Alienware 39 5K OLED Gaming Monitor

AW3926QW

User's Guide

Model: AW3926QW
Regulatory Model: AW3926QWb
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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 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: Using any controls, adjustments, or procedures not 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 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 OLED 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 sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

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

About your monitor

Package contents

The following table provides the list of components that are shipped with your monitor. If any component is missing, contact Dell. For more information, see Contacting Dell.

ⓘ **NOTE:** Some components, features, and included cables are optional and vary by country.

Table 1. Monitor and accessories inside the box.

Component image	Component description
	Display
	Stand riser
	Stand base
	Power cable
	HDMI 2.1 FRL cable (1.80 m)
	DisplayPort to DisplayPort 1.4 cable (1.80 m)
	USB Type-A to Type-B 5Gbps cable (1.80 m) ⓘ **NOTE:** Activates the monitor's USB ports.
	USB-C to C 10Gbps 100 W cable (1 m)
	Microfiber cloth

Component image	Component description
	• QR Card • Safety, Environmental, and Regulatory Information • Alienware Sticker

Product features

The **Alienware AW3926QW** gaming monitor is a Color Active Matrix Organic Light Emitting Diode Display (OLED). The monitor features include:

- World's first four stack, three sub-pixel RGB Stripe Tandem OLED panel with 1500R curvature for an immersive front-of-screen experience.
- 38.9 in. (987.0 mm) viewable area (measured diagonally).
- Supports dual resolutions (5120 x 2160 or 2560 x 1080) with full-screen scaling for lower resolutions and a 21:9 aspect ratio.
- 165Hz at native 5K combined with a 0.03ms (GtG) response time keeps motion clear and ghost-free, even during fast-paced gameplay.
- AMD FreeSync Premium Pro, NVIDIA G-SYNC Compatible, and VESA AdaptiveSync 165/330 Display certifications minimize graphic distortions with any modern GPU – no screen tearing and stuttering.
- Rich, accurate colors with 99% DCI-P3 coverage and Delta E<2 calibrated accuracy for color-sensitive work.
- VESA DisplayHDR True Black 500 and Dolby Vision supports lifelike colors and higher realism with brighter highlights and deeper shadows.
- 300 nits typical brightness, up to 1,300 nits HDR peak brightness further enhance the vivid visual experience.
- DisplayPort 2.1 (UHBR20) and HDMI 2.1 FRL (eARC and ARC support) provide the raw bandwidth required to drive uncompressed 5K2K visuals.
- Headphone port is supported.
- Tilt, swivel, and height adjustment capabilities.
- Removable stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Digital connectivity through one USB-C (with 90 W Power Delivery), one DisplayPort, and two HDMI ports.
- The monitor is equipped with:
  - 1 USB-C 5Gbps upstream port
  - 1 USB 5Gbps Type-B upstream port
  - 2 USB 5Gbps Type-A downstream ports (one with BC1.2 charging)
  - 1 USB-C 5Gbps downstream port with 15 W charging
- Plug-and-play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of setup and screen optimization.
- Supports Picture by Picture (PBP), Picture in Picture (PIP), CONSOLE MODE, and ESPORTS MODE.
- With ESPORTS MODE, **AW3926QW** reduces the viewing area to improve focus and concentration during gameplay, while supporting a refresh rate of up to 330 Hz. Additionally, ESPORTS IMAGE SETTING lets you adjust the position of this reduced viewing area to suit your gaming preferences.
- The built-in KVM switch allows you to control up to 2 computers from a single set of keyboard and mouse that is connected to the monitor.
- **AW3926QW** provides several preset modes based on the user's preferences, including:
  - CREATOR
  - First-Person Shooter (FPS)
  - Multiplayer Online Battle Arena (MOBA) or Real-Time Strategy (RTS)
  - Role-Playing Game (RPG)
  - Racing (SPORTS)
  - Three customizable game modes

  In addition, enhanced gaming features such as TIMER, FRAME RATE, and DISPLAY ALIGNMENT are included to help improve gaming performance and provide the best in-game advantage.
- Anti-flicker technology eliminates the issue of OLED flicker.
- Power button and OSD menu lock.

- Security-lock slot for Kensington locks (purchased separately).
- Stand lock supported.
- Power consumption ≤ 0.5 W in Standby Mode.
- The monitor adopts Flicker-Free technology, which clears the eye visible flicker, brings comfort viewing experience and helps prevent eye strain and fatigue.

Operating system compatibility

- Windows 10 and later*

*The operating system compatibility on Dell and Alienware branded monitors may vary based on factors such as:

- Specific release date(s) when operating system versions, patches, or updates are available.
- Specific release date(s) when Dell and Alienware branded monitor firmware, software application, or driver updates are available on the Dell support website.

Identifying parts and controls

Front view

Figure 1. Front view with monitor stand

Table 2. 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

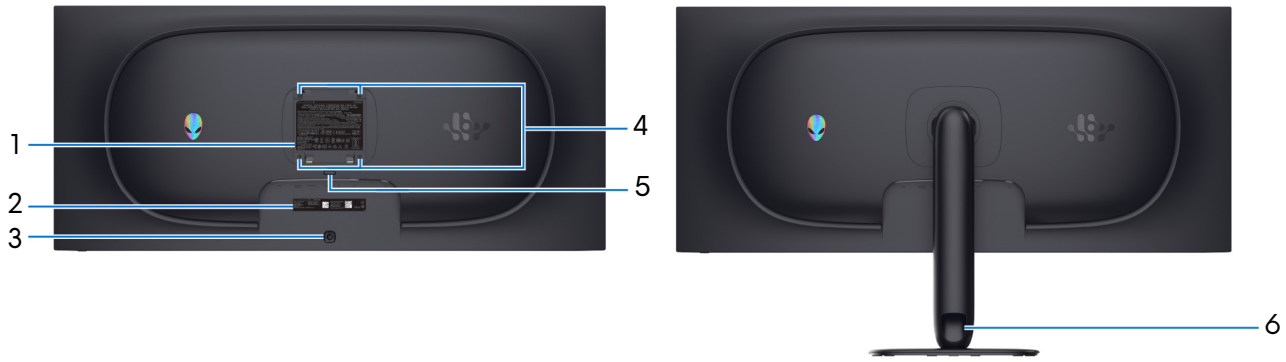


Figure 2. Back view of the monitor

Table 3. Components and descriptions.

Label	Description	Use
1	Regulatory label	Lists the regulatory approvals.
2	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.
3	Joystick	Use it to control the OSD menu. For more information, see Operating the monitor.
4	VESA mounting holes (4) (100 mm x 100 mm) - behind attached VESA cover	Wall-mount the monitor using VESA-compatible wall mount kit.
5	Stand release button	Releases the stand from the monitor.
6	Cable-management slot	Use to organize cables by inserting them through the slot.

Bottom view

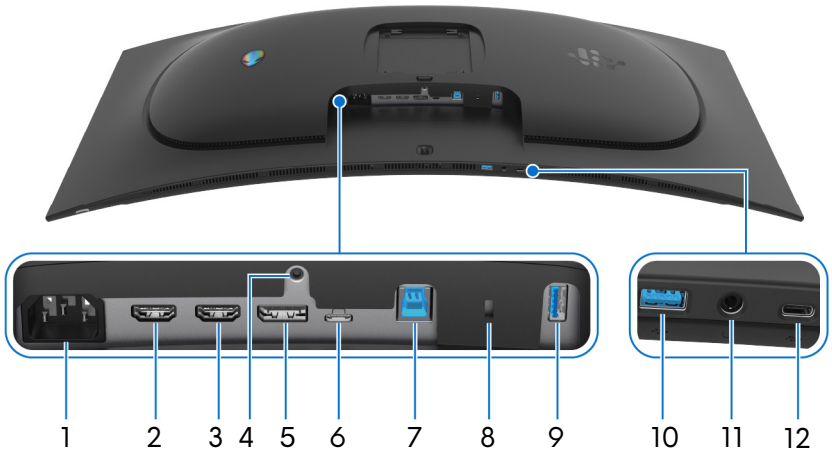


Figure 3. Bottom view of the monitor (without monitor stand)

Table 4. Components and descriptions.

Label	Description	Use
1	Power connector	Connect the power cable (shipped with your monitor).
2	HDMI 1 port with eARC and ARC	Connect your computer or an external audio system with the HDMI 2.1 cable (shipped with your monitor) to this port. ⓘ **NOTE:** This port supports eARC/ARC audio output when HDMI CEC is turned on.
3	HDMI 2 port	Connect your computer with the HDMI 2.1 cable (shipped with your monitor) to this port. ⓘ **NOTE:** To stream audio, connect another HDMI 2.1 cable (purchased separately) to the HDMI 1 eARC/ARC port simultaneously.
4	Stand-lock feature	To lock the stand to the monitor using an M3 x 6 mm screw (screw not included).
5	DisplayPort	Connect your computer with the DisplayPort-DisplayPort cable (shipped with your monitor) to this port.
6	USB-C 5Gbps upstream port (DisplayPort 2.1 Alternate Mode, Power Delivery up to 90 W)	Connect the USB-C to C 10Gbps 100W cable that came with your monitor to the computer. This port supports USB Power Delivery, data transfer, and DisplayPort video signals. It enables DisplayPort 2.1 Alternate Mode at a maximum resolution of 5120 x 2160 at 165 Hz, and Power Delivery profiles of 20 V/4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. Once connected, you can use the USB connectors on the monitor. ⓘ **NOTE:** USB-C is not supported on versions of Windows prior to Windows 10.
7	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.
8	Security-lock slot (based on Kensington Security Slot)	Secure your monitor with a security lock (purchased separately) to prevent unauthorized movement of your monitor.
9	USB 5Gbps Type-A downstream port	Connect your USB 5Gbps device. ⓘ **NOTE:** To use this port, you must connect one of the following cables from your computer to the monitor: - USB Type-A to Type-B 5Gbps cable (shipped with your monitor) - USB Type-C to C 10Gbps 100W cable (shipped with your monitor) ⓘ **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.

Label	Description	Use
10	USB 5Gbps Type-A downstream port with BC1.2 charging	Connect your USB 5Gbps device. ⓘ **NOTE:** To use this port, you must connect one of the following cables from your computer to the monitor: - USB Type-A to Type-B 5Gbps cable (shipped with your monitor) - USB Type-C to C 10Gbps 100W cable (shipped with your monitor) ⓘ **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	Headphone port	Connect your headphones. ⚠ **WARNING: The possible long-term effect of listening to audio at high volume through the headphones may damage your hearing ability.**
12	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 one of the following cables from your computer to the monitor: - USB Type-A to Type-B 5Gbps cable (shipped with your monitor) - USB Type-C to C 10Gbps 100W cable (shipped with your monitor) ⓘ **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.

Monitor specifications

Table 5. Monitor specifications.

