Alienware 34 240Hz Gaming Monitor

AW3426DWM

Simplified Service Manual

Model: AW3426DWM
Regulatory Model: AW3426DWMc
July 2026
Rev. A00

ALIENWARE™

Notes, cautions, and warnings

ⓘ **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 is shipped with your monitor.

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

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

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

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

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

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.

View of the 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 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 mounting kit (sold separately). For more information, see the **VESA wall mounting (optional)** section in the AW3426DWM User's Guide.
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases the stand from the monitor.
4	Joystick button	Use it to control the OSD menu. For more information, see the **Operating the monitor** section in the AW3426DWM User's Guide.
5	Cable-management slot	Use to organize cables by inserting them through the slot.

Side view

Figure 3. Side view of the monitor

Bottom view

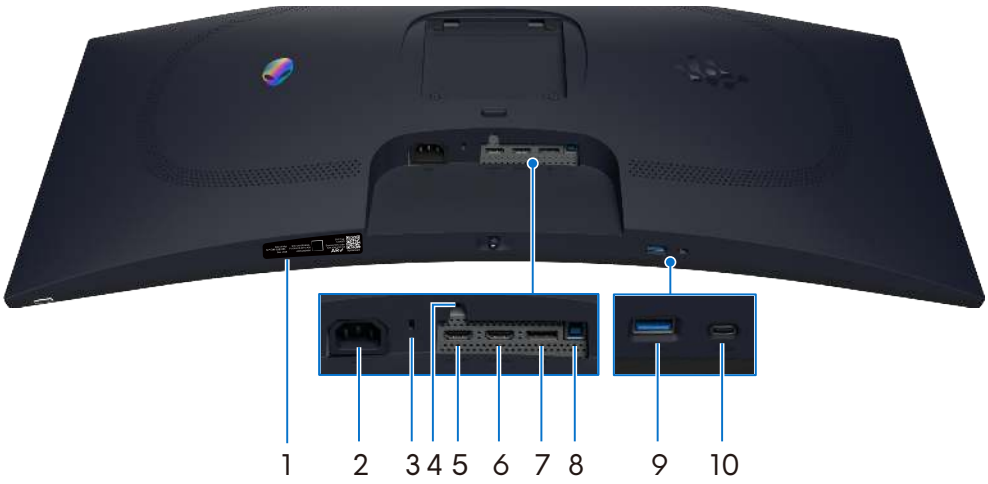


Figure 4. Bottom view of the monitor

Table 3. Components and descriptions.

Label	Description	Use
1	My Alienware QR code, serial number, and Service Tag label	See this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your monitor and access warranty information.
2	Power connector	Connect the power cable (shipped with your monitor).
3	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
4	Stand-lock feature	Lock the stand to the monitor using a M3x6 mm screw (screw not included).
5	HDMI 1 eARC/ARC HDMI 1 eARC/ARC port	Connect your computer with the HDMI cable (shipped with your monitor) to this port. ⓘ **NOTE:** This port supports eARC/ARC audio output with HDMI CEC turned on.
6	HDMI 2 HDMI 2 port	Connect your computer with the HDMI cable (shipped with your monitor) to this port. ⓘ **NOTE:** To stream Dolby ATMOS audio, connect another HDMI cable (sold separately) to the HDMI 1 eARC/ARC port simultaneously.
7	DisplayPort	Connect your computer with the DisplayPort-DisplayPort cable (shipped with your monitor) to this port.
8	USB Type-B upstream port	Connect the USB cable (shipped with your monitor) to this port and your computer to enable the USB ports on your monitor.
9	5 USB Type-A downstream port	Connect to charge your USB device. ⓘ **NOTE:** To use this port, you must connect the USB cable (shipped with your monitor) to the USB upstream port on the monitor and to your computer. ⓘ **NOTE:** To prevent signal interference, avoid connecting other USB devices to the adjacent port when using a wireless USB device on a downstream USB port.

Label	Description	Use
10	SuperSpeed USB 5 Gbps Type-C downstream port with Power Charging (data only)	Connect to charge your USB device. ⓘ **NOTE:** To use this port, you must connect the USB cable (shipped with your monitor) to the USB upstream port on the monitor and to your computer. ⓘ **NOTE:** To prevent signal interference, avoid connecting other USB devices to the adjacent port when using a wireless USB device on a downstream USB port.

Major components of the monitor

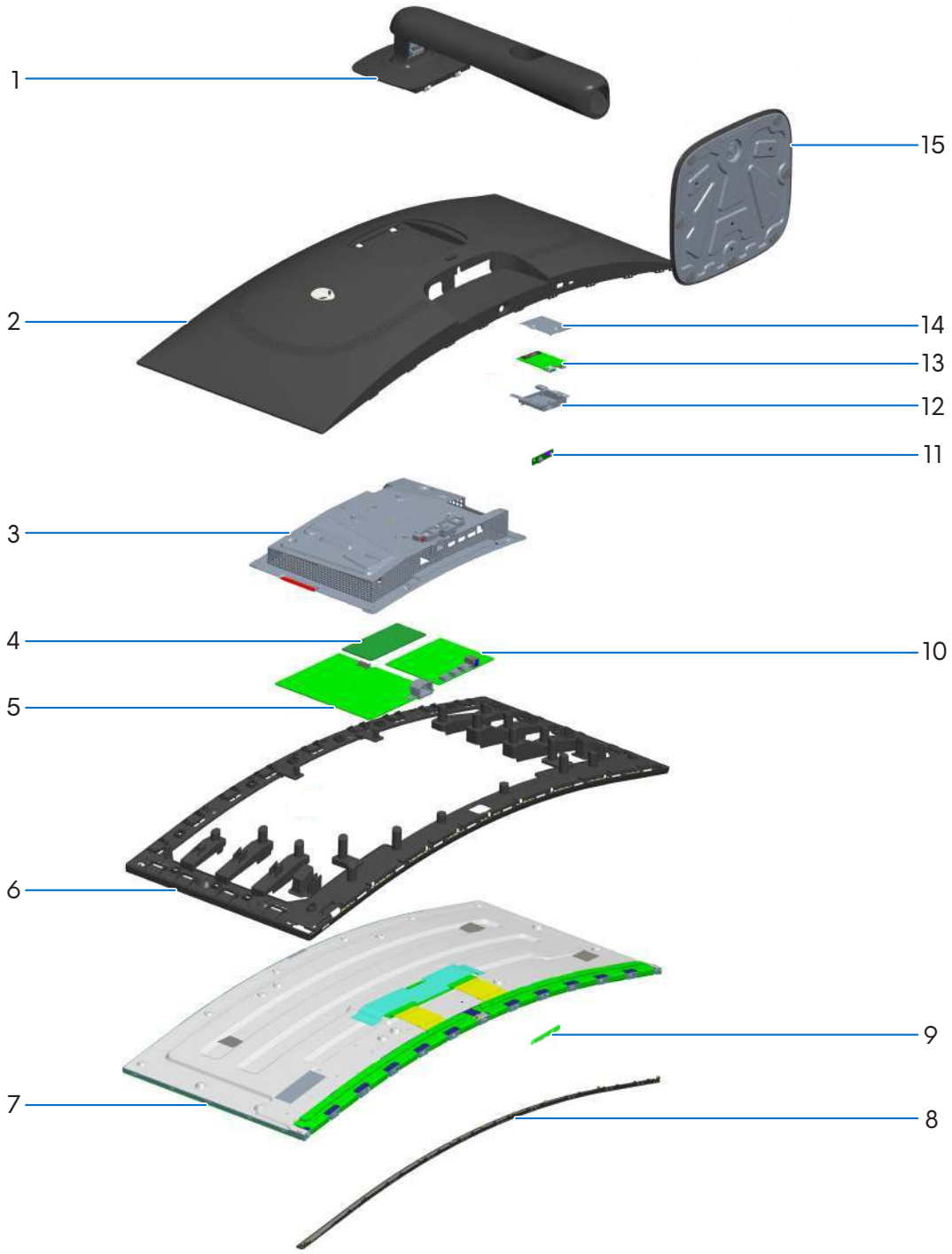


Figure 5. Major components of the monitor

Table 4. Major components of the monitor.

No.	Description
1	Stand riser
2	Back cover
3	Metal shield
4	Converter board
5	Power board
6	Middle frame
7	Display panel
8	Front trim
9	Power-button board
10	System board
11	Joystick-button board
12	I/O board bracket
13	I/O board
14	I/O board shield
15	Stand base

Wiring connectivity diagram

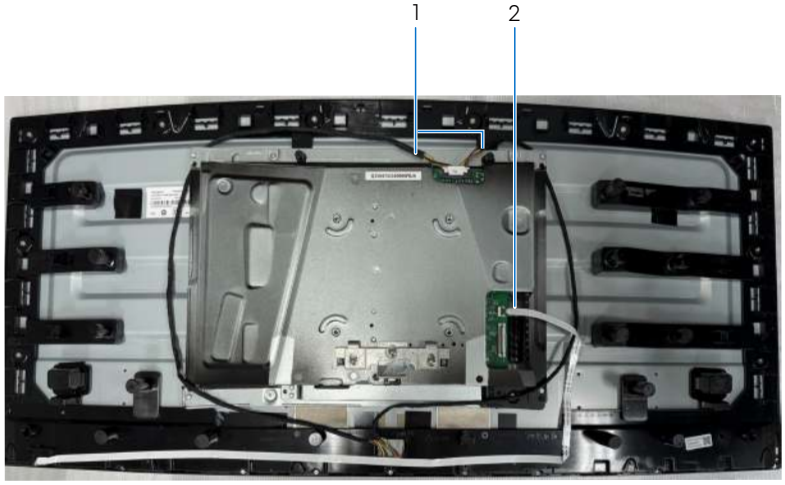


Figure 6. Wiring connectivity diagram

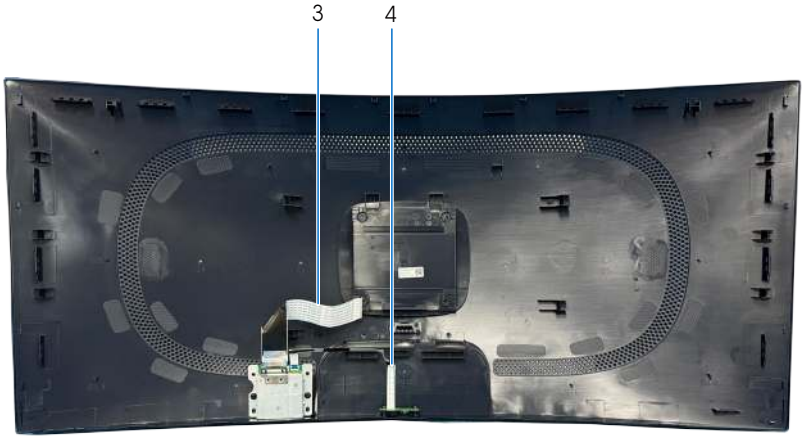


Figure 7. Wiring connectivity diagram

Table 5. Wiring connectivity diagram

No.	Description
1	Lightbar cable
2	Power-button board cable
3	I/O board cable
4	Joystick-button board cable

Connecting your monitor

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

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

Figure 8. Securing your monitor

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

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

To connect your monitor to the computer:

