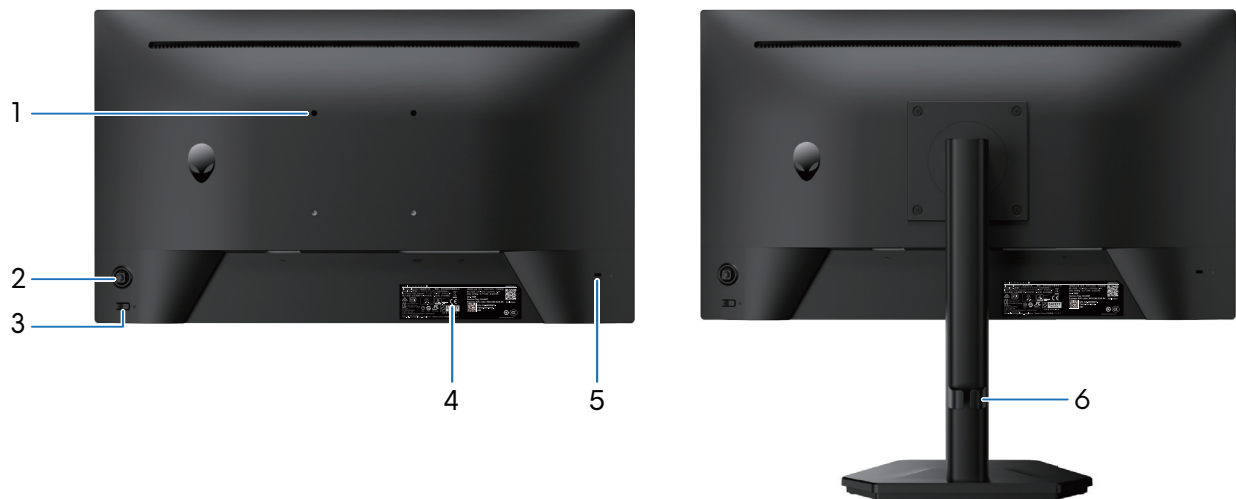


Figure 2. Back view of the monitor

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 VESA wall mounting (optional) section in the AW2526HL/AW2726DL User's Guide.
2	Joystick button	Use it to control the OSD menu. For more information, see Operating the monitor section in the AW2526HL/AW2726DL 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 Securing your monitor using Kensington lock (optional) .
6	Cable-management slot	Use to organize cables by inserting them through the slot.

Side view



Figure 3. Side view of the monitor

Bottom view

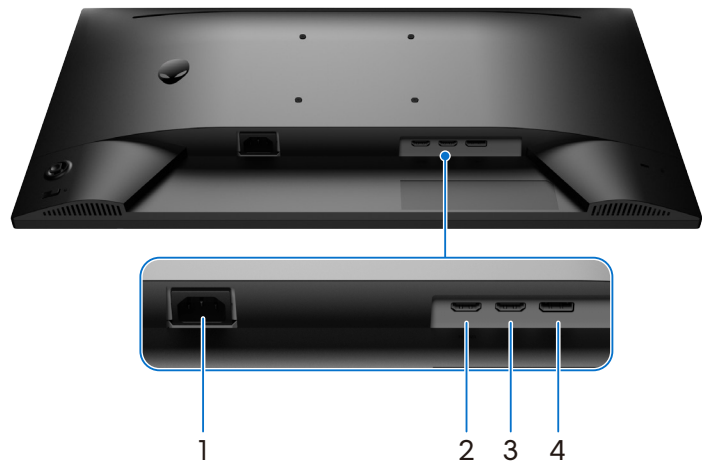


Figure 4. Bottom view of the monitor (AW2526HL)

Table 3. Components and descriptions.

Label	Description	Use
1	 Power connector	Connect the power cable.
2	HDMI1 HDMI1 port	Connect to your computer using the HDMI cable.
3	HDMI2 HDMI2 portt	Connect to your computer using the HDMI cable.
4	 DisplayPort	Connect to your computer using the DisplayPort cable.

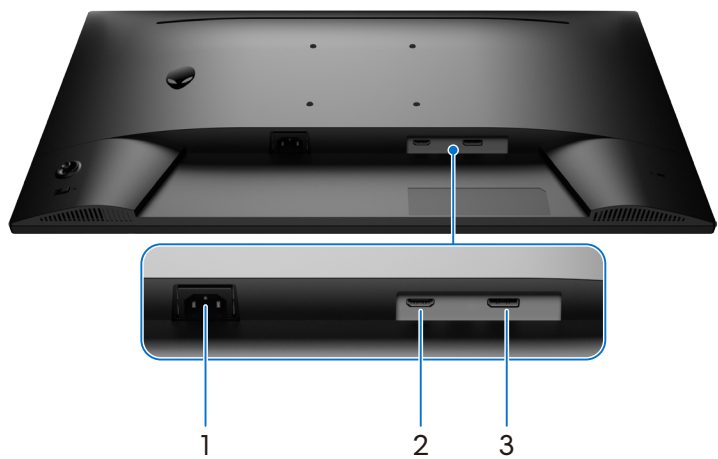


Figure 5. Bottom view of the monitor (AW2726DL)

Table 4. Components and descriptions.

Label	Description	Use
1	 Power connector	Connect the power cable.
2	HDMI HDMI port	Connect to your computer using the HDMI cable.
3	 DisplayPort	Connect to your computer using the DisplayPort cable.

Major components of the monitor

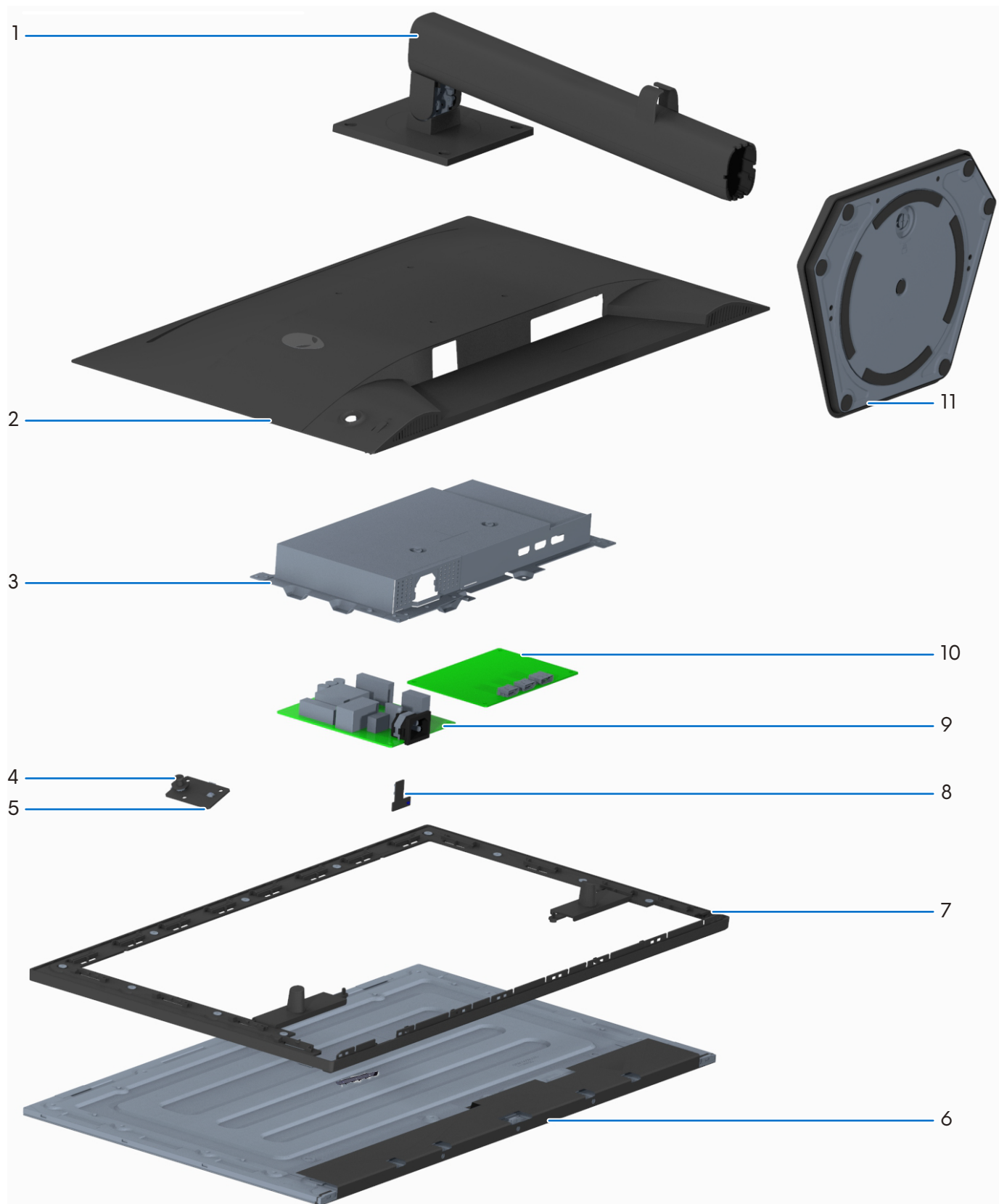


Figure 6. Major components of the monitor (AW2526HL)

Table 5. Major components of the monitor (AW2526HL).

No.	Description
1	Stand riser
2	Back cover
3	Metal shield
4	Joystick button
5	Keypad board
6	Display panel
7	Middle frame
8	LED board
9	Power board
10	System board
11	Stand base

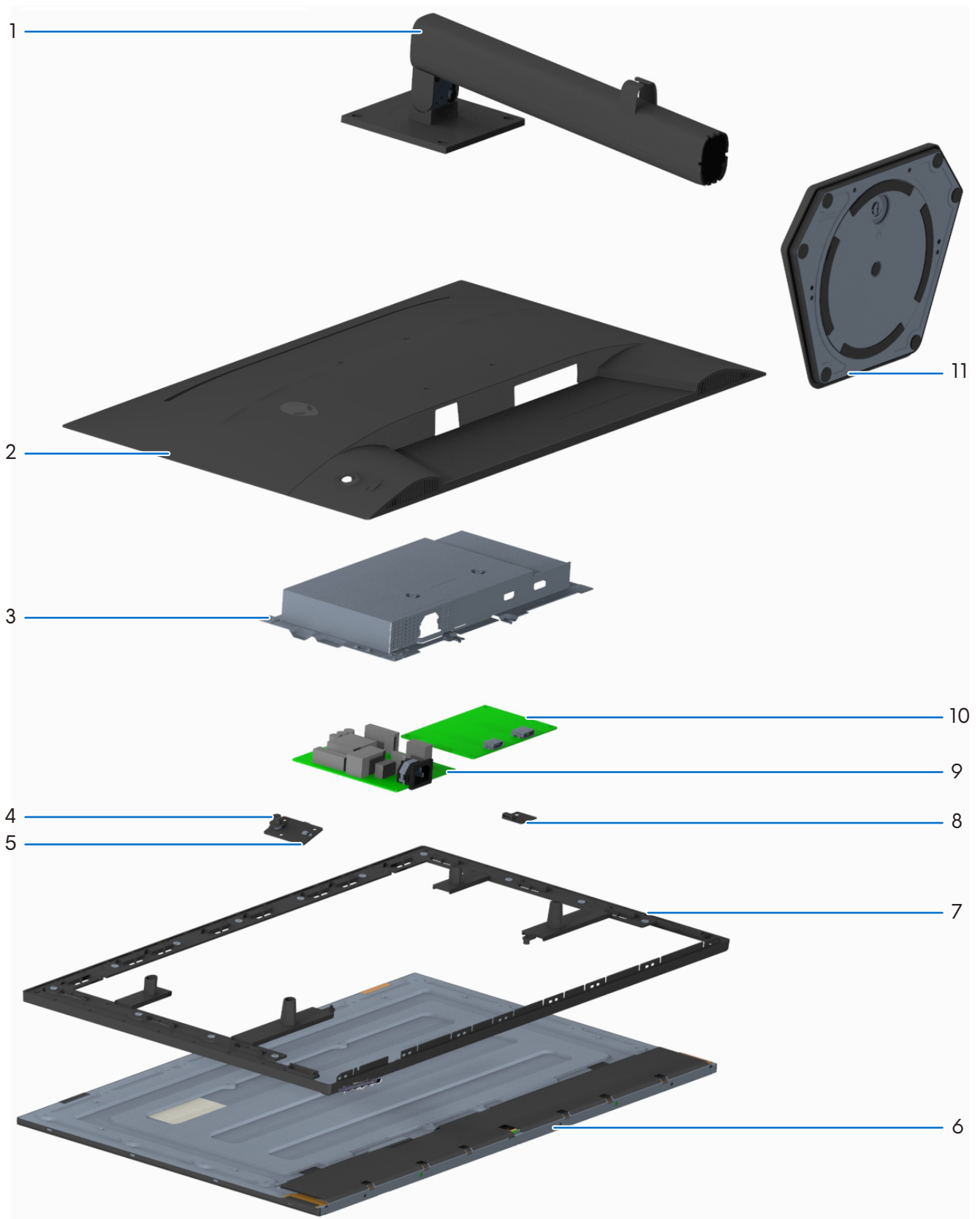


Figure 7. Major components of the monitor (AW2726DL)

Table 6. Major components of the monitor (AW2726DL).

No.	Description
1	Stand riser
2	Back cover
3	Metal shield
4	Joystick button
5	Keypad board
6	Display panel
7	Middle frame
8	LED board
9	Power board
10	System board
11	Stand base

Wiring connectivity diagram

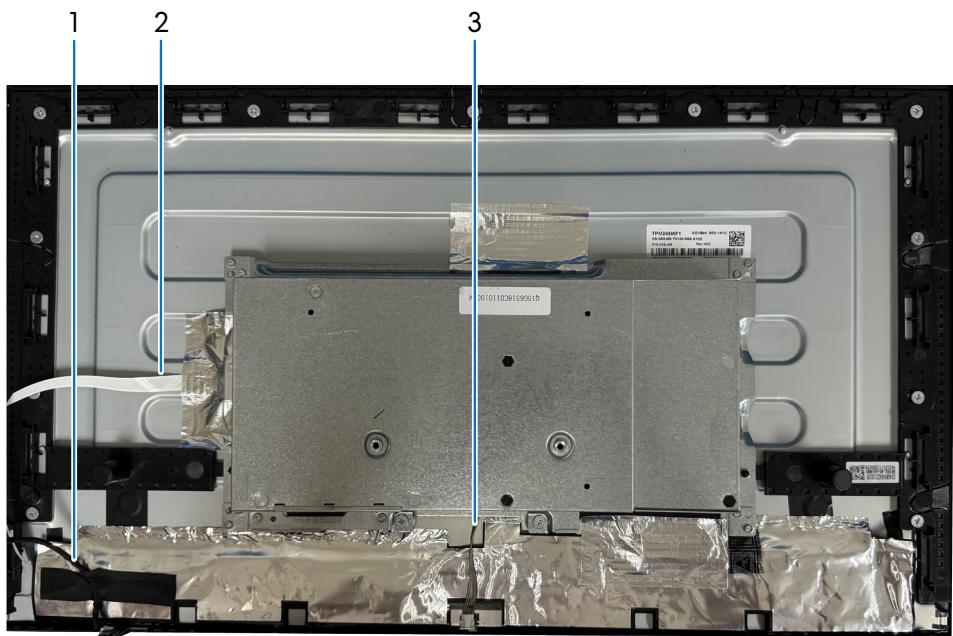


Figure 8. Wiring connectivity diagram (AW2526HL)

Table 7. Wiring connectivity diagram (AW2526HL).