Description	Value
Screen type	Color Active Matrix
Panel technology	Organic Light Emitting Diode (OLED) technology
Aspect ratio	21:9
Viewable image dimensions	
Diagonal	987.0 mm (38.9 in.)
Active area	
Horizontal	909.31 mm (35.80 in.)
Vertical	383.62 mm (15.10 in.)
Area	349438.68 mm² (540.03 in.²)
Pixel pitch	
Horizontal	0.1776 mm
Vertical	0.1776 mm
Pixel per inch (PPI)	143
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	• 300 cd/m² (typical) • 1300 cd/m² (HDR peak at APL 3%)
Contrast ratio	1.75 million:1
Display screen coating	Anti-Reflectance (AR) with hard-coating 2H
Response time	0.03 ms (gray to gray)
Curvature	1500R
Color depth	1.07 billion colors
Color gamut	DCI-P3 99% (CIE 1976) (typical)
Calibration accuracy	Delta E < 2 (average) (sRGB, DCI-P3)
HDR support	• AMD FreeSync Premium Pro • Dolby Vision • VESA DisplayHDR True Black 500
VRR support	• AMD FreeSync Premium Pro • HDMI 2.1 Variable Refresh Rate (VRR) • NVIDIA G-SYNC Compatible • VESA AdaptiveSync Display (dual mode)
Integrated devices	• 1 USB-C 5Gbps upstream port (Video + Data). Alternate mode with DisplayPort 2.1, Power Delivery up to 90 W • 1 USB 5Gbps Type-B upstream port • 3 USB 5Gbps downstream ports: 1 USB-C (supports 15 W charging) and 2 USB Type-A (1 with BC1.2 charging)

Description	Value
Connectivity	• 1 DisplayPort 2.1 (HDCP 1.4 & 2.3) port (Supports up to 5120 x 2160 at 165 Hz, 2560 x 1080 at 330 Hz, DSC, HDR) • 2 HDMI 2.1 ports (HDCP 1.4 & 2.3) (Supports up to 5120 x 2160 at 165 Hz, 2560 x 1080 at 330 Hz, FRL, HDR, VRR as per specified in HDMI 2.1) (including 1 HDMI 2.1 FRL port with eARC/ARC - to support audio signal pass-through) • 1 USB-C 5Gbps upstream port (DisplayPort 2.1 Alternate Mode, Power Delivery up to 90 W) • 1 USB 5Gbps Type-B upstream port • 2 USB 5Gbps Type-A downstream ports (including 1 port with BC1.2 charging) • 1 USB-C 5Gbps downstream port with 15 W charging • 1 Headphone port
Border width (edge of monitor to active area)	
Top	9.29 mm (0.37 in.)
Left/Right	11.35 mm (0.45 in.)
Bottom	15.32 mm (0.60 in.)
Adjustability	
Height adjustable stand	0 mm to 110 mm
Tilt	-5° to 21°
Swivel	-20° to 20°
Slant	-5° to 5°
ⓘ **NOTE:** Do not mount or use this monitor in portrait (vertical) orientation or inverse (180°) landscape mount as it may damage the monitor.	
Cable management	Yes
Dell Display and Peripheral Manager compatibility	N/A
Alienware Command Center (AWCC)	Yes
Security	Security-lock slot (for Kensington locks, purchased separately)

Resolution specifications

Table 6. Resolution specifications.

Description	Value
Horizontal scan range	27 kHz to 386 kHz (WUHD mode) 27 kHz to 421 kHz (WFHD mode)
Vertical scan range	48 kHz to 165 kHz (WUHD mode) 48 Hz to 330 Hz (WFHD mode)
Maximum preset resolution	5120 x 2160 at 165 Hz (WUHD mode) 2560 x 1080 at 330 Hz (WFHD mode)

Supported video modes

Table 7. Supported video modes.

Description	Value
Video display capabilities (DisplayPort/USB-C)	2160p, 1080p, 720p, 576p, 480p
Video display capabilities (HDMI)	2160p, 1080p, 1080i, 720p, 576p, 480p

Preset display modes

Table 8. HDMI preset display modes (WUHD mode).

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
640 x 480	31.47	59.94	25.18	-/-
640 x 480	37.50	75	31.50	-/-
720 x 400	31.47	70.08	28.32	-/+
800 x 600	37.88	60.32	40	+/+
800 x 600	46.88	75	49.50	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75.03	78.75	+/+
1152 x 864	67.50	75	108	+/+
1280 x 1024	63.98	60.02	108	+/+
1280 x 1024	79.98	75.03	135	+/+
1600 x 900	60	60	108	+/+
1920 x 1080	67.50	60	148.50	+/+
1920 x 1080	135	120	297	+/+
2560 x 1440	257.17	164.96	699.50	+/-
3440 x 1440	88.82	59.97	319.75	+/-
3440 x 1440	257.22	164.99	926	+/-
3840 x 2160	270	120	1188	+/+
3840 x 2160	135	60	594	+/+
3840 x 2160	112.50	50	594	+/+
5120 x 2160	133.29	59.98	703.75	+/-
5120 x 2160	274.43	120	1449	+/-
5120 x 2160	384.78	165	2167.08	+/-

Table 9. DisplayPort/USB-C preset display modes (WUHD mode).

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
640 x 480	31.47	59.94	25.18	-/-
640 x 480	37.50	75	31.50	-/-
720 x 400	31.47	70.08	28.32	-/+
800 x 600	37.88	60.32	40	+/+
800 x 600	46.88	75	49.50	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75.03	78.75	+/+
1152 x 864	67.50	75	108	+/+
1280 x 1024	63.98	60.02	108	+/+
1280 x 1024	79.98	75.03	135	+/+
1600 x 900	60	60	108	+/+
1920 x 1080	67.50	60	148.50	+/+
1920 x 1080	135	120	297	+/+
2560 x 1440	257.17	164.96	699.50	+/-
3440 x 1440	88.82	59.97	319.75	+/-
3440 x 1440	257.22	164.99	926	+/-
3840 x 2160	270	120	1188	+/+

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
3840 x 2160	135	60	594	+/+
3840 x 2160	112.50	50	594	+/+
5120 x 2160	133.29	59.98	703.75	+/-
5120 x 2160	274.43	120	1449	+/-
5120 x 2160*	384.78	165	2167.08	+/-
5120 x 2160**	385.75	164.99	2036.75	+/-

*For DisplayPort input.

**For USB-C input.

Table 10. HDMI/DisplayPort/USB-C preset display modes (WFHD mode).

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
640 x 480	31.47	59.94	25.18	-/-
640 x 480	37.50	75	31.50	-/-
720 x 400	31.47	70.08	28.32	-/+
800 x 600	37.88	60.32	40	+/+
800 x 600	46.88	75	49.50	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75.03	78.75	+/+
1152 x 864	67.50	75	108	+/+
1280 x 1024	63.98	60.02	108	+/+
1280 x 1024	79.98	75.03	135	+/+
1600 x 900	60	60	108	+/+
1920 x 1080	67.50	60	148.50	+/+
1920 x 1080	135	120	297	+/+
2560 x 1080	66.64	59.98	181.25	+/-
2560 x 1080	291.54	239.95	793	+/-
2560 x 1080	420.40	329.99	1143.50	+/-

NOTE: This monitor supports NVIDIA G-SYNC Compatible. For more information about the graphic cards that can support NVIDIA G-SYNC Compatible feature, see NVIDIA GeForce Home Page.

NOTE: This monitor supports AMD FreeSync Premium Pro, HDMI 2.1 Variable Refresh Rate (VRR) and VESA AdaptiveSync Display.

Console mode (HDMI only)

Console Mode is designed with an excellent picture quality at a fast response time and a high frame rate of 165 Hz to give the best console game experience.

Table 11. Display modes of console mode.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
640 x 480	31.47	59.94	25.18	-/-
640 x 480	37.50	75	31.50	-/-
720 x 400	31.47	70.08	28.32	-/+
800 x 600	37.88	60.32	40	+/+
800 x 600	46.88	75	49.50	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75.03	78.75	+/+
1152 x 864	67.50	75	108	+/+
1280 x 1024	63.98	60.02	108	+/+
1280 x 1024	79.98	75.03	135	+/+
1600 x 900	60	60	108	+/+
1920 x 1080	67.50	60	148.50	+/+
1920 x 1080	135	120	297	+/+
2560 x 1440	88.79	59.95	241.50	+/-
2560 x 1440	183	120	497.75	+/-
2560 x 1440	257.17	164.96	699.50	+/-
3440 x 1440	88.82	59.97	319.75	+/-
3840 x 2160	112.50	50	594	+/+
3840 x 2160	135	60	594	+/+
3840 x 2160	270	120	1188	+/+
5120 x 2160	133.29	59.98	703.75	+/-
5120 x 2160	274.43	120	1449	+/-
5120 x 2160	385.75	164.99	2036.75	+/-

Electrical specifications

Table 12. Electrical specifications.

Description	Value
Video input signals	• HDMI/DP, 600 mV for each differential line, 100 Ω input impedance per differential pair • USB-C (with DisplayPort 2.1 Alternate Mode) signal input support
Input voltage/frequency/current	100 VAC to 240 VAC/50 Hz or 60 Hz ± 3 Hz/4 A (typical)
Inrush current	• 120 V: 30 A (maximum) at 0°C (cold start) • 240 V: 60 A (maximum) at 0°C (cold start)
Power consumption	• 0.3 W (Off mode)[1] • 0.5 W (Standby mode)[1] • 40.3 W (On mode)[1] • 360 W (maximum)[2] • 59.1 W (P_{on})[3] • 184.0 kWh (TEC)[3]

[1] As defined in EU 2019/2021 and EU 2019/2013.

[2] Maximum brightness and contrast setting with maximum power loading on all USB ports.

[3] P_{on}: Power consumption of On Mode that is measured with reference to Energy Star test method.
TEC: Total Energy Consumption in kWh that is measured with reference to Energy Star test method.
This document is informational only and reflects laboratory performance.
Your product may perform differently, depending on the software, components and peripherals you ordered and you shall have no obligation to update such information.
So, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

Physical characteristics

Table 13. Physical characteristics.

Description	Value
Signal cable type	• HDMI FRL • DisplayPort • USB
ⓘ **NOTE:** Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. Dell cannot guarantee the video performance of cables that are not included with your Dell monitor, as it has no control over suppliers, materials, connectors, and manufacturing processes.	
Dimensions (with stand)	
Height (extended)	580.10 mm (22.84 in.)
Height (compressed)	470.10 mm (18.51 in.)
Width	920.49 mm (36.24 in.)
Depth	242.50 mm (9.55 in.)
Dimensions (without stand)	
Height	408.24 mm (16.07 in.)
Width	920.49 mm (36.24 in.)
Depth	129.65 mm (5.10 in.)
Stand dimensions	
Height (extended)	447.30 mm (17.61 in.)
Height (compressed)	415.12 mm (16.34 in.)
Width	285 mm (11.22 in.)
Depth	242.50 mm (9.55 in.)
Base	285 mm (11.22 in.) x 242.50 mm (9.55 in.)
Weight	
Weight with packaging	17.55 kg (38.69 lb)
Weight with stand assembly and cables	11.22 kg (24.74 lb)
Weight without stand assembly (For wall mount or VESA mount considerations – no cables)	7.76 kg (17.11 lb)
Weight of stand assembly	3.01 kg (6.64 lb)

Environmental characteristics

Table 14. Environmental characteristics.

Description	Value
Compliant standards	• RoHS-compliant • BFR/PVC reduced monitor (The circuit boards are made from BFR/PVC-free laminates.) • Arsenic-free glass and mercury-free for the panel only
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	• Storage: -20°C to 60°C (-4°F to 140°F) • Shipping: -20°C to 60°C (-4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	• Storage: 5% to 90% (non-condensing) • Shipping: 5% to 90% (non-condensing)
Altitude	
Operating	5,000 m (16,404 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	• 1231.2 BTU/Hour (maximum) • 137.9 BTU/Hour (On mode)

Pin assignments

DisplayPort

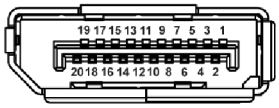


Figure 4. 20-pin DisplayPort

Table 15. Pin assignments - DisplayPort.