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

Connecting the DisplayPort (DP to DP) cable

Figure 9. Connecting the DisplayPort (DP to DP) cable

Connecting the HDMI cable

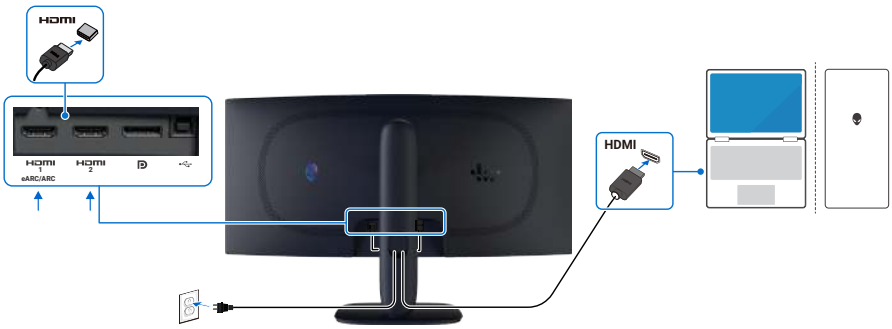


Figure 10. Connecting the HDMI cable

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

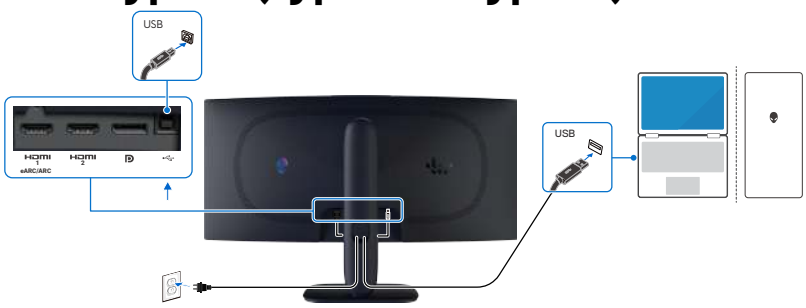


Figure 11. Connecting the USB Type-B (Type-B to Type-A) cable

Securing your monitor using Kensington lock (optional)

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

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

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

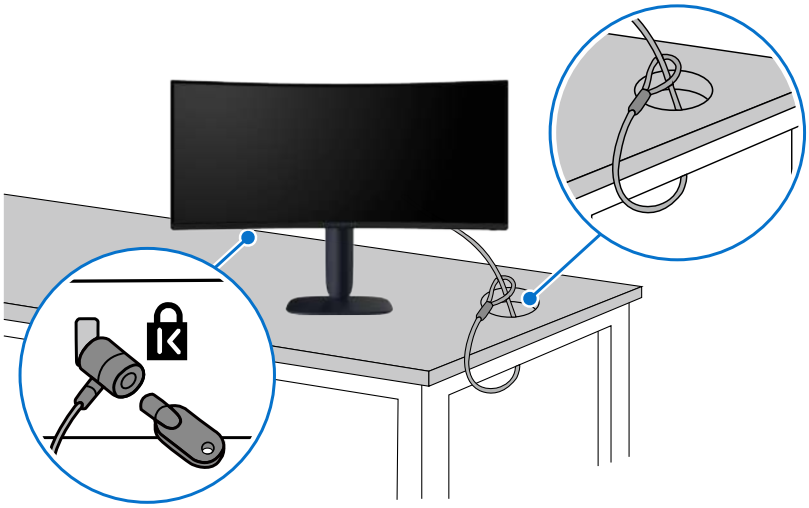


Figure 12. Using Kensington lock

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 13. 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 6. Screw list.

Component	Screw types	Quantity	Screw image
Back cover	M4x10	4	
I/O board	Q3x6	2	
	M3x4	2	
Joystick-button board	Q3x6	2	
Metal shield	M3x4	4	
System board	M3x6	4	
Power board	M3x6	3	
	M4x6	1	
Converter board	M3x6	2	
Middle frame	M3x4	10	
Front trim	Q2x3	9	

Component	Screw types	Quantity	Screw image
Power-button board	Q2x2	2	

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.

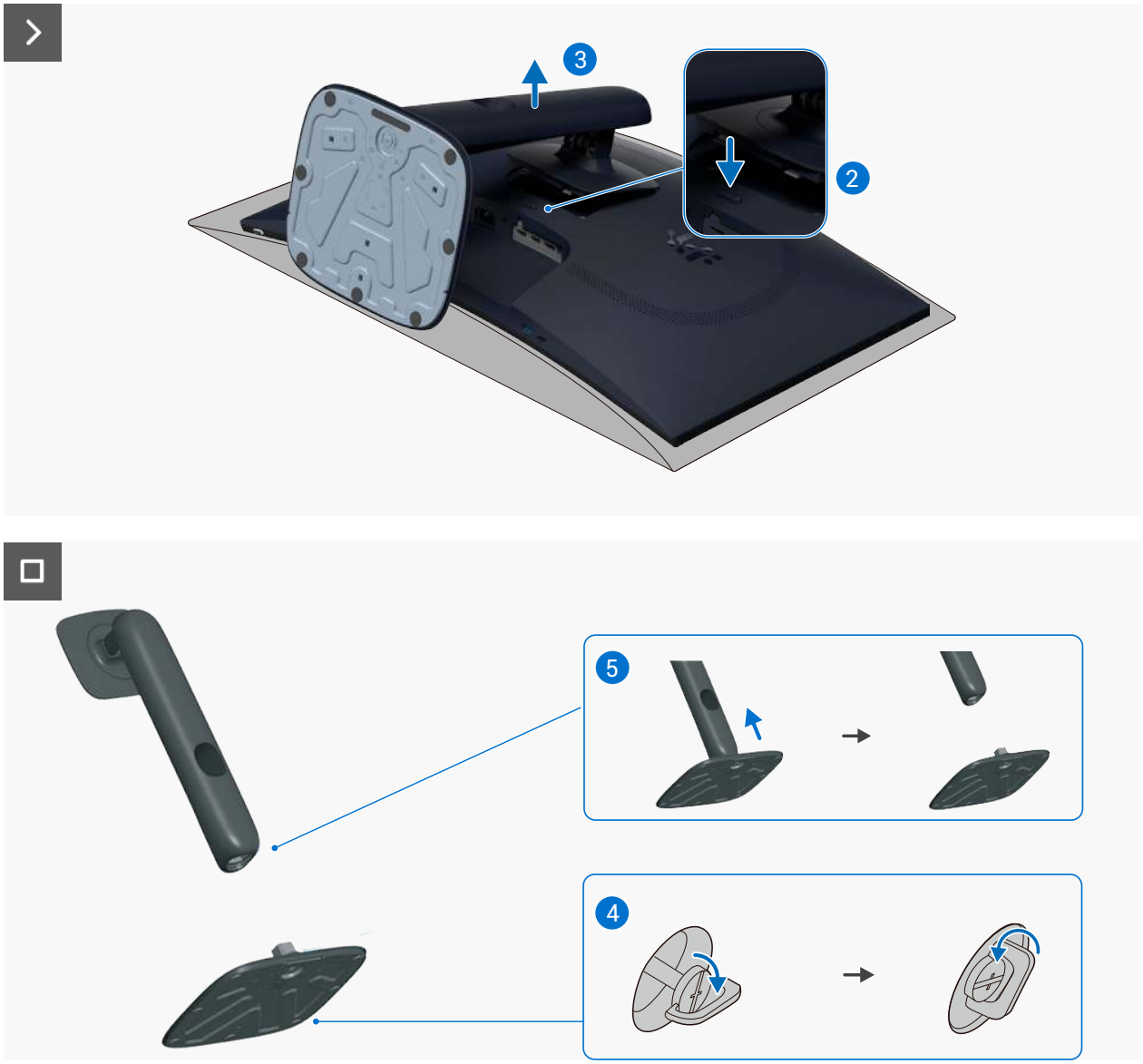


Figure 14. Removing the stand

Steps

1. Place the monitor on a clean, curved foam pad.
2. Press and hold the stand release button at the back of the display.
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 15. Installing the stand

Figure 16. Installing the stand

Steps

1. Align and place the stand riser on the stand base.
2. Open the screw handle at the bottom of the stand base, and turn it clockwise to secure the stand assembly.
3. Close the screw handle.
4. Fit the two tabs on the upper part of the stand to the groove on the back of the display.
5. Press the stand down till it snaps into place.
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 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 17. Removing the back cover

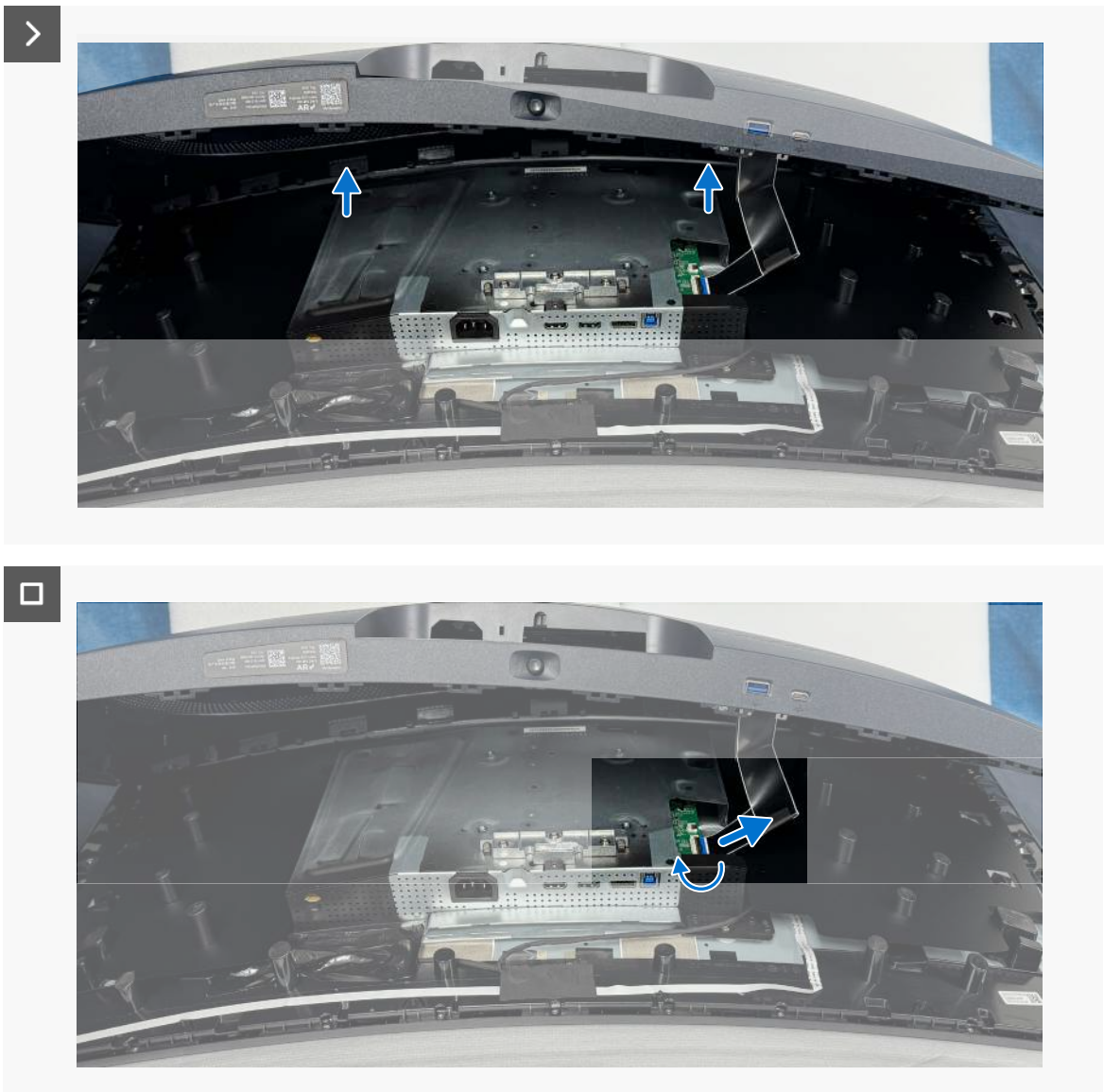


Figure 18. Removing the back cover

Steps

1. Remove the four screws (M4x10) that secure the back cover to the display assembly.
2. Using a plastic scribe, pry open the back cover starting from the bottom edge of the monitor.
3. Partially lift the back cover from the bottom edge, open the latch, and disconnect the I/O board cable from the connector on the system 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.

