Alienware 34 240Hz QD-OLED Gaming Monitor

AW3425DW

Simplified Service Manual

Model: AW3425DW
Regulatory Model: AW3425DWb
March 2025
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 shipped with your monitor.

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

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

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

- Place the monitor on a solid surface and handle it carefully.
  - The screen is fragile and can be damaged if dropped or hit with a sharp object.
  - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
  - Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the QD-OLED of the display.
  - Connect the power cable from the monitor to a wall outlet that is near and accessible. See Connecting the cables.
- 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 product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

For information 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.

Views of AW3425DW monitor

Side view



Figure 1. Side view of the monitor

Front view



Figure 2. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Use
1	Cable-management slot	Use to organize cables by inserting them through the slot.
2	Power button (with LED indicator)	To turn the monitor on or off. A solid blue light indicates that the monitor is turned on and is functioning. Blinking white light indicates that the monitor is in Standby Mode.

Back view

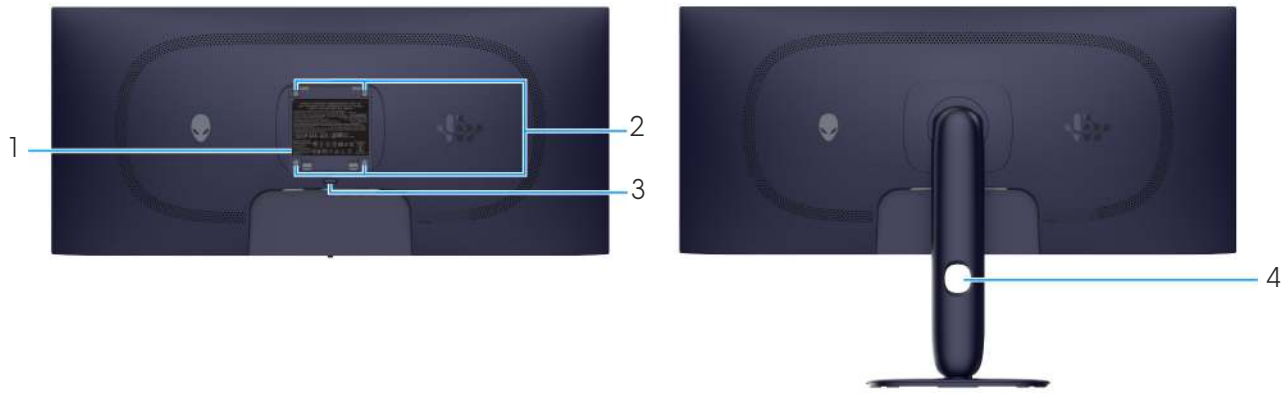


Figure 3. Back view of the monitor

Table 2. Components and descriptions.

Label	Description	Use
1	Regulatory label	Lists the regulatory approvals.
2	VESA mounting holes (4) (100 mm x 100 mm) – behind attached VESA cover	Wall-mount the monitor using VESA-compatible wall mount kit.
3	Stand release button	Releases the stand from the monitor.
4	Cable-management slot	Use to organize cables by inserting them through the slot.

Bottom view



Figure 4. Bottom view of the monitor (without monitor stand)

Table 3. Components and descriptions.

Label	Description	Use
1	My Alienware QR code, serial number, and Service Tag label	See this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your monitor and access warranty information.
2	Power connector	Connect the power cable (shipped with your monitor).
3	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
4	Stand-lock feature	Lock the stand to the monitor using a M3x6 mm screw (screw not included).
5	HDMI 1 port	Connect your computer with the HDMI 2.1 cable (one HDMI cable is shipped with your monitor) to this port.
6	HDMI 2 port	Connect your computer with the HDMI 2.1 cable (one HDMI cable is shipped with your monitor) to this port.
7	DisplayPort	Connect your computer with the DisplayPort-DisplayPort cable (shipped with your monitor) to this port.
8	USB 5Gbps Type-B upstream port	Connect the USB cable (shipped with your monitor) to this port and your computer to enable the USB ports on your monitor.
9	Joystick button	Use it to control the On-Screen Display (OSD) menu. For more information, see *Operating the monitor* in the *User's Guide* of AW3425DW.
10	USB 5Gbps Type-A downstream port	Connect your USB Type-A device. **NOTE:** To use this port, you must connect the USB cable (shipped with your monitor) to the USB upstream port on the monitor and to your computer. **NOTE:** To prevent signal interference, avoid connecting other USB devices to the adjacent port when using a wireless USB device on a USB downstream port.
11	USB-C 5Gbps downstream port with 15 W charging	Connect to charge your USB device. **NOTE:** This port is for data transmission only. **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 USB downstream port.

Major components of AW3425DW monitor

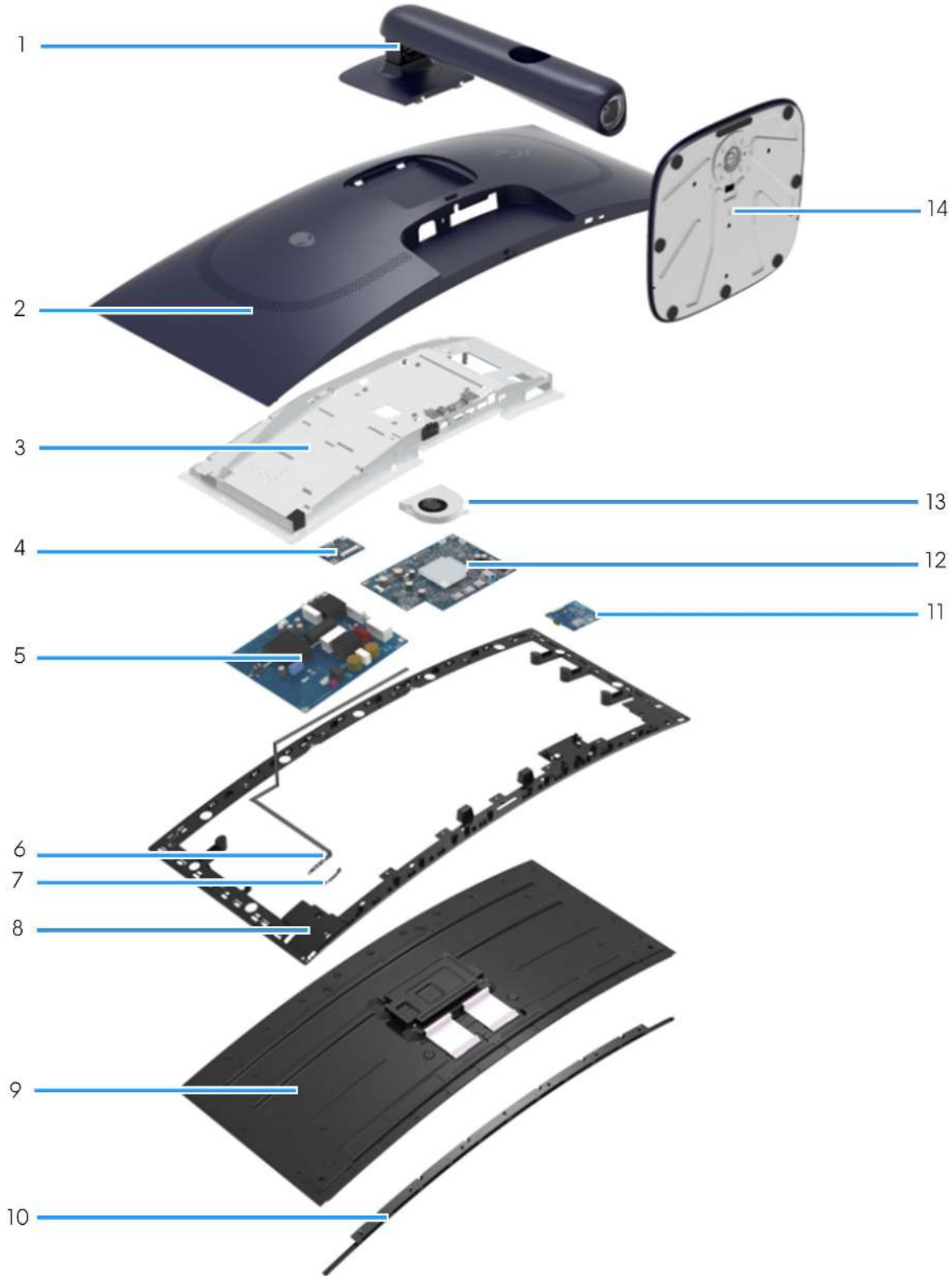


Figure 5. Major components of AW3425DW monitor

Table 4. Major components of AW3425DW monitor.

Item	Description
1	Stand riser
2	Back cover
3	Metal shield
4	DC-DC board
5	Power board
6	Lens board
7	Power button
8	Middle frame
9	Display panel
10	Front trim
11	USB board
12	Interface board
13	Fan
14	Stand base

ⓘ **NOTE:** For replacement of power cable, connectivity cable and external power supply (if applicable), contact Dell:

1. Go to Dell Support Site.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom-right corner of the page.
3. Click **Contact Us** next to the country dropdown.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

Wiring connectivity diagram

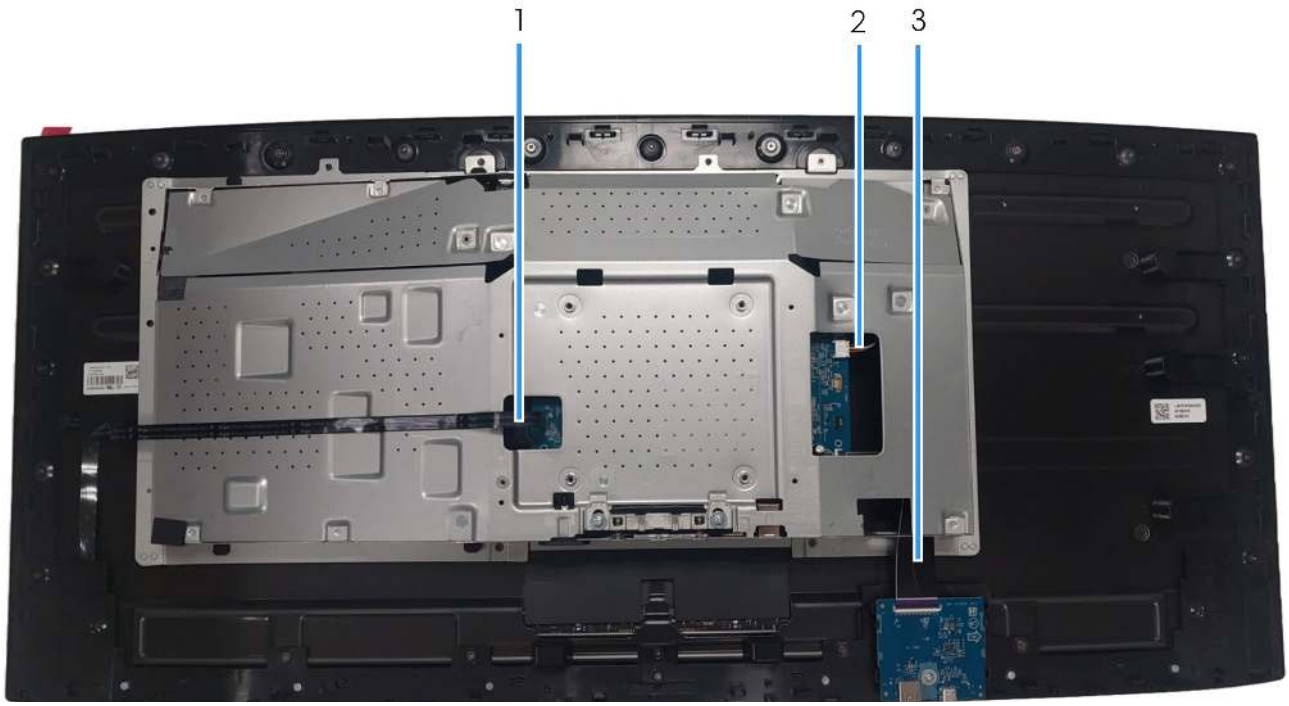


Figure 6. Wiring connectivity on display assembly

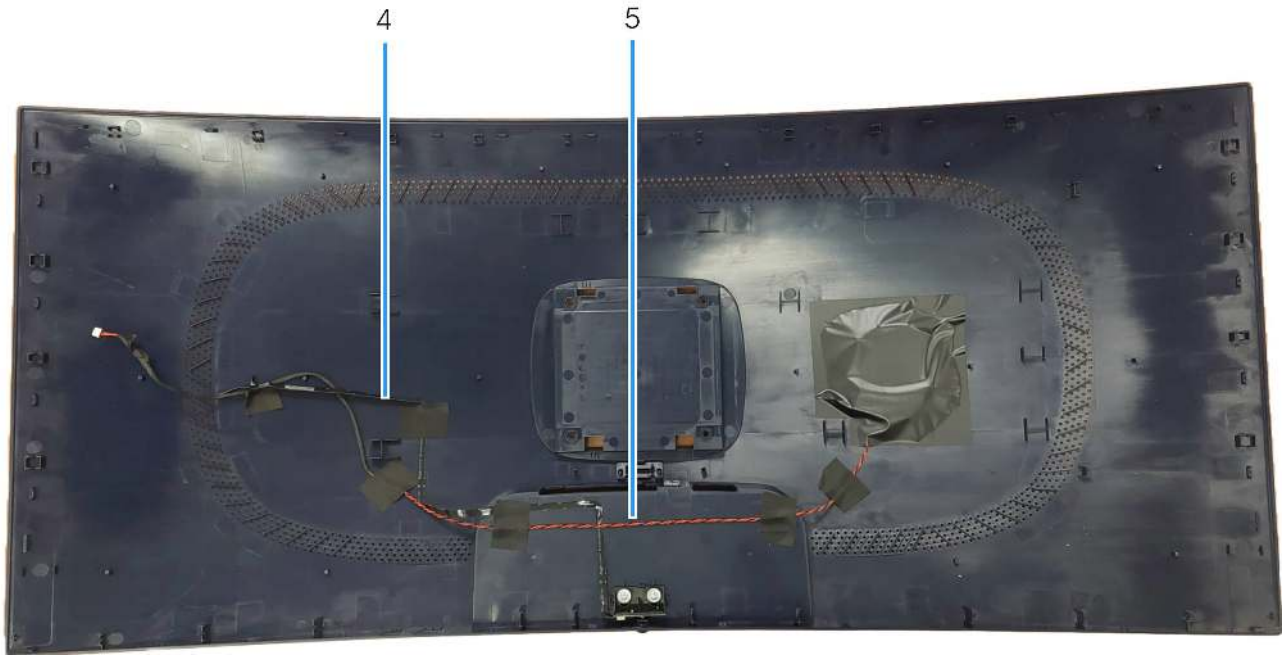


Figure 7. Wiring connectivity on display back cover

Table 5. Wiring connectivity description.