Pin number	20-pin side of the connected signal cable
1	ML3 (n)
2	GND
3	ML3 (p)
4	ML2 (n)
5	GND
6	ML2 (p)
7	ML1 (n)
8	GND
9	ML1 (p)
10	ML0 (n)
11	GND
12	ML0 (p)
13	CONFIG1
14	CONFIG2
15	AUX (p)
16	GND
17	AUX (n)
18	Hot Plug Detect
19	Re-PWR
20	+3.3 V DP_PWR

HDMI (eARC/ARC) port

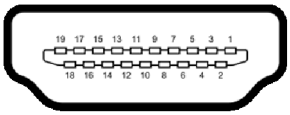


Figure 5. 19-pin HDMI (eARC/ARC) port

Table 16. Pin assignments - HDMI (eARC/ARC) port.

Pin number	19-pin side of the connected signal cable
1	TMDS DATA 2+
2	TMDS DATA 2 SHIELD
3	TMDS DATA 2-
4	TMDS DATA 1+
5	TMDS DATA 1 SHIELD
6	TMDS DATA 1-
7	TMDS DATA 0+
8	TMDS DATA 0 SHIELD
9	TMDS DATA 0-
10	TMDS CLOCK+
11	TMDS CLOCK SHIELD
12	TMDS CLOCK-
13	CEC
14	eARC TX+
15	DDC CLOCK (SCL)
16	DDC DATA (SDA)
17	DDC/CEC Ground
18	+5 V POWER
19	HOT PLUG DETECT (eARC TX-)

HDMI port

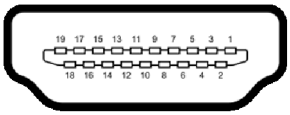


Figure 6. 19-pin HDMI port

Table 17. Pin assignments - HDMI port.

Pin number	19-pin side of the connected signal cable
1	TMDS DATA 2+
2	TMDS DATA 2 SHIELD
3	TMDS DATA 2-
4	TMDS DATA 1+
5	TMDS DATA 1 SHIELD
6	TMDS DATA 1-
7	TMDS DATA 0+
8	TMDS DATA 0 SHIELD
9	TMDS DATA 0-
10	TMDS CLOCK+
11	TMDS CLOCK SHIELD
12	TMDS CLOCK-
13	CEC
14	Reserved (N.C. on device)
15	DDC CLOCK (SCL)
16	DDC DATA (SDA)
17	DDC/CEC Ground
18	+5 V POWER
19	HOT PLUG DETECT

Universal Serial Bus (USB) interface

This section provides information about the USB ports available on your monitor.

ⓘ **NOTE:** This monitor is USB 5Gbps compatible. USB 5Gbps functionality requires a USB 5Gbps-capable computer.

Your monitor has the following USB ports:

Table 18. USB ports.

Port	Location
1 x USB-C upstream	Bottom
1 x USB Type-B upstream	Bottom
2 x USB Type-A downstream	Bottom (1), Bottom (Quick Access)* (1)
1 x USB-C downstream	Bottom (Quick Access)

ⓘ **NOTE:** The USB ports on the monitor work only when the monitor is turned on or in Standby mode. If you turn off the monitor and then turn it on, the attached devices may take a few seconds to resume normal functionality.

*Up to 2 A on USB downstream port (Quick Access Port) with BC1.2 compliance devices or normal USB devices.

Table 19. USB speed and power consumption.

Transfer speed	Data rate	Power consumption
SuperSpeed	5 Gbps	4.50 W
High speed	480 Mbps	4.50 W
Full speed	12 Mbps	4.50 W

Table 20. USB-C upstream port specifications.

USB-C	Description
Video	DisplayPort 2.1
Data	USB 5Gbps
Power Delivery (PD)	Up to 90 W

Table 21. USB-C downstream port specifications.

USB-C	Description
Data	USB 5Gbps
Power charging	Up to 15 W

USB-C port

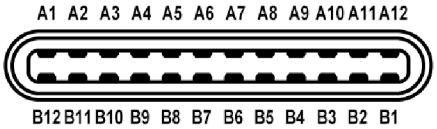


Figure 7. USB-C 5Gbps port

Table 22. Pin assignments - USB-C port.

Pin number	Signal name	Pin number	Signal name
A1	GND	B1	GND
A2	TX1+	B2	TX2+
A3	TX1-	B3	TX2-
A4	VBUS	B4	VBUS
A5	CC1	B5	CC2
A6	D+	B6	D+
A7	D-	B7	D-
A8	SBU1	B8	SBU2
A9	VBUS	B9	VBUS
A10	RX2-	B10	RX1-
A11	RX2+	B11	RX1+
A12	GND	B12	GND

USB Type-B upstream port

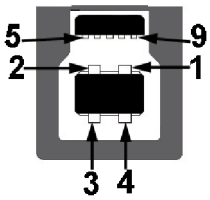


Figure 8. USB 5Gbps Type-B upstream port

Table 23. Pin assignments - USB Type-B upstream port.

Pin number	Signal name
1	VBUS
2	D-
3	D+
4	GND
5	StdB_SSTX-
6	StdB_SSTX+
7	GND_DRAIN
8	StdB_SSRX-
9	StdB_SSRX+
Shell	Shield

USB Type-A downstream port

Figure 9. USB 5Gbps Type-A downstream port

Table 24. Pin assignments - USB Type-A downstream port.

Pin number	Signal name
1	VBUS
2	D-
3	D+
4	GND
5	StdA_SSRX-
6	StdA_SSRX+
7	GND_DRAIN
8	StdA_SSTX-
9	StdA_SSTX+
Shell	Shield

Plug-and-Play

You can connect the monitor to any Plug-and-Play compatible computer. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so that the computer can configure itself and optimize the monitor settings. Most monitor installations are automatic; you can select different settings as required. For more information about changing the monitor settings, see Operating the monitor.

OLED monitor quality and pixel policy

During the OLED monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information on Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.

Ergonomics

△ **CAUTION: Improper or prolonged usage of keyboard may result in injury.**

△ **CAUTION: Viewing the monitor screen for extended periods of time may result in eye strain.**

For comfort and efficiency, follow the guidelines listed below when setting up and using your computer workstation:

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are commercially available to help you correctly position your keyboard.
- To reduce the risk of eye strain and neck, arm, back, or shoulder pain from using the monitor for periods of time, it is recommended that you:
  1. Set the distance of the screen between 20 in. to 28 in. (50 cm – 70 cm) from your eyes.
  2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
  3. Take regular and frequent breaks for 20 minutes every two hours.
  4. Look away from your monitor and gaze at a distant object that is 20 feet away for at least 20 seconds during the breaks.
  5. Perform stretches to relieve tension in the neck, arm, back, and shoulders during the breaks.
- Ensure that the monitor screen is at eye level or slightly lower when you are sitting in front of the monitor.
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms rest naturally on both sides of the chair.
- Ensure that your feet are resting flat on the floor.
- When sitting, make sure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair's height or use a footrest if necessary, to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended periods of time. Try to stand or get up and walk around at regular intervals.
- Keep the area under your desk free of obstructions, such as cables, that could affect comfortable seating or create a trip hazard.

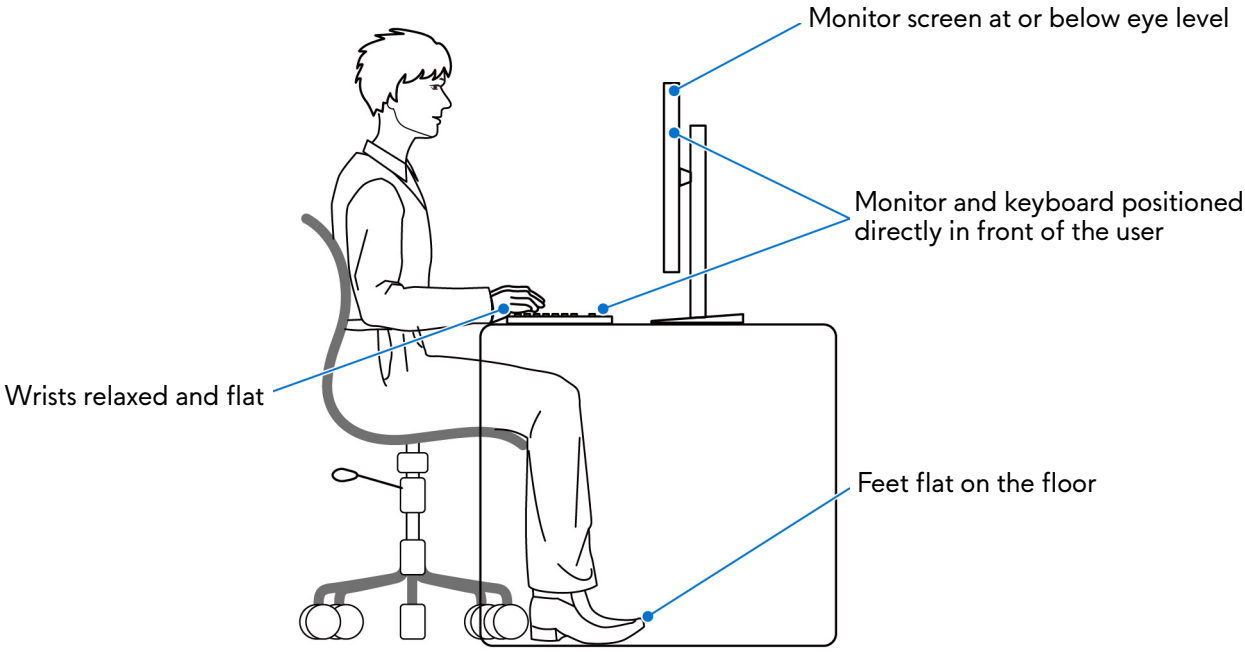


Figure 10. Correct sitting posture while using the monitor

Handling and moving your display

To ensure that the monitor is handled safely when lifting or moving it, follow these guidelines:

- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting or moving the monitor.

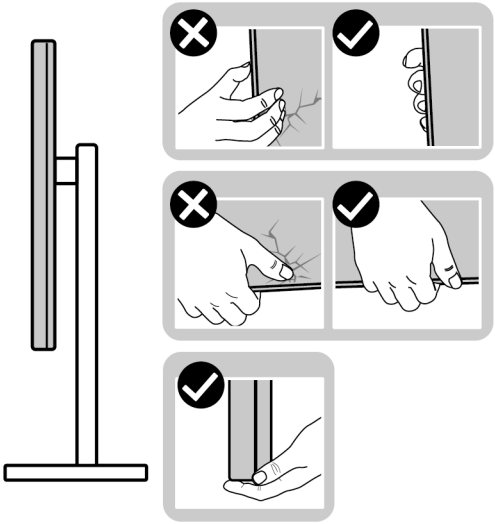


Figure 11. Correct ways of handling and moving the monitor

- When lifting or moving the monitor, ensure the screen is facing away from you and do not press on the display area to avoid any scratches or damage.

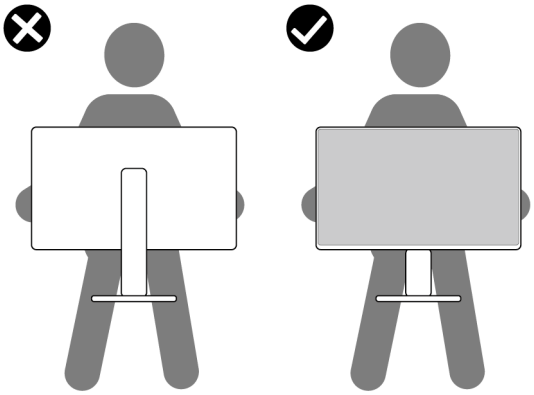


Figure 12. Correct way of lifting the monitor

- When transporting the monitor, avoid any sudden shock or vibration to it.

- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. This may result in accidental damage to the monitor or cause personal injury.

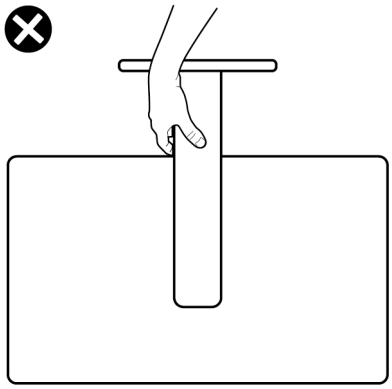


Figure 13. Incorrect way of lifting or moving the monitor

Maintenance guidelines

Cleaning your monitor

△ **CAUTION: Read and follow the** Safety instructions **before cleaning the monitor.**

⚠ **WARNING: Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.**

For best practices, follow the instructions that are listed below when unpacking, cleaning, or handling your monitor:

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your Dell monitor. If available, use a screen-cleaning tissue or solution suitable for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.
- Using available dry cloth, gently wipe the film surface in one direction at a time to remove stains and dust.

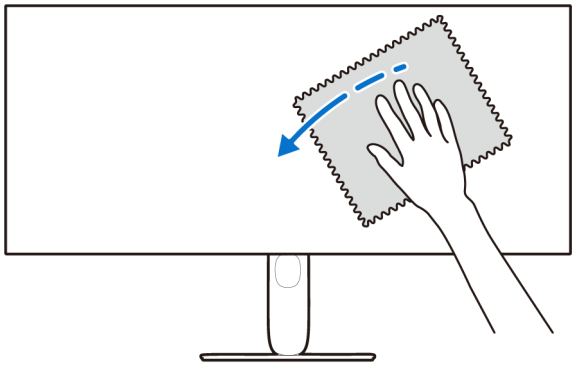


Figure 14. Correct way of cleaning the film surface

△ **CAUTION: Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, or compressed air.**

△ **CAUTION: Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.**

Table 25. Screen cleaners.

Cleaner	
Do use	• Filtered or distilled water • Neutral or alkali detergent (for example, dish soap) with water • LCD/LED screen cleaner (without Acetone)
Do not use	• Toluene/Acetone/Solvent • Common glass cleaner • Household cleaning products • Abrasive cleaning solution • Cleaner containing hydrogen peroxide

⚠ **WARNING: Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so allows liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.**

ⓘ **NOTE:** Monitor damages due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.

- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Setting up the monitor

Connecting the stand

△ **CAUTION: The following steps are important to protect your screen. Follow the instructions to complete the installation.**

ⓘ **NOTE:** The stand assembly is not pre-installed when the monitor is shipped from the factory.

ⓘ **NOTE:** The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

1. Remove the stand riser and stand base from the packaging cushion.

   ⓘ **NOTE:** The images are for the purpose of illustration only. The placement and appearance of the package cushion may vary by model.

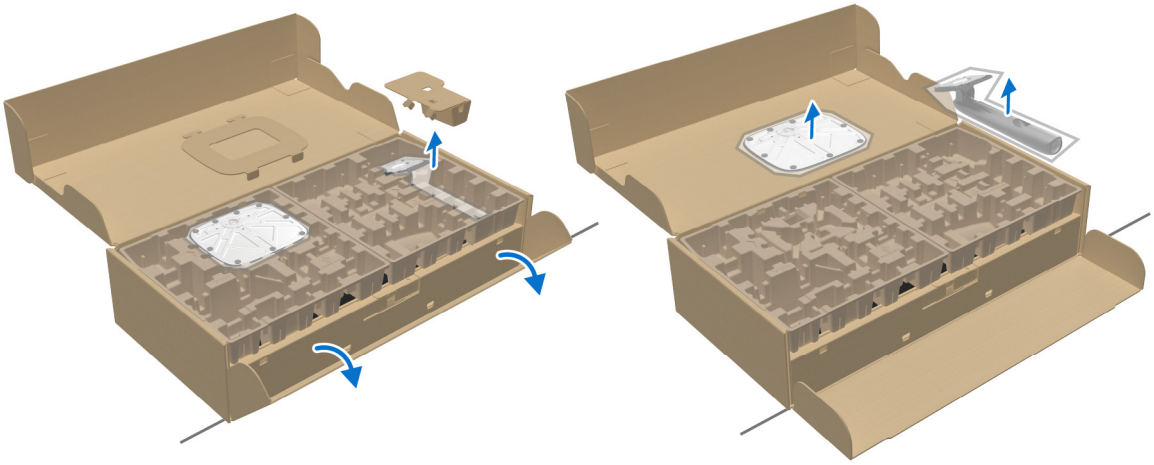


Figure 15. Removing the stand base and stand riser

2. Align and place the stand riser on the stand base.
3. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
4. Close the screw handle.

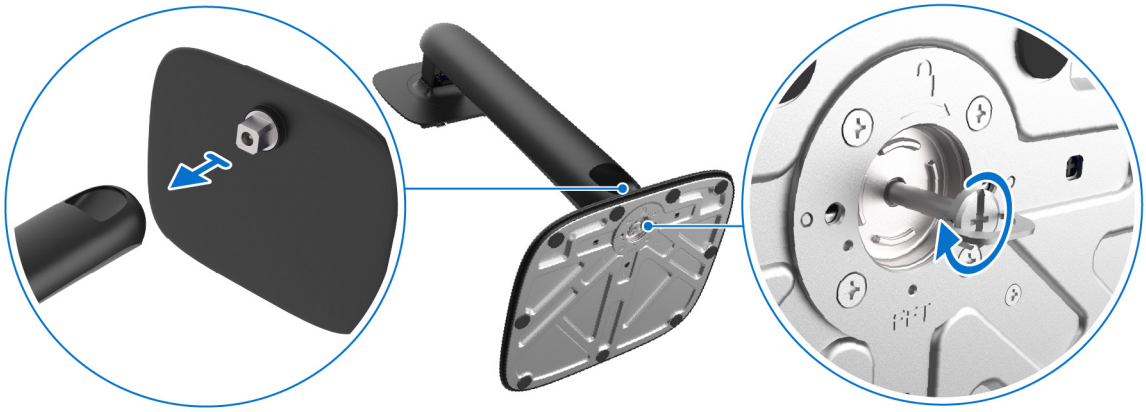


Figure 16. Assemble the stand riser to stand base

5. Open the protective cover on the monitor to access the VESA mounting area.

   ⓘ **NOTE:** Before attaching the stand assembly, fully open the front flap to allow enough space for installation.

Figure 17. Open the protective cover

6. Carefully insert the tabs on the stand riser into the slots on the back cover, then press down on the stand assembly until it snaps into place.

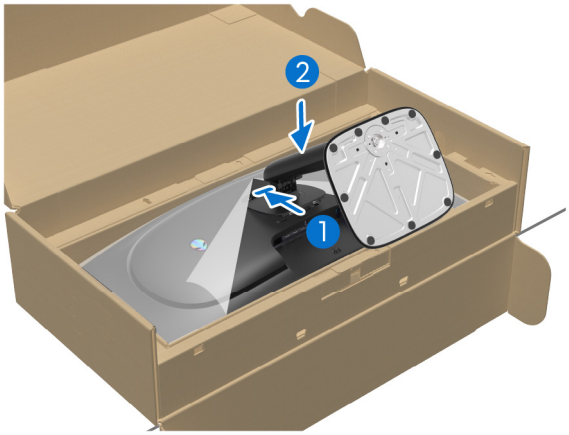


Figure 18. Attaching the stand assembly to the monitor

7. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.

   △ **CAUTION: Hold the stand riser firmly when lifting the monitor to avoid any accidental damage.**

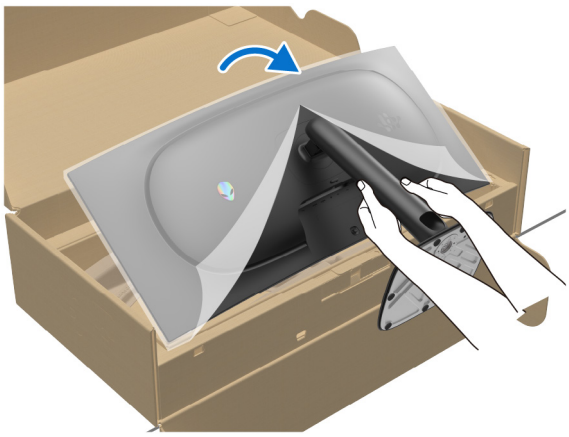


Figure 19. Removing the monitor from the packaging box

8. Lift the protective cover from the monitor.

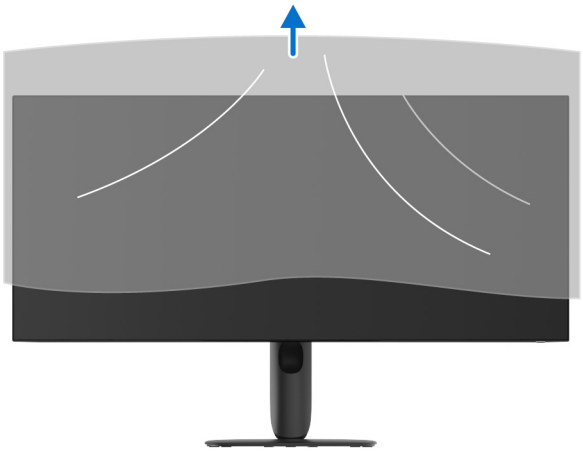


Figure 20. Lift the protective cover from the monitor

Using the tilt, swivel and height adjustment

ⓘ **NOTE:** The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

Tilt and swivel adjustment

With the stand attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.

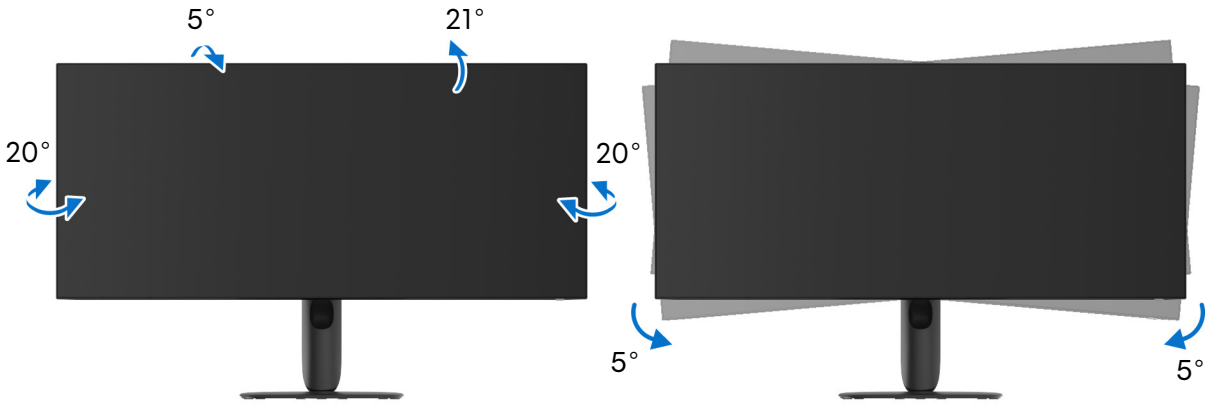


Figure 21. Tilt and swivel adjustment

ⓘ **NOTE:** The stand assembly is not pre-installed when the monitor is shipped from the factory.