4x
M4x10

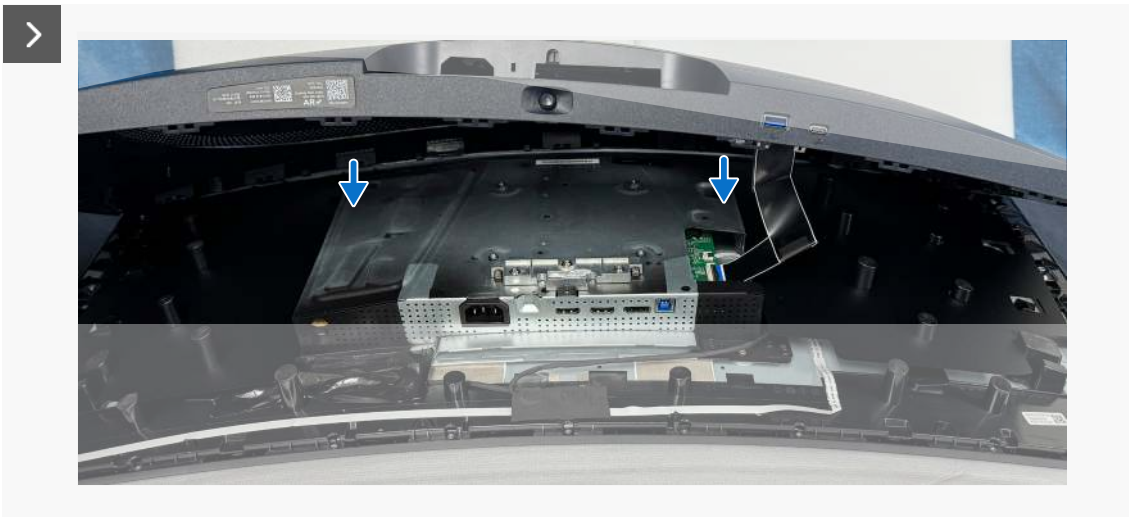


Figure 19. Installing the back cover

Figure 20. Installing the back cover

Steps

1. Slide the I/O board cable into the connector on the system board, and close the latch to secure the cable.
2. Align the screw holes on the back cover with the screw holes on the metal shield, and gently press along the sides to snap the back cover into place.
3. Replace the four screws (M4x10) to secure the back cover to the display assembly.

ⓘ **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.

I/O board and joystick-button board

Removing the I/O board and joystick-button 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 I/O board and joystick-button board and provides a visual representation of the removal procedures.

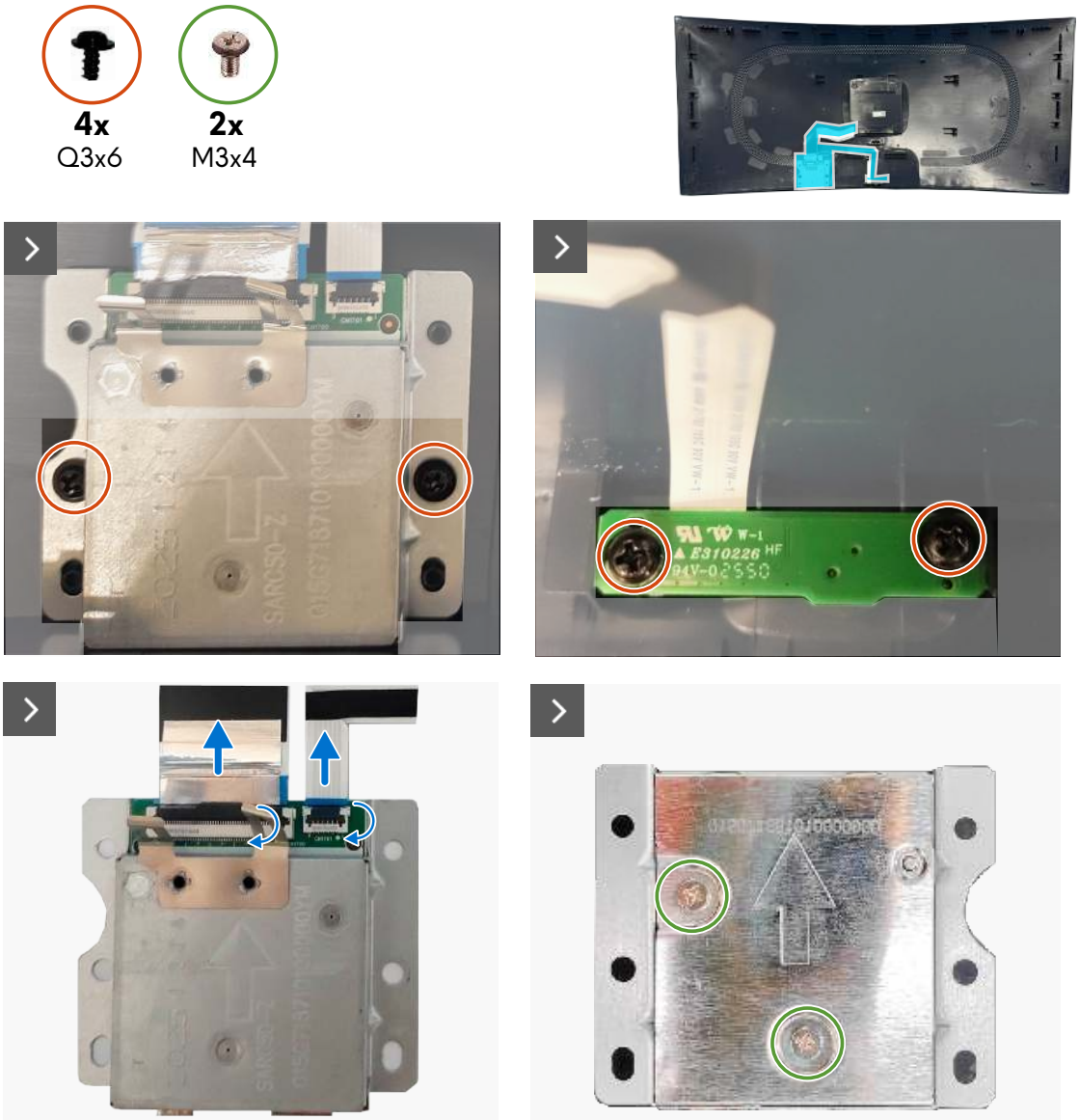


Figure 21. Removing the I/O board and joystick-button board

Figure 22. Removing the I/O board and joystick-button board

Steps

1. Remove the two screws (Q3x6) that secure the I/O board assembly to the back cover.
2. Remove the two screws (Q3x6) that secure the joystick-button board to the back cover.
3. Remove the I/O board assembly and joystick-button board from the back cover.
4. Open the latches, and disconnect the I/O board cable and joystick-button board cable from the connectors on the I/O board.
5. Remove the two screws (M3x4) that secure the I/O board shield to the I/O board bracket.
6. Remove the I/O board shield and I/O board from the I/O board bracket.
7. Open the latch, and disconnect the joystick-button board cable from the connector on the joystick-button board.

Installing the I/O board and joystick-button 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 I/O board and joystick-button board and provides a visual representation of the installation procedures.

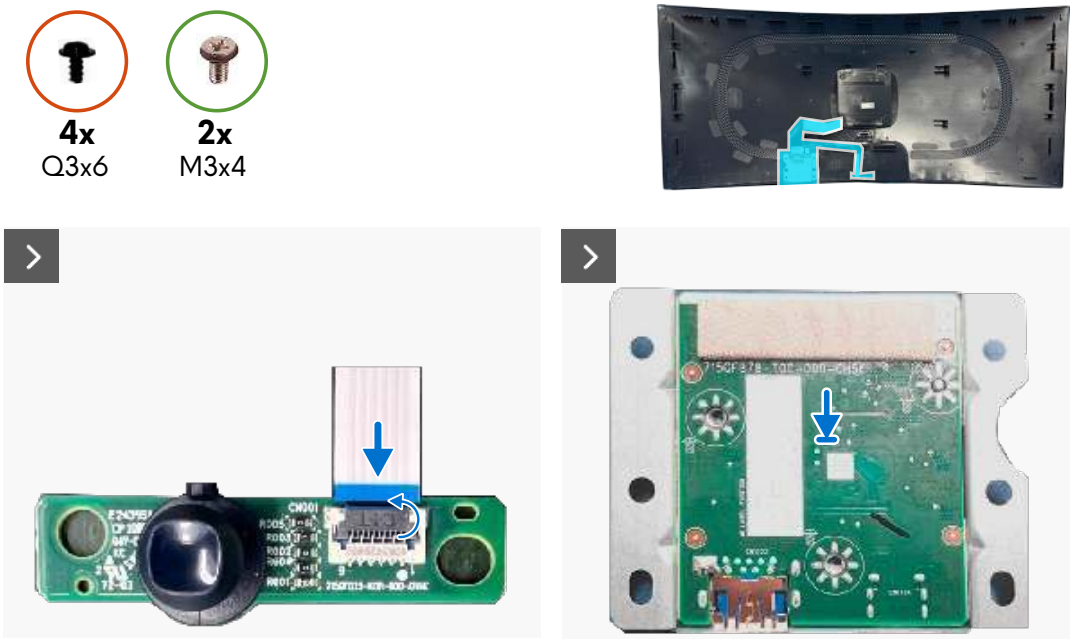


Figure 23. Installing the I/O board and joystick-button board

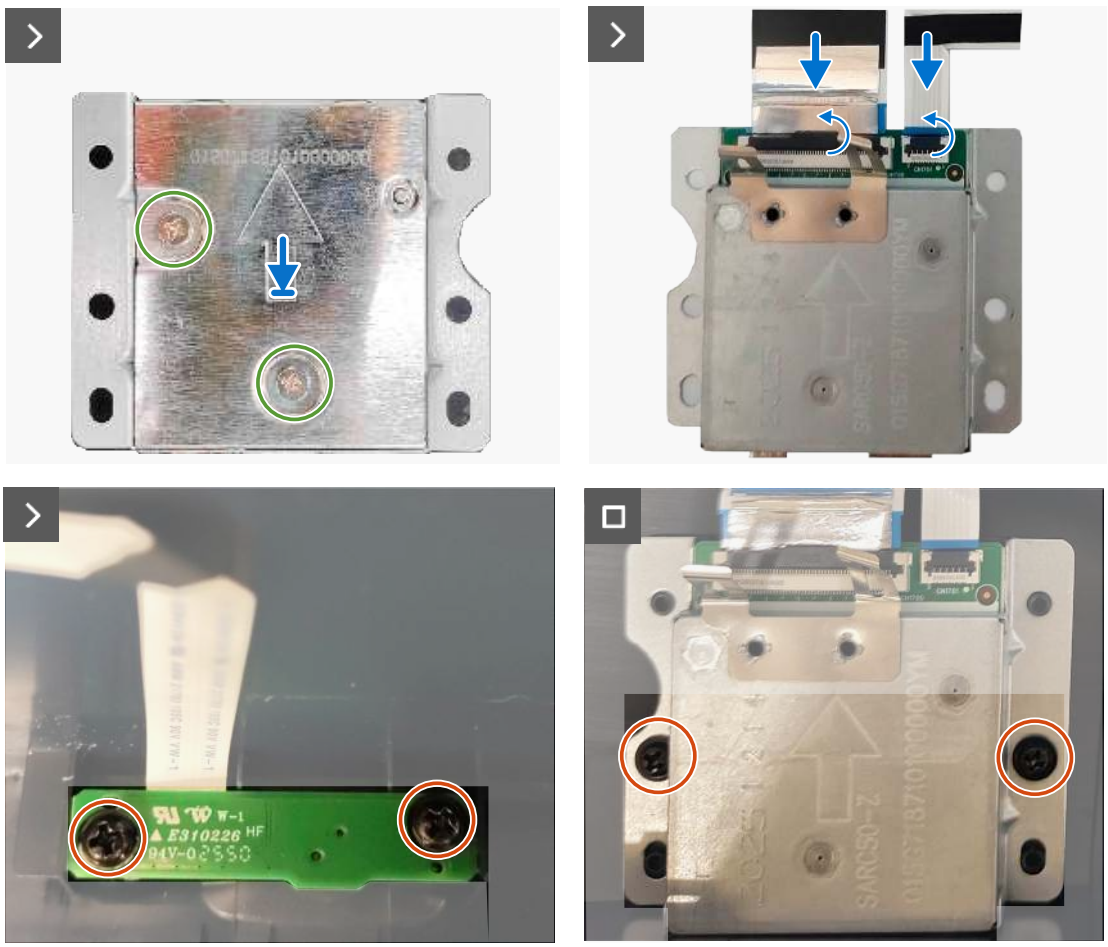


Figure 24. Installing the I/O board and joystick-button board

Steps

1. Slide the joystick-button board cable into the connector on the joystick-button board, and close the latch to secure the cable.
2. Align the screw holes on the I/O board with the screw holes on the I/O board bracket.
3. Align the screw holes on the I/O board shield with the screw holes on the I/O board bracket.
4. Replace the two screws (M3x4) to secure the I/O board shield to the I/O board bracket.
5. Slide the I/O board cable and joystick-button board cable into the connectors on the I/O board, and close the latches to secure the cables.
6. Align the screws holes on the I/O board and joystick-button board with the screw holes on the back cover.
7. Replace the two screws (Q3x6) to secure the joystick-button board to the back cover.
8. Replace the two screws (Q3x6) to secure the I/O board assembly 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.