No.	Description
1	LED board cable
2	Keypad board cable
3	Lightbar cable



Figure 9. Wiring connectivity diagram (AW2726DL)

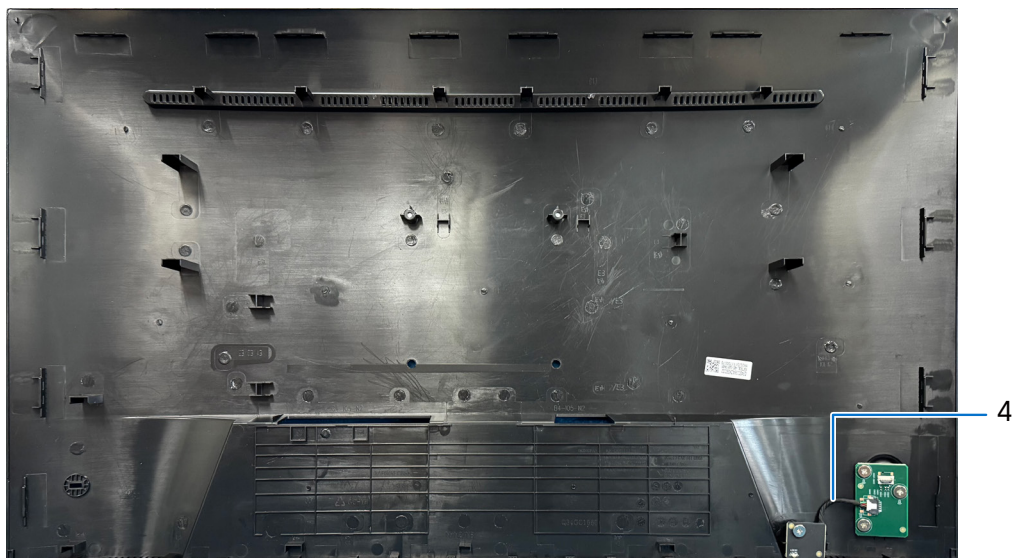


Figure 10. Wiring connectivity diagram (AW2726DL)

Table 8. Wiring connectivity diagram (AW2726DL).

No.	Description
1	Keypad board cable
2	Display cable
3	Lightbar cable
4	LED board-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

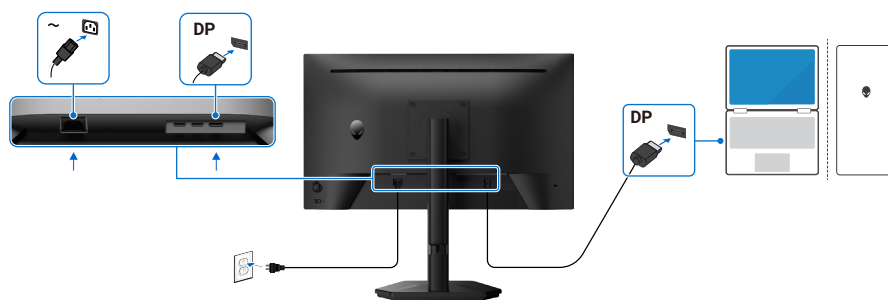


Figure 11. Connecting the DisplayPort cable

Connecting the HDMI cable (optional)

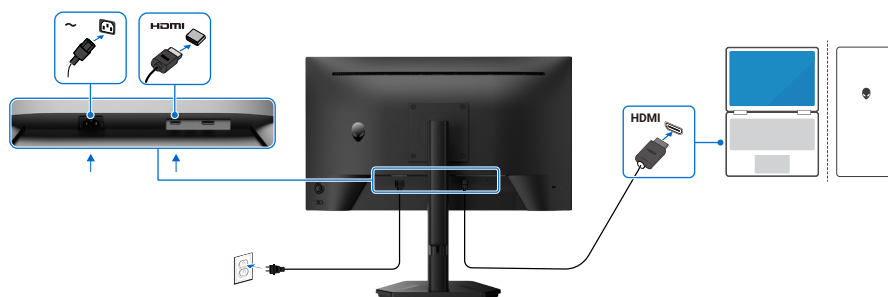


Figure 12. Connecting the HDMI cable

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.

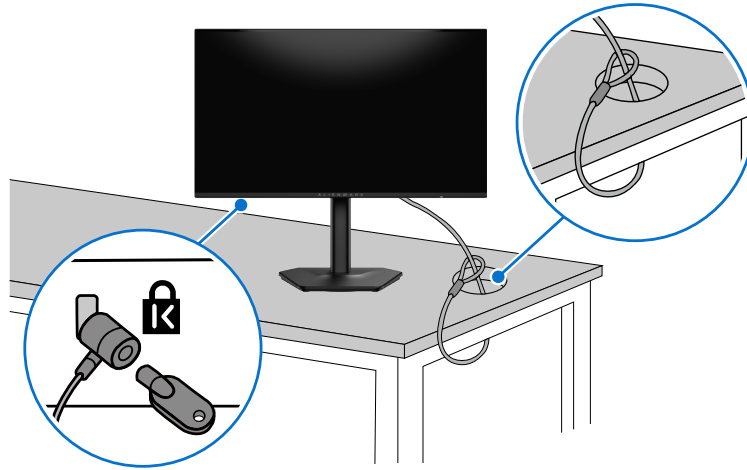


Figure 13. Using Kensington lock

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 14. Organizing cables

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

- ❗ **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.
- ❗ **NOTE:** Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.
- ❗ **NOTE:** Screw color may vary with the configuration ordered.

Table 9. Screw list.

Component	Screw types	Quantity	Screw image
Stand	M4x10	4	
LED board	Q3x4 (this screw applies only to AW2726DL monitor)	1	
Keypad board	Q3x4	3	
Metal shield	M3x3.8	2	
System board	D3x6	4	
Power board	D3x6	2	
	M4x6	1	
Middle frame (AW2526HL)	M3x3.8	11	
Middle frame (AW2726DL)	M3x3.8	13	

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.

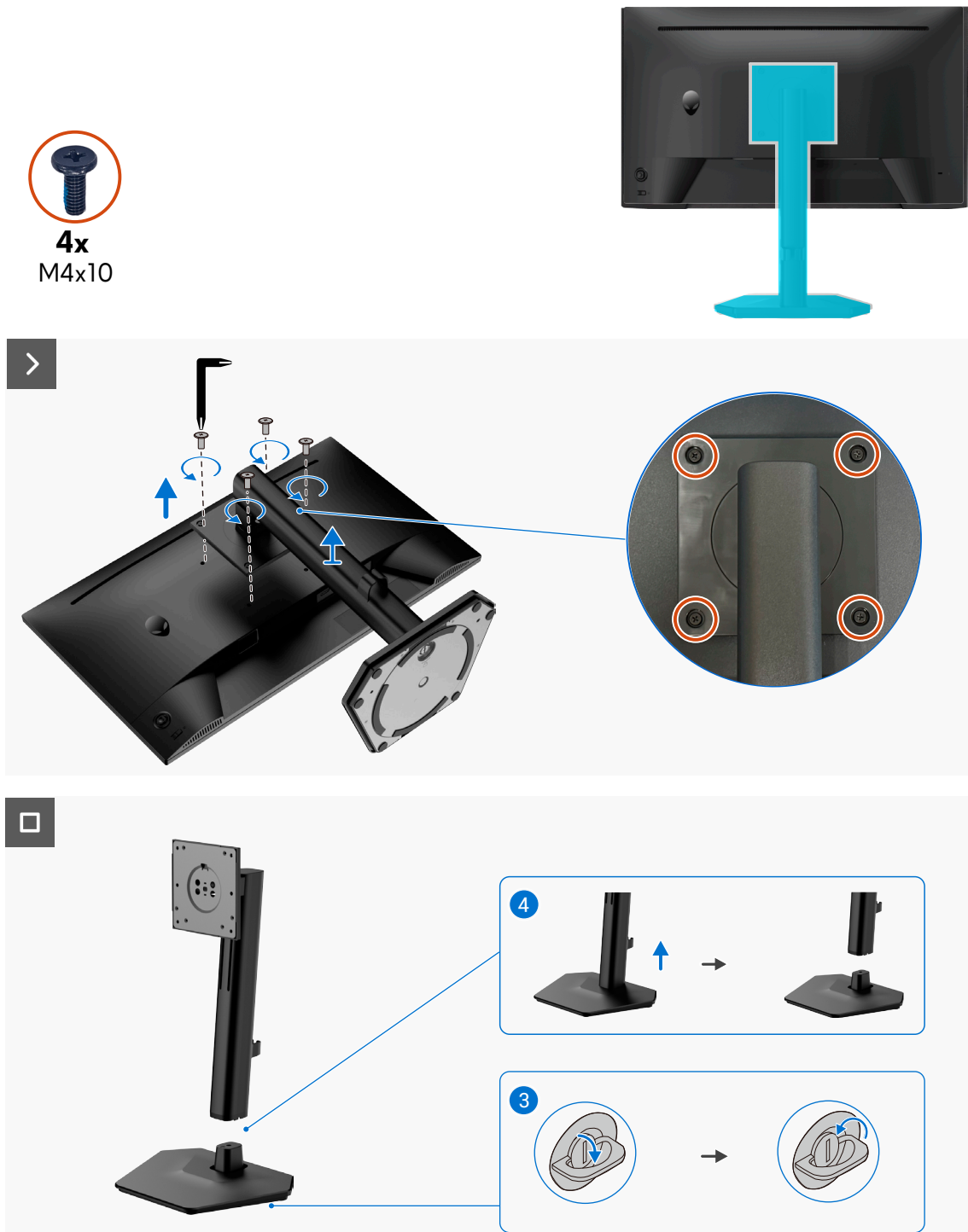


Figure 15. Removing the stand

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 rotate 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 16. Installing the stand



Figure 17. Installing the stand

Steps

1. Align the slot on the stand riser with 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.

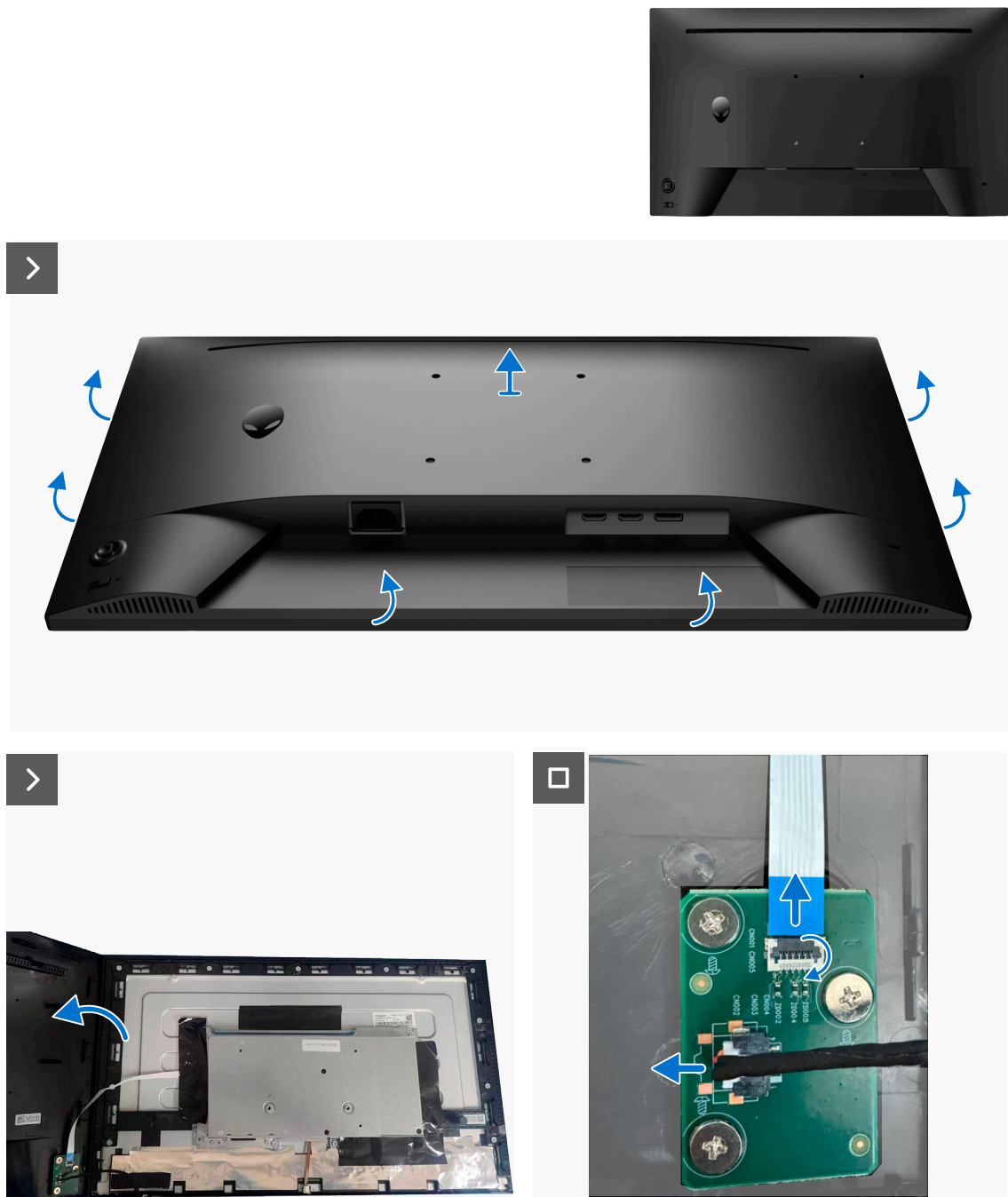


Figure 18. Removing the back cover (AW2526HL)