ⓘ **NOTE:** The monitor tilts from -5° to +5° and does not support pivot.

Height adjustment

ⓘ **NOTE:** The stand adjusts vertically up to 110 mm. The following image shows how to adjust the stand height.

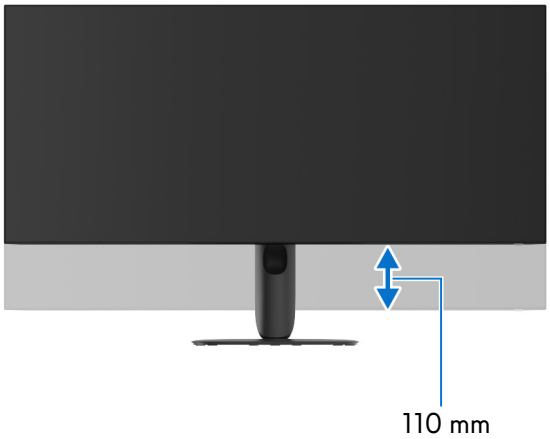


Figure 22. Height adjustment

Organizing your cables

After attaching all the 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.

Figure 23. Organizing your cables

If the cable is too short, connect it directly to the computer without routing it through the cable management slot. This provides room for all adjustments and prevents stress on the connections.

Figure 24. Maintain adequate cable length for monitor adjustments

Connecting your monitor

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

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

ⓘ **NOTE:** Route the cables through the cable-management slot before connecting them.

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

ⓘ **NOTE:** The images are for the purpose of 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 monitor to the computer using one of the following cables:
   - USB-C to C cable
   - DisplayPort to DisplayPort cable or HDMI cable

   △ **CAUTION: To avoid bending the USB-C cable connector, hold both sides of the connector. Then insert or remove it straight into or out of the monitor's USB-C port.**

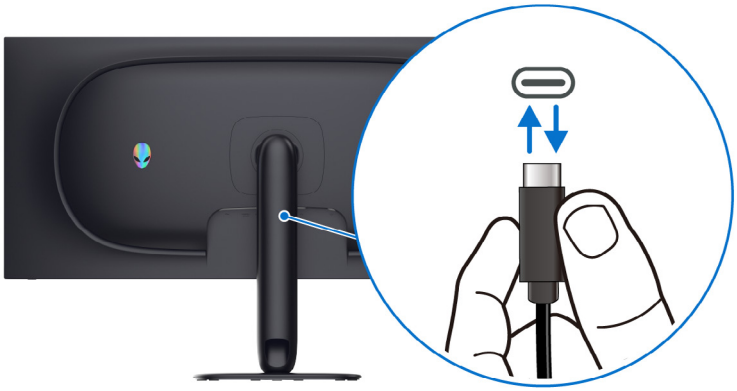


Figure 25. Connecting and disconnecting the USB-C to C cable

3. If you use a DisplayPort or HDMI connection, connect the supplied USB Type-A to Type-B cable between the monitor and the computer to enable the monitor's USB ports.
4. Connect USB peripherals to the USB 5Gbps downstream ports on the monitor.
5. Connect the power cables from the computer and monitor to a wall outlet.

   △ **CAUTION: Before using the monitor, secure the stand riser to a wall with a cable tie or cord that can support the monitor's weight to help prevent the monitor from falling.**

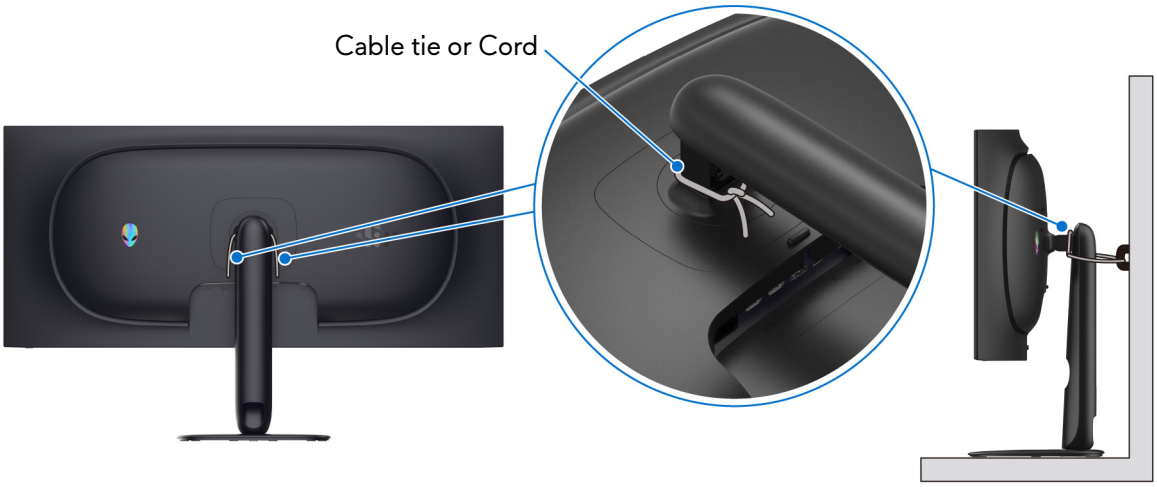


Figure 26. Fasten the stand riser to a wall to prevent the monitor from falling

6. Turn on the monitor and the computer.
   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

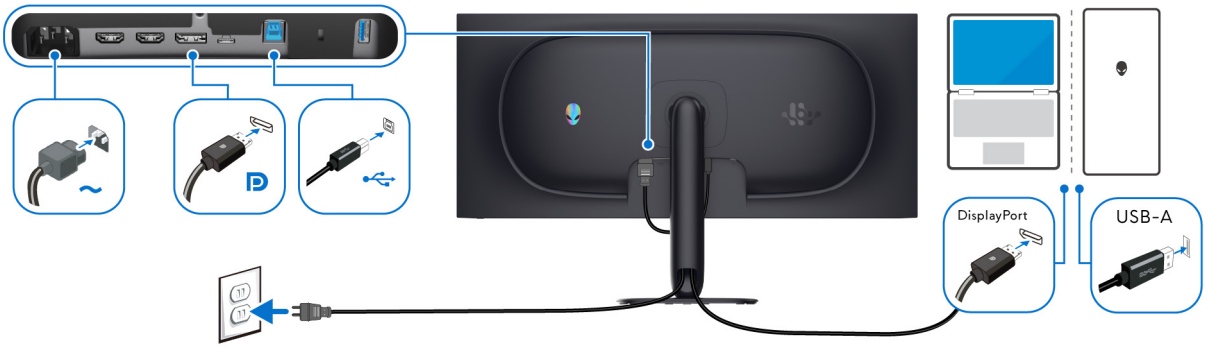


Figure 27. DisplayPort connection

Connecting the HDMI cable

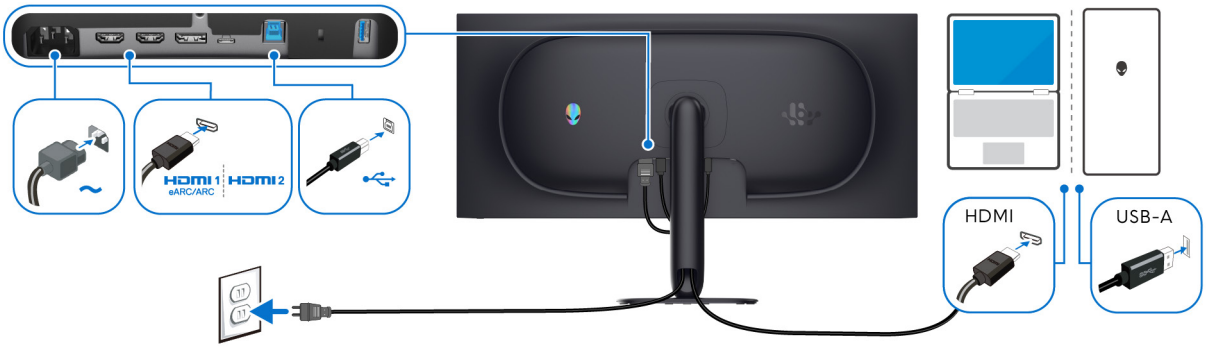


Figure 28. HDMI connection

Connecting the USB-C to C cable

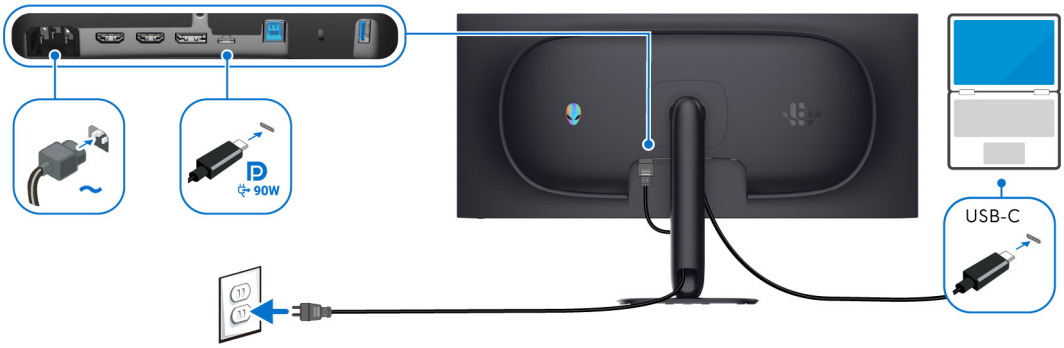


Figure 29. USB-C connection

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.

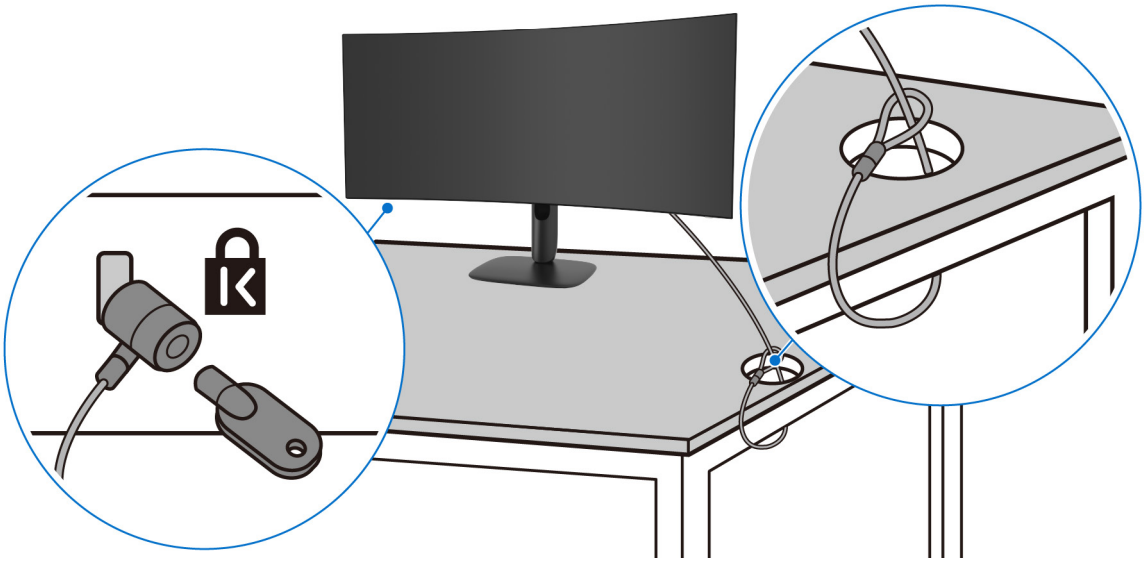


Figure 30. Using the Kensington lock

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

Removing the monitor stand

△ **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.