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.

4x
M3x4

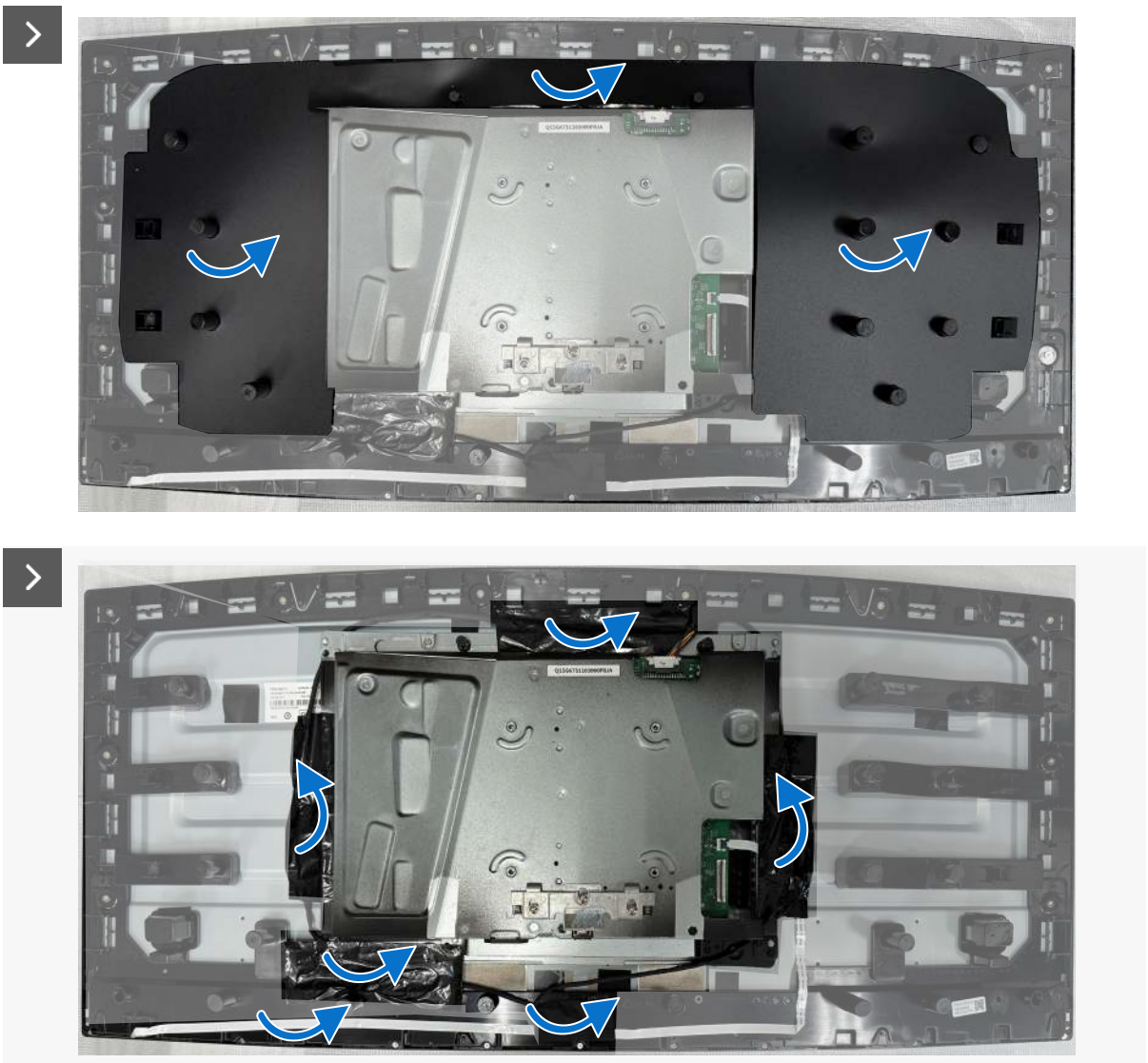


Figure 25. Removing the metal shield

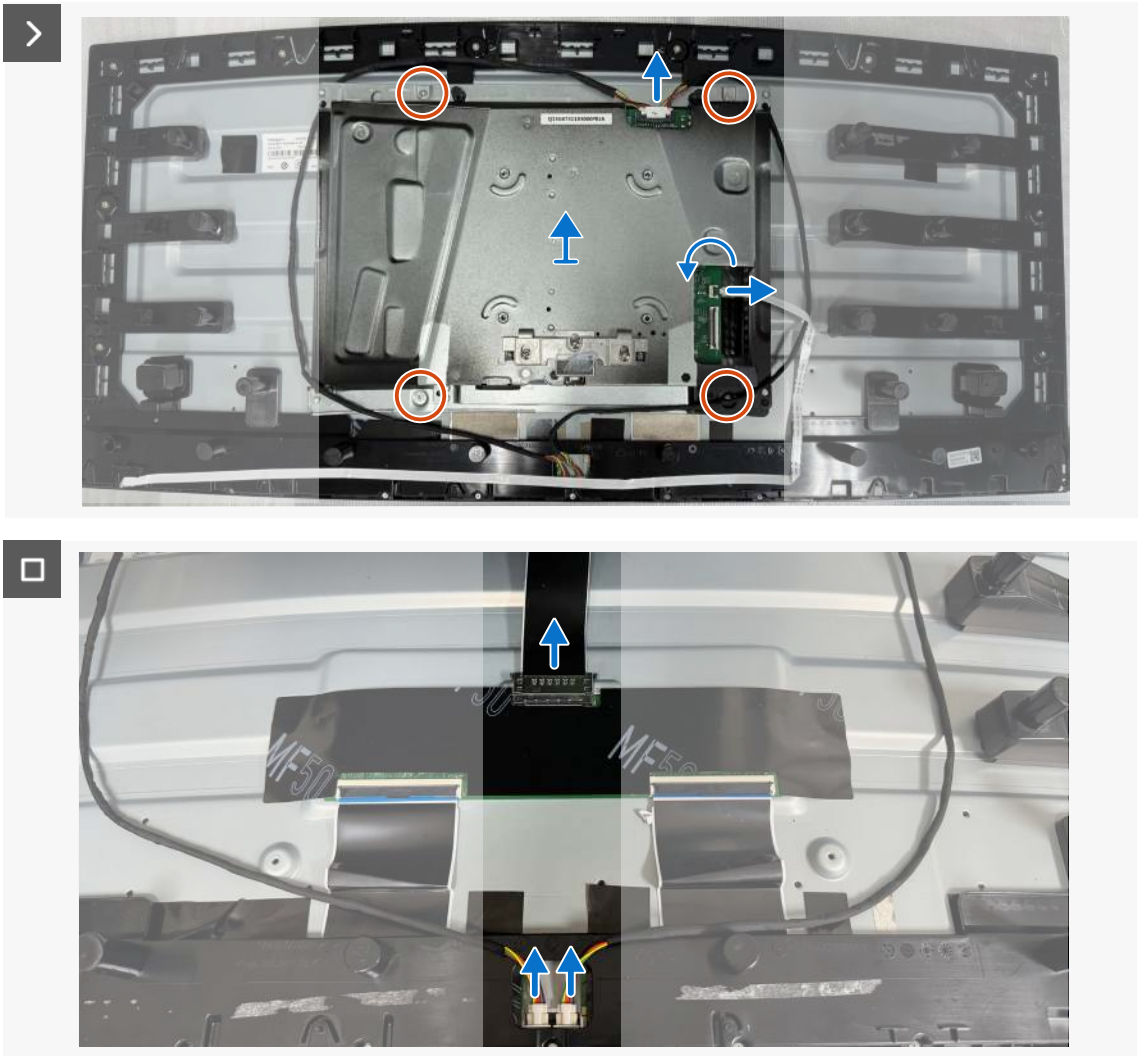


Figure 26. Removing the metal shield

Steps

1. Remove the Mylar sheet from the display panel.
2. Peel the aluminum foil that secure the metal shield, lightbar cables, and power-button board cable to the display panel.
3. Peel the double-sided tape that secure the power-button board cable to the display panel.
4. Open the latch, and disconnect the power-button board cable from the connector on the system board.
5. Peel the tape that secure the lightbar cables to the display panel.
6. Disconnect the lightbar cables from the connectors on the display panel.
7. Remove the four screws (M3x4) that secure the metal shield to the display panel.
8. Lift the metal shield partially and disconnect the display cable from the connector 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 procedure.