Item	Description
1	Lens-board cable
2	Fan cable
3	USB board cable
4	Control-board cable
5	LED-board cable

Connecting the cables

⚠ **WARNING: Before you begin any of the following procedures, 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.**

⚠ **WARNING: A certified power supply cable has to be used with this equipment. The relevant national installation and/or equipment regulations should be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75 mm² or H05VVH2-F2 3G 0.75 mm²) should be used.**

ⓘ **NOTE:** Do not connect all cables to the computer simultaneously. It is recommended to route the cables through the cable-management slot before you connect them to the monitor.

ⓘ **NOTE:** Alienware monitors are designed to work optimally with Alienware-supplied inbox cables. Dell does not guarantee the video quality and performance if non-Alienware cables are used.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the DisplayPort to DisplayPort cable or HDMI cable from your monitor to the computer.
3. Connect the USB Type-B end of the upstream cable to the monitor and the USB Type-A end of the cable to the computer.
4. Connect the USB peripherals to the USB 5Gbps downstream ports on the monitor.
5. Connect the power cables of your computer and monitor into a wall outlet.
6. Turn on the monitor and the computer.
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 and power cable

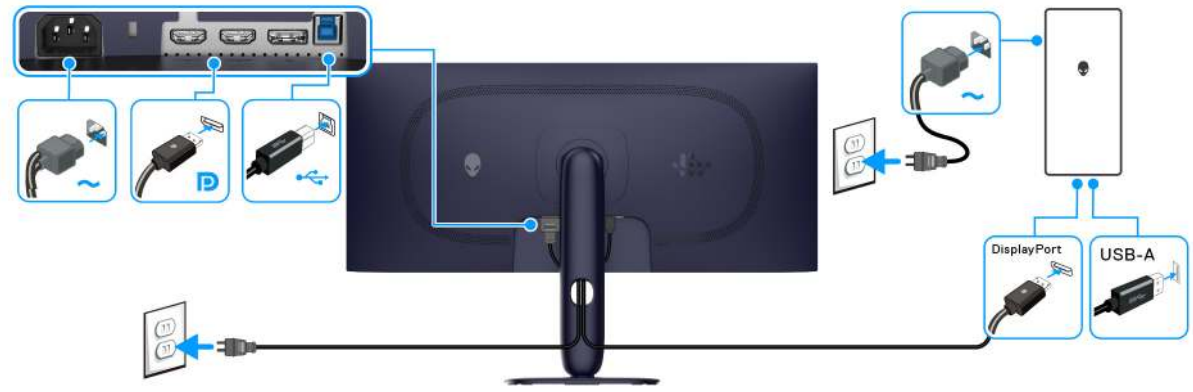


Figure 8. DisplayPort connection

Connecting the HDMI cable and power cable

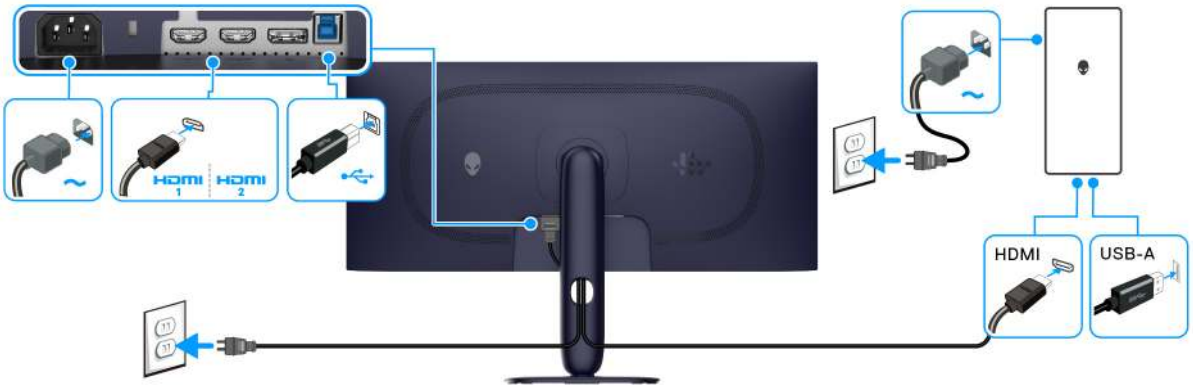


Figure 9. HDMI connection

Disassembly and reassembly

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

Recommended tools

The procedures in this document may require the following tools:

- Phillips screwdriver #0
- Phillips screwdriver #2
- Plastic scribe

Screw list

ⓘ **NOTE:** When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.

ⓘ **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 type	Quantity	Screw image
Back Cover	M4x10	4	
Metal shield	M3x3	4	
Fan	M3x9	3	
Interface board	M3x9	4	
Power board	M3x9	4	
DC-DC board	M3x9	1	

Stand

Removing the stand

Prerequisites

1. Follow the procedure in Before working inside your monitor.

△ **CAUTION: To prevent scratches on the screen when removing the stand, ensure that the monitor is placed on a soft surface and handle it carefully.**

△ **CAUTION: The following steps are specifically for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.**

ⓘ **NOTE:** Before removing the stand, ensure that you have disconnected all the cables from the monitor.

Steps

1. Set the monitor on a clean, flat surface with a soft cloth or cushion underneath.
2. Press and hold the stand release button at the back of the display.

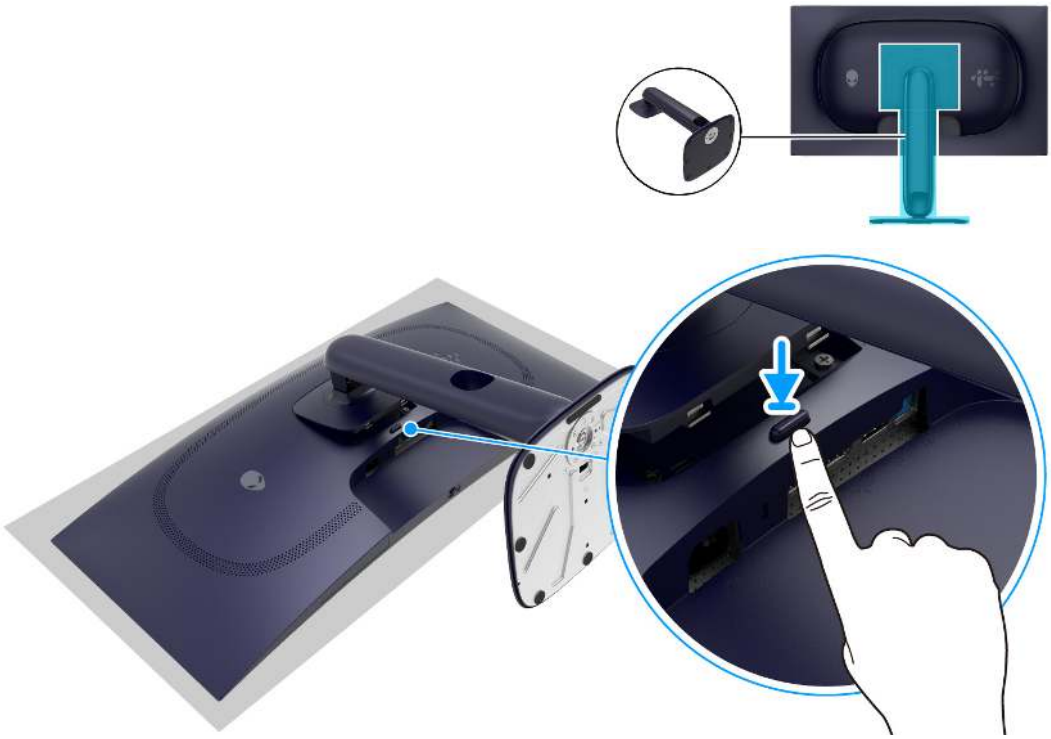


Figure 10. Removing the stand

3. Lift the stand assembly up and away from the monitor.



Figure 11. Removing the stand

Installing the stand

Steps

1. Align the tabs on the stand with the grooves at the back of the monitor.
2. Slide and gently press the stand assembly until it snaps into place.

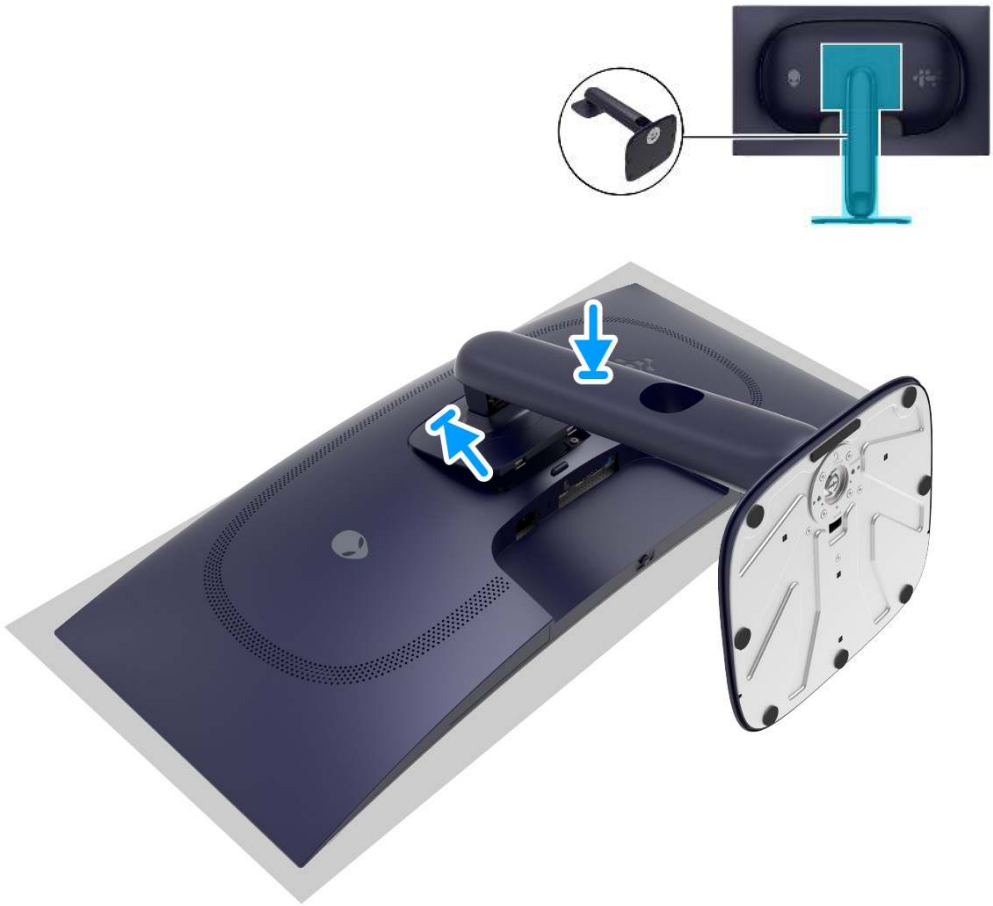


Figure 12. Installing the stand

Next steps

1. Follow the procedure in After working inside your monitor.

Back Cover

Removing the back cover

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.

Steps

1. Remove the four screws (M4x10) that secure the back cover to the display assembly.



Figure 13. Removing the back cover

2. Using a plastic scribe, pry the back cover starting from the bottom edge of the monitor.



Figure 14. Removing the back cover

3. Lift the back cover partially from the bottom edge.
4. Disconnect the control-board cable from the connector on the interface board.
5. Disconnect the LED-board cable from the connector on the interface board.
6. Remove the back cover from the display assembly.

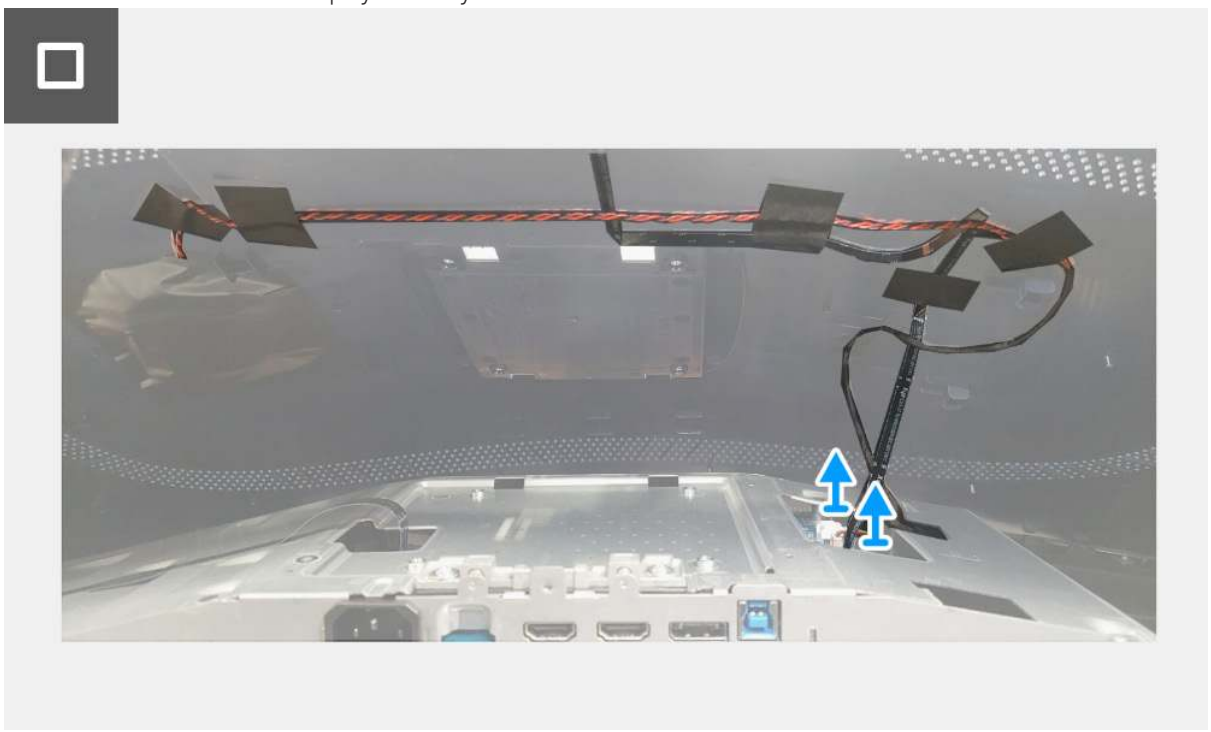


Figure 15. Removing the back cover

Installing the back cover

Steps

1. Connect the LED-board cable to the connector on the interface board.
2. Connect the control-board cable to the connector on the interface board.