To remove the stand:

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand release button at the back of the display.

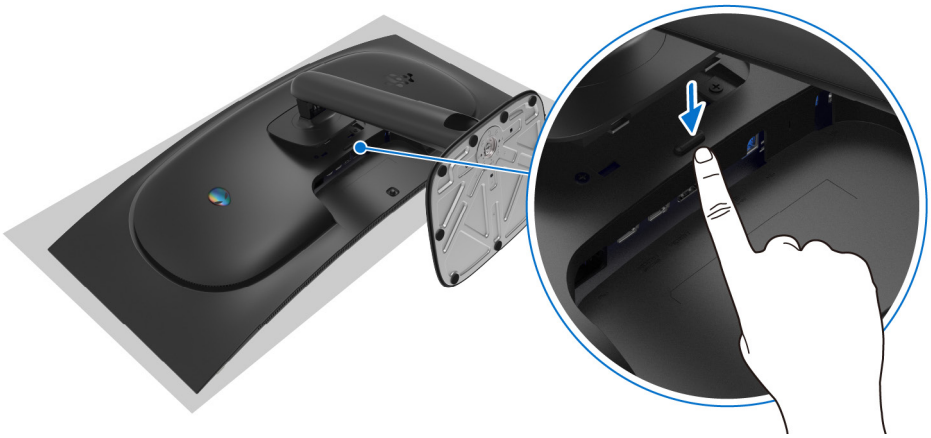


Figure 31. Press and hold the stand release button

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

Figure 32. Removing the monitor stand

VESA wall mounting (optional)

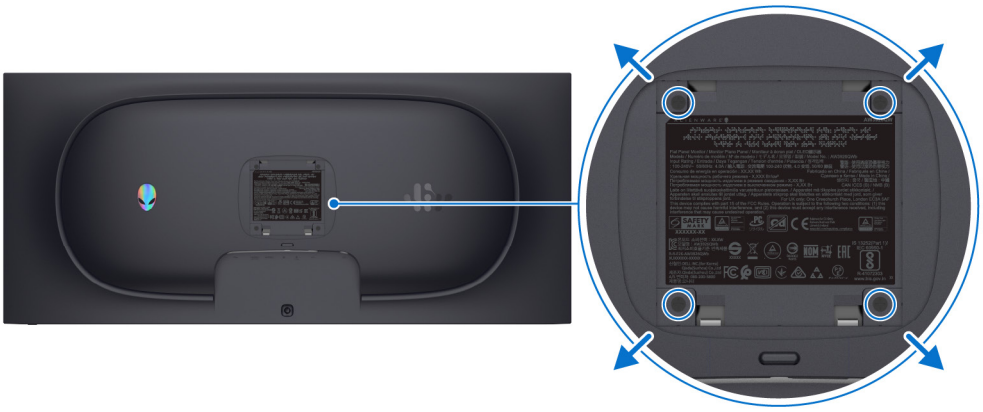


Figure 33. VESA wall mounting

ⓘ **NOTE:** Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit.

Refer to the instructions that come with the VESA-compatible wall-mounting kit.

1. Place the monitor panel on a soft cloth or cushion on a stable flat surface.
2. Remove the monitor stand. (See Removing the monitor stand.)
3. Use a Phillips crosshead screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall-mounting kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that is shipped with the wall-mounting kit.
   ⓘ **NOTE:** For use only with UL or CSA or GS-listed wall mount bracket with minimum weight or load bearing capacity of 31.04 kg.

Organizing cables on a monitor arm (sold separately)

△ **CAUTION: To prevent damage to the monitor when adjusting its orientation, ensure there is enough cable clearance between the connectors and the cable management channel on the monitor arm.**

ⓘ **NOTE:** The images are for illustration purposes only. The appearance of your stand arm (sold separately) may vary.

Follow these steps:

1. Connect all necessary cables and route them through the cable management channel on the monitor arm.
2. Leave enough cable clearance between the connectors and the cable management channel on the monitor arm.

   ⓘ **NOTE:** If the cable is too short, connect it directly to the computer without routing it through the cable management channel on the monitor arm. This provides room for all adjustments and prevents stress on the connections.

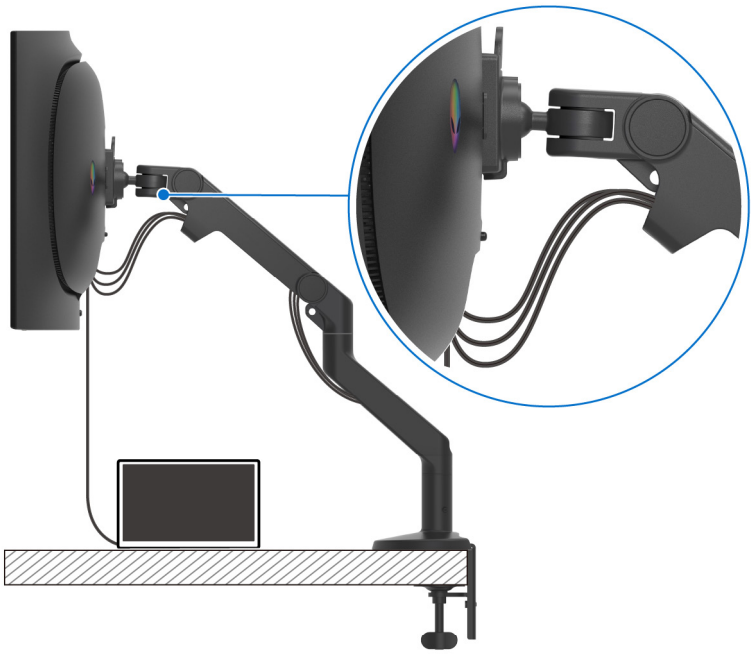


Figure 34. Maintain adequate cable length for monitor adjustment

Operating the monitor

Power on the monitor

Press the power button to turn on the monitor.

Figure 35. Power on the monitor

Using the joystick control

Use the joystick on the back of the monitor to adjust the On-Screen Display (OSD).

Figure 36. Using the joystick control

1. Press the joystick button to launch the Menu Launcher.
2. Move the joystick button up/down/left/right to toggle through the options.
3. Press the joystick button to confirm the settings and exit.

Table 26. Movement of the joystick.

Joystick	Description
	• When the OSD menu is on, press the joystick button to confirm the selection or save the settings. • When the OSD menu is off, press the joystick button to launch the Menu Launcher. See Accessing the Menu Launcher.
	• For 4-way (left, right, up, and down) directional navigation. • Toggles through the menu items. • Increases or decreases the parameters of selected menu item.
	Selects and enters the submenu.

Joystick	Description
	Returns to the upper-level menu or exits from the current menu.

You can assign the four directional movements as Direct Key 1/2/3/4 to access a specific OSD function. For more information, see DIRECT KEY GUIDE.

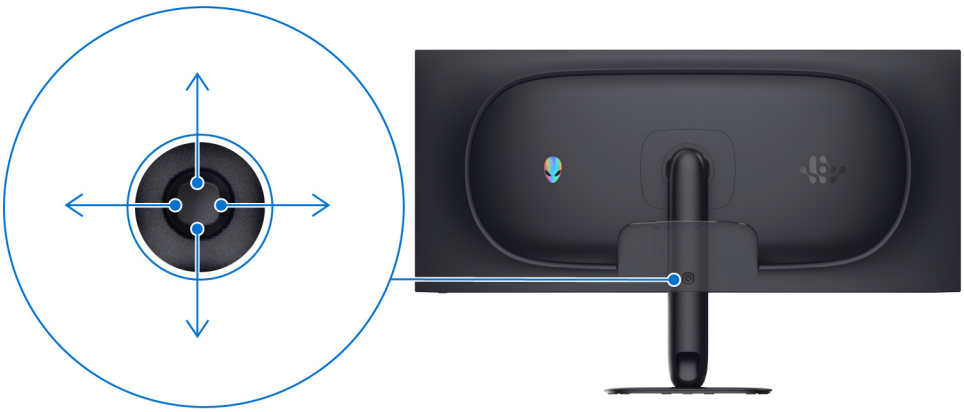


Figure 37. Joystick and Direct Keys

Switching resolution display modes with the joystick

Press and hold the joystick button for 4 seconds to open the **ESPORTS + OTHER MODES** shortcut menu.

The menu lets you switch between resolution display modes or disable the feature. Use the joystick to navigate, then press the button to confirm your selection.

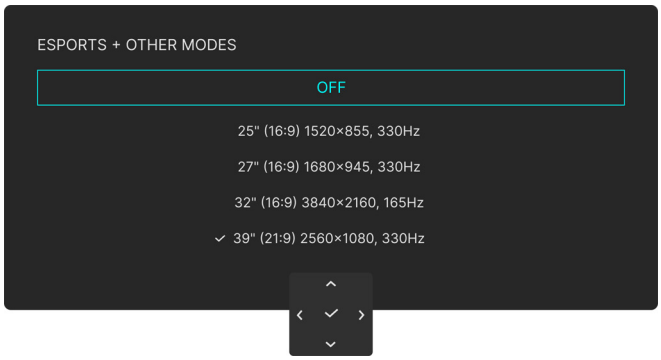


Figure 38. ESPORTS + OTHER MODES menu

NOTE: For more information about the modes, see ESPORTS MODE and OTHER MODES.

To switch to another mode or disable the feature, press and hold the joystick button for 4 seconds again to reopen the menu and make a new selection.

Accessing the Menu Launcher

When you press the joystick button, the Menu Launcher appears at the bottom center of the screen, allowing you to access the OSD menu and shortcut functions.

To switch between functions, move the joystick button.

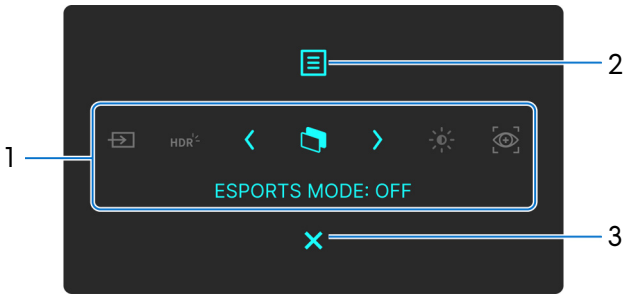


Figure 39. Menu Launcher

The following table describes the Menu Launcher functions:

Table 27. Menu Launcher description.

Label	Icon	Description
1	When you move the joystick button left or right to toggle through the shortcut functions, the selected item is highlighted and shifted to the center position. Press the joystick button to enter its submenu and make adjustments by moving the joystick button. ⓘ **NOTE:** You can set your preferred shortcut keys. For more information, see PERSONALIZE. ⓘ **NOTE:** After changing the settings, use the navigation keys to confirm the changes before proceeding to another function or exiting.	
	SHORTCUT KEY 1	**INPUT SOURCE**: To choose an input source from the list of video signals that may be connected to your monitor.
	HDR **SHORTCUT KEY 2**	**SMART HDR**: To toggle through different **SMART HDR** options.
	SHORTCUT KEY 3	**ESPORTS MODE**: To toggle through different **ESPORTS MODE** options.
	SHORTCUT KEY 4	**BRIGHTNESS/CONTRAST**: To access the adjustment sliders of brightness and contrast.
	SHORTCUT KEY 5	**ALIENVISION**: To choose a display mode for gameplay or to turn off **ALIENVISION**.
2	**Menu**	To launch the On-Screen Display (OSD) main menu. See Accessing the menu system.
3	**Exit**	To exit the Menu Launcher.