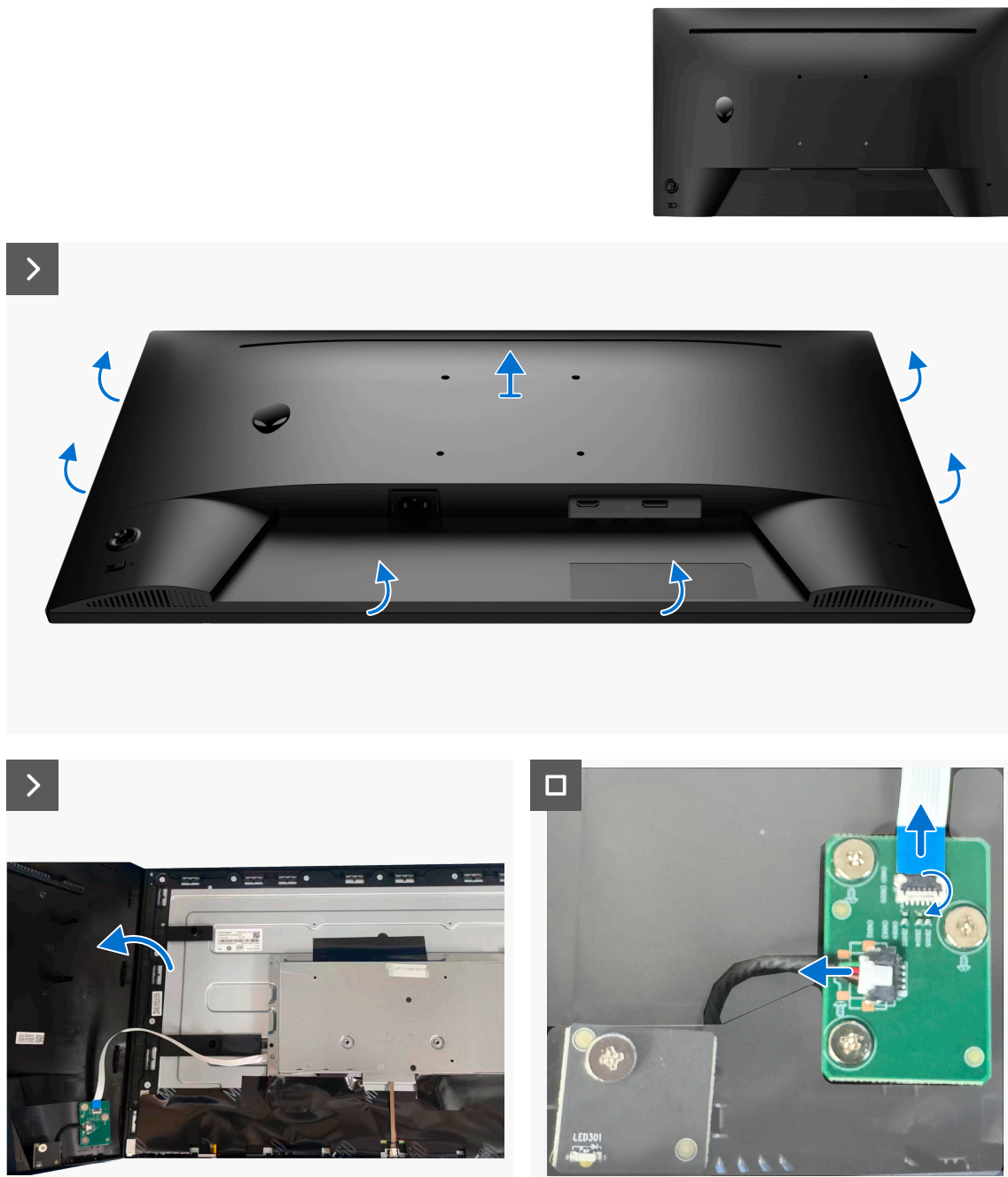


Figure 19. Removing the back cover (AW2726DL)

Steps

1. Using a plastic scribe, pry open the back cover starting from the bottom edge of the monitor.
2. Partially lift the back cover from the right edge, open the latch, and disconnect the keypad board cable from the keypad board.
3. Disconnect the LED board cable from the keypad board.
4. Lift and remove 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 cover and provides a visual representation of the installation procedures.

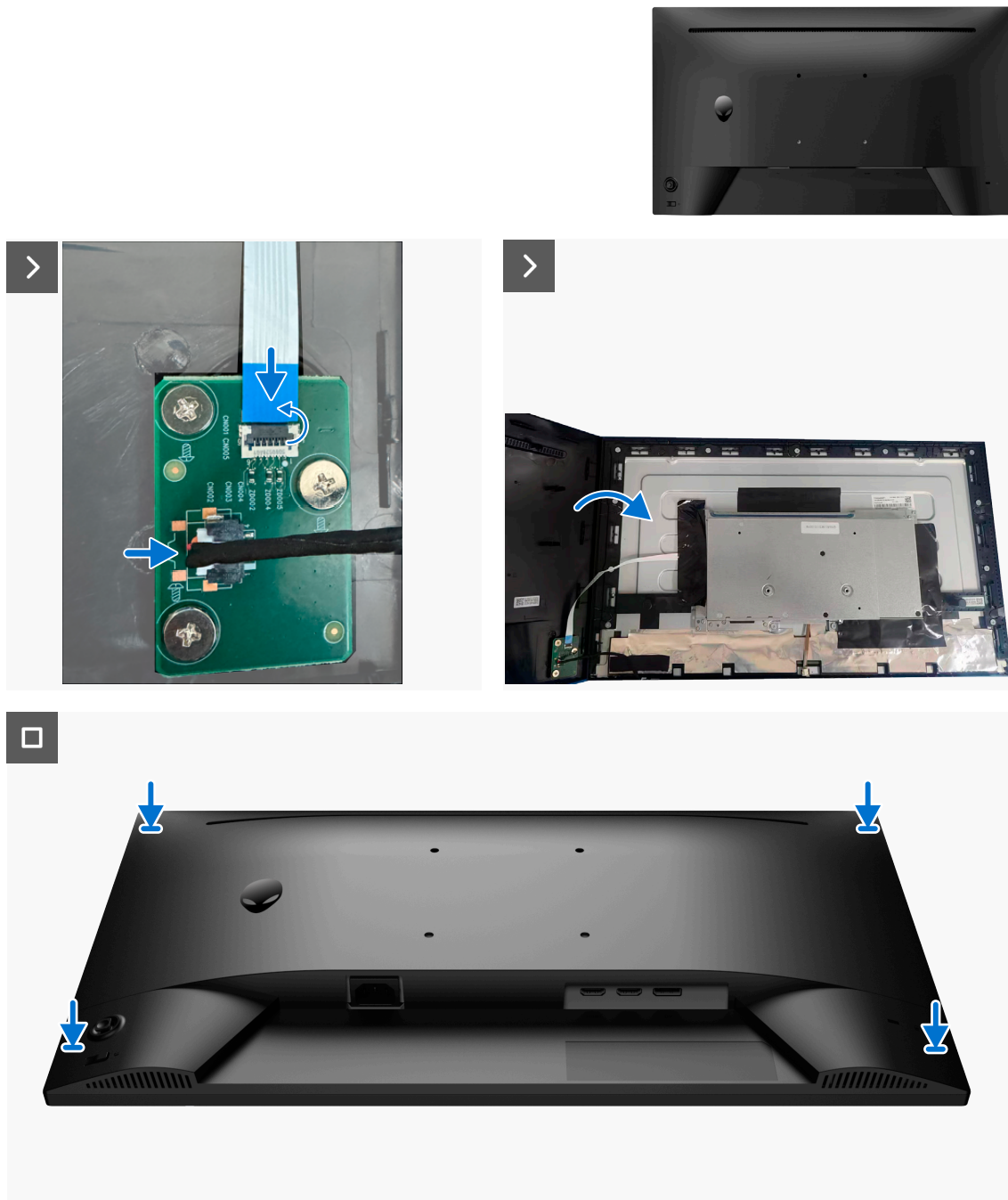


Figure 20. Installing the back cover (AW2526HL)

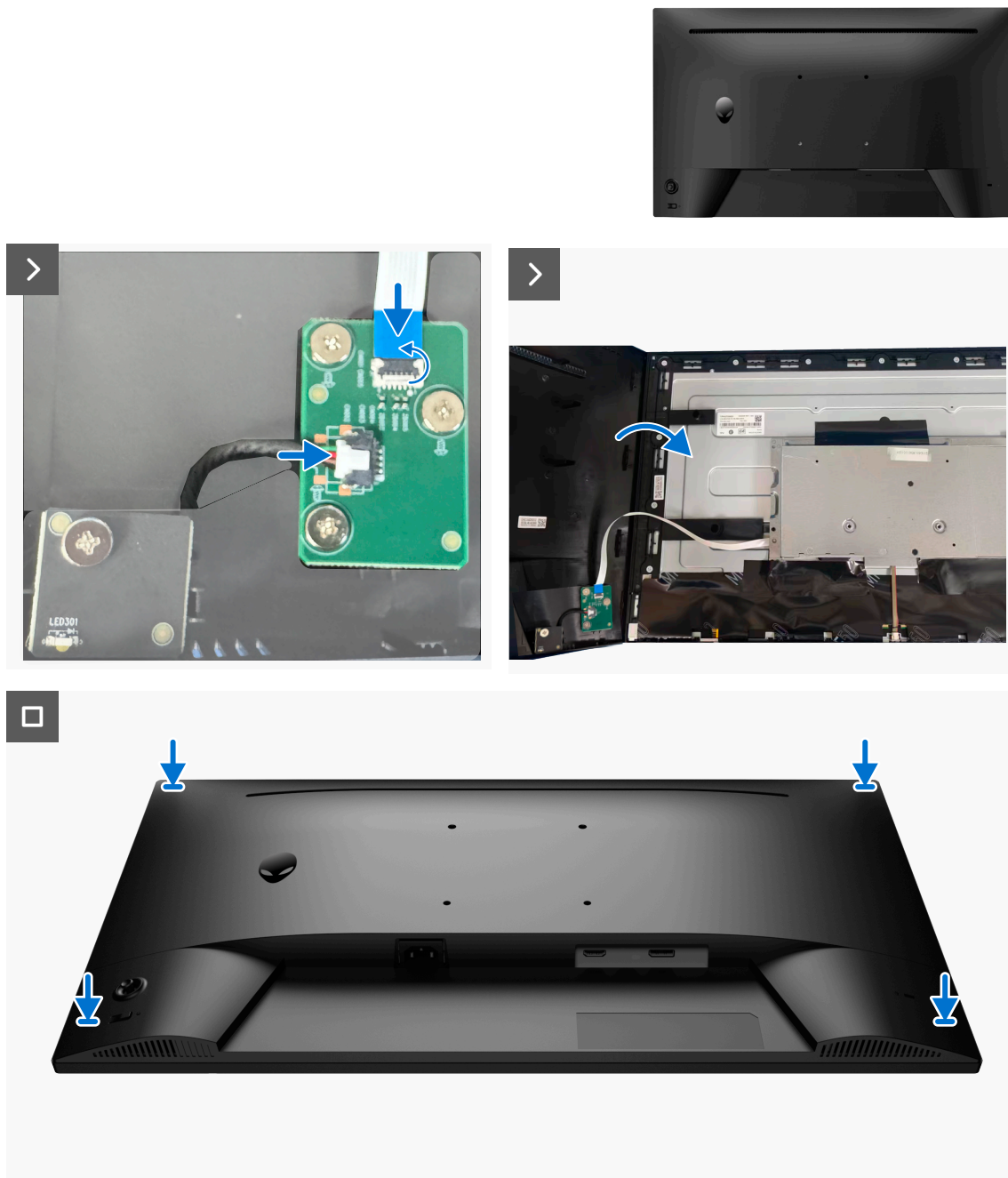


Figure 21. Installing the back cover (AW2726DL)

Steps

1. Slide the keypad board cable into the connector on the keypad board, and close the latch to secure the cable.
 2. Connect the LED board cable to the connector on the keypad board.
 3. Align the back cover with the monitor, and gently press along the sides to snap it 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](#).

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.](#)

About this task

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

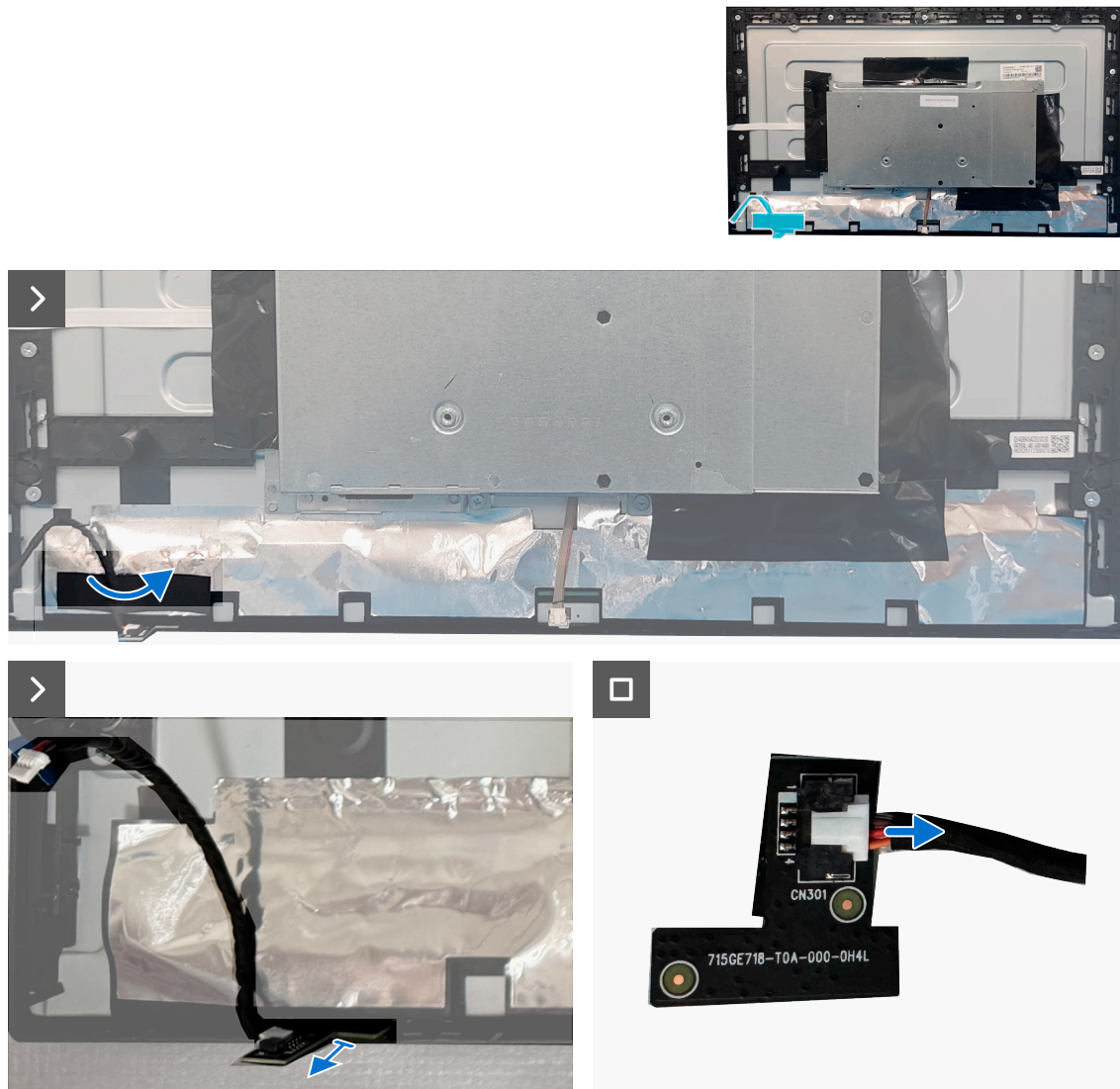


Figure 22. Removing the LED board (AW2526HL)

Steps (AW2526HL)

1. Peel the tape that secures the LED board cable to the display panel.
2. Remove the LED board from the middle frame.
3. Disconnect the LED board cable from the connector on the LED board.