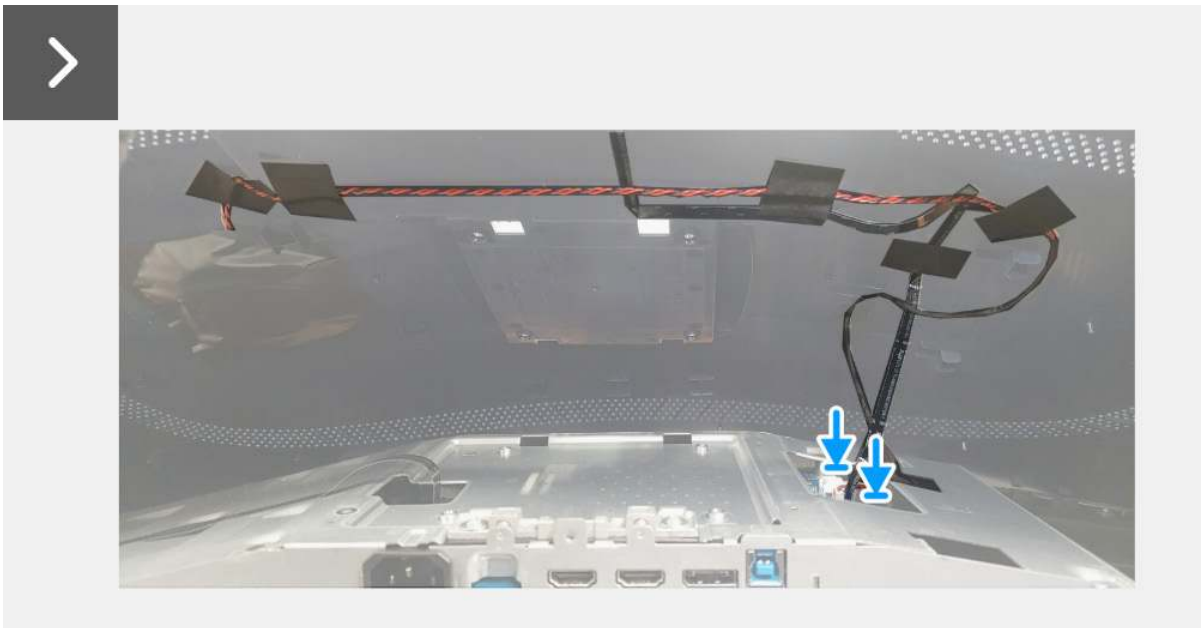


Figure 16. Installing the back cover

3. Align the screw holes on the back cover with the screw holes on the monitor, and gently press along the sides to snap the back cover into place.



Figure 17. Installing the back cover

4. Replace the four screws (M4x10) to secure the back cover to the display assembly.

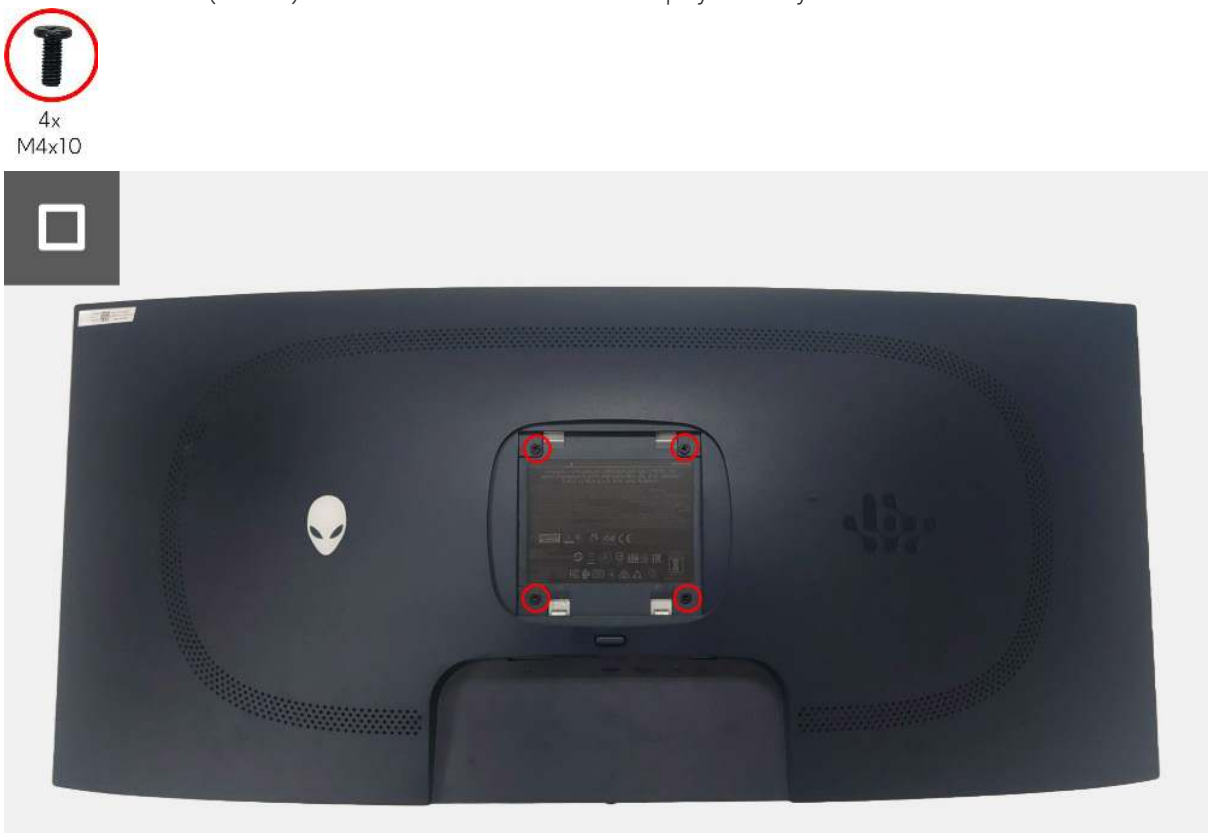


Figure 18. Installing the back cover

Next steps

1. Install the stand.
2. 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.

Steps

1. Disconnect the lens-board cable from the connector on the interface board.
2. Disconnect the USB-board cable from the connector on the USB board.

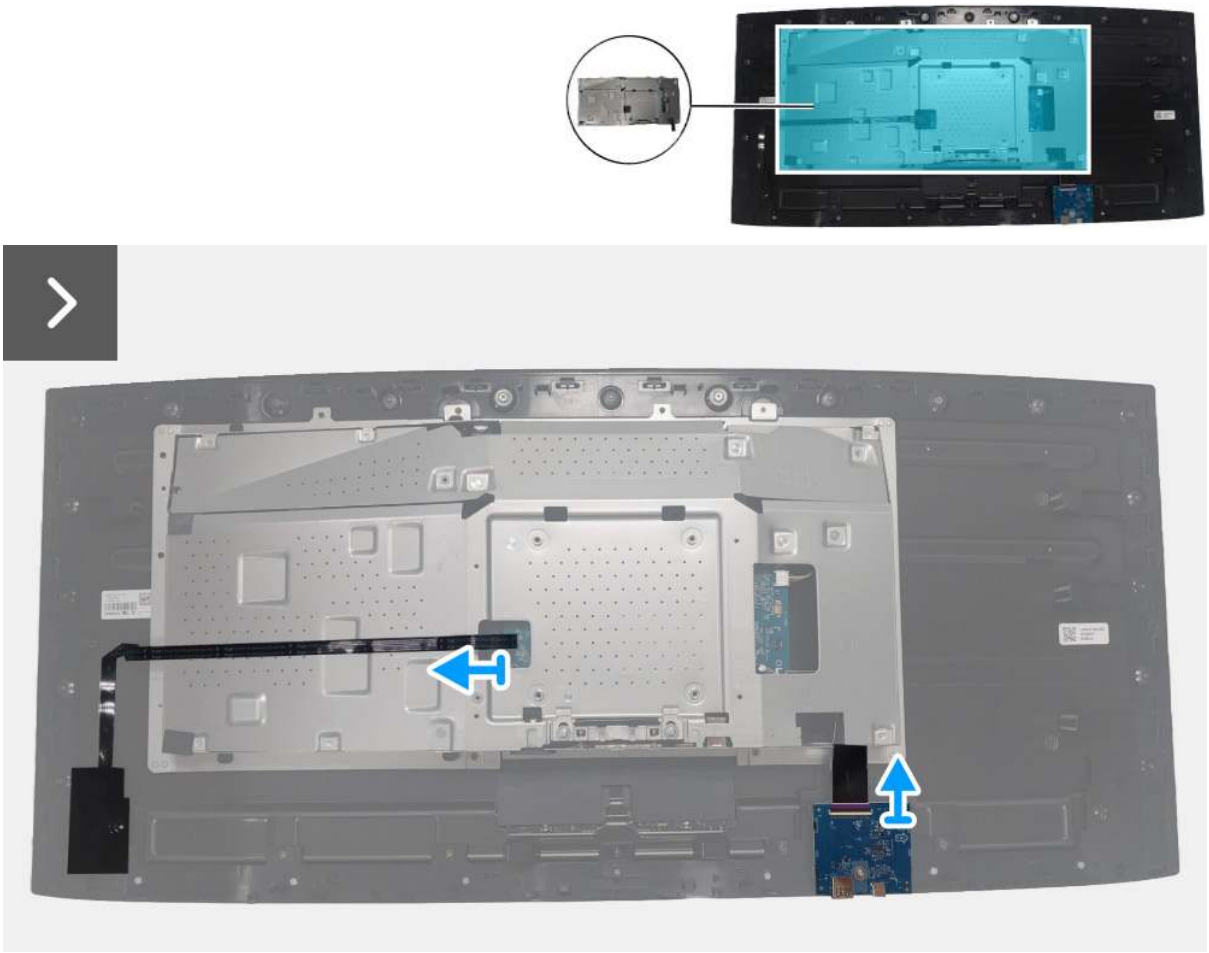


Figure 19. Removing the metal shield

3. Remove the four screws (M3x3) that secure the metal shield to the middle frame.

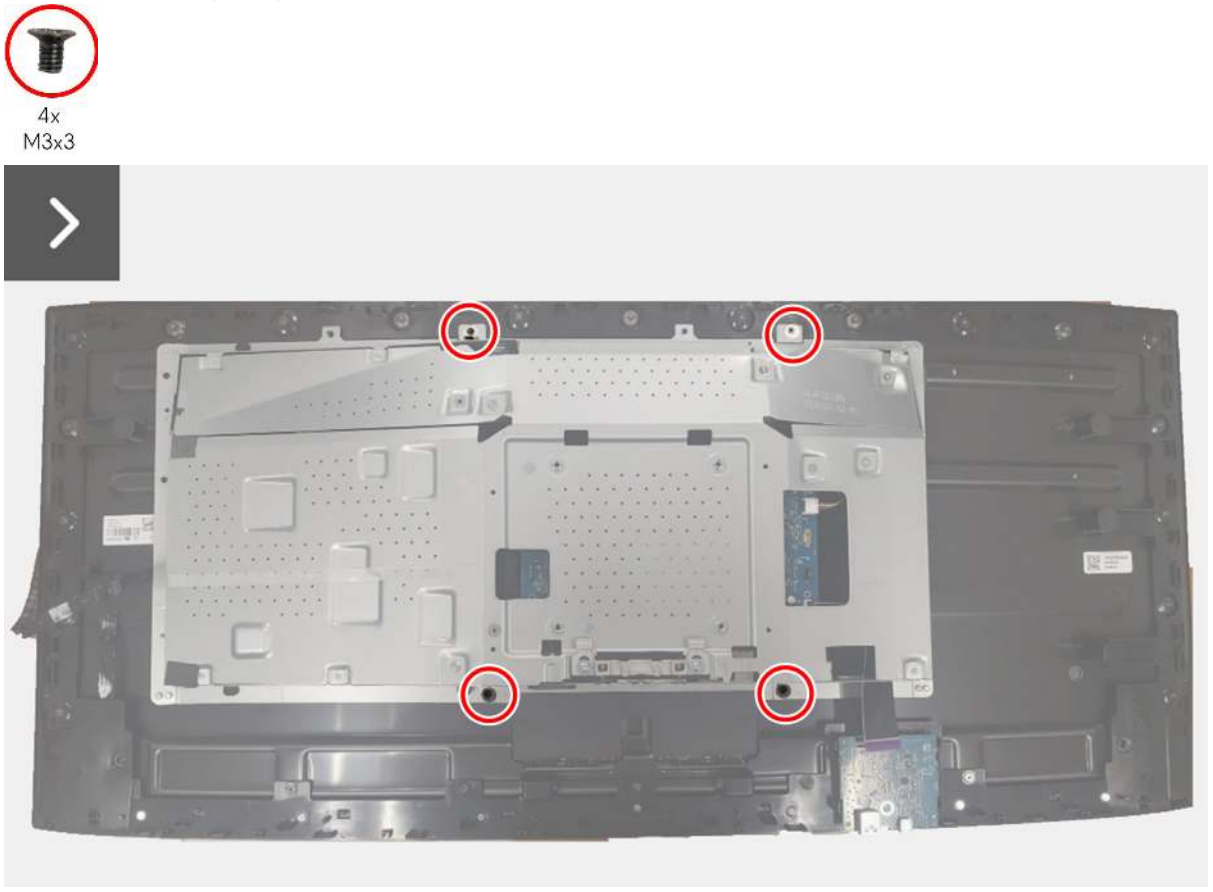


Figure 20. Removing the metal shield

4. Partially lift the metal shield and disconnect the DC-DC board cable from the connector on the display panel.
5. Disconnect the two LVDS cables from the connectors on the display panel.



Figure 21. Removing the metal shield

6. Remove the metal shield from the display panel.



Figure 22. Removing the metal shield

Installing the metal shield

Steps

1. Connect the two LVDS cables to the connectors on the display panel.
2. Connect the DC-DC board cable to the connector on the display panel.