When the Menu Launcher is on, the OSD Status Bar appears at the top in the center of the screen, displaying the current settings of some OSD functions.

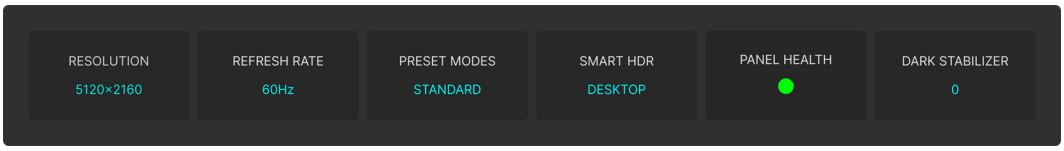


Figure 40. OSD Status Bar

Normally, **PANEL HEALTH** displays a green dot. If a yellow dot is displayed, perform **PIXEL REFRESH**. For more information, see OLED PANEL MAINTENANCE.

Using the On-Screen Display (OSD) menu

Accessing the menu system

When the OSD menu is active, adjust the settings by moving the joystick button and follow the navigation keys at the bottom center of the OSD menu.

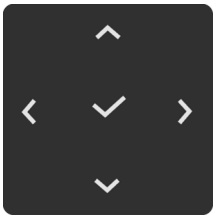
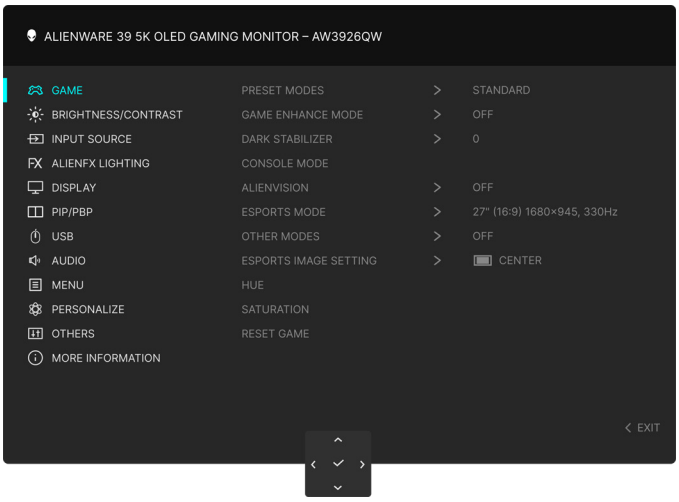
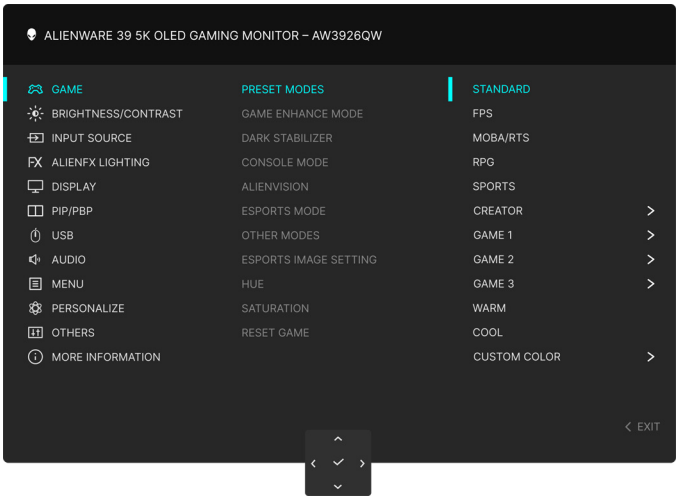


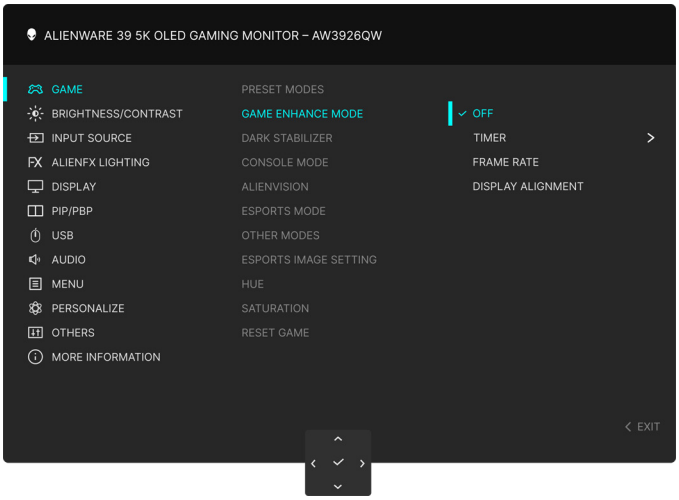
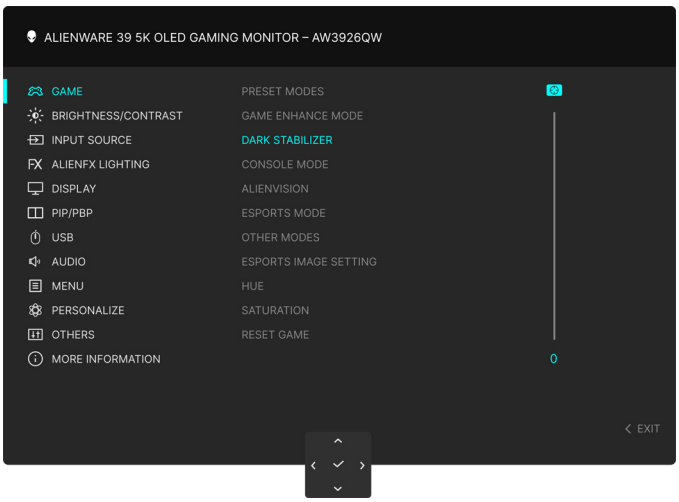
Figure 41. Navigation keys

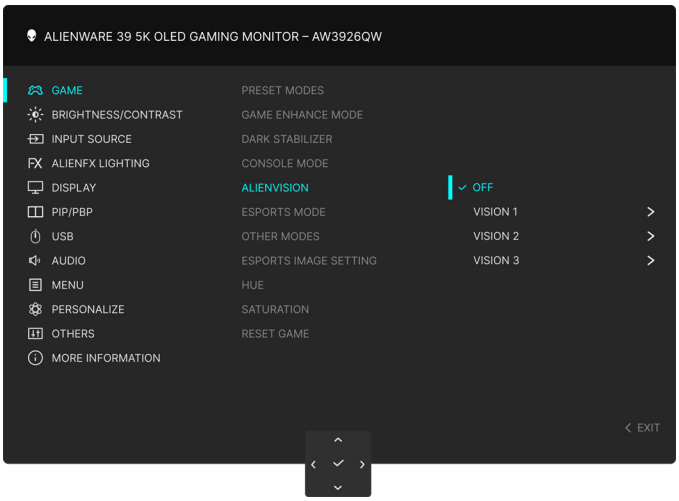
ⓘ **NOTE:** After changing the settings, use the navigation keys to confirm the changes before proceeding to another function or exiting.

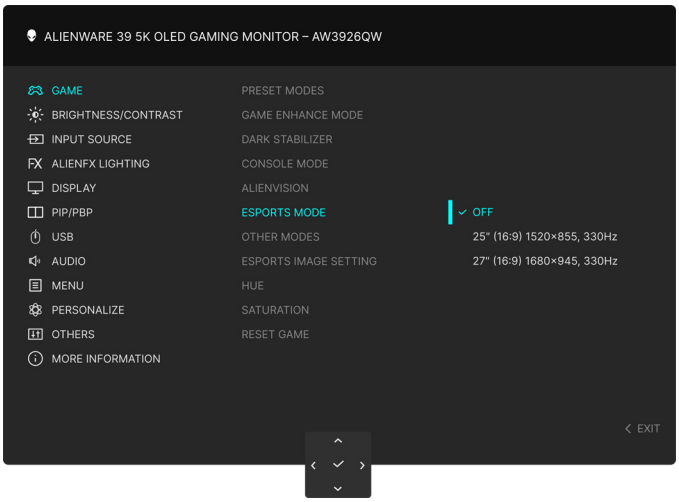
Table 28. OSD menu description.

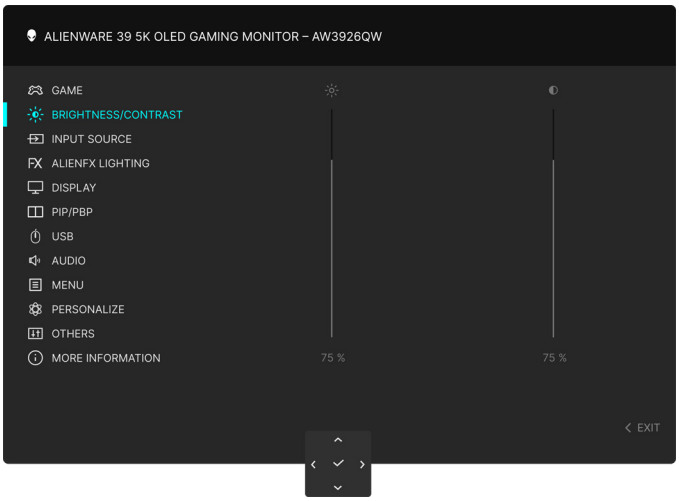
Icon	Menu and submenu	Description
	GAME	Use this menu to personalize your visual gameplay experience.  **Figure 42. GAME menu**

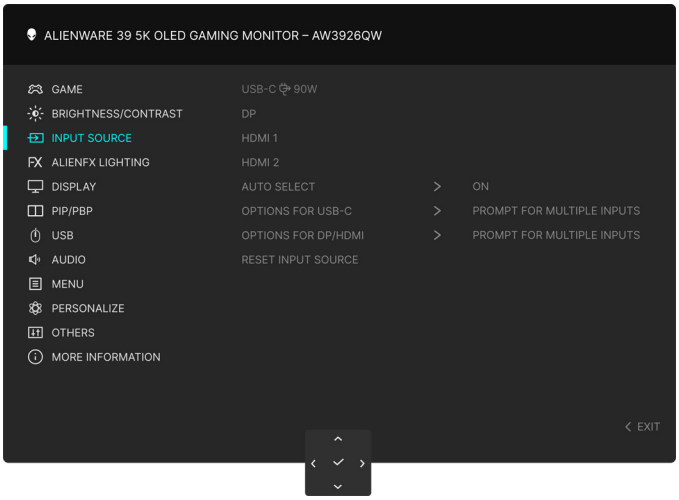
Icon	Menu and submenu	Description
	PRESET MODES	Allows you to choose a preset color mode or create your own color modes.  **Figure 43. PRESET MODES menu** • **STANDARD**: Loads the default color settings of the monitor. This is the default preset mode. • **FPS**: Loads color settings ideal for First-Person Shooter (FPS) games. • **MOBA/RTS**: Loads color settings ideal for Multiplayer Online Battle Arena (MOBA) and Real-Time Strategy (RTS) games. • **RPG**: Loads color settings ideal for Role-Playing Games (RPG). • **SPORTS**: Loads color settings ideal for sports games. • **CREATOR**: Allows you to set **COLOR SPACE** to **DCI-P3** or **sRGB** and adjust the **GAMMA** level (from 1.8 to 2.6). • **GAME 1**/**GAME 2**/**GAME 3**: Enables you to customize the settings of **GAIN**, **OFFSET**, **HUE**, **SATURATION**, and **DARK STABILIZER** for your gaming needs. • **WARM**: Presents colors at lower color temperatures. The screen appears warmer with a red/yellow tint. • **COOL**: Presents colors at higher color temperatures. The screen appears cooler with a blue tint. • **CUSTOM COLOR**: Enables you to manually adjust the color settings. Use the joystick button to adjust **GAIN**, **OFFSET**, **HUE**, and **SATURATION** to create your own preset color modes. ⓘ **NOTE:** This feature is disabled when **CONSOLE MODE** is on. ⓘ **NOTE:** This feature is disabled when **SMART HDR** or **DOLBY VISION** is activated and HDR content is displayed.