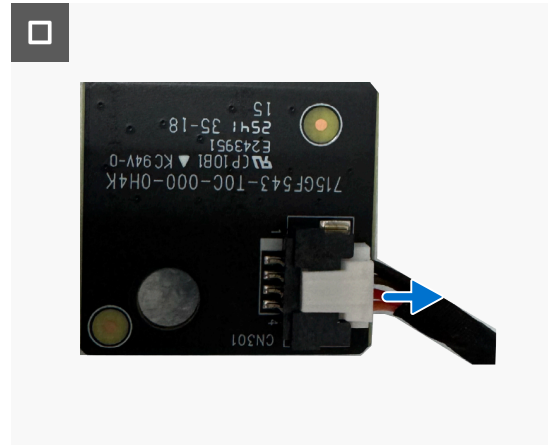
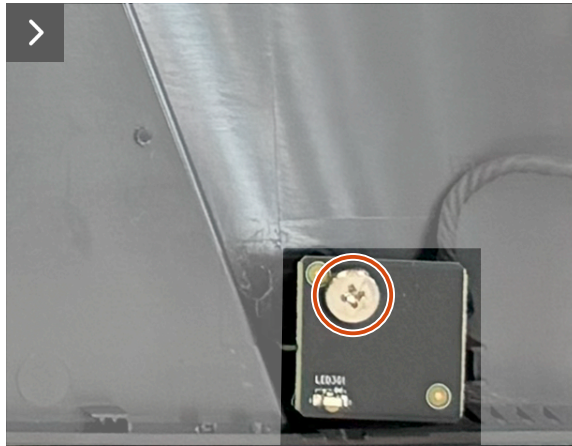
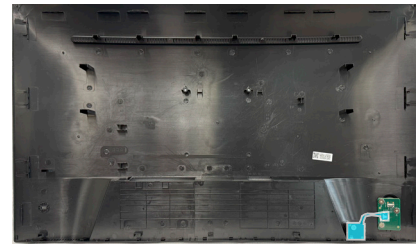


Figure 23. Removing the LED board (AW2726DL)

Steps (AW2726DL)

1. Remove the screw (Q3x4) that secures the LED board to the back cover.
2. Disconnect the LED board 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 procedures.

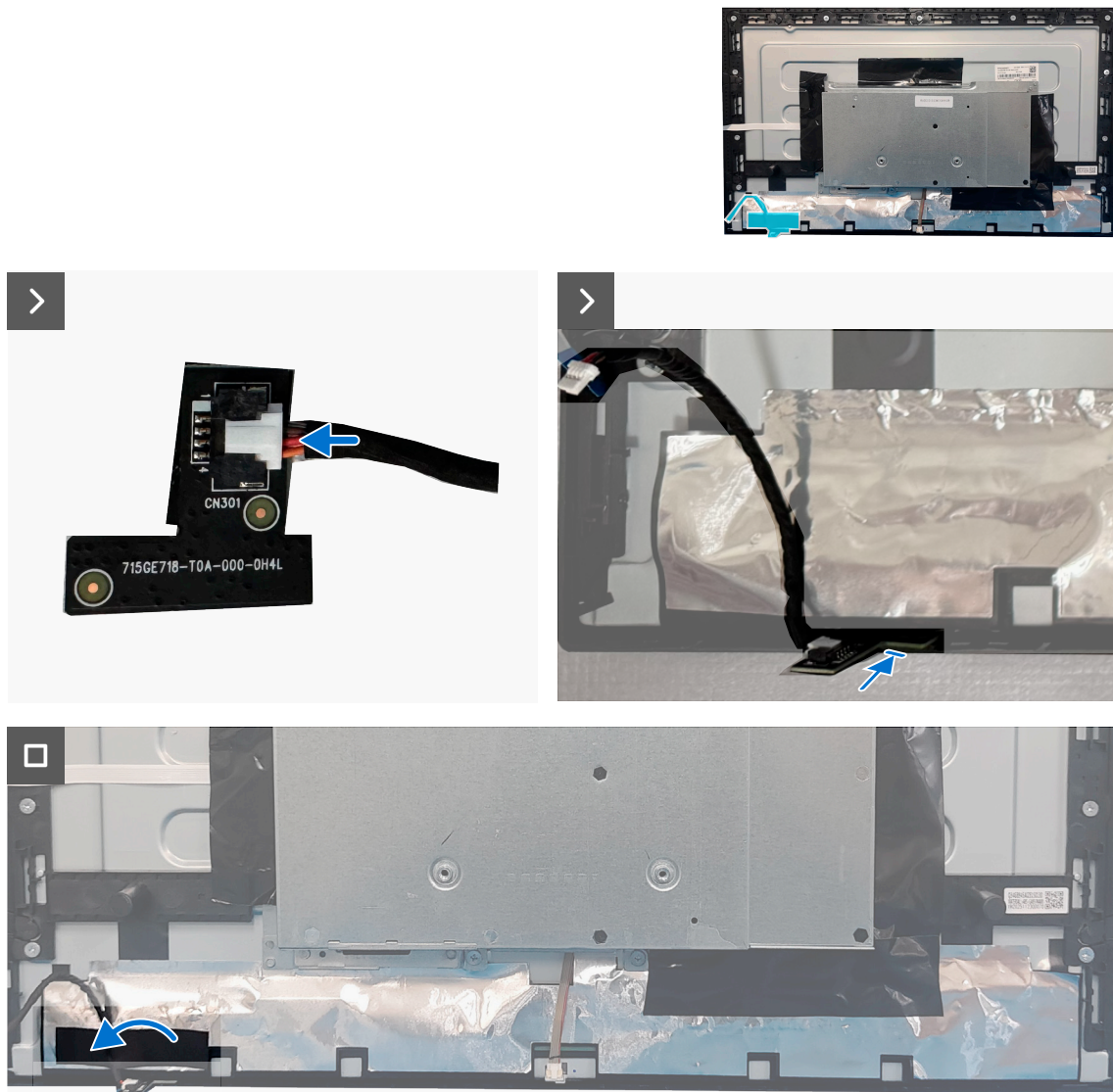


Figure 24. Installing the LED board (AW2526HL)

Steps (AW2526HL)

1. Connect the LED board cable to the connector on the LED board.
2. Insert the LED board into the middle frame.
3. Adhere the tape to secure the LED board cable to the display panel.



1x
Q3x4

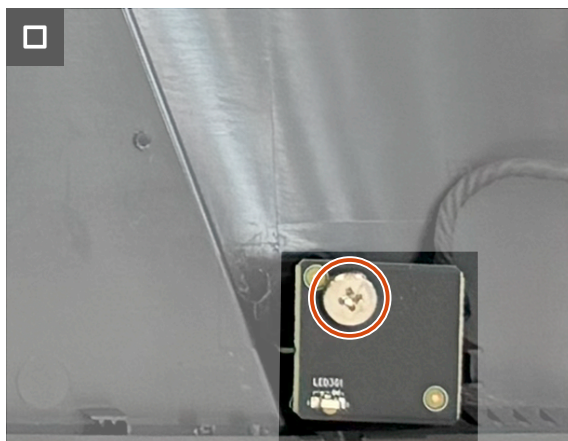
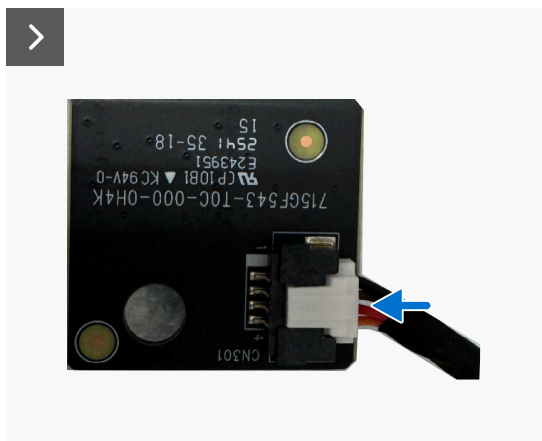


Figure 25. Installing the LED board (AW2726DL)

Steps (AW2726DL)

1. Connect the LED board cable to the connector on the LED board.
2. Replace the screw (Q3x4) to secure the LED board to the back cover.

Next Steps

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

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 [LED board.](#)

About this task

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



3x
Q3x4

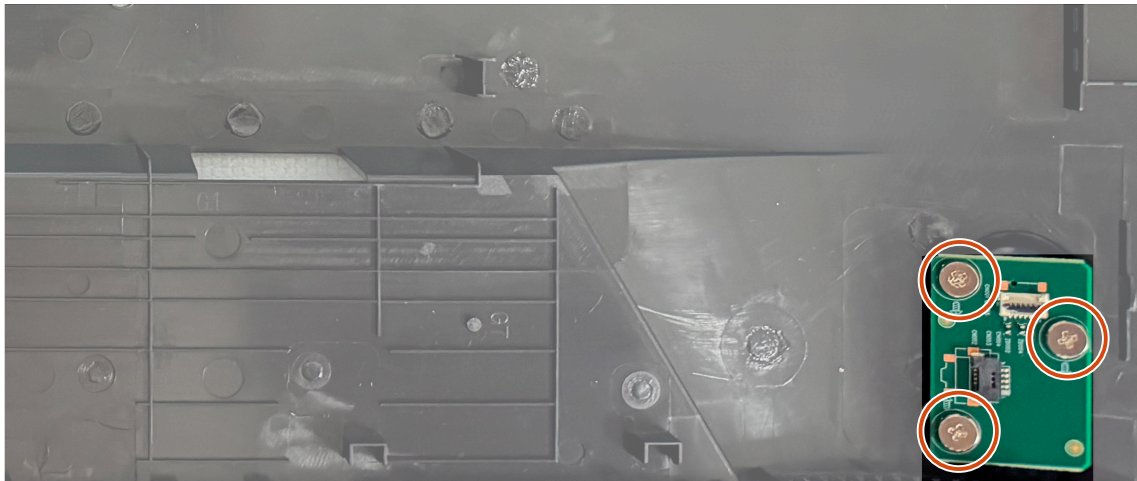
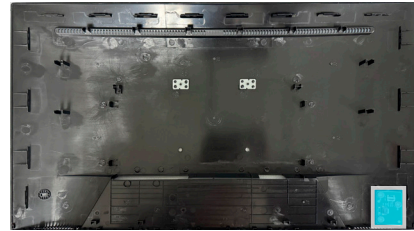


Figure 26. Removing the keypad board

Steps

1. Remove the three screws (Q3x4) that secure the keypad board to the back cover.

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 procedures.

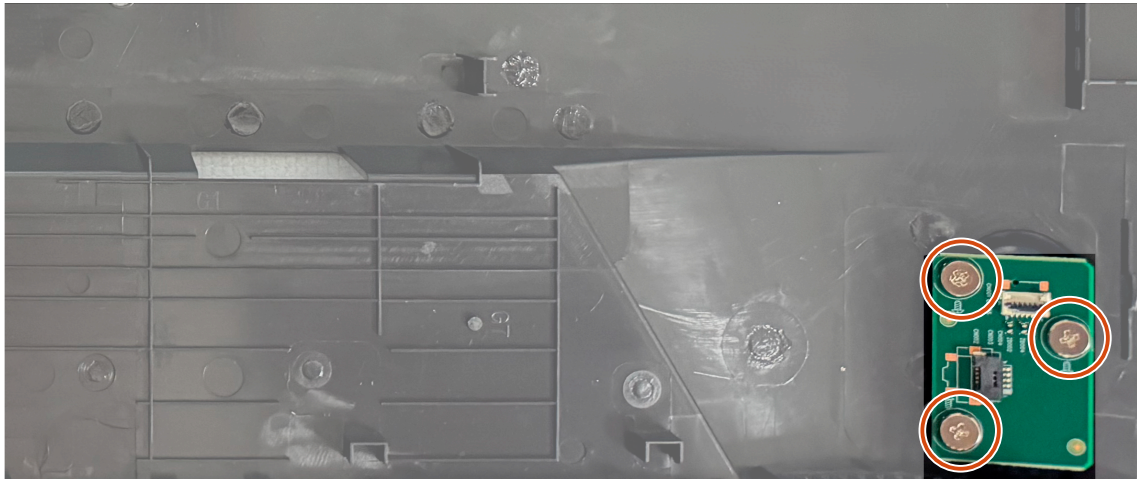
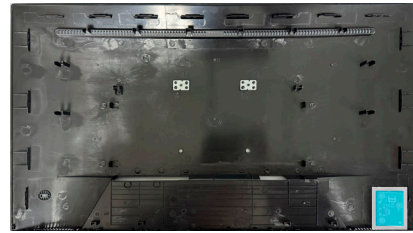


Figure 27. Installing the keypad board

Steps

1. Replace the three screws (Q3x4) to secure the keypad board to the back cover.

Next Steps

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

Metal shield

Removing the metal shield

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 metal shield and provides a visual representation of the removal procedures.