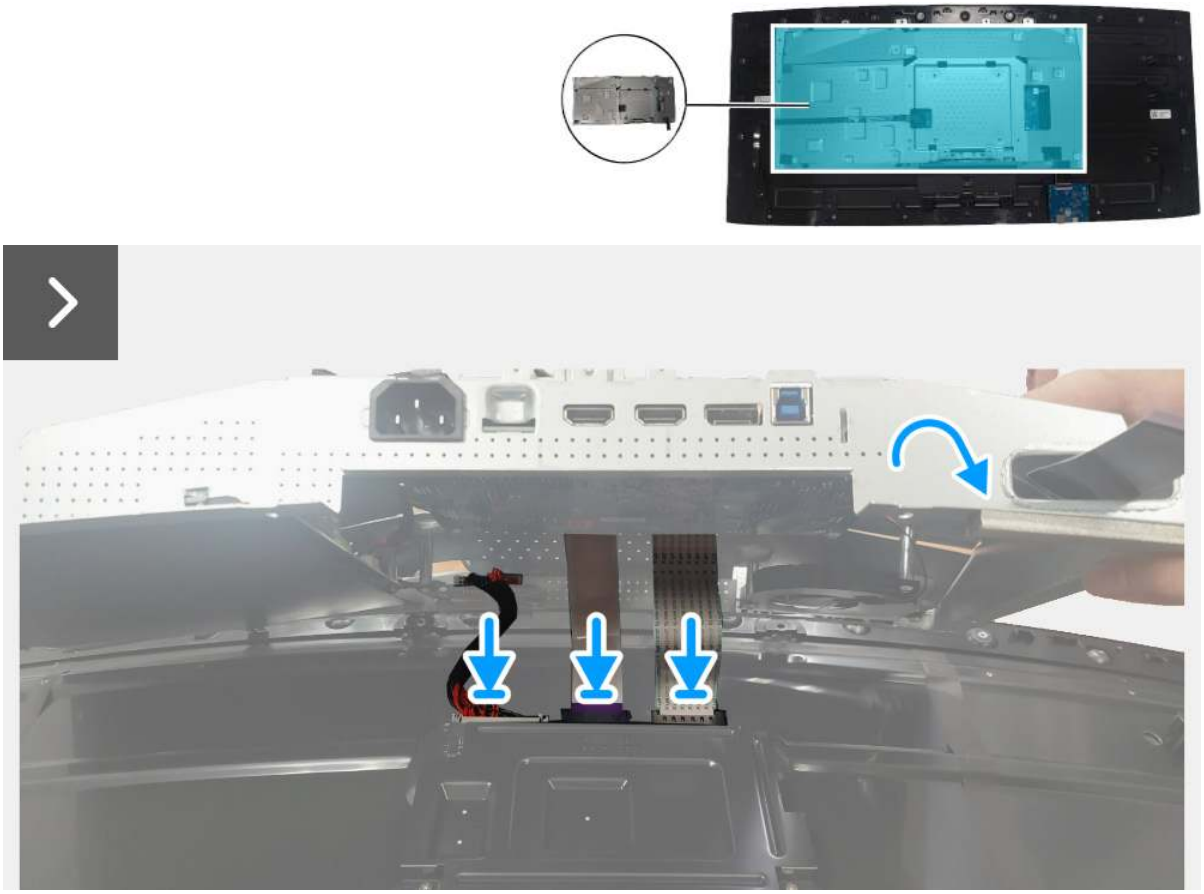


Figure 23. Installing the metal shield

3. Align and place the metal shield on the display panel.
4. Replace the four screws (M3x3) to secure the metal shield to the middle frame.

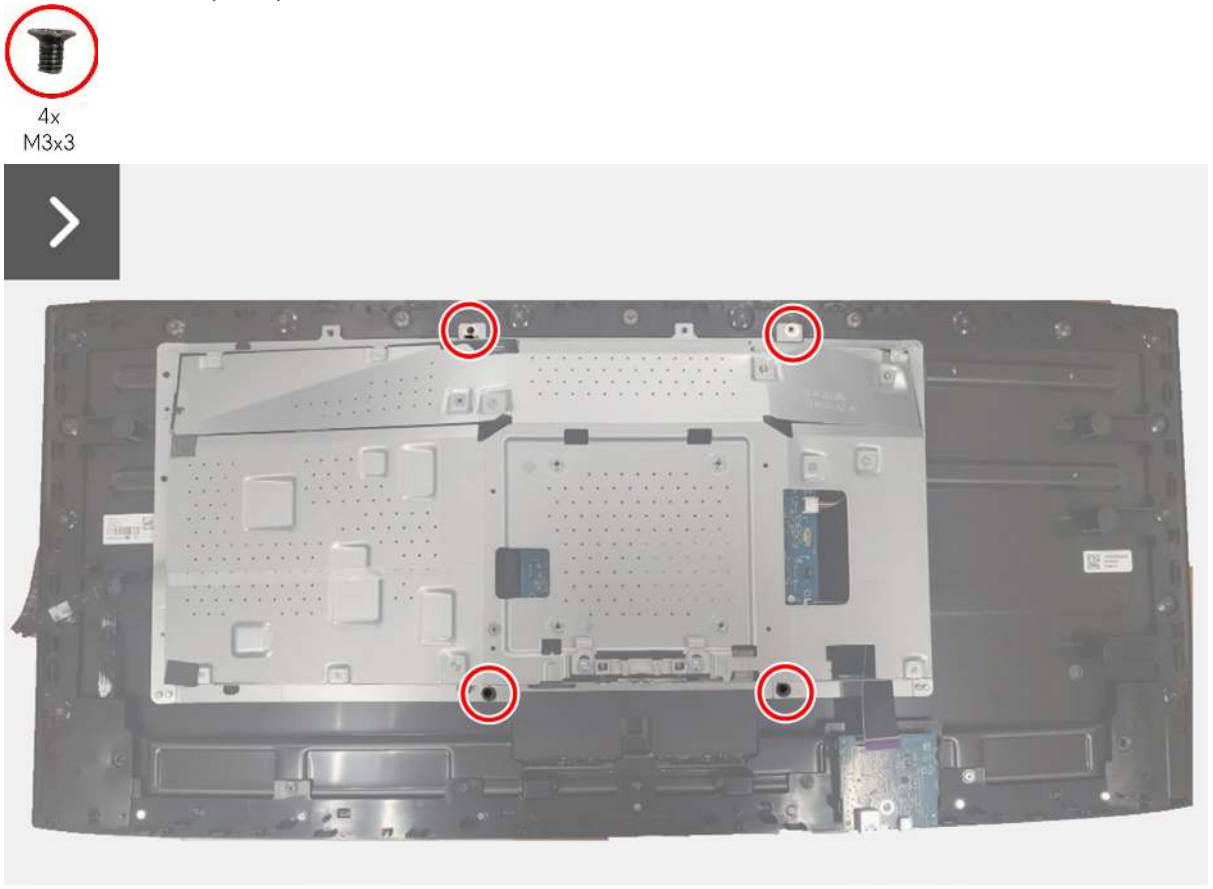


Figure 24. Installing the metal shield

5. Connect the USB-board cable to the connector on the USB board.
6. Connect the lens-board cable to the connector on the interface board.

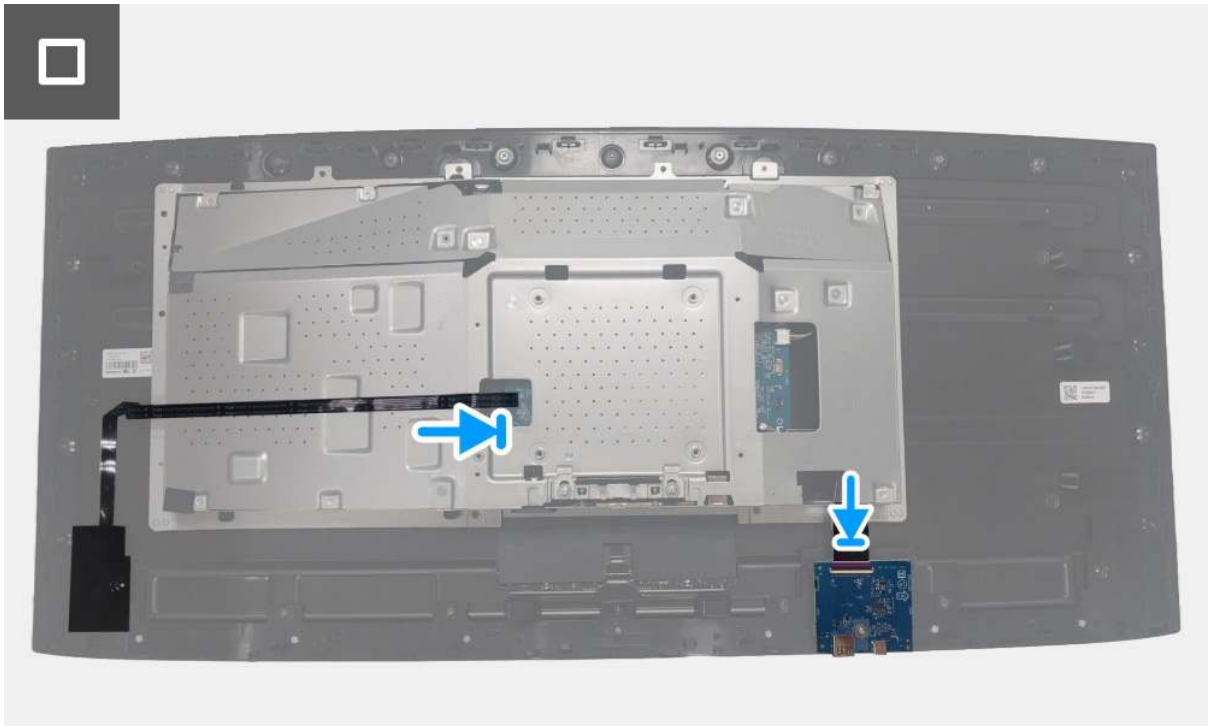


Figure 25. Installing the metal shield

Next steps

1. Install the back cover.
2. Install the stand.
3. Follow the procedure in After working inside your monitor.

Interface board

Removing the interface 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.