4x
M3x4

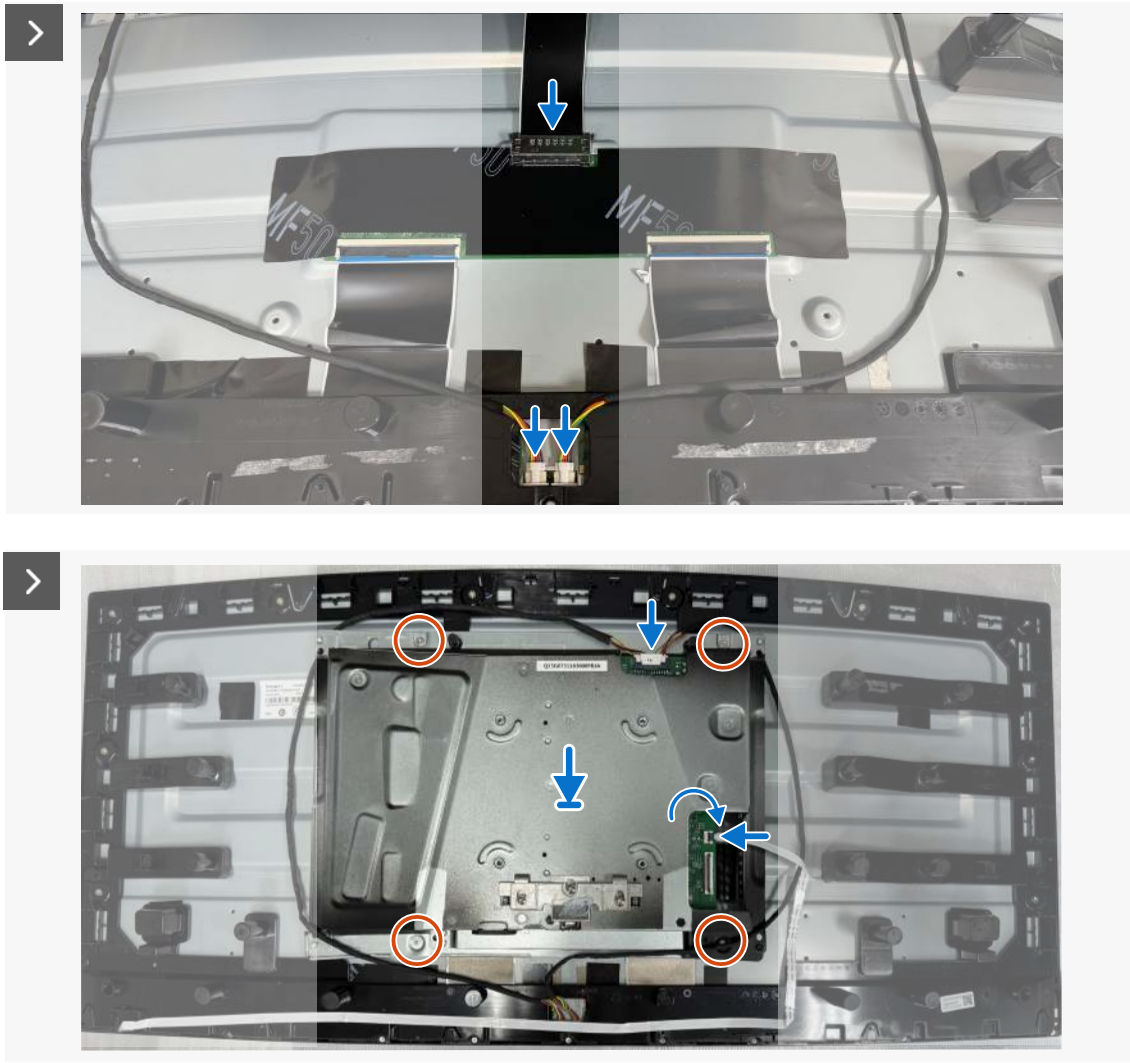


Figure 27. Installing the metal shield

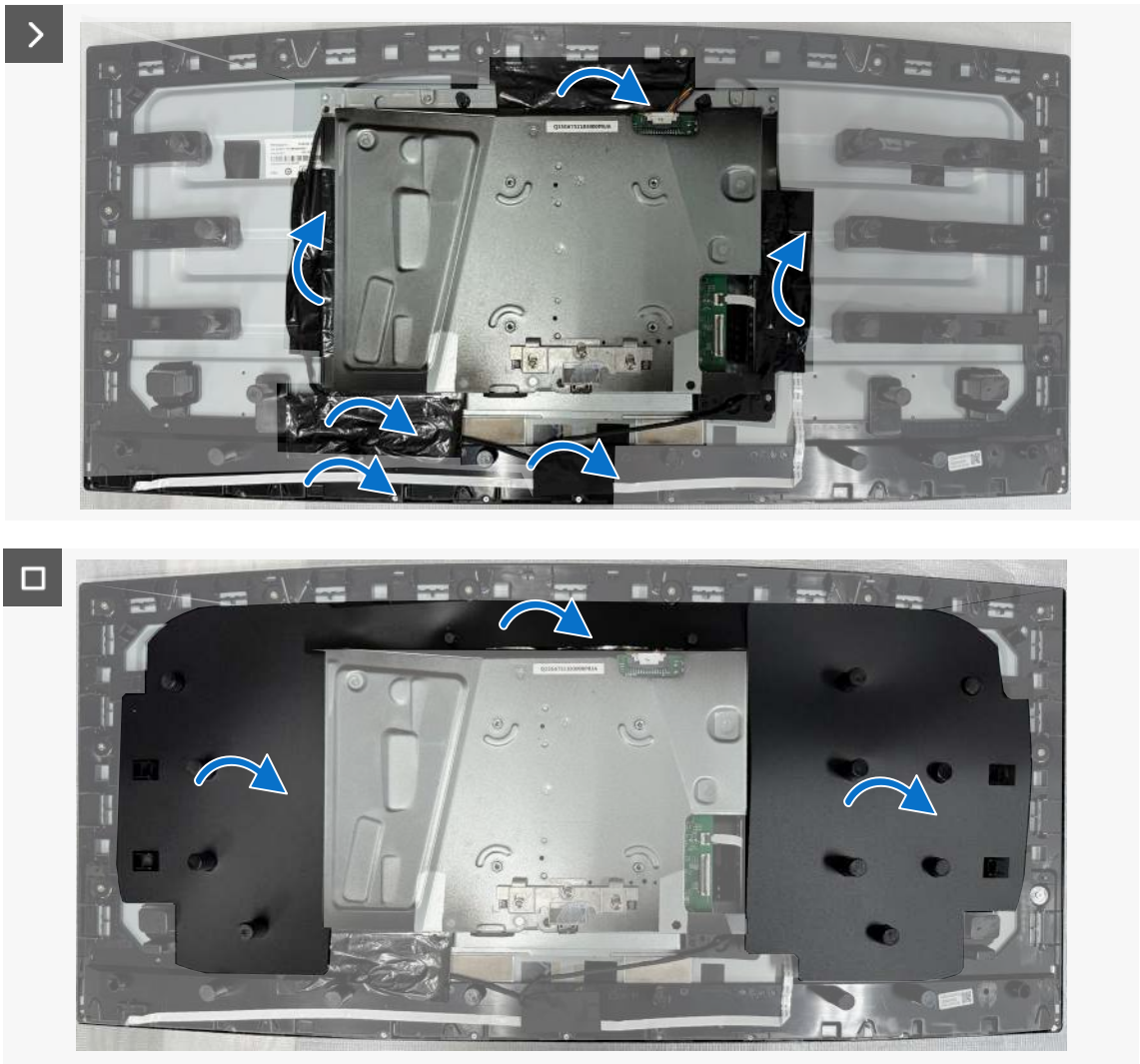


Figure 28. Installing the metal shield

Steps

1. Lift the metal shield partially and connect the display cable to the connector on the display panel.
2. Align the screw holes on the metal shield with the screw holes on the display panel.
3. Replace the four screws (M3x4) to secure the metal shield to the display panel.
4. Connect the lightbar cables to the connectors on the system board.
5. Adhere the tape to secure the lightbar cables to the display panel.
6. Slide the power-button board cable into the connector on the system board, and close the latch to secure the cable.
7. Adhere the double-sided tape to secure the power-button board cable to the display panel.
8. Adhere the aluminum foil to secure the metal shield, lightbar cables, and power-button board cable to the display panel.
9. Place the Mylar sheet on 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, power board and converter board

Removing the system board, power board and converter board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Removing the metal shield.