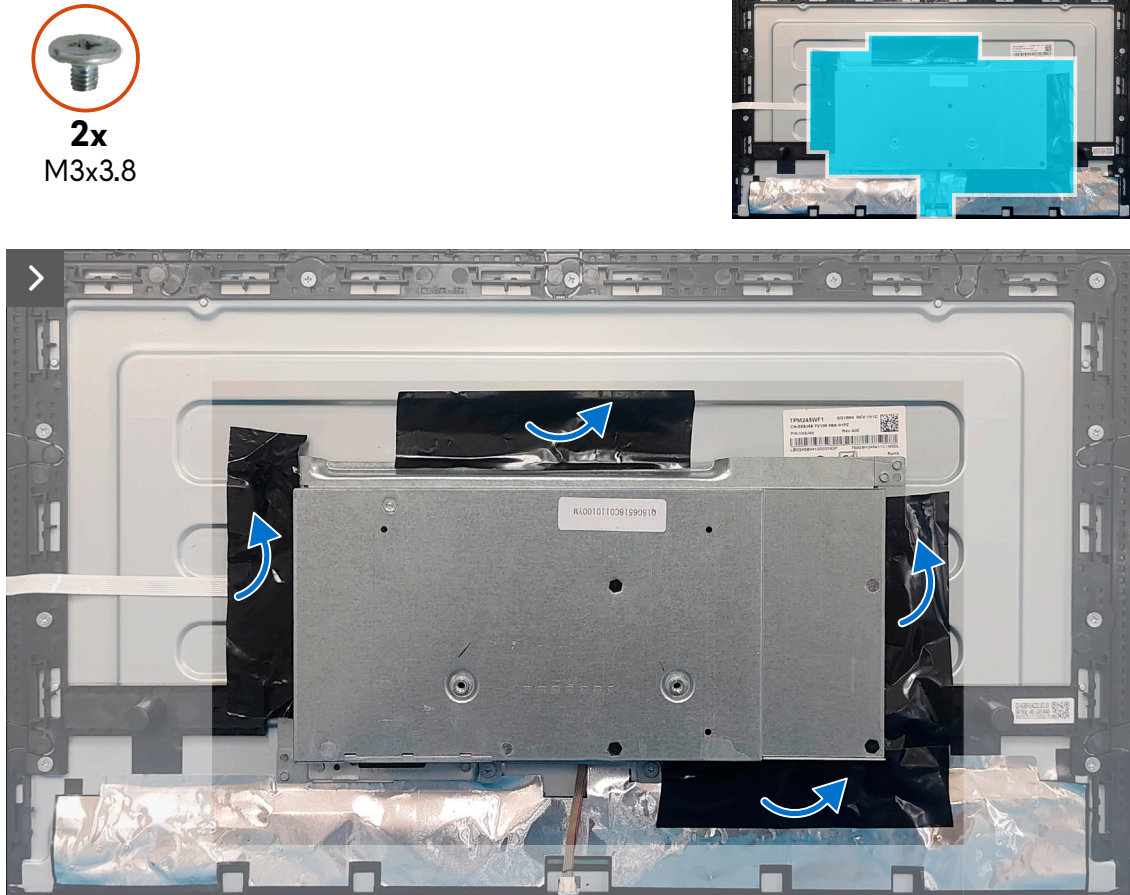


Figure 28. Removing the metal shield (AW2526HL)

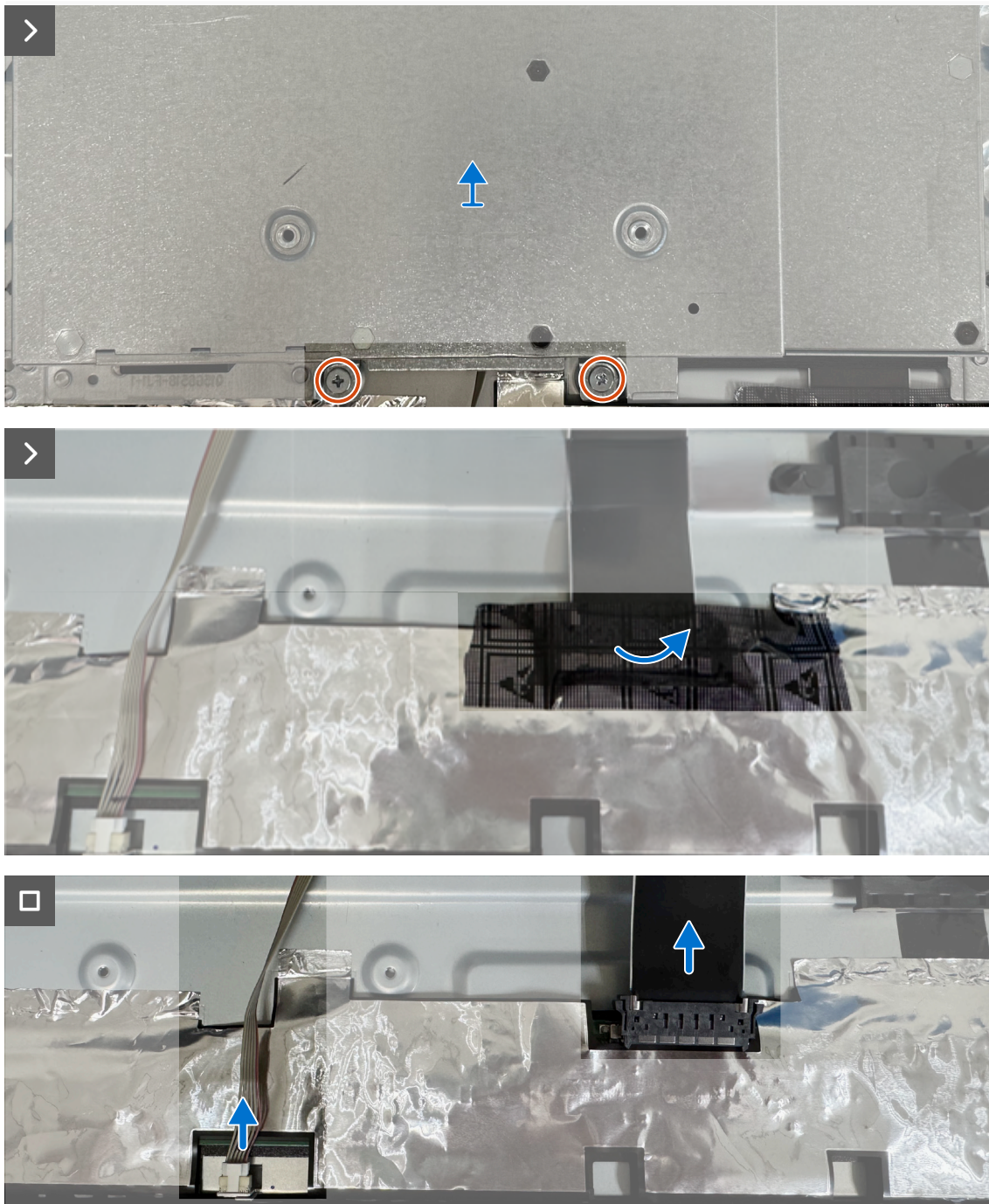


Figure 29. Removing the metal shield (AW2526HL)



2x
M3x3.8

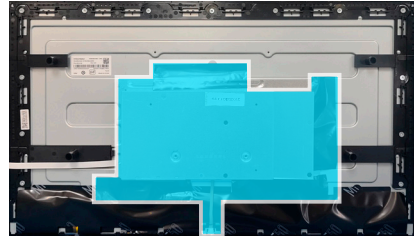


Figure 30. Removing the metal shield (AW2726DL)

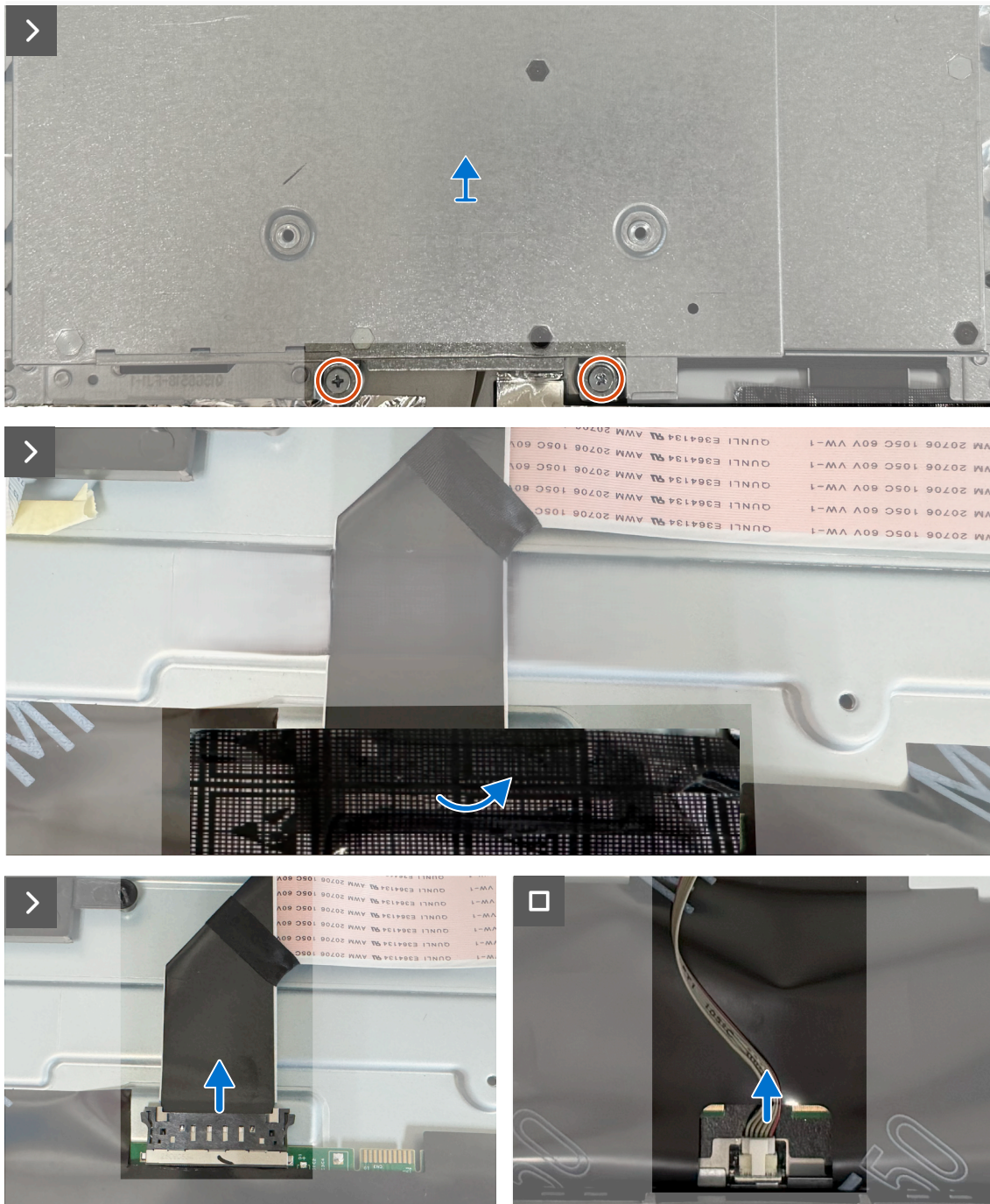


Figure 31. Removing the metal shield (AW2726DL)

Steps

1. Peel the aluminum foil that secure the metal shield to the display panel.
2. Remove the two screws (M3x3.8) that secure the metal shield to the display panel.
3. Lift the metal shield partially and peel the tapes that secure the display cable to the display panel.
4. Disconnect the display cable and the lightbar cable from the connectors on the display panel.

Installing the metal shield

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 metal shield and provides a visual representation of the installation procedures.



2x
M3x3.8

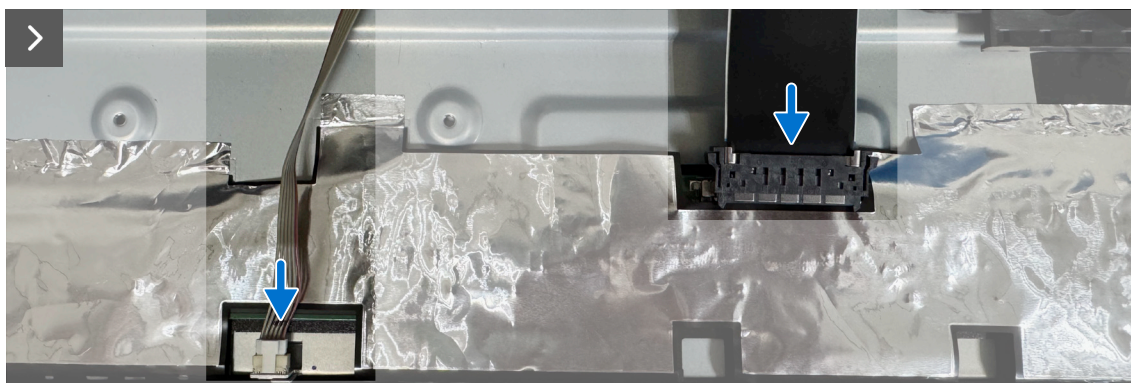


Figure 32. Installing the metal shield (AW2526HL)

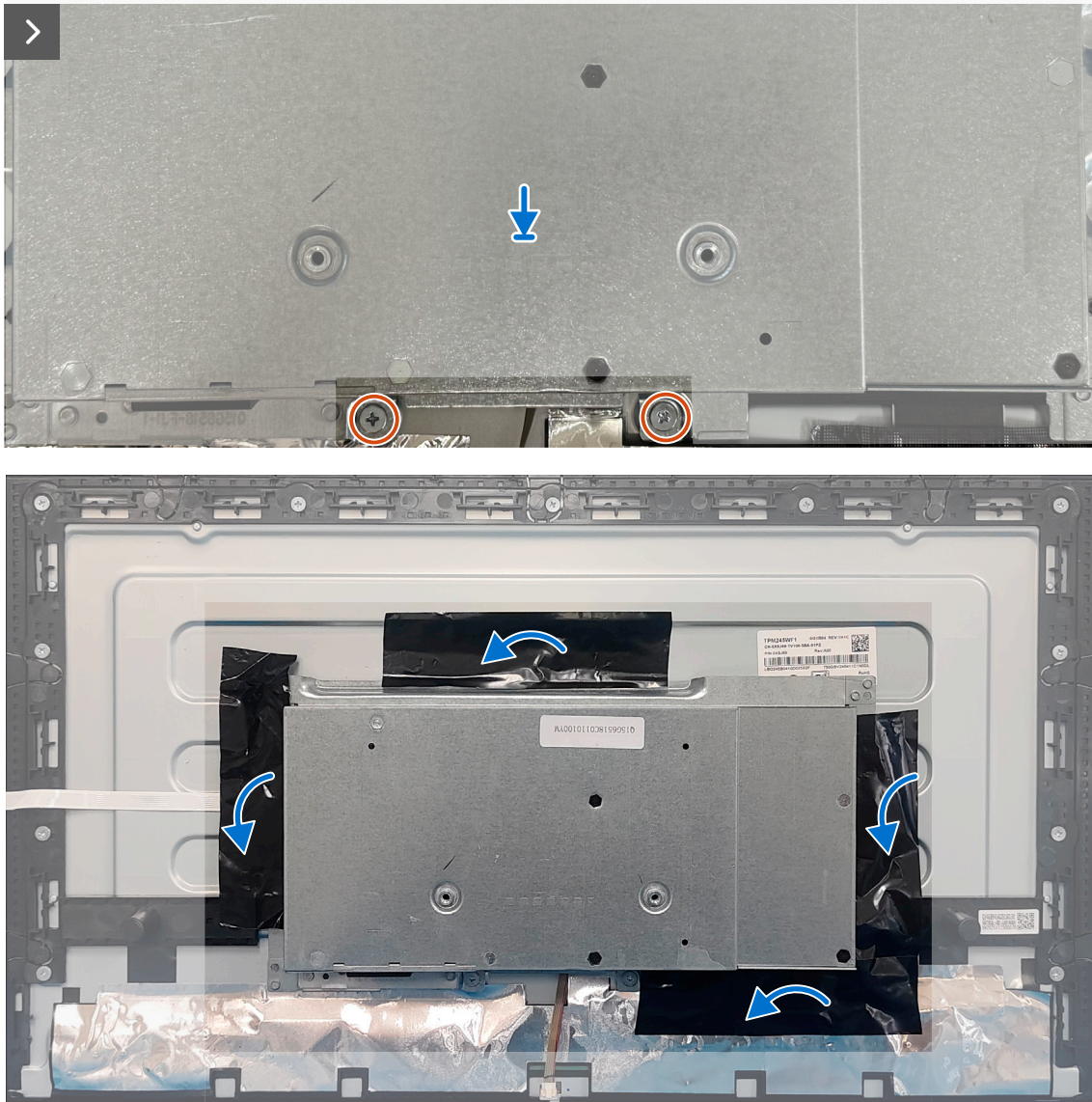


Figure 33. Installing the metal shield (AW2526HL)