Steps

1. Lift the Mylar sheet from the power board.

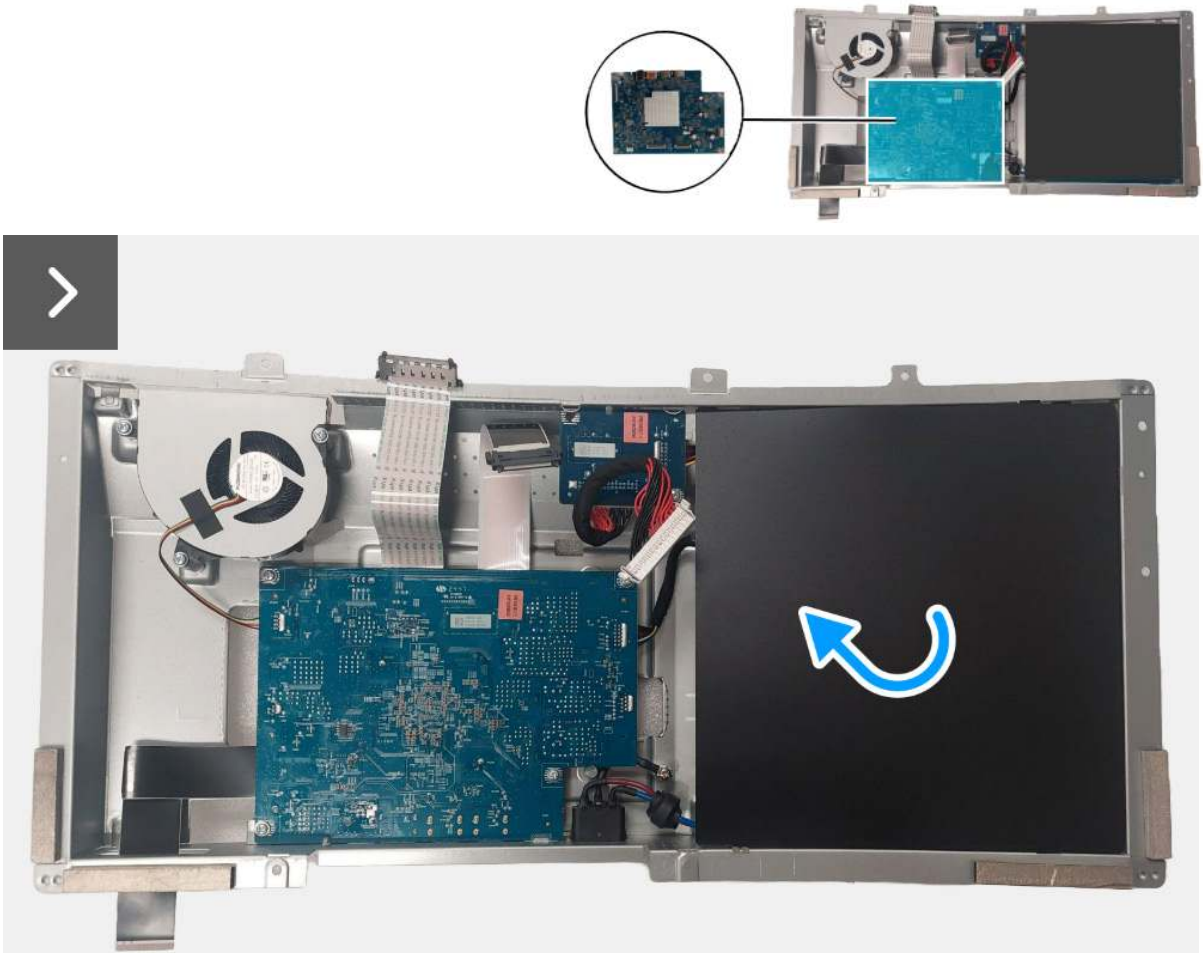


Figure 26. Removing the interface board

2. Remove the seven screws (M3x9) that secures the fan and interface board to the metal shield.

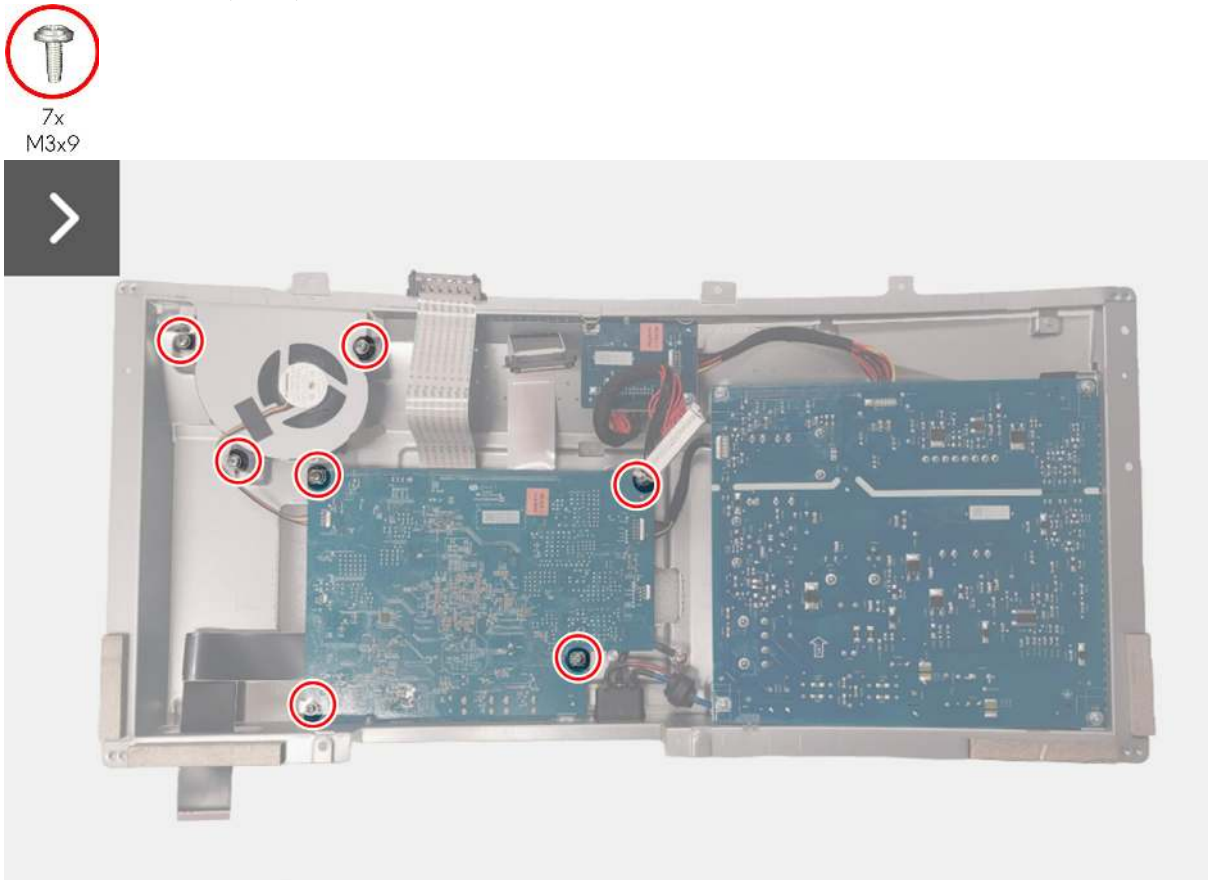


Figure 27. Removing the interface board

3. Lift and turn the fan away from the metal shield.
4. Lift and turn the interface board away from the metal shield.
5. Disconnect the power cable from the connector on the interface board.
6. Disconnect the fan cable from the connector on the interface board.
7. Open the latches and disconnect the LVDS cables from the connector on the interface board.
8. Open the latch and disconnect the USB board cable from the connector on the interface board.

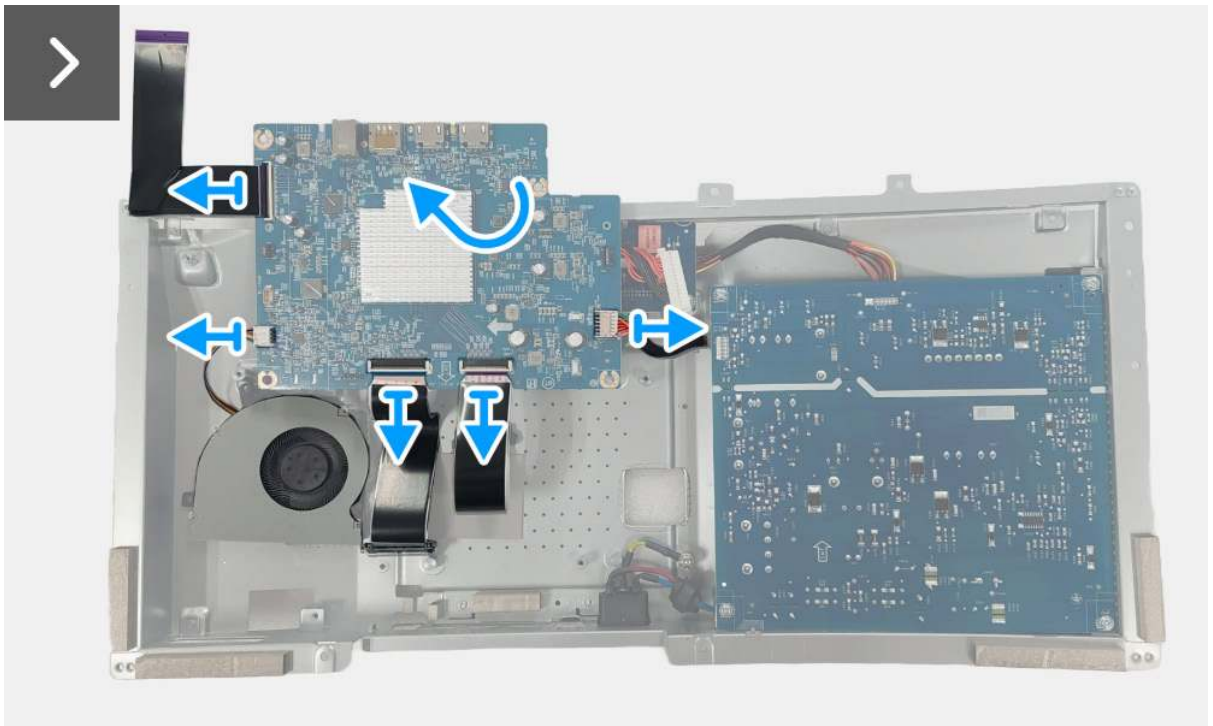


Figure 28. Removing the interface board

9. Remove the interface board from the metal shield.



Figure 29. Removing the interface board

Installing the interface board

Steps

1. Slide the USB board cable into the connector on the interface board and close the latch to secure it in place.
2. Slide the LVDS cables into the connectors on the interface board and close the latches to secure them in place.
3. Connect the fan cable to the connector on the interface board.

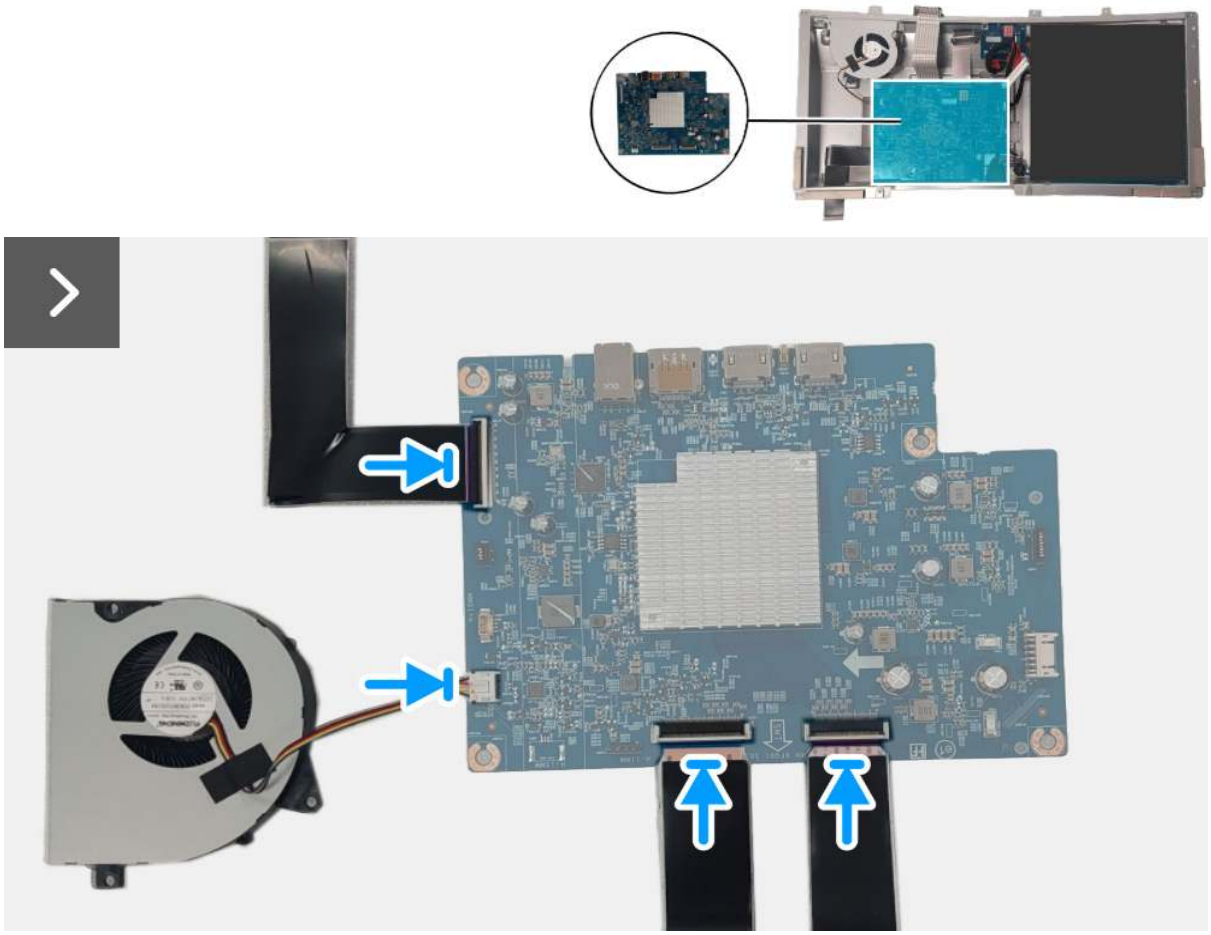


Figure 30. Installing the interface board

4. Connect the power cable to the connector on the interface board.

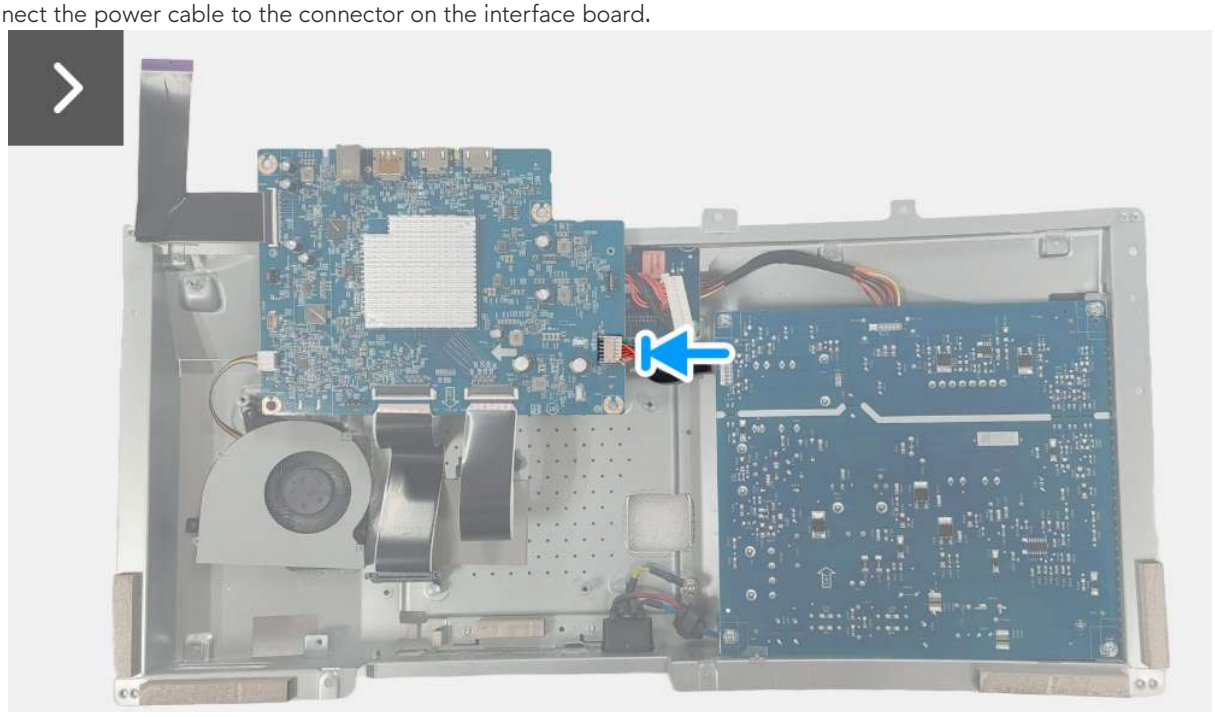


Figure 31. Installing the interface board

5. Place the interface board on the metal shield.
6. Align the screw holes on the interface board with the screw holes on the metal shield.
7. Replace the 4 screws (M3X9) that secure the interface board to the metal shield.
8. Place the fan on the metal shield.
9. Align the screw holes on the fan with the screw holes on the metal shield.
10. Replace the 3 screws (M3X9) that secure the fan to the metal shield.