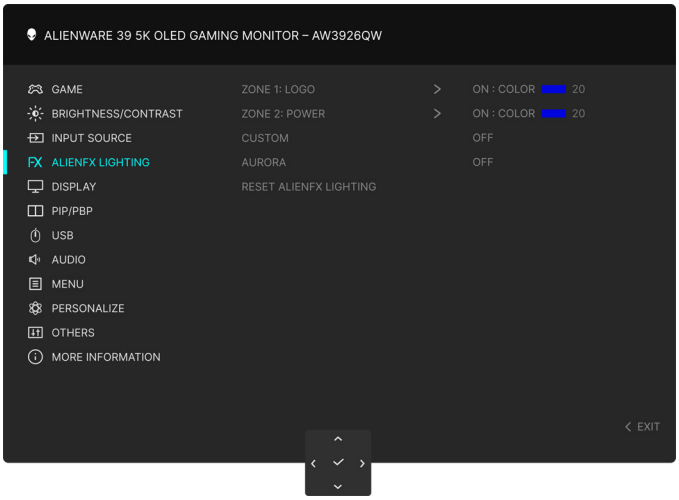
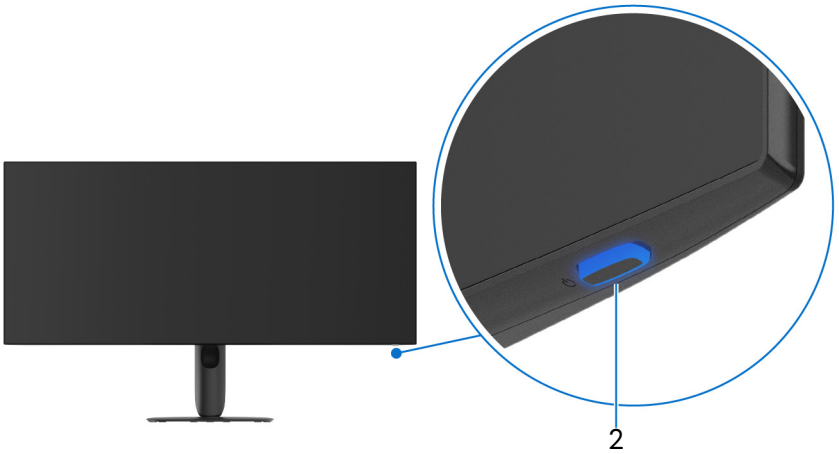
Icon	Menu and submenu	Description
	GAME ENHANCE MODE	This feature offers three functions to enhance your gameplay experience.  **Figure 44. GAME ENHANCE MODE menu** • **OFF**: Disables the functions under **GAME ENHANCE MODE**. • **TIMER**: To disable or enable the timer at the upper left corner of the display. The timer shows the remaining time after the game starts. Select an option from the time-interval list to keep you aware of the remaining time. Available time intervals include **30 min**, **40 min**, **50 min**, **60 min**, and **90 min**. • **FRAME RATE**: To display the current frames per second when playing games. The higher the rate, the smoother the motion appears. • **DISPLAY ALIGNMENT**: To help ensure the perfect alignment of the video contents from multiple displays. Pressing the joystick button again will exit **DISPLAY ALIGNMENT** mode.
	DARK STABILIZER	This feature enhances visibility in dark gaming scenarios. The higher the value (from 0 to 3), the better the visibility in the darker areas of the display.  **Figure 45. DARK STABILIZER menu** ⓘ **NOTE:** This feature is disabled when **SMART HDR** or **DOLBY VISION** is activated and HDR content is displayed.

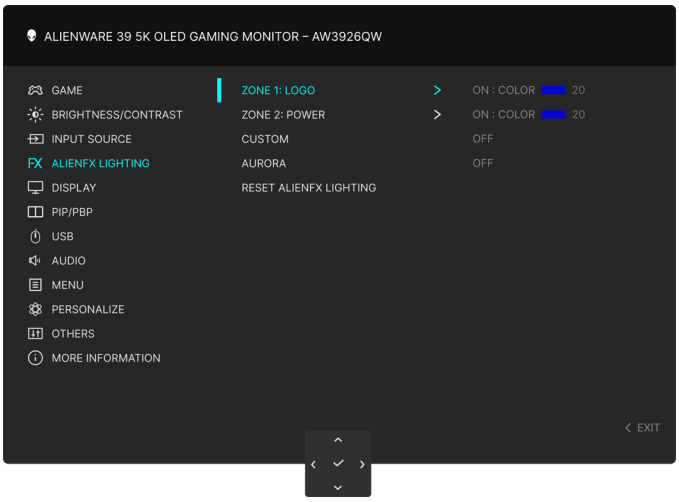
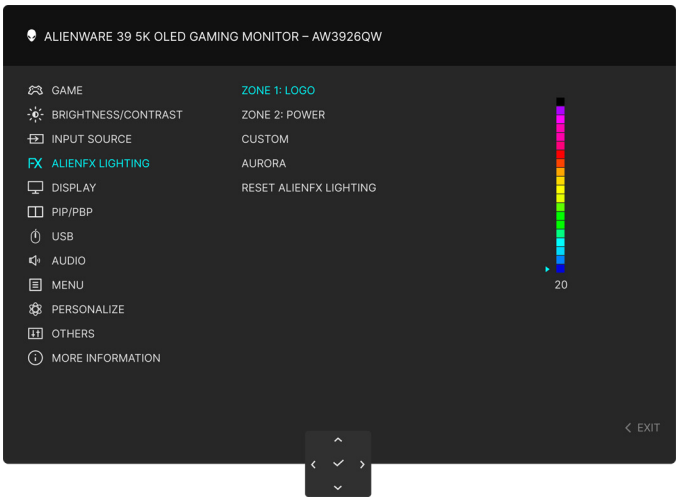
Icon	Menu and submenu	Description
	CONSOLE MODE	Adjusts **CONSOLE MODE** to **ON/LEGACY DEVICE/OFF**, **COLOR**, **GAMMA**, or **SOURCE TONE MAP**. Activating this feature gives the best gaming experience when playing console games. For more information, see Console mode (HDMI only). • **ON/LEGACY DEVICE/OFF**: Select **ON** or **OFF** to enable or disable the functions under **CONSOLE MODE**. Select **LEGACY DEVICE** when using older-generation consoles, such as PS4. • **COLOR**: Manually adjust RGB from 0 to 100. By default, RGB is set to 100. • **GAMMA**: Manually adjust **GAMMA** from 1.8 to 2.6. By default, **GAMMA** is set to 2.2. • **SOURCE TONE MAP**: Select to allow the HDR content to be tone mapped by the source device. ⓘ **NOTE: CONSOLE MODE** is only for HDMI. **PRESET MODES** is disabled when **CONSOLE MODE** is set to **ON**. ⓘ **NOTE: COLOR/GAMMA** is disabled when **SMART HDR** or **DOLBY VISION** is activated and HDR content is displayed. ⓘ **NOTE: SOURCE TONE MAP** is disabled when **DOLBY VISION** is activated or when no HDR content is displayed. ⓘ **NOTE:** This monitor supports Dolby Vision experiences when connected to an Xbox Series X|S console or a PC running Windows 11 or later with the HEVC codec installed.
	ALIENVISION	Allows you to customize your own display modes (**VISION 1**, **VISION 2**, and **VISION 3**) for different gaming scenarios. By default, **ALIENVISION** is **OFF**.  **Figure 46. ALIENVISION menu** You can go through the options and make adjustments for each vision mode. **VISION SETTINGS:** • **MODE**: Select **NIGHT** to identify objects clearly in darkness or select **CHROMA** to apply a thermal color palette to show temperature variations in the scene. Selecting **OFF** will disable the functions under **VISION SETTINGS**. • **SIZE**: To adjust the close-up window size to which the vision mode is applied. • **SHARPNESS**: To adjust the sharpness level of the pictures in the close-up window. • **POSITION**: Allows you to select a preferred position for the close-up window. • **ZOOM**: To adjust the zoom ratio, which provides a magnified view of the object. Selecting **OFF** will turn off this function. • **OPACITY**: To adjust the transparency level of the close-up window.

Icon	Menu and submenu	Description
	ALIENVISION	**CROSSHAIR:** • **STYLE**: Allows you to select a preferred crosshair style to aid in aiming accurately. Selecting **OFF** will turn off this function. • **COLOR**: Allows you to select a preferred crosshair color. If you select **DYNAMIC**, the crosshair color will change dynamically based on the background color. ⓘ **NOTE:** More **ALIENVISION** options are available on using Alienware Command Center (AWCC).
	ESPORTS MODE	This feature allows you to select a preferred display mode: • **OFF**: Displays the image at native resolution. • **25″ (16:9) 1520x855, 330Hz**: 25-inch 16:9 display mode at 330Hz refresh rate. • **27″ (16:9) 1680x945, 330Hz**: 27-inch 16:9 display mode at 330Hz refresh rate. Both the 25″ and 27″ display modes reduce the display area to help minimize visual distractions. Press the joystick button to confirm the selection.  **Figure 47. ESPORTS MODE menu** ⓘ **NOTE:** If you select the 25″ or 27″ option under **ESPORTS MODE** and then select the 32″ or 39″ option under **OTHER MODES**, **ESPORTS MODE** will automatically switch to **OFF**. ⓘ **NOTE:** If you select the 25″ or 27″ option under **ESPORTS MODE**, **ASPECT RATIO** will automatically be set to **16:9**. ⓘ **NOTE:** This feature is not supported when **PIP/PBP MODE** is activated.
	OTHER MODES	This feature allows you to select a preferred display mode other than those offered under **ESPORTS MODE**: • **OFF**: Displays the image at native resolution. • **32″ (16:9) 3840x2160, 165Hz**: 32-inch 16:9 display mode at 165Hz refresh rate. • **39″ (21:9) 2560x1080, 330Hz**: 39-inch 21:9 display mode at 330Hz refresh rate. Select the mode that best suits your viewing preference. Press the joystick button to confirm the selection. ⓘ **NOTE:** If you select the 32″ or 39″ option under **OTHER MODES** and then select the 25″ or 27″ option under **ESPORTS MODE**, **OTHER MODES** will automatically switch to **OFF**. ⓘ **NOTE:** If you select the 32″ option under **OTHER MODES**, **ASPECT RATIO** will automatically be set to **16:9**. ⓘ **NOTE:** This feature is not supported when **PIP/PBP MODE** is activated.
	ESPORTS IMAGE SETTING	Allows you to choose the screen position for the ESPORTS image: **TOP**, **CENTER**, or **BOTTOM**. Press the joystick button to confirm the selection. ⓘ **NOTE:** This feature is disabled when **ESPORTS MODE** is set to **OFF**. ⓘ **NOTE:** The **ESPORTS IMAGE SETTING** selection is retained even when **ESPORTS MODE** selection is changed.