2x
M3x3.8

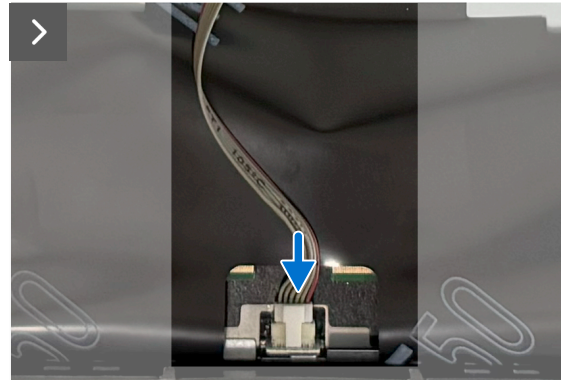
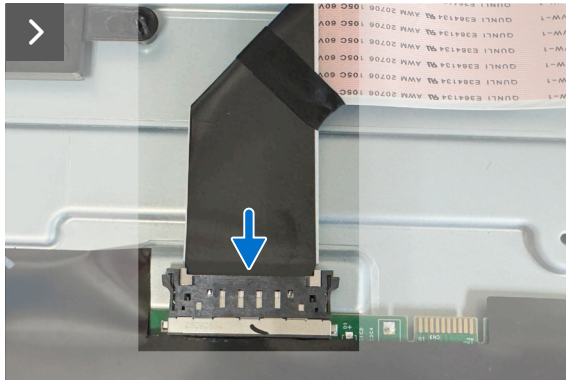
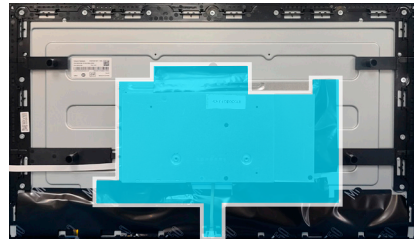


Figure 34. Installing the metal shield (AW2726DL)

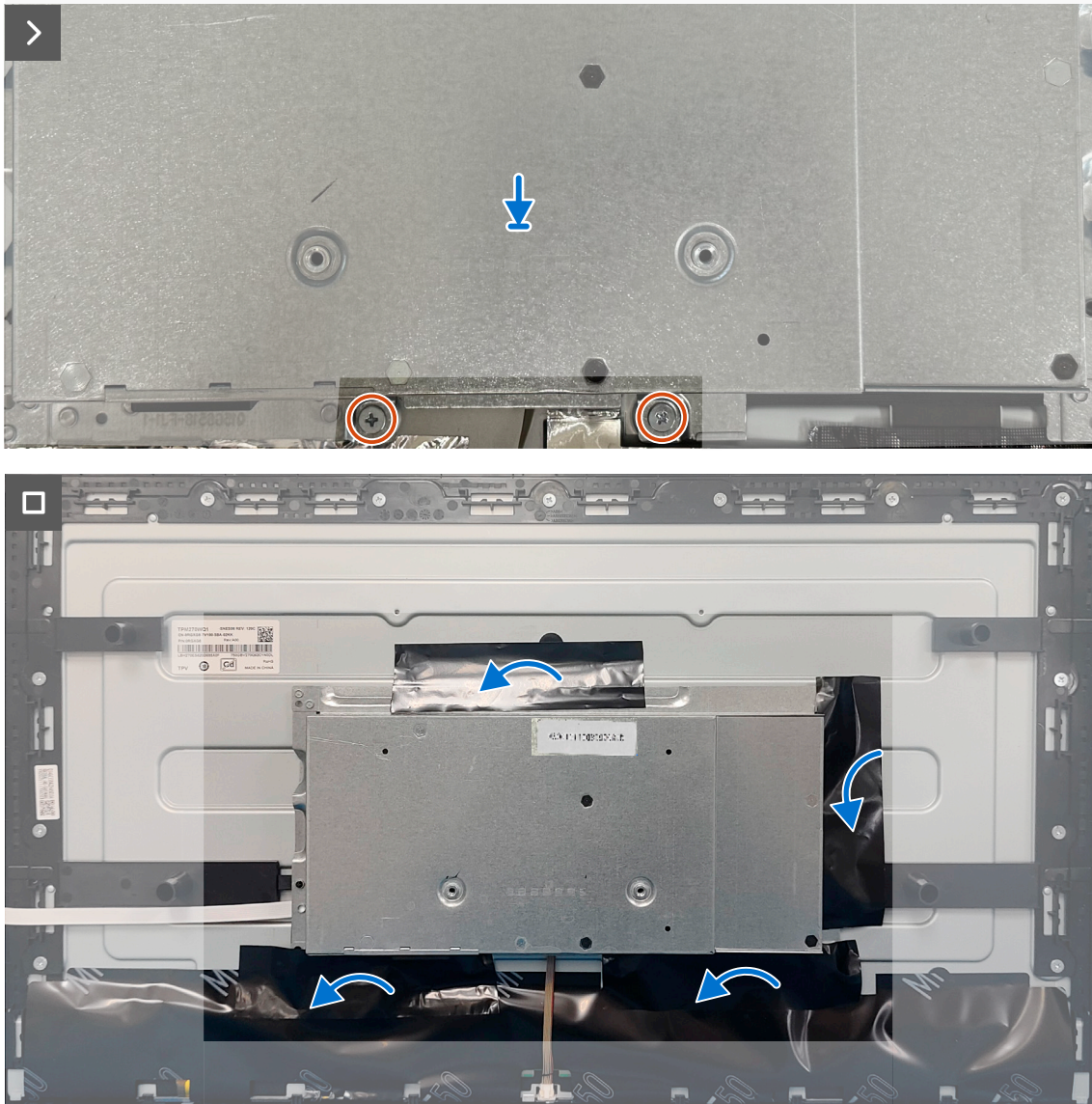


Figure 35. Installing the metal shield (AW2726DL)

Steps

1. Lift the metal shield partially and connect the display cable and the lightbar cable to the connectors on the display panel.
2. Adhere the tapes to secure the display cable and the lightbar cable to the display panel.
3. Align the screw holes on the metal shield with the screw holes on the display panel.
4. Replace the two screws (M3x3.8) to secure the metal shield to the display panel.
5. Adhere the aluminum foil to secure the lightbar cable and the metal shield to the display panel.

Next Steps

1. Install the [back cover](#).
2. Install the [stand](#).
3. 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.](#)
4. Remove the [metal shield.](#)

About this task

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

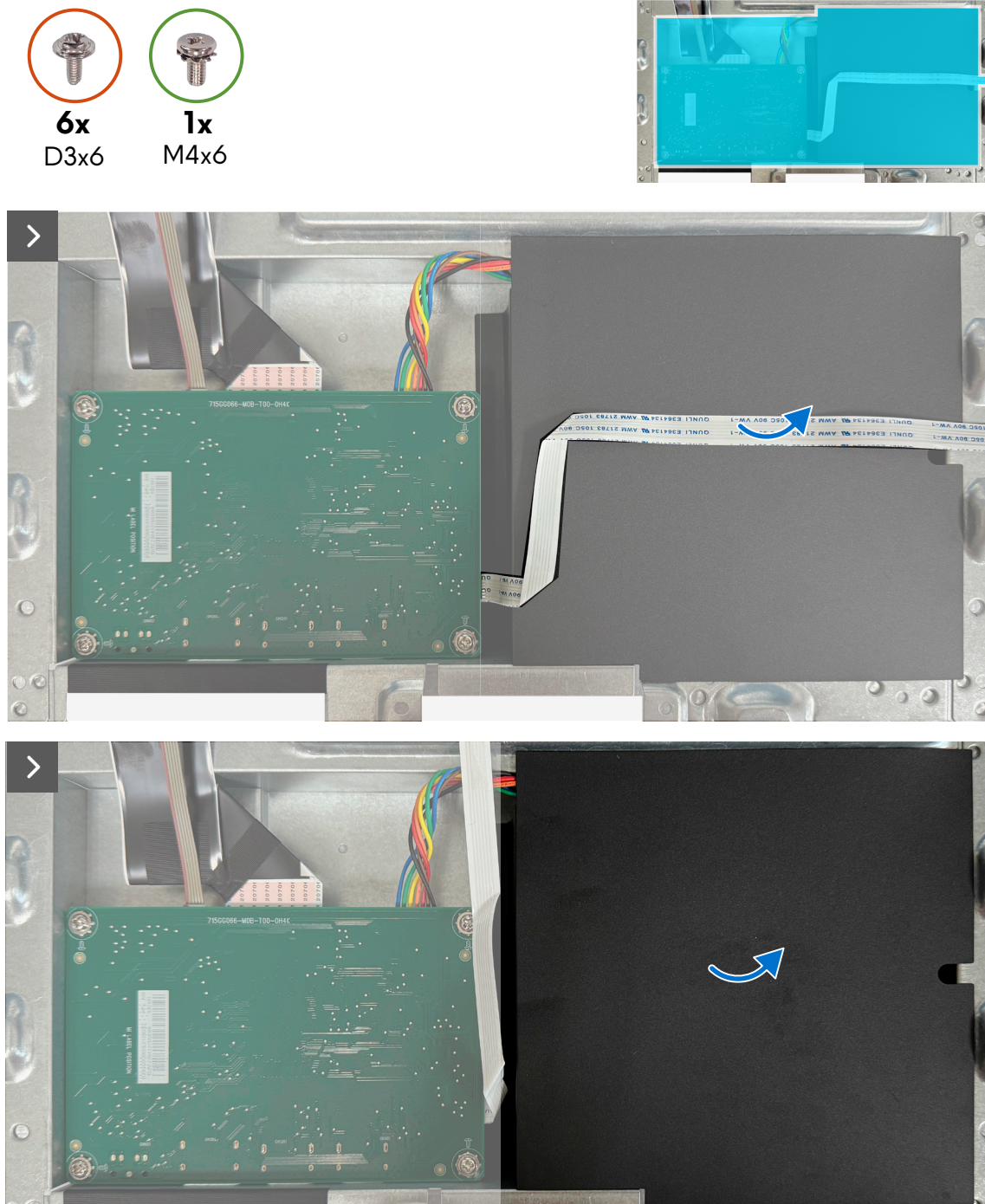


Figure 36. Removing the system board and power board (AW2526HL)

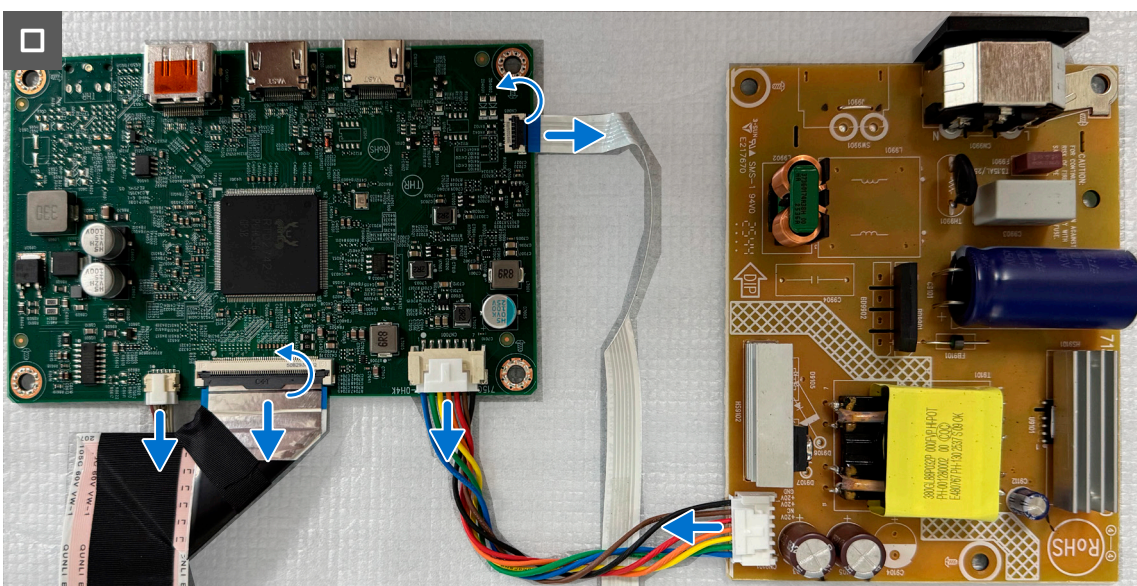
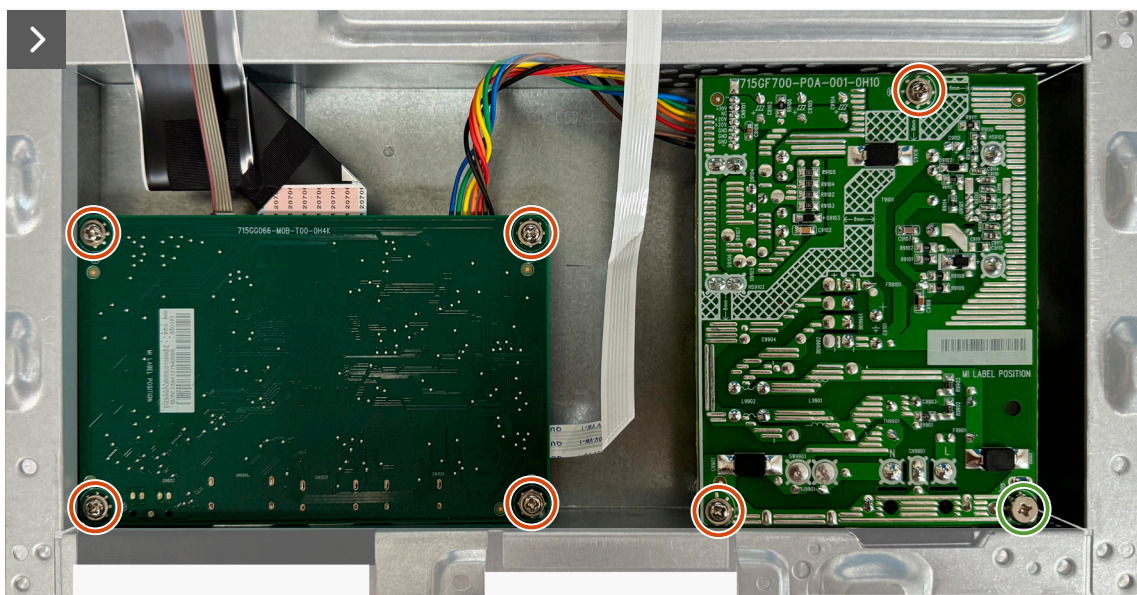