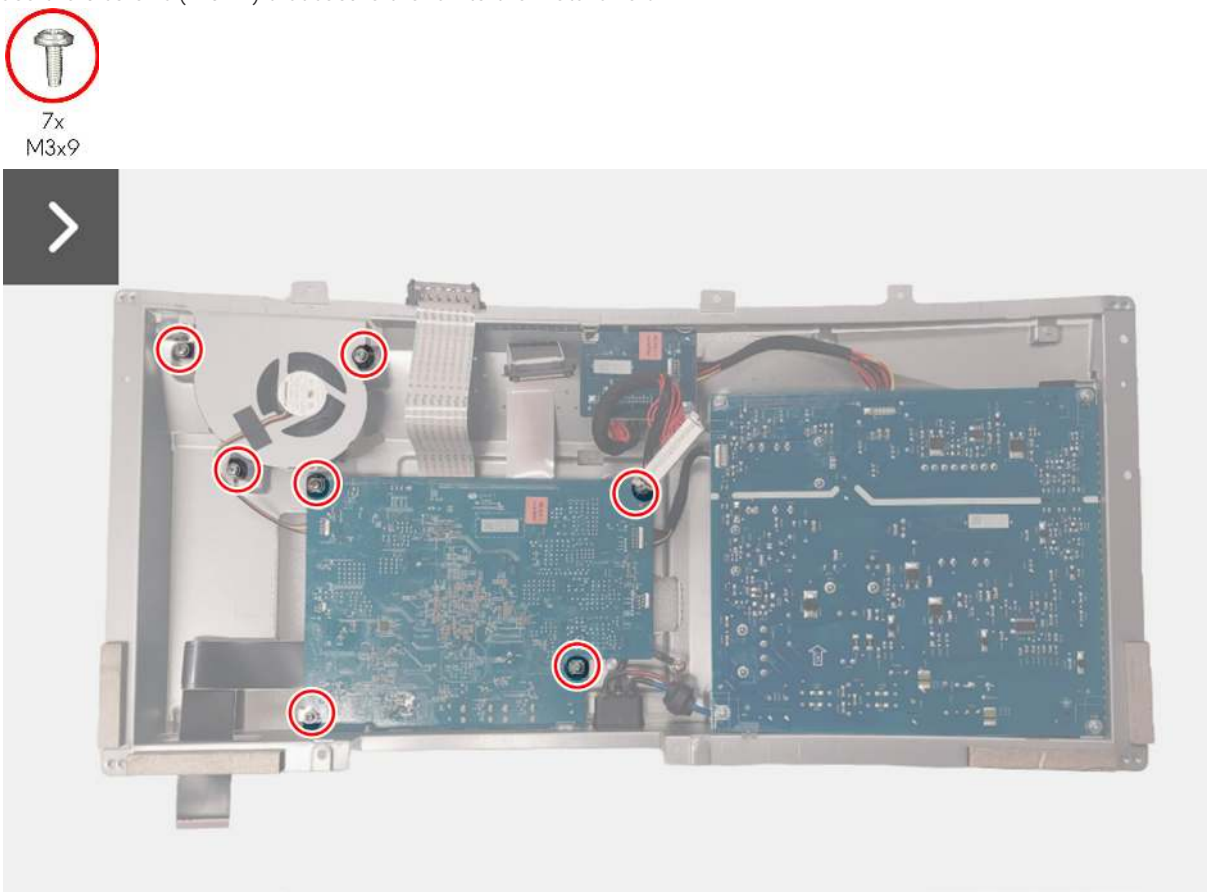


Figure 32. Installing the interface board

11. Align and place the Mylar sheet on the power board.



Figure 33. Installing the interface 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.

DC-DC board

Removing the DC-DC 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 interface board.

Steps

1. Remove the screw (M3x9) that secures the DC-DC board to the metal shield.
2. Lift and turn the DC-DC board away from the metal shield.
3. Disconnect the power cable from the connector on the DC-DC board.

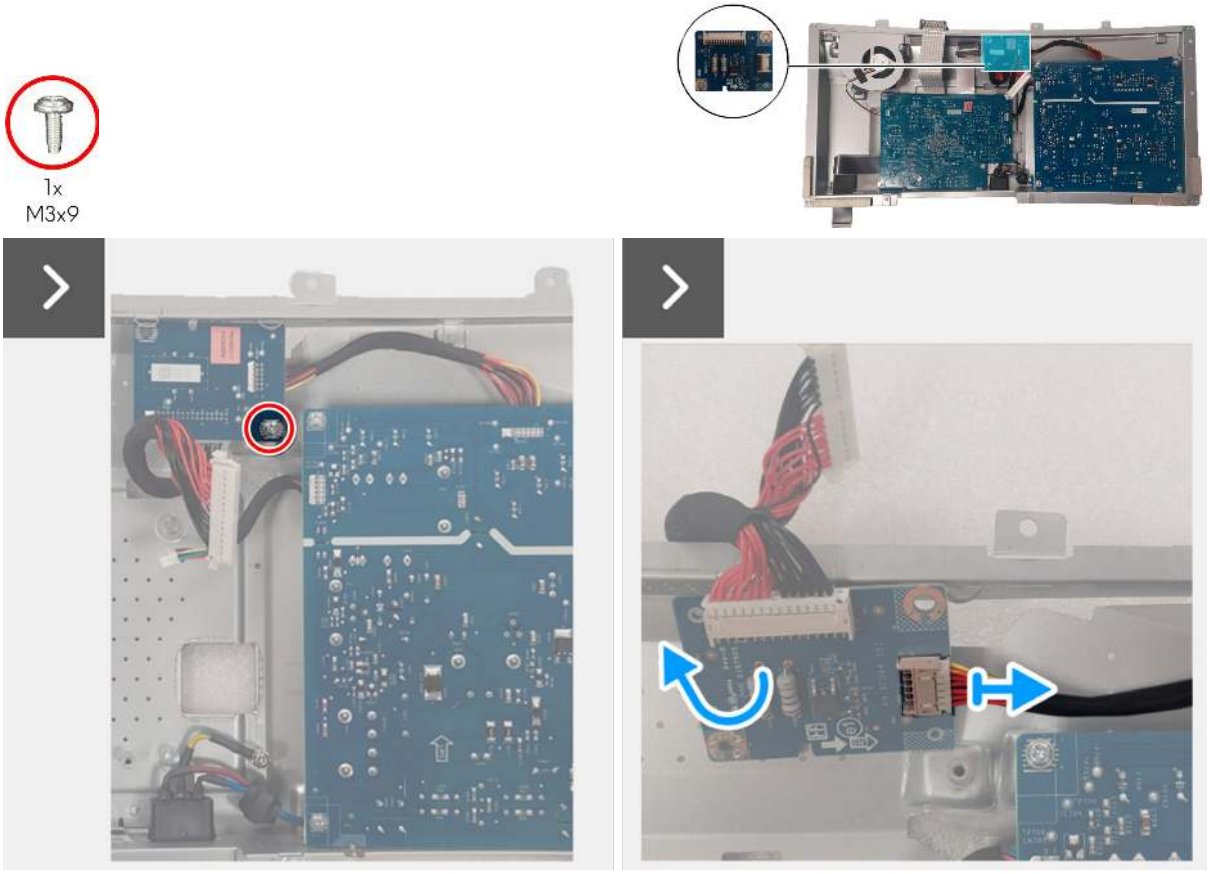


Figure 34. Removing the DC-DC board

4. Remove the DC-DC board from the metal shield.
5. Disconnect the DC-DC board cable from the connector on the DC-DC board.

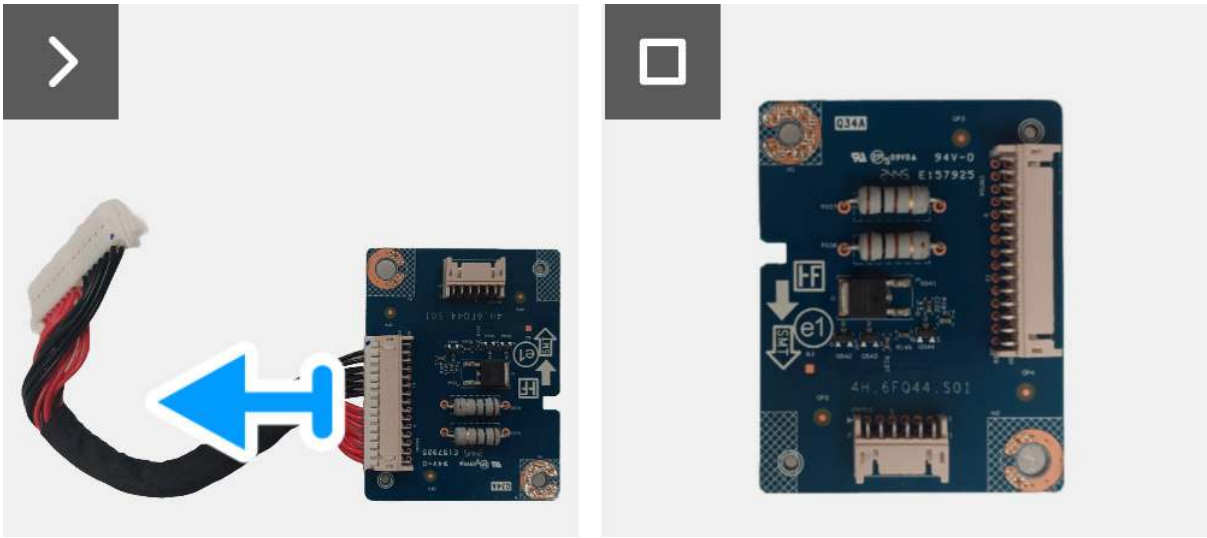


Figure 35. Removing the DC-DC board

Installing the DC-DC board

Steps

1. Connect the DC-DC board cable to the connector on the DC-DC board.
2. Connect the power cable to the connector on the DC-DC board.

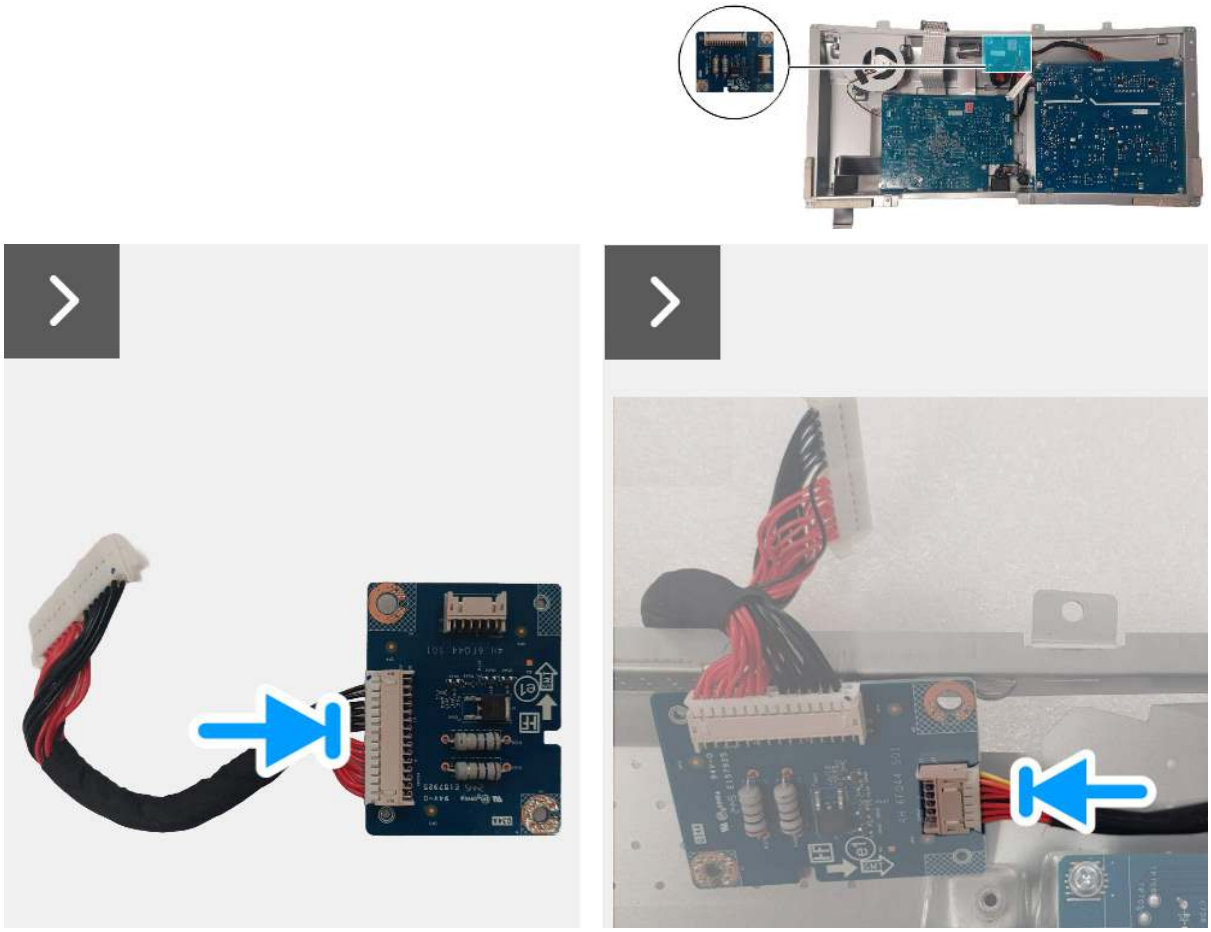


Figure 36. Installing the DC-DC board

3. Align and place the DC-DC board in the slot inside the metal shield.
4. Replace the screw (M3x9) to secure the DC-DC board to the metal shield

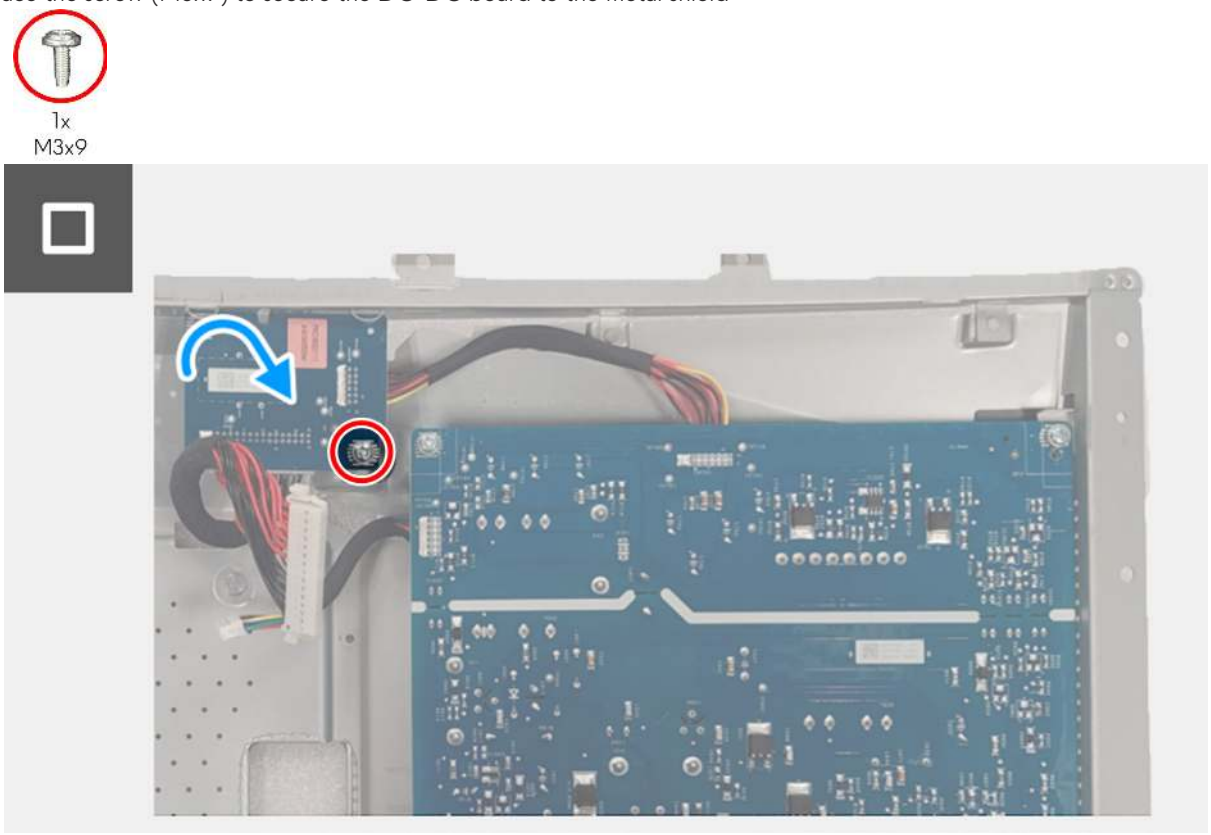


Figure 37. Installing the DC-DC board

Next steps

1. Install the interface board.
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 board

Removing the power board

Prerequisites

1. Follow the procedure in Before working inside your monitor.
2. Remove the stand.
3. Remove the back cover.
4. Remove the metal shield.
5. Remove the interface board.
6. Remove the DC-DC board.