About this task

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

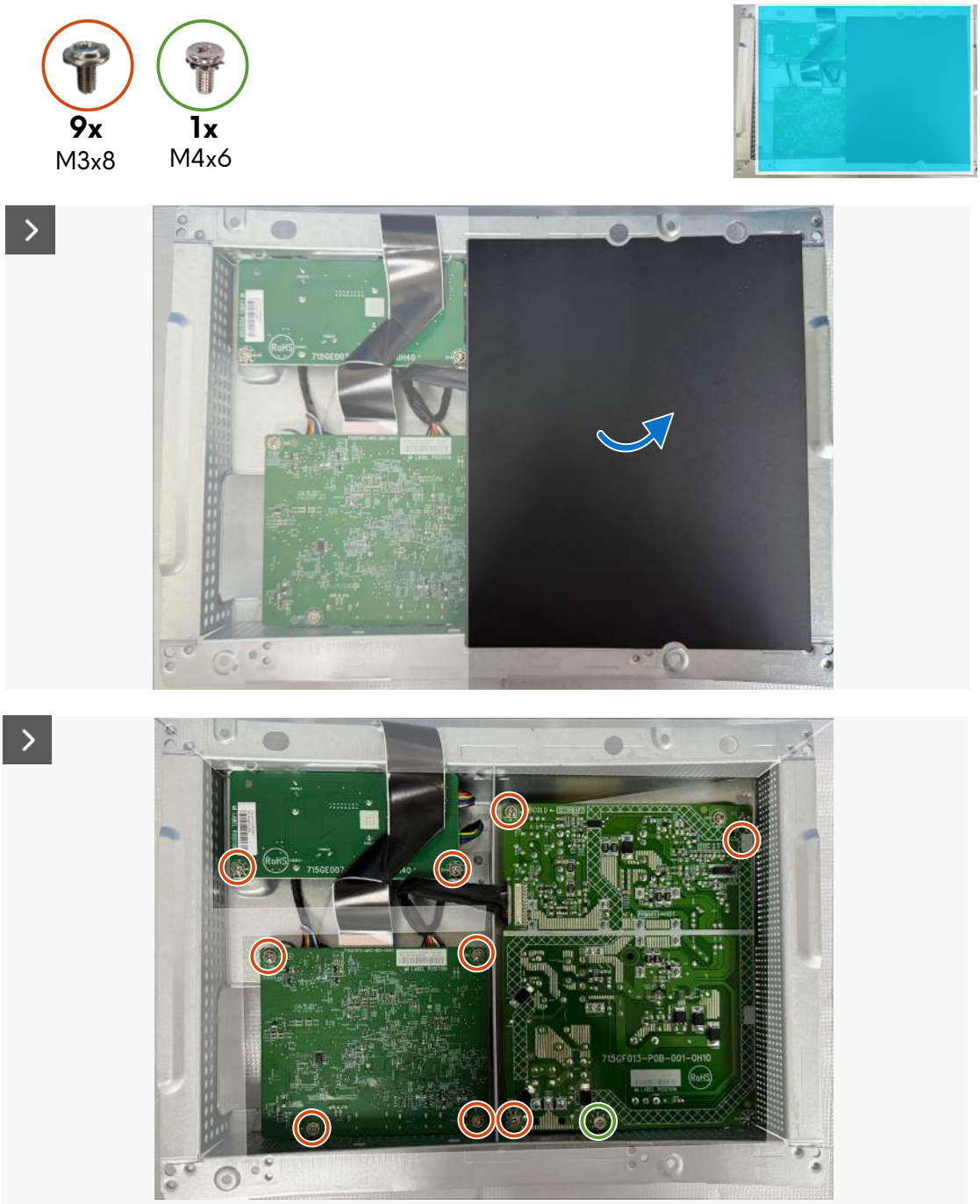


Figure 29. Removing the system board, power board and converter board

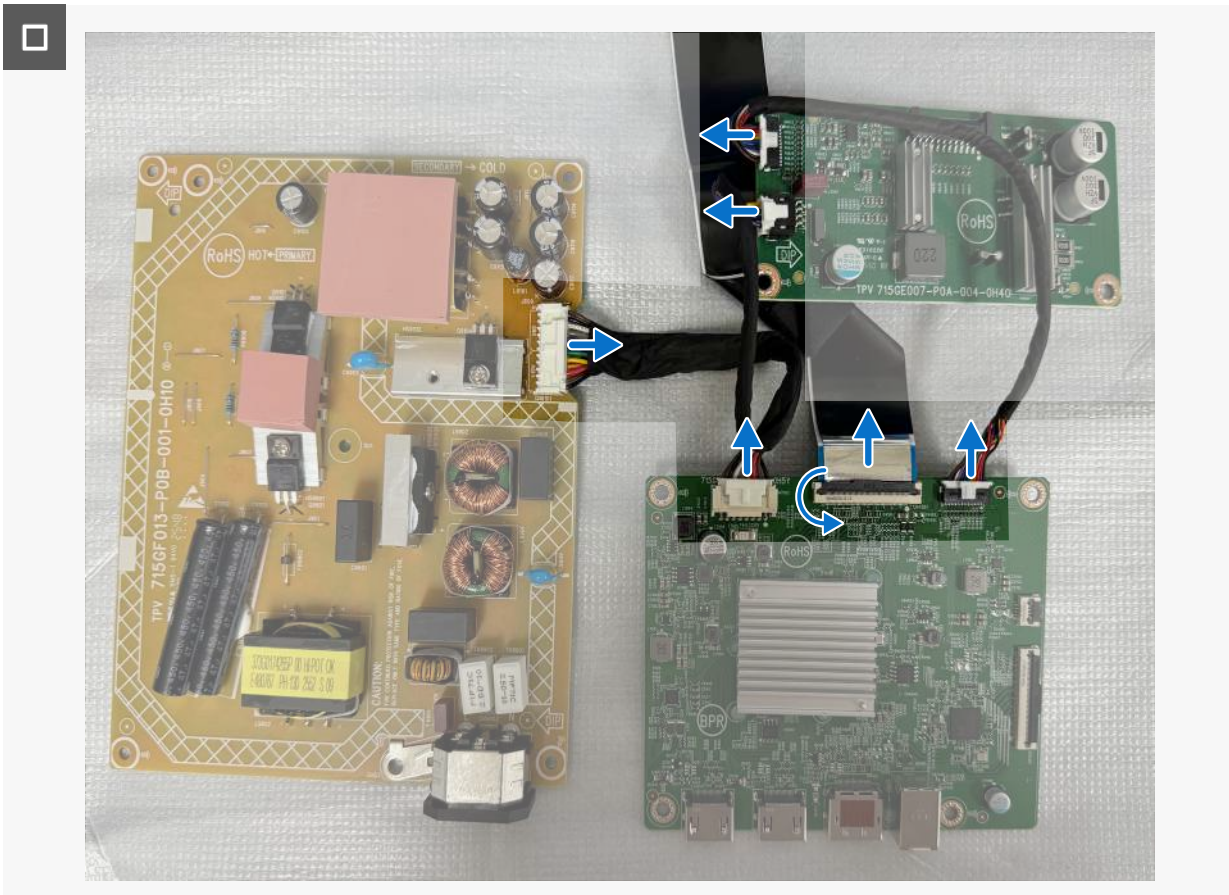


Figure 30. Removing the system board, power board and converter board

Steps

1. Remove the Mylar sheet from the power board.
2. Remove the nine screws (M3x6) and the screw (M4x6) that secure the system board, power board and converter board to the metal shield.
3. Remove the system board, power board and converter board from the metal shield.
4. Disconnect the cables from the connectors on the system board, power board and converter board.

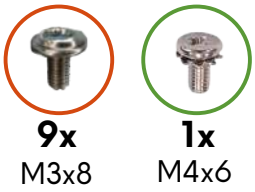
Installing the system board, power board and converter board

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 , power board and converter board, and provides a visual representation of the installation procedures.



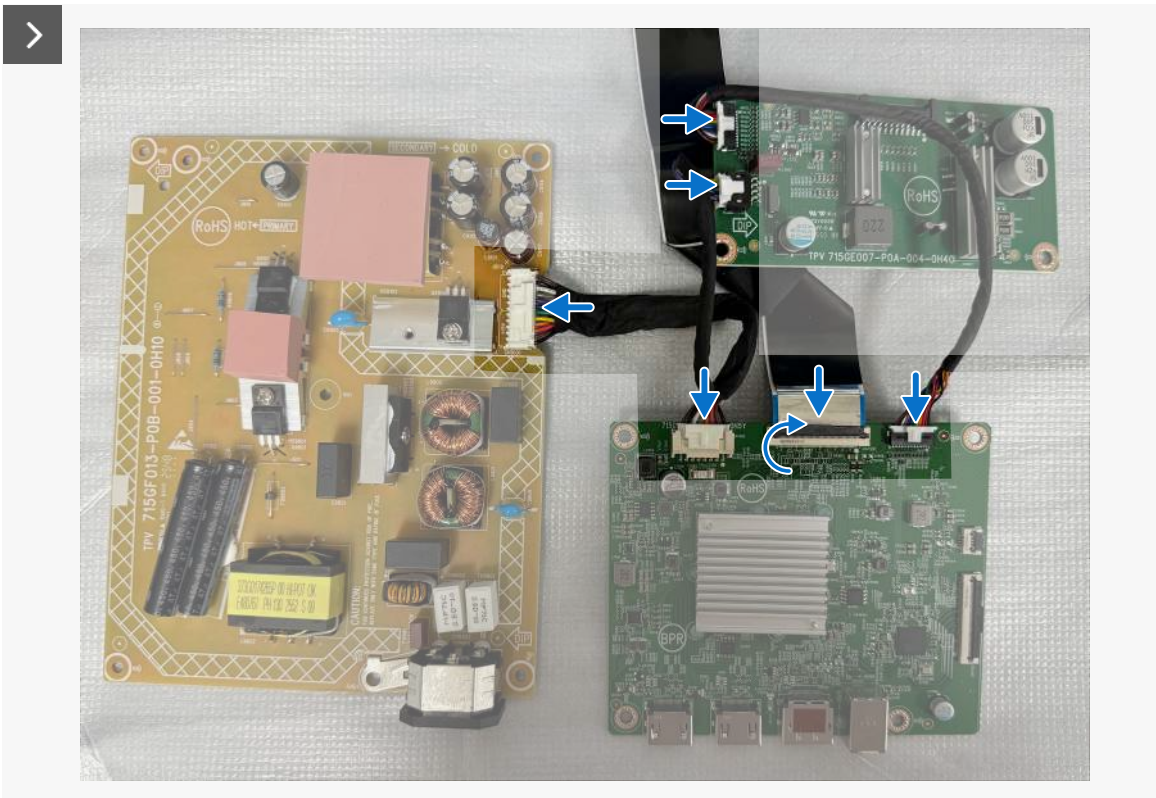


Figure 31. Installing the system board, power board and converter board

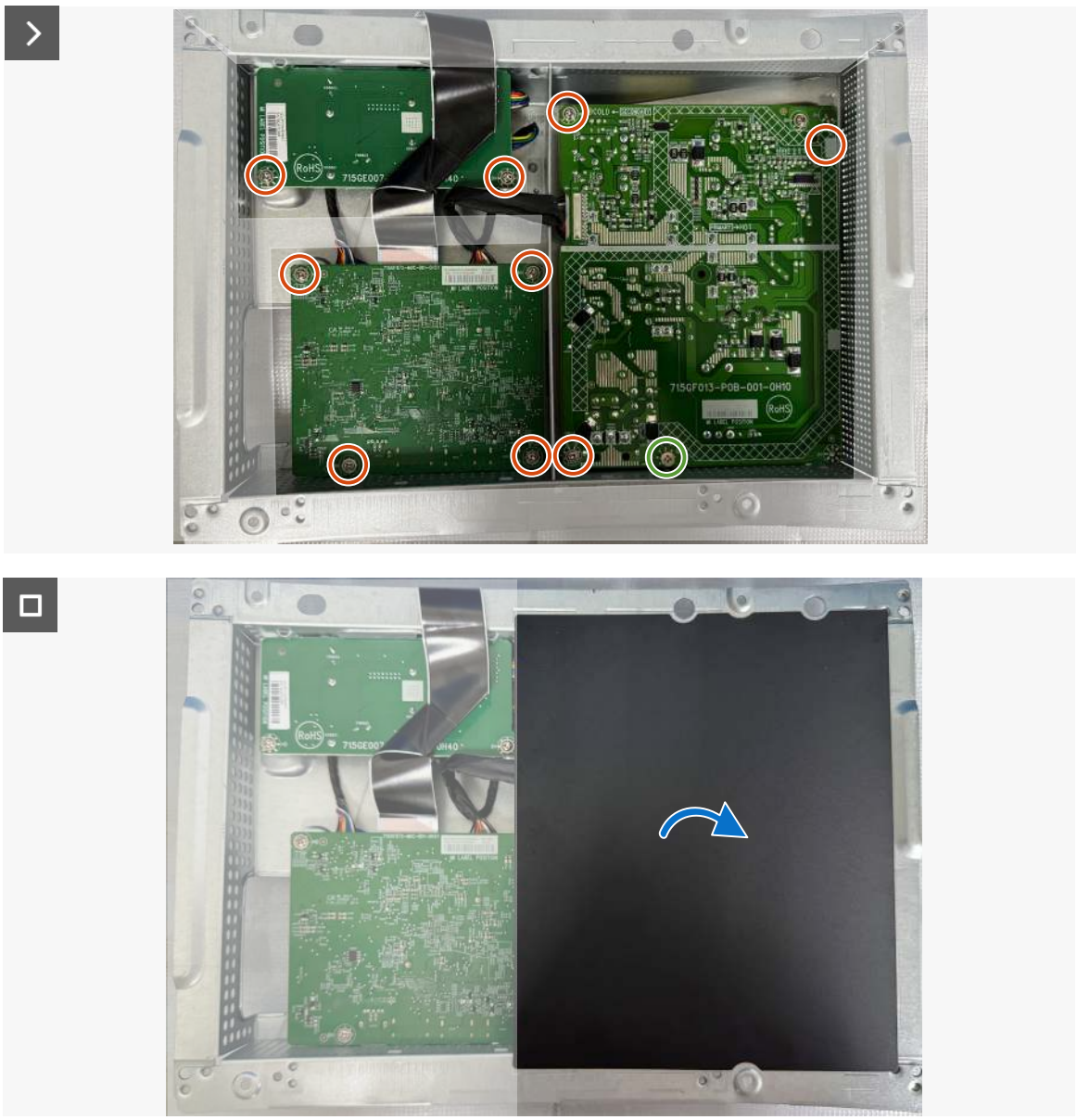


Figure 32. Installing the system board, power board and converter board

Steps

1. Connect the cables to the connectors on the system board, power board and converter board.
2. Align the screw holes on the system board, power board and converter board with the screw holes on the metal shield.
3. Replace the nine screws (M3x6) and the screw (M4X6) to secure the system board, power board and converter board to the metal shield.
4. Place the Mylar sheet on the power board.

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. Removing 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.

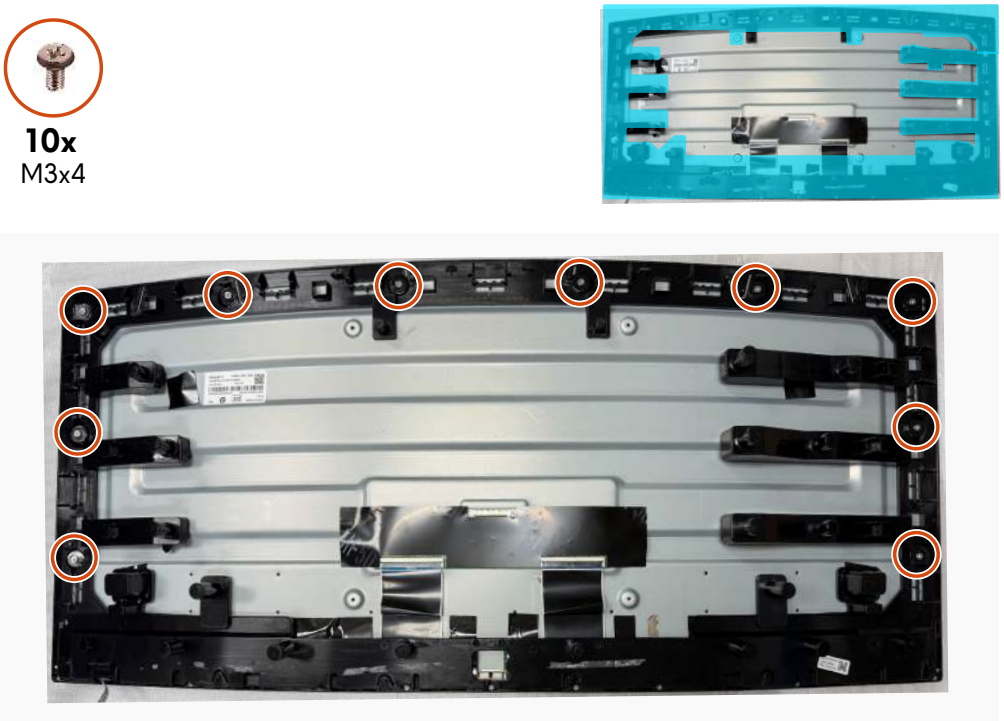


Figure 33. Removing the middle frame

Steps

1. Remove the nine screws (M3×4) that secure the middle frame to the display panel.
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.