Figure 37. Removing the system board and power board (AW2526HL)

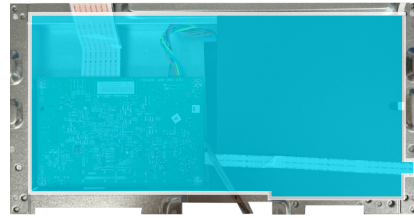
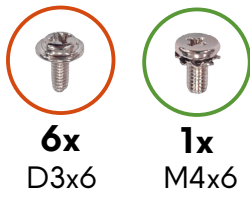


Figure 38. Removing the system board and power board (AW2726DL)

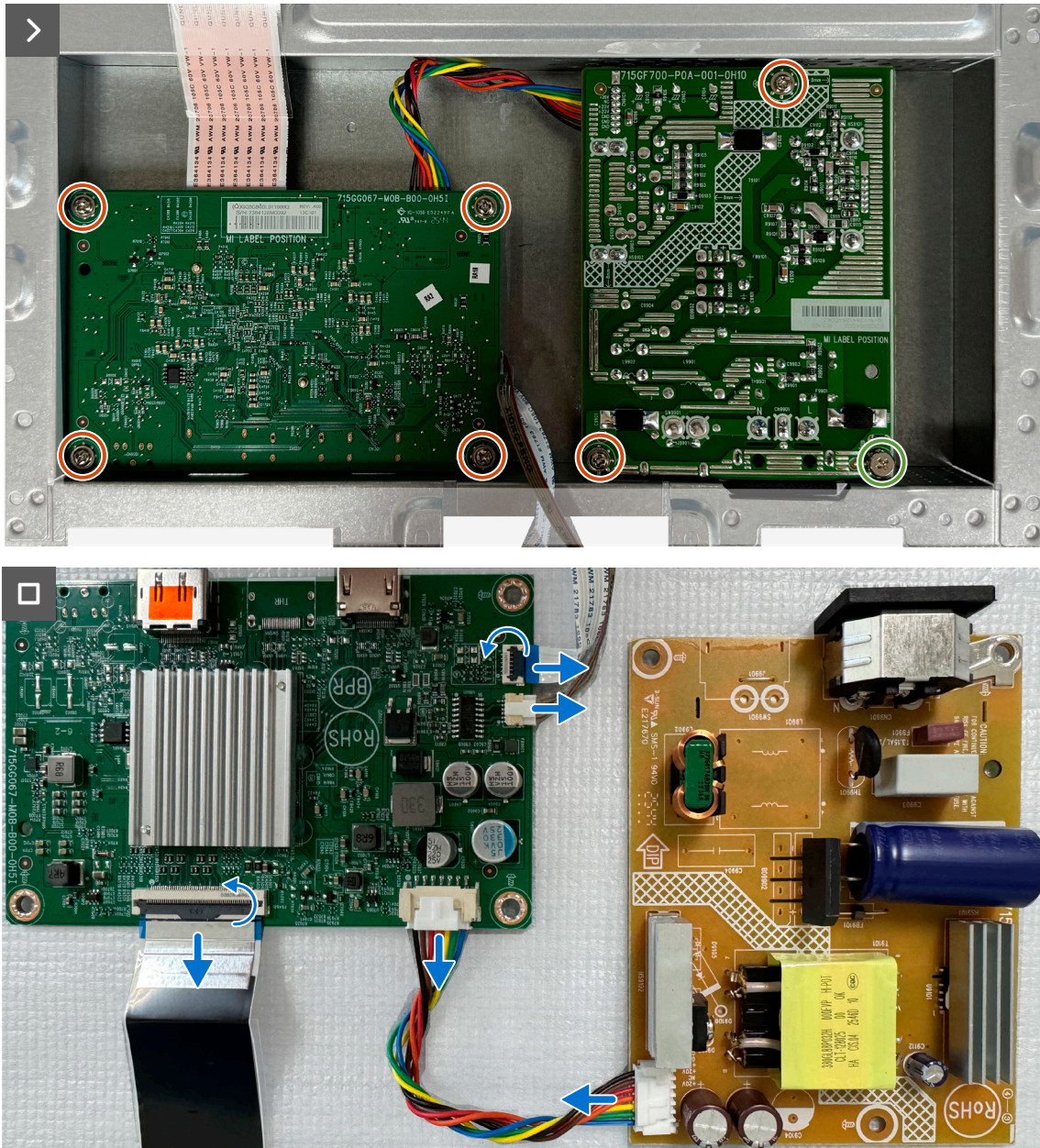


Figure 39. Removing the system board and power board (AW2726DL)

Steps

1. Peel the double-sided tape that secure the keypad board cable to the Mylar sheet.
2. Remove the Mylar sheet from the power board.
3. Remove the six screws (D3x6) and the screw (M4x6) that secure the system board and power board to the metal shield.
4. Remove the system board and power board from the metal shield.
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 procedures.

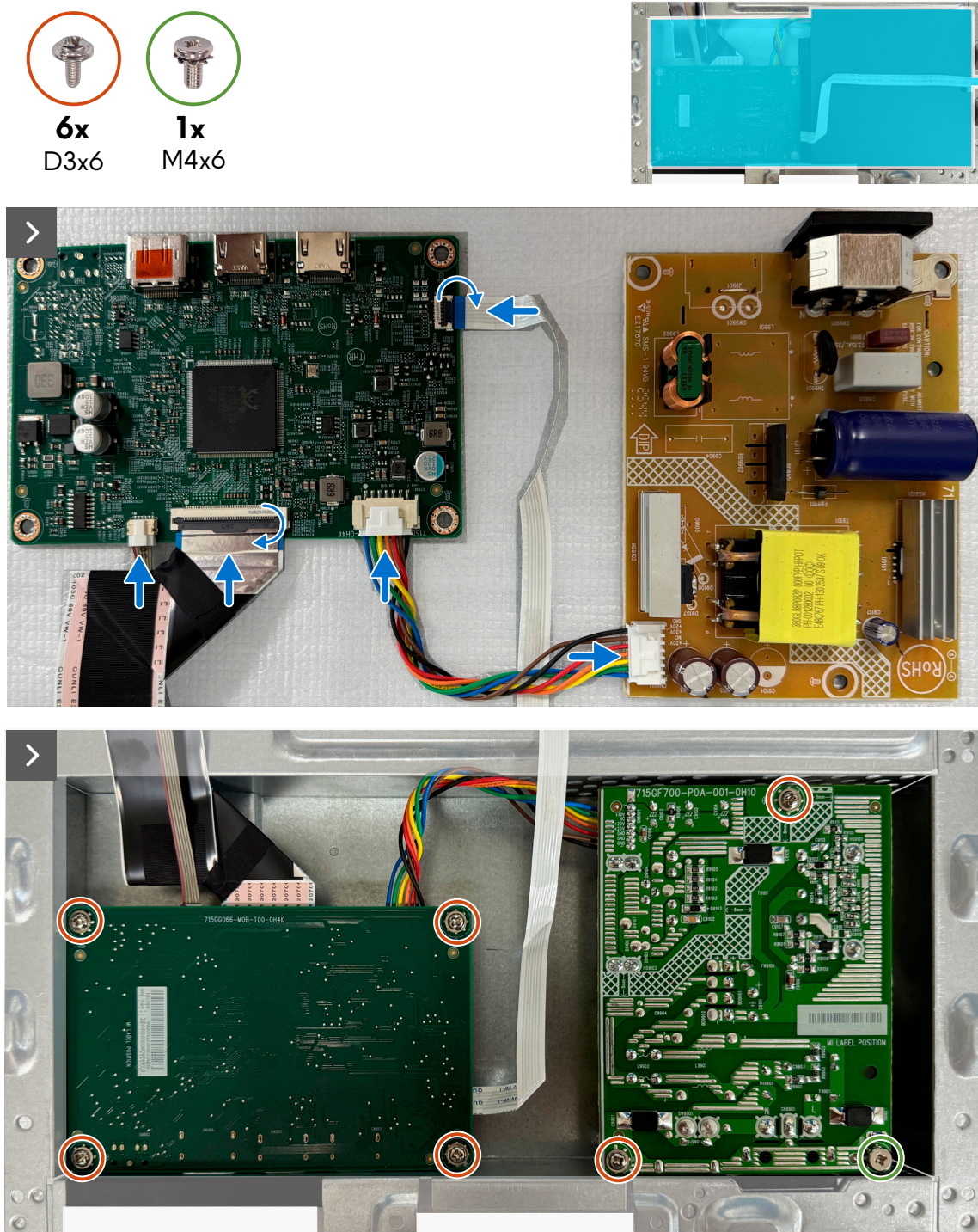


Figure 40. Installing the system board and power board (AW2526HL)

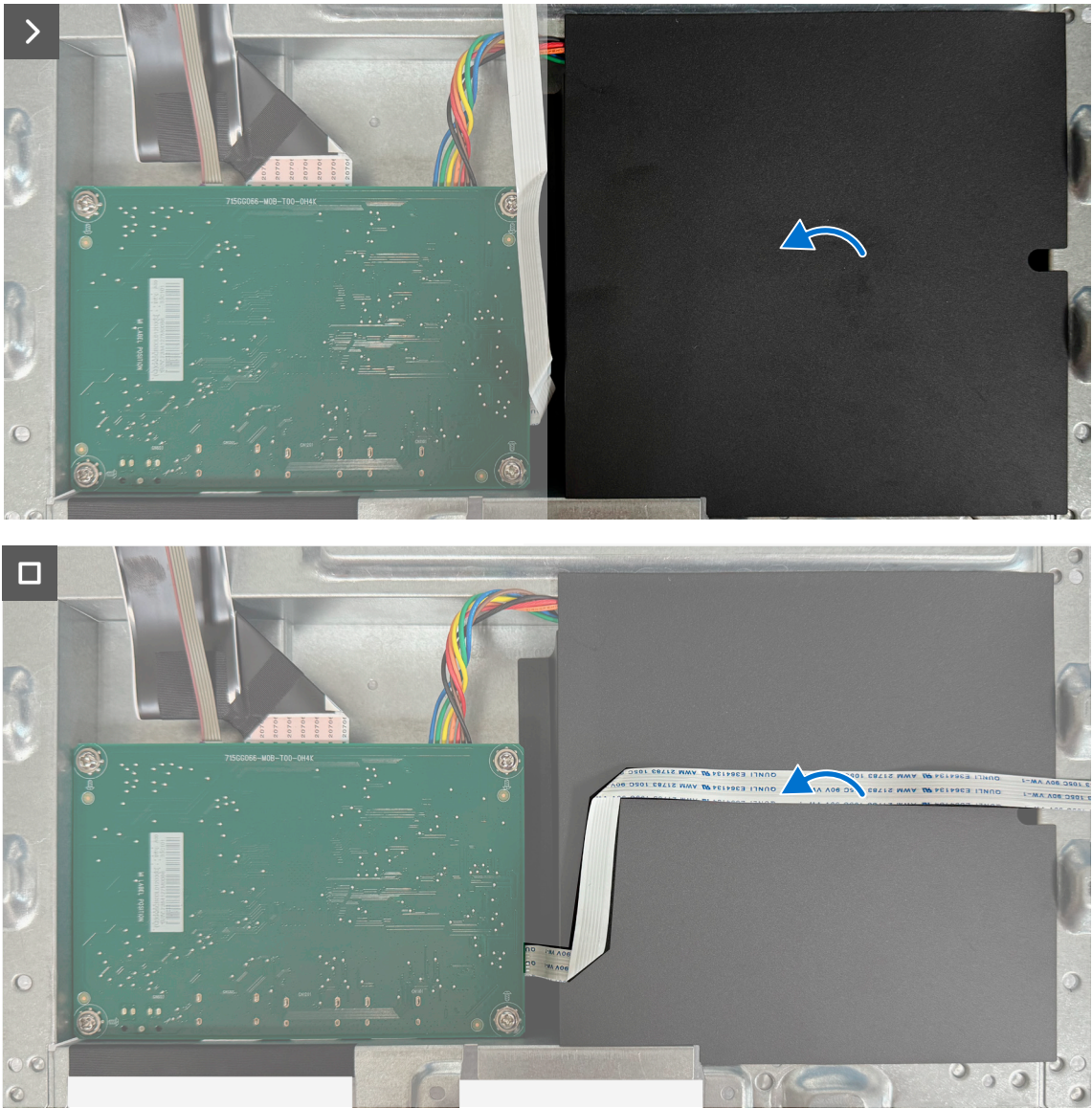


Figure 41. Installing the system board and power board (AW2526HL)