Steps

1. Remove the four screws (M3x9) that secure the power board to the metal shield.

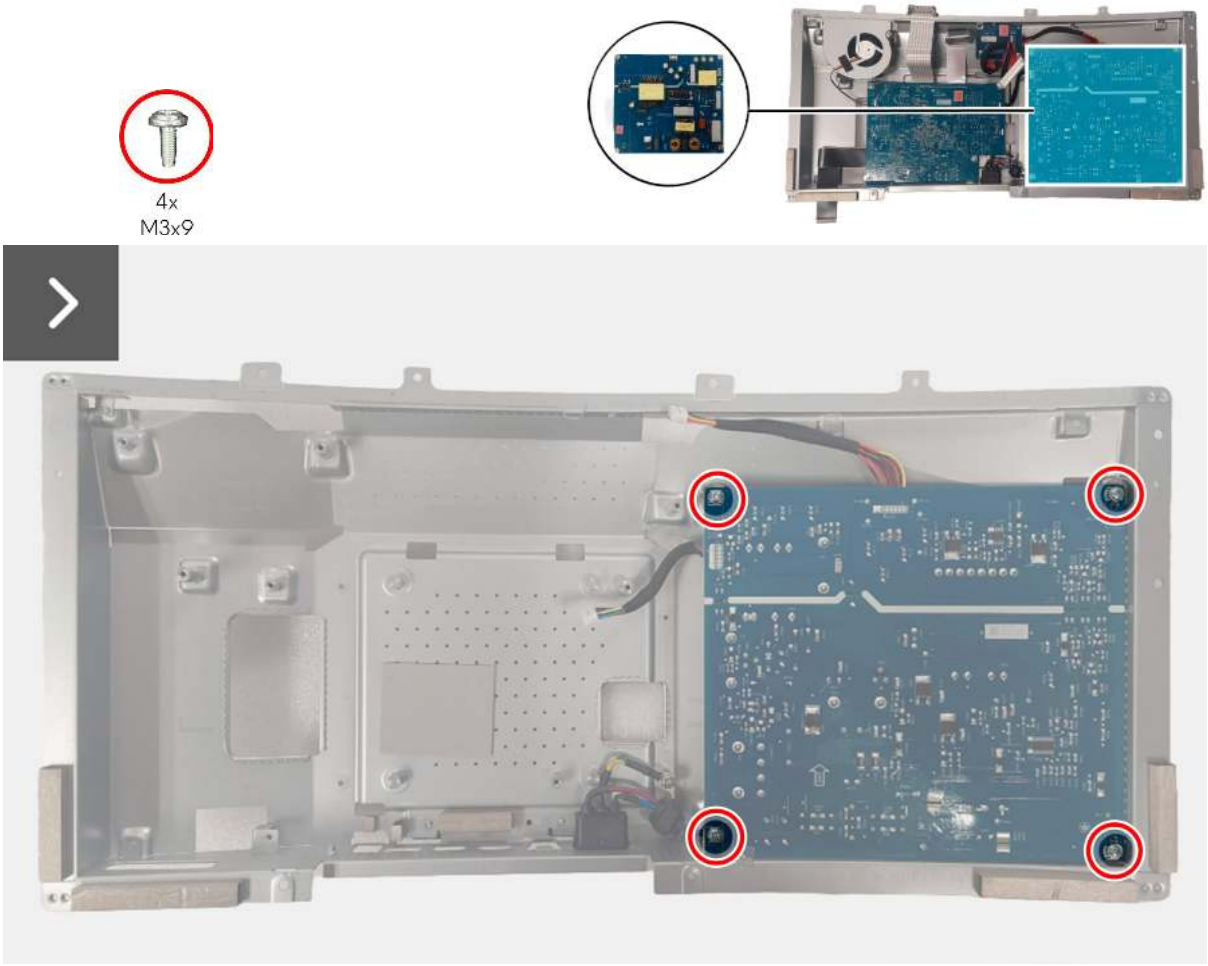


Figure 38. Removing the power board

2. Partially lift the power board from the metal shield.
3. Disconnect the AC-socket cable from the connector on the power board.

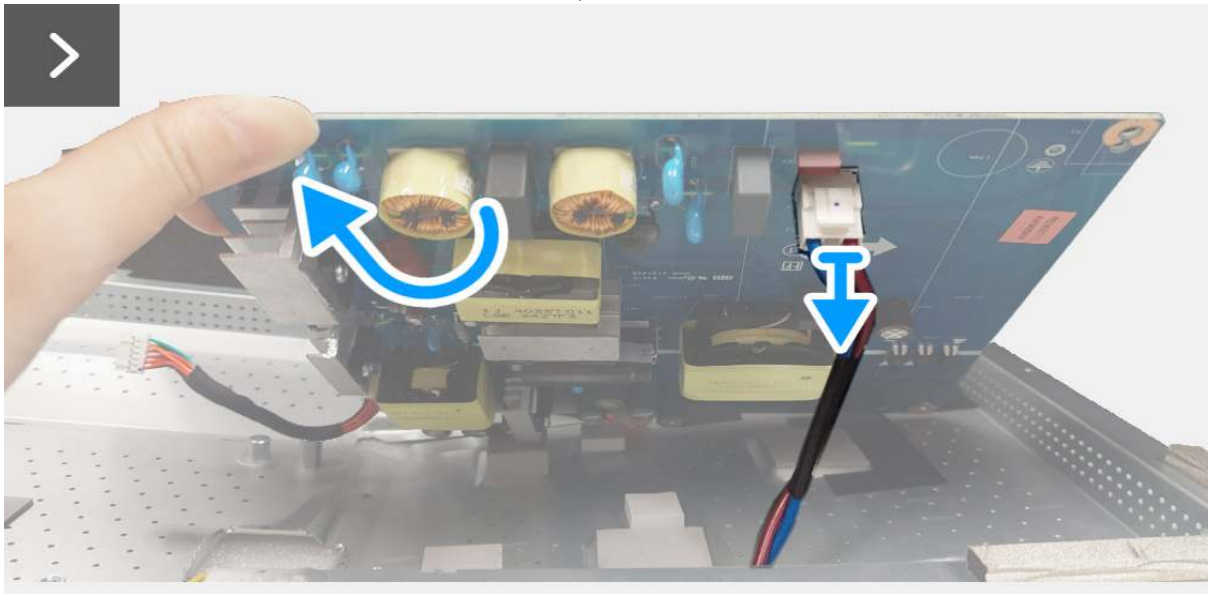


Figure 39. Removing the power board

4. Remove the power board from the metal shield.
5. Disconnect the power cables from the connectors on the power board.

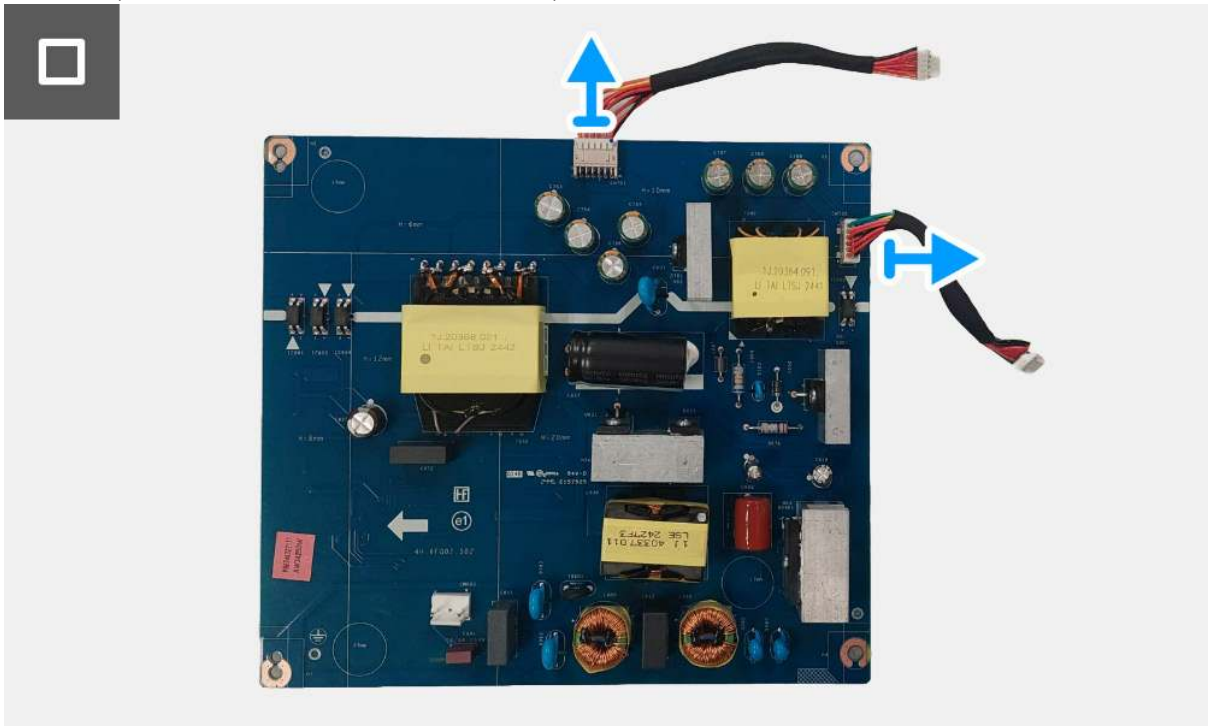


Figure 40. Removing the power board

Installing the power board

Steps

1. Connect the power cables to the connectors on the power board.

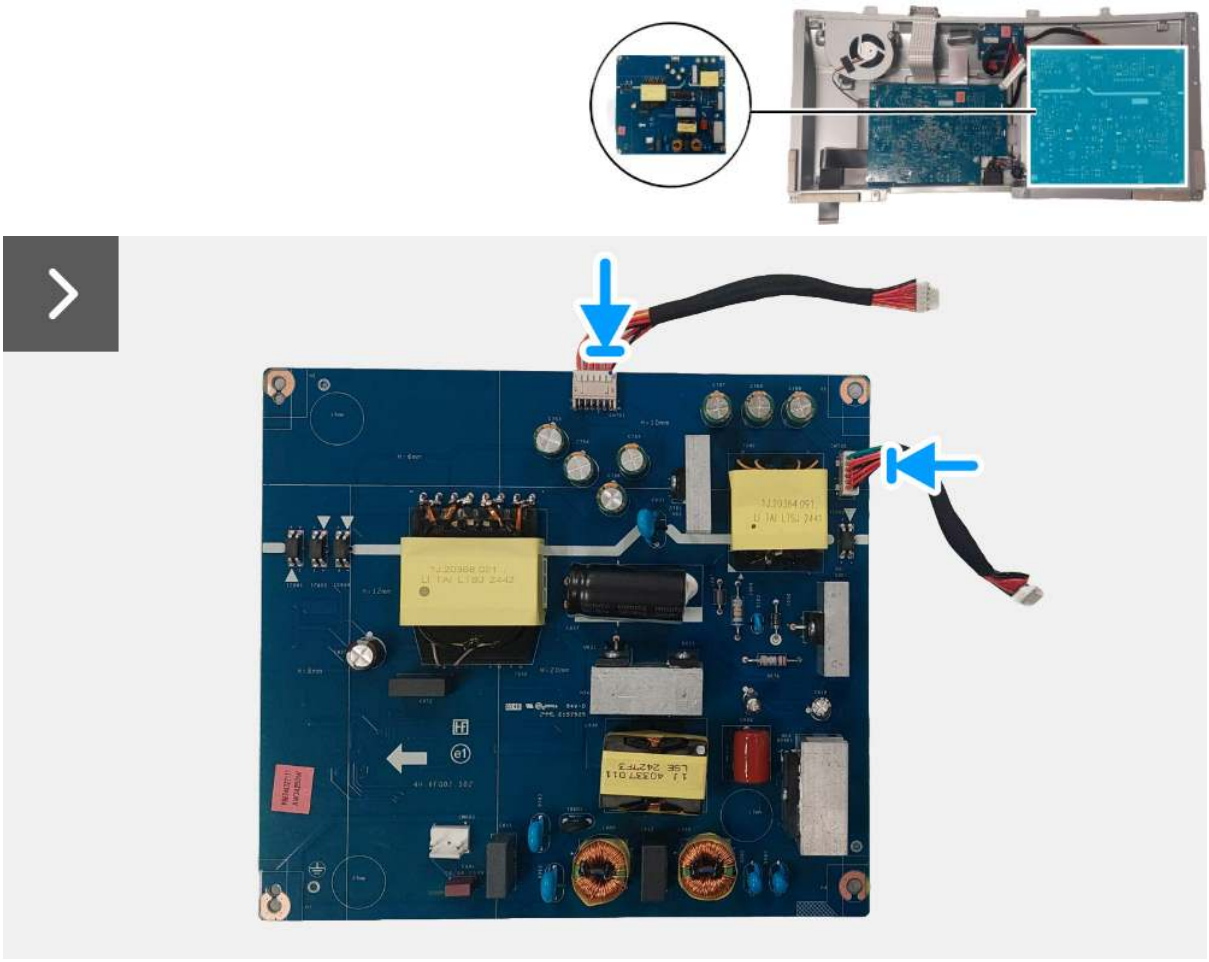


Figure 41. Installing the power board

2. Turn the power board with the connectors facing down and connect the AC-socket cable to the connector on the power board.