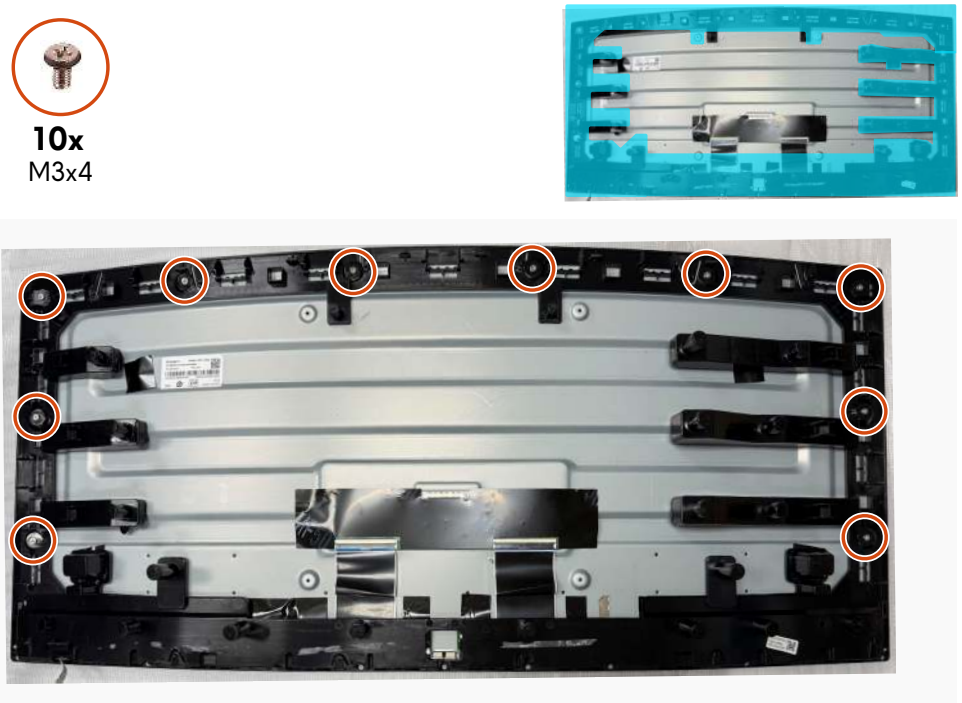


Figure 34. Installing the middle frame

Steps

1. Align the middle frame and display panel.
2. Replace the nine screws (M3×4) to secure the middle frame to the display panel.

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.

Front trim

Removing the front trim

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Removing the metal shield.
5. Remove the middle frame.

About this task

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

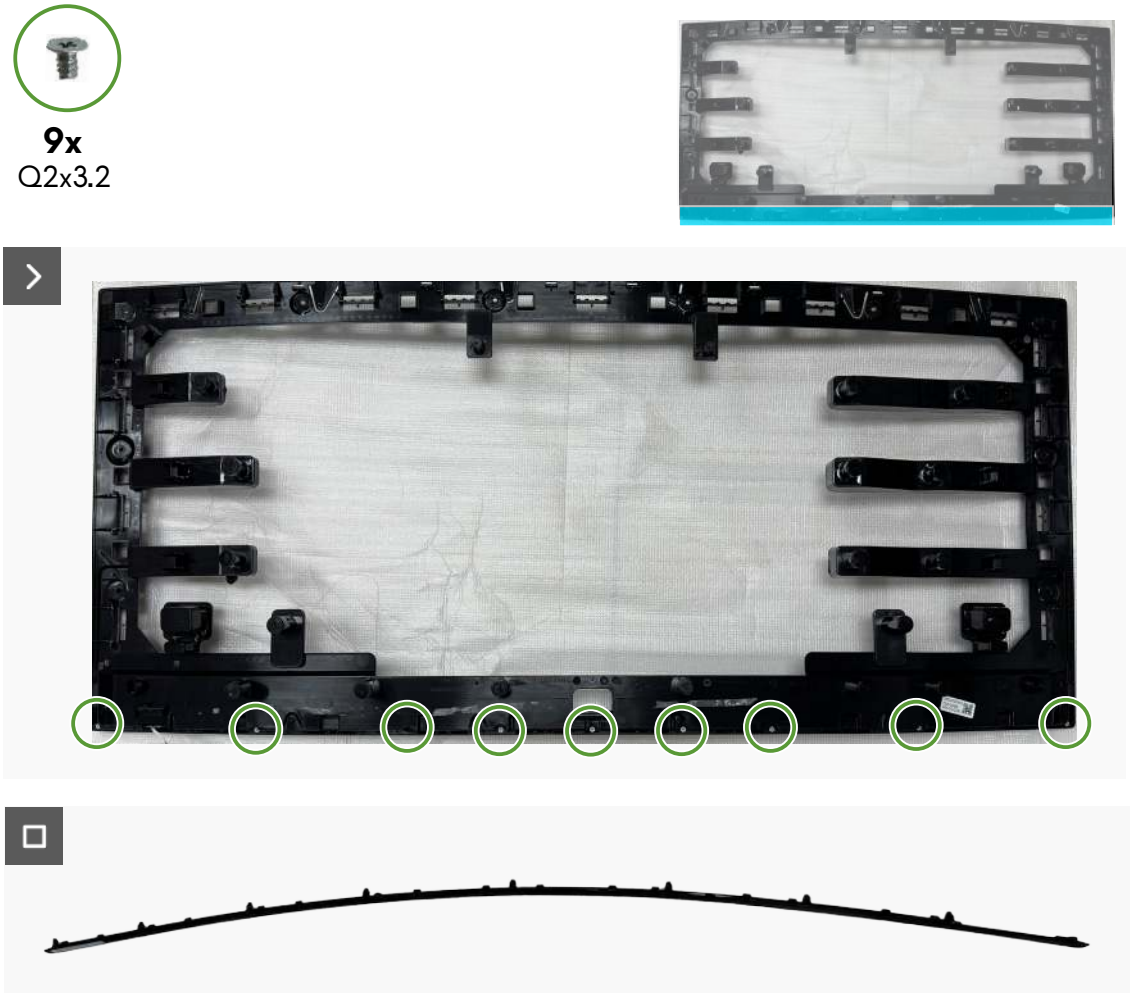


Figure 35. Removing the front trimSteps

1. Remove the nine screws (Q2×3.2) that secure the front trim to the middle frame.
2. Lift and remove the front trim away from the middle frame.

Installing the front trim

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 front trim and provides a visual representation of the installation procedures.

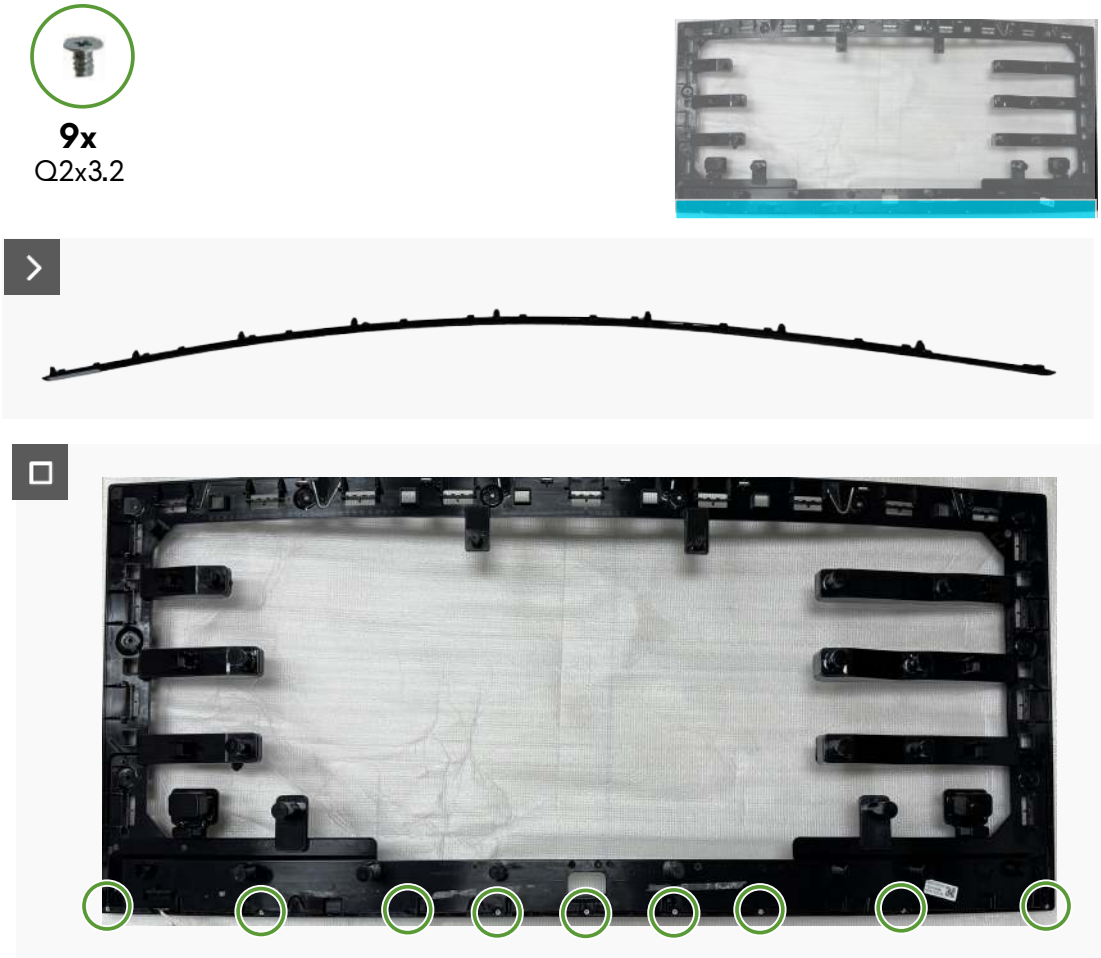


Figure 36. Installing the front trim

Steps

1. Align the front trim and middle frame.
2. Replace the nine screws (Q2×3.2) to secure the front trim to the middle frame.

Next steps

1. Install the middle frame.
2. Install the metal shield.
3. Install the back cover.
4. Install the stand.
5. Follow the procedure in After working inside your monitor.

Power-button board

Removing power-button 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.
5. Remove the middle frame.
6. Remove the front trim.

About this task

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

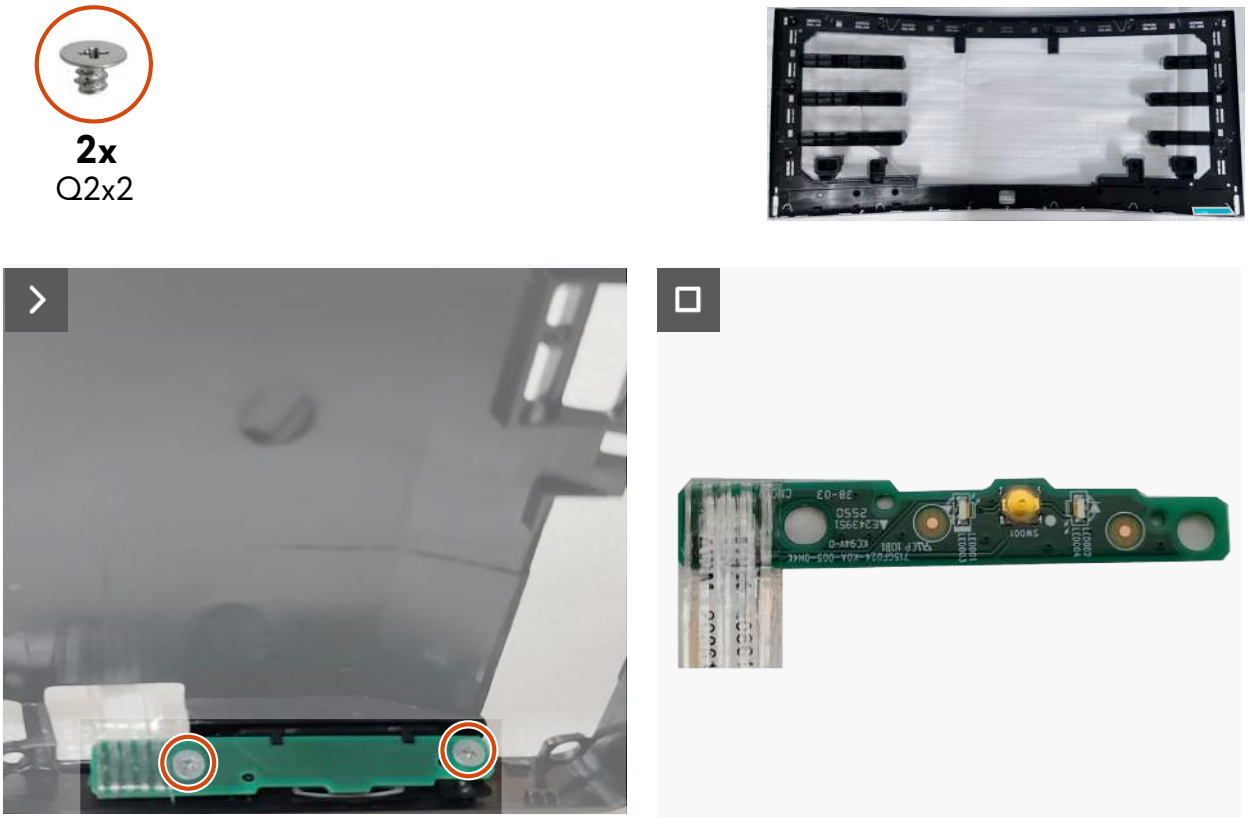


Figure 37. Removing the power-button board

Steps

1. Remove the two screws (Q2×2) that secure the power-button board to the middle frame.
2. Remove the power-button board from the middle frame.

Installing power-button 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 power-button board and provides a visual representation of the installation procedures.

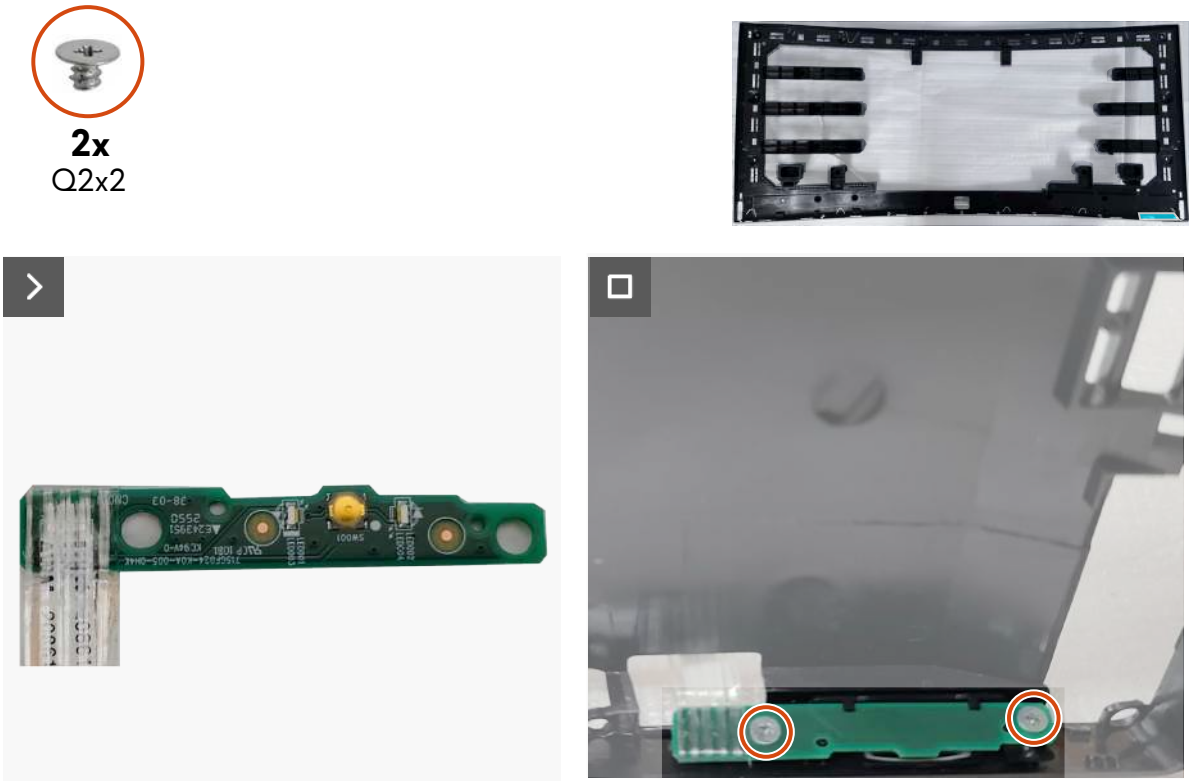


Figure 38. Installing the power-button board

1. Align the screw holes on the power-button board with the screw holes on the middle frame.
2. Replace the two screws (Q2x2) to secure the power-button board to the middle frame.

Next steps

1. Install the front trim.
2. Install the middle frame.
3. Install the metal shield.
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).

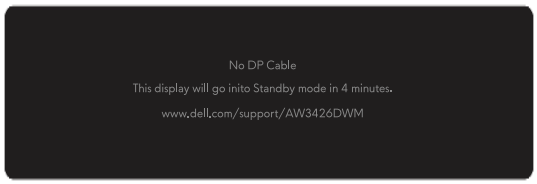


Figure 39. Warning message for no DP cable

or

Figure 40. Warning message for no HDMI 1 cable

or

Figure 41. Warning message for no HDMI 2 cable

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

ⓘ **NOTE:** This dialog box also appears during normal operation, if the video cable is disconnected or damaged.

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

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

Built-in diagnostics

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

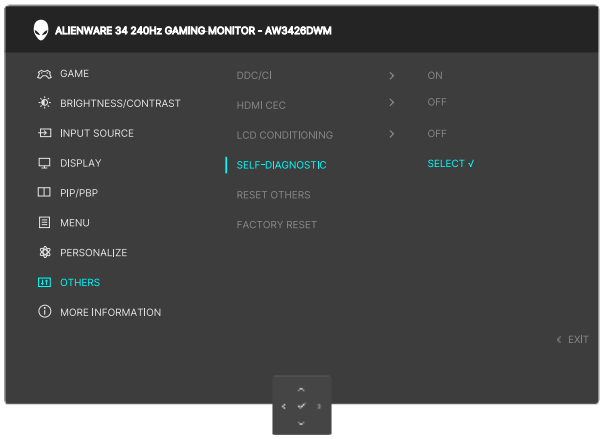


Figure 42. The message of Built-in diagnostics

To run the built-in diagnostics:

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

Repeat steps 7 and 8 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

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

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

Common problems

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

Table 7. Common problems description.

Common symptoms	What you experience	Possible solutions
No video/Power LED off	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 AW3426DWM 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 AW3426DWM User's Guide. • Ensure that the correct input source is selected in the **INPUT SOURCE** menu in the AW3426DWM 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 AW3426DWM User's Guide. • Change the video resolution to the correct aspect ratio.
Shaky/jittery video	Wavy picture or fine movement	• Reset the monitor to factory settings. For more information, see **FACTORY RESET** in the AW3426DWM 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 AW3426DWM User's Guide. • Adjust brightness and contrast controls in the **BRIGHTNESS/CONTRAST** menu in the AW3426DWM User's Guide.
Geometric distortion	Screen not centered correctly	Reset the monitor to factory settings. For more information, see **FACTORY RESET** in the AW3426DWM 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 AW3426DWM 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 AW3426DWM User's Guide.
Synchronization problems	Screen is scrambled or appears torn	• Reset the monitor to factory settings. For more information, see **FACTORY RESET** in the AW3426DWM 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.

Common symptoms	What you experience	Possible solutions
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 AW3426DWM 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	Picture color not good	• Reset all settings under the **GAME** menu to the factory defaults using RESET GAME menu in the AW3426DWM User's Guide. • Change the **INPUT COLOR FORMAT** to **RGB** or **YCbCr/YPbPr** in the **Display** settings OSD. • Run the built-in diagnostics. For more information, see **SELF-DIAGNOSTIC** menu in the AW3426DWM User's Guide.
Wrong color in HDR mode	Color banding in the pictures	Try to reduce the frequency (DP: 3440 x 1440 at 60 Hz, HDMI: 3440 x 1440 at 60 Hz).
Screen image is too small	Image is centered on the screen, but does not fill the entire viewing area	• Check the **ASPECT RATIO** settings in the **DISPLAY** menu OSD. • Reset the monitor to factory settings. For more information, see **FACTORY RESET** in the AW3426DWM User's Guide.
Cannot adjust the monitor with the joystick button	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** menu in the AW3426DWM User's Guide.
No input signal when user controls are pressed	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. Re-plug the signal cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• 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 AW3426DWM User's Guide.
The displayed pictures appear incorrectly when the DP/HDMI cable is connected through a USB Type-C adapter or dock to your laptop or desktop	Display will freeze, has black screen or will display abnormal screen	Do not use a USB Type-C adapter or dock. Connect the DP/HDMI cable directly to your laptop or desktop.

Common symptoms	What you experience	Possible solutions
Screen flickering	There is some noticeable flickering in the displayed pictures	• Use the native resolution of your monitor (3440 x 1440 at 60 Hz) or a higher refresh rate. • If the variable refresh rate (VRR) of your device is turned on, turn off variable refresh rate (VRR). • If you are using an NVIDIA graphics card and G-Sync is turned on, turn off G-Sync. • If you are using an AMD graphics card and Free-Sync is turned on, turn off Free-Sync. • Update the graphics card driver and firmware to the latest version. • Change the cable connecting the monitor to the computer. A defective cable can cause the signal to break while being transmitted across the wire. • Check the surroundings. Electromagnetic fields can cause screen flickering. If there is another device plugged into the same power strip as the monitor, try to remove it.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	• Set the screen to turn off after a few minutes of screen idle time. This can be adjusted in the Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver. • For more information, see the **Maintenance guidelines** section in the AW3426DWM User's Guide.
Unevenness in luminance or color of the screen images	Visible spots (bright or dark) or lines or Mura appear on the screen	
Pixel shifting occurs	The image on the screen moves slightly sometimes.	Pixel shift is a function that moves the pixels of the screen to prevent image retention on VA panels. It does not influence your viewing experience.
Cannot select 10-bit color	Unable to select 10-bit color from the connected computer	• If your computer is equipped with an NVIDIA graphics card, go to **NVIDIA control panel > Resolutions > Output Color Depth**, select **10 bpc** (bits per color) from the **Color Depth** dropdown menu, and click **Apply**. • For your computer is equipped with an AMD graphics card, go to **AMD RADEON PRO AND AMD FIREPRO SETTINGS > Display > Color Depth**, and select **10 bpc** from the drop-down list.
Cannot adjust the gaming features using AWCC	No **SETTING** panel	• Check whether the DP/HDMI cable is plugged in properly. Re-plug the DP/HDMI cable as necessary. • Reboot your computer.

Universal Serial Bus (USB) specific problems

Table 8. Universal Serial Bus (USB) specific problems.

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 port). • Turn off your monitor and turn it on again. • Restart your computer. • Certain USB devices such as portable hard drive require higher power source; connect the drive to the computer directly.
USB 5 Gbps Type-B interface is slow	USB 5 Gbps Type-B peripherals working slowly or not working at all	• Check that your computer is USB 5 Gbps Type-B-capable. • Some computers have USB 5 Gbps, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream port). • Restart your computer.
Wireless USB peripherals stop working when a USB Type-B device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB Type-B peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless USB peripherals. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB Type-B port.

Regulatory information

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

For FCC notices and other regulatory information, see the 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 European Product Registry for Energy Labeling.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see Contact Support at Dell Support Site.

ⓘ **NOTE:** Availability varies by country, region, or product, and some services may not be available in your country or region.

ⓘ **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

Revision	Date	Description
A00	July 2026	Original publish date