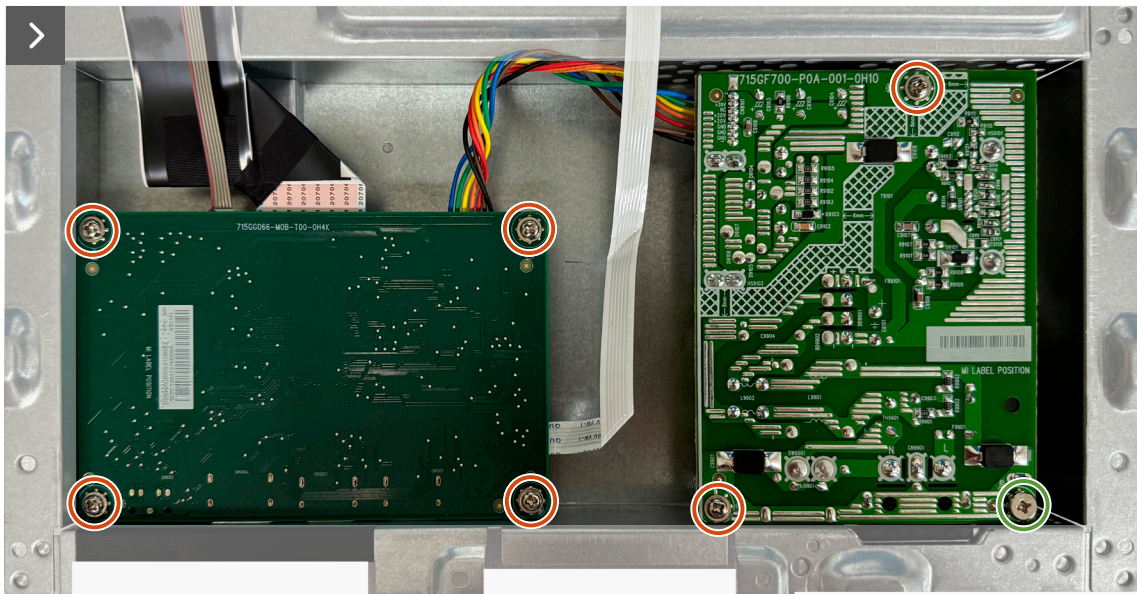
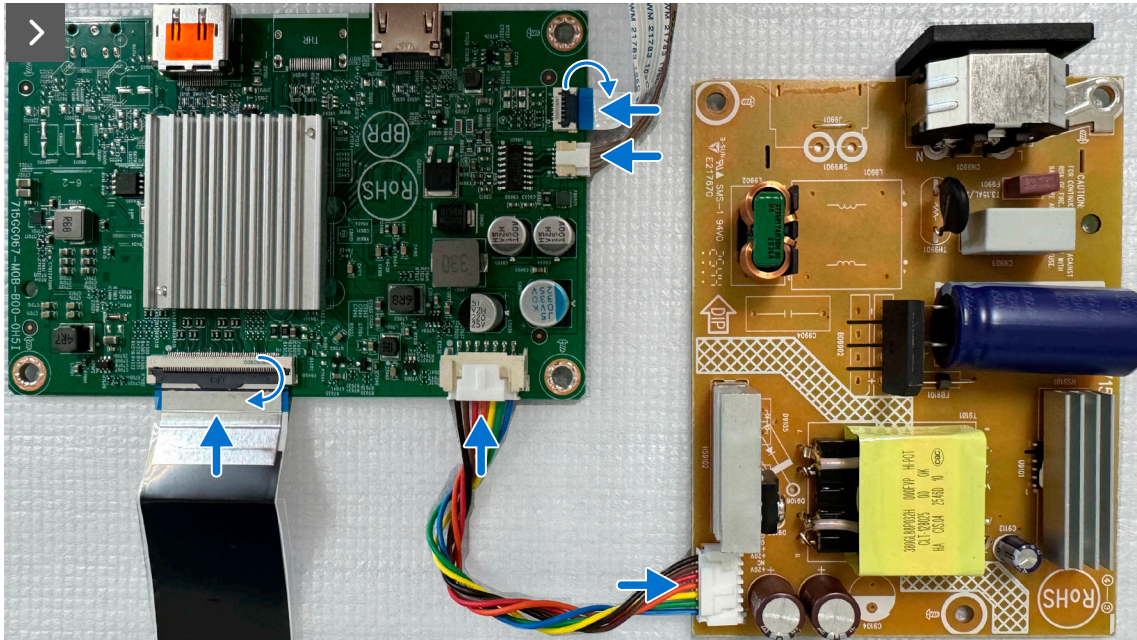
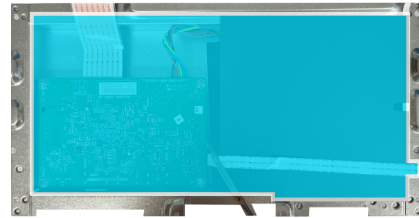
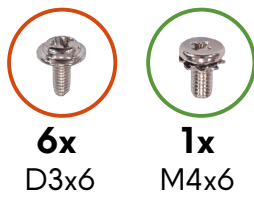


Figure 42. Installing the system board and power board (AW2726DL)

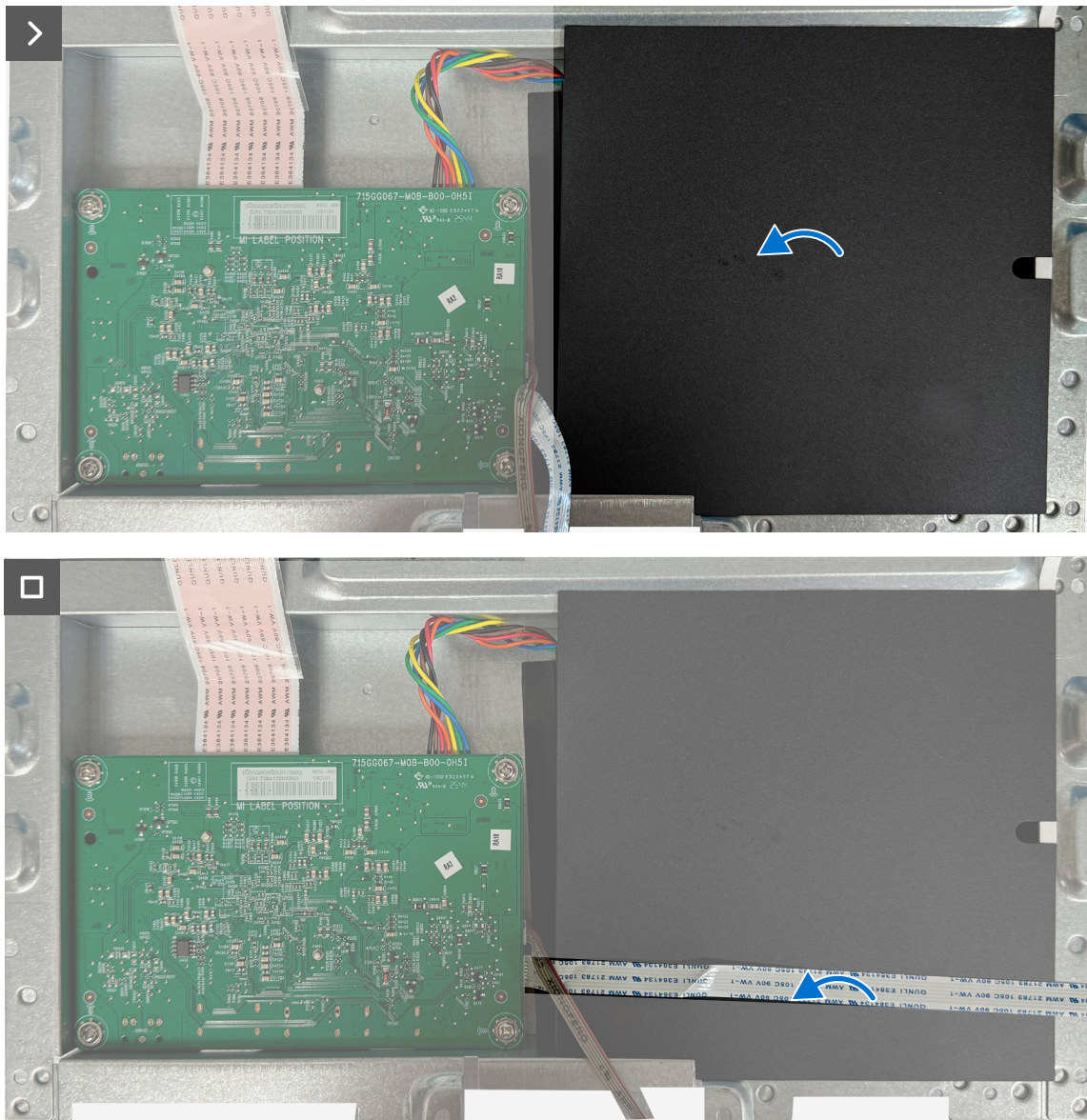


Figure 43. Installing the system board and power board (AW2726DL)

Steps

1. Connect the cables to the connectors on the system board and power board.
2. Align the screw holes on the system board and power board with the screw holes on the metal shield.
3. Replace the six screws (D3x6) and the screw (M4x6) to secure the system board and power board to the metal shield.
4. Place the Mylar sheet on the power board.
5. Adhere the double-sided tape to secure the keypad board cable to the Mylar sheet.

Next Steps

1. Install the [metal shield](#).
2. Install the [back cover](#).
3. Install the [stand](#).
4. 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 [LED board.](#) (Only for AW2526HL)
5. Remove the [metal shield.](#)

About this task

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



Figure 44. Removing the middle frame (AW2526HL)



13x
M3x3.8



Figure 45. Removing the middle frame (AW2726DL)

Steps

1. Remove the screws securing the middle frame to the display panel – 11 screws (M3×3.8) for AW2526HL or 13 screws (M3×3.8) for AW2726DL.
2. Lift and remove 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 procedures.



Figure 46. Installing the middle frame (AW2526HL)



13x
M3x3.8



Figure 47. Installing the middle frame (AW2726DL)

Steps

1. Align the middle frame and display panel.
2. Replace the screws securing the middle frame to the display panel – 11 screws (M3×3.8) for AW2526HL or 13 screws (M3×3.8) for AW2726DL.

Next Steps

1. Install the [metal shield](#).
2. Install the [LED board](#). (Only for AW2526HL)
3. Install the [back cover](#).
4. Install the [stand](#).
5. 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 48. Warning message for no HDMI 1 cable (AW2526HL)

or



Figure 49. Warning message for no HDMI 2 cable (AW2526HL)

or

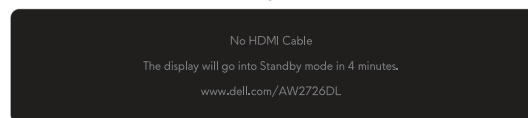


Figure 50. Warning message for no HDMI cable (AW2726DL)

or

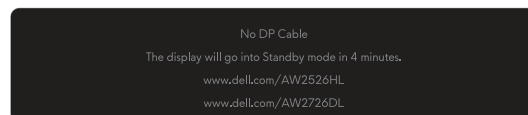


Figure 51. Warning message for no DP cable

- 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.

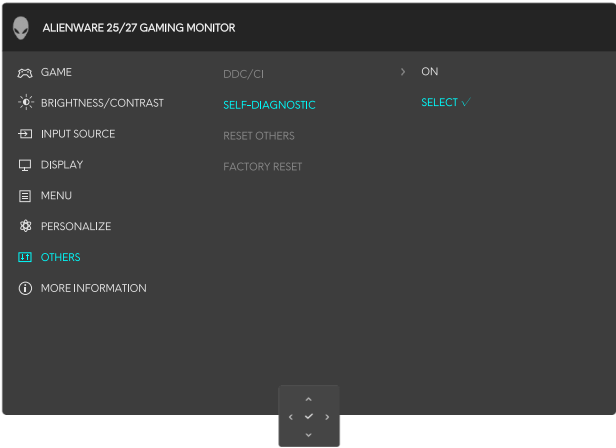


Figure 52. Initiating the built-in diagnostics

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 10. Common problems description.

Common symptoms	What you experience	Possible solutions
Power LED off, no video	No picture	- 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	- Increase brightness and contrast controls in the BRIGHTNESS/CONTRAST menu in the AW2526HL/AW2726DL User's Guide. - 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 in the AW2526HL/AW2726DL User's Guide. - Ensure that the correct input source is selected in the INPUT SOURCE menu in the AW2526HL/AW2726DL User's Guide.
Poor focus	Picture is fuzzy, blurry, or ghosting	- Disconnect video extension cables. - Reset the monitor to factory settings. For more information, see FACTORY RESET in the AW2526HL/AW2726DL User's Guide. - Change the video resolution to the correct aspect ratio.
Shaky or jittery	Wavy picture or fine movement	- Reset the monitor to factory settings. For more information, see FACTORY RESET in the AW2526HL/AW2726DL User's Guide. - Check environmental factors. - Relocate the monitor and test in another room.
Missing pixels	LCD screen has spots	- 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	- 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	- Reset the monitor to factory settings. For more information, see FACTORY RESET in the AW2526HL/AW2726DL User's Guide. - Adjust brightness and contrast controls in the BRIGHTNESS/CONTRAST menu in the AW2526HL/AW2726DL User's Guide.
Geometric distortion	Screen not centered correctly	Reset the monitor to factory settings. For more information, see FACTORY RESET in the AW2526HL/AW2726DL User's Guide.
Horizontal/vertical lines	Screen has one or more lines	- Reset the monitor to factory settings. For more information, see FACTORY RESET in the AW2526HL/AW2726DL User's Guide. - 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 menu in the AW2526HL/AW2726DL User's Guide.

Common symptoms	What you experience	Possible solutions
Synchronization problems	Screen is scrambled or appears torn	- Reset the monitor to factory settings. For more information, see FACTORY RESET in the AW2526HL/AW2726DL User's Guide. - Perform monitor Self-test feature check to determine if the scrambled screen appears in self-test mode. - Check for bent or broken pins in the video cable connector. - Restart the computer in the safe mode.
Safety-related issues	Visible signs of smoke or sparks	- 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 in the AW2526HL/AW2726DL User's Guide. - Perform monitor Self-test feature check to determine if the intermittent problem occurs in self-test mode.
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.
Wrong color	The picture color is incorrect	- Reset all settings under the GAME menu to the factory defaults using RESET GAME in the AW2526HL/AW2726DL User's Guide. - Change the INPUT COLOR FORMAT to RGB or YCbCr in the Display settings OSD. - Run the built-in diagnostics. For more information, see SELF-DIAGNOSTIC menu in the AW2526HL/AW2726DL User's Guide.
Screen image is too small	Image is centered on the screen, but does not fill the entire viewing area	- Check the ASPECT RATIO settings in the DISPLAY menu OSD. - Reset the monitor to factory settings. For more information, see FACTORY RESET in the AW2526HL/AW2726DL User's Guide.
You cannot adjust the monitor using the joystick button	The OSD does not appear on the screen	- 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 in the AW2526HL/AW2726DL User's Guide.
No input signal when user presses controls	No picture, the LED light is on	- 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. Replug 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	- 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 menu in the AW2526HL/AW2726DL User's Guide.
Screen flickering	There is some noticeable flickering in the displayed pictures	- Use the native resolution of your monitor (1920 x 1080 at 60 Hz AW2526HL) / (2560 x 1440 at 60 Hz AW2726DL) or a higher refresh rate. - If the Variable Refresh Rate (VRR) of your device is turned on, turn it off. - If you are using an AMD graphics card and Free-Sync is turned on, turn it off. - 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.

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.	- Set the screen to turn off after a few minutes of idle time. You can adjust this setting in Windows Power Options or in the Mac Energy Saver settings. - Alternatively, use a screensaver with dynamic content. - For more information, see Maintenance guidelines section in the AW2526HL/AW2726DL User's Guide.
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 (AW2726DL)	You are unable to select 10-bit color on the connected computer	- 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 drop-down menu, and click Apply. - If 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.

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 AW2526HL](#)
- [Energy Labeling Information for AW2726DL](#)

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 11. Revision history

Revision	Date	Description
A00	January 2026	Original publish date.