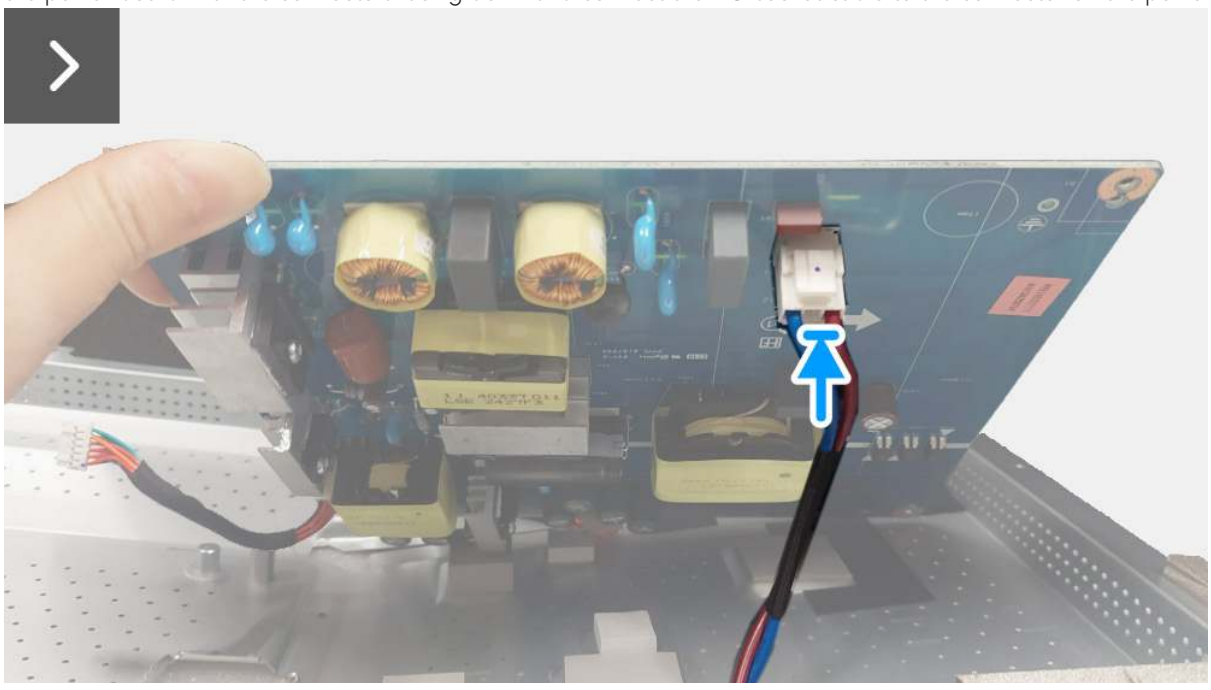


Figure 42. Installing the power board

3. Align and place the power board in the slot inside the metal shield.
4. Replace the four screws (M3x9) to secure the power board to the metal shield.

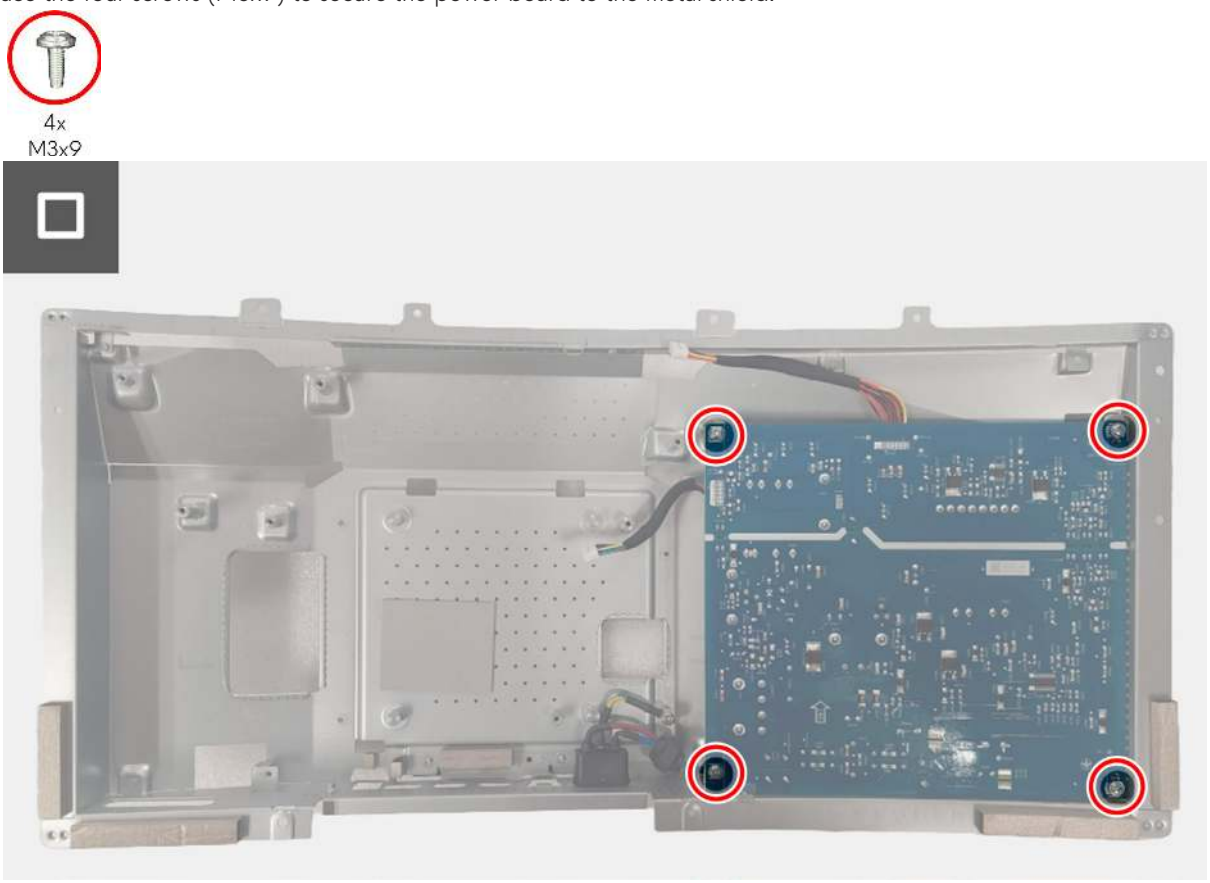


Figure 43. Installing the power board

Next steps

1. Install the DC-DC board.
2. Install the interface board.
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 your computer to ensure proper self-test operation.
3. Turn on the monitor.

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



Figure 44. Warning message for no signal 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.

4. Turn off your monitor and reconnect the video cable; then turn on both 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 a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor or with your computer and graphics card.

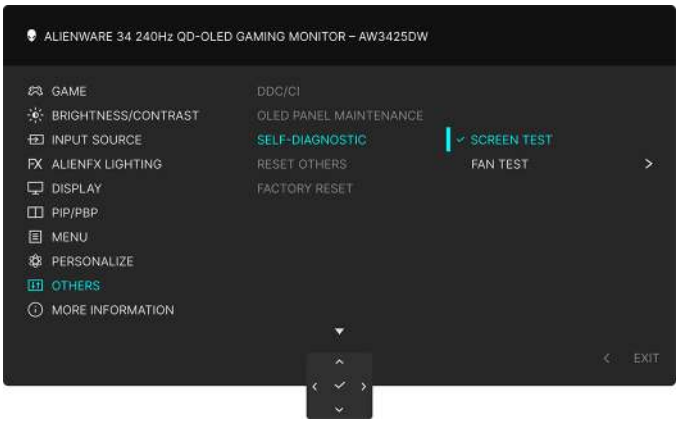


Figure 45. Built-in diagnostics menu

Screen test

To run the test:

1. Move or press the joystick button to launch the Menu Launcher.
2. Move the joystick button up to select ☰ and open the Main Menu.
3. Using the joystick button, navigate on the OSD menu and select **OTHERS** > **SELF-DIAGNOSTIC** > **SCREEN TEST**.
4. Ensure that the screen is clean (no dust particles on the surface of the screen).
5. Press the joystick button to start the 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 again.

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

Fan test

To run the test:

1. Move or press the joystick button to launch the Menu Launcher.
2. Move the joystick button up to select ☰ and open the Main Menu.
3. Using the joystick button, navigate on the OSD menu and select **OTHERS** > **SELF-DIAGNOSTIC** > **FAN TEST**.
4. Select **L1** (fan speed: about 1140 RPM) or **L2** (fan speed: about 1630 RPM) to perform a 2-minute fan test. Selecting **OFF** will disable this function.

Once the test is complete, your monitor resumes normal fan operation to prevent any damage.

Common problems

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

Table 7. Description of common problems.

Common symptoms	What you experience	Possible solutions
No video/Power LED off	No picture	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Ensure that you have pressed the power button properly. • Ensure that the correct input source is selected in the INPUT SOURCE menu.
No video/Power LED on	No picture or no brightness	• Increase brightness and contrast controls in the BRIGHTNESS/CONTRAST menu. For more information, see *BRIGHTNESS/CONTRAST* OSD menu in the *User's Guide* of AW3425DW. • 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 Built-in diagnostics. • Ensure that the correct input source is selected in the INPUT SOURCE menu. For more information, see *INPUT SOURCE* OSD menu in the *User's Guide* of AW3425DW.
Poor focus	Picture is fuzzy, blurry, or ghosting	• Eliminate video extension cables. • Reset the monitor to factory settings. For more information, see *FACTORY RESET* OSD menu in the *User's Guide* of AW3425DW. • 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* OSD menu in the *User's Guide* of AW3425DW. • Check environmental factors. • Relocate the monitor and test in another room.
Missing pixels	OLED screen has spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in OLED technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.
Stuck-on pixels	OLED screen has bright spots	• Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in OLED technology. • For more information on 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* OSD menu in the *User's Guide* of AW3425DW. • Adjust brightness and contrast controls in the BRIGHTNESS/CONTRAST menu. For more information, see *BRIGHTNESS/CONTRAST* OSD menu in the *User's Guide* of AW3425DW.
Geometric distortion	Screen not centered correctly	Reset the monitor to factory settings. For more information, see *FACTORY RESET* OSD menu in the *User's Guide* of AW3425DW.
Horizontal/vertical lines	Screen has one or more lines	• Reset the monitor to factory settings. For more information, see *FACTORY RESET* OSD menu in the *User's Guide* of AW3425DW. • 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 Built-in diagnostics.

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* OSD menu in the *User's Guide* of AW3425DW. • 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* OSD menu in the *User's Guide* of AW3425DW. • 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. • Change the **INPUT COLOR FORMAT** to **RGB** or **YCbCr/YPbPr** in the **DISPLAY** settings OSD. • Run the built-in diagnostics. For more information, see Built-in diagnostics.
Wrong color in HDR mode	Color banding in the pictures	• Try to lower down the frequency (DP: 3840 x 2160 at 60 Hz, HDMI: 3840 x 2160 at 60 Hz).
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the **ASPECT RATIO** settings in the **DISPLAY** settings OSD. • Reset the monitor to factory settings. For more information, see *FACTORY RESET* OSD menu in the *User's Guide* of AW3425DW.
Cannot adjust the monitor with the joystick button	OSD does not appear on the screen	• Turn off the monitor, unplug the power cord, 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 *LOCK* and *Locking the control buttons* in the *User's Guide* of AW3425DW.
No input signal when user controls are pressed	No picture, the LED light is blue	• 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 Built-in diagnostics.
The displayed pictures appear incorrectly when the DP/HDMI cable is connected through a USB-C adapter or dock to your laptop or desktop	Display will freeze, has black screen or display abnormal screen	Do not use a USB-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 (3840 x 2160 at 60 Hz) or 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 FreeSync is turned on, turn off FreeSync. • 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. These can be adjusted in Windows Power Options or Mac Energy Saver setting. • Alternatively, use a dynamically changing screensaver. • Perform the function of **PIXEL REFRESH**. For more information, see *OLED PANEL MAINTENANCE* in the *User's Guide* of AW3425DW.
Unevenness in luminance or color of the screen images	Visible spots (bright or dark) or lines or Mura appear on the screen	
In the **HDR PEAK 1000** mode, the displayed images are dimmer than they are in the **DisplayHDR TRUE BLACK** mode	The **HDR PEAK 1000** mode is ideal for the HDR content with a peak brightness of 1000 nits. When displaying non-HDR content, such as browsers and editors, the brightness level in the **HDR PEAK 1000** mode is observed to be lower as compared to that in the **DisplayHDR TRUE BLACK** mode due to the luminance control method of OLED panels.	• For displaying non-HDR content, such as Office applications, disable the HDR display feature in Windows display settings. • For displaying HDR videos or games with a maximum peak brightness of 1000 nits, set SMART HDR to **HDR PEAK 1000**. • For displaying HDR videos or games which meet the DisplayHDR 400 True Black standard, set SMART HDR to **DisplayHDR TRUE BLACK**.
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 QD-OLED 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** > **Change resolution** > **Use NVIDIA color settings** > **Output color depth**, select **10 bpc** (bits per color) from the **Color Depth** drop-down menu, and click **Apply**. • For your computer is equipped with an AMD graphics card, go to **AMD Software: Adrenalin Edition** > **Settings** > **Display** > **Color Depth**, and select **10 bpc** from the drop-down list.
Cannot adjust the lighting using AWCC	Unable to configure the features under **LIGHTING** panel	Ensure that the supplied USB Type-A to Type-B 5Gbps upstream cable is properly connected to your monitor and computer.
Cannot adjust the display features using AWCC	No monitor image appears on the AWCC dashboard	• Check whether the signal cable is plugged in properly. Re-plug the signal cable as necessary. • Reboot your computer.

Project specific problems

Table 8. Description of project specific problems.

Specific symptoms	What you experience	Possible solutions
Abnormal thermal behavior	An error message appears on the screen	• Ensure that the monitor vents are not blocked. • Use the compressed air to clear the dust particles or dirt from the vents. • Refresh/update the monitor firmware. • Contact Dell for support.

Universal Serial Bus (USB) specific problems

Table 9. Description of USB specific problems.

Specific symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	• Check that your monitor is turned on. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Turn off and then turn on the monitor again. • Reboot your computer. • Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
USB 5Gbps interface is slow	USB 5Gbps peripherals working slowly or not working at all	• Check that your computer is USB 5Gbps-compatible. • Some computers have USB 3.2 and USB 2.0 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot your computer.
Wireless USB peripherals stop working when a USB 5Gbps device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between themselves and their receiver decreases	• Increase the distance between the USB 5Gbps 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 5Gbps port.

Regulatory information

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

For FCC notices and other regulatory information, see the regulatory compliance website located at Dell Regulatory Compliance Home Page.

EU product database for energy label and product information sheet

AW3425DW: https://eprel.ec.europa.eu/qr/2220414

Contacting Dell

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

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

NOTE: If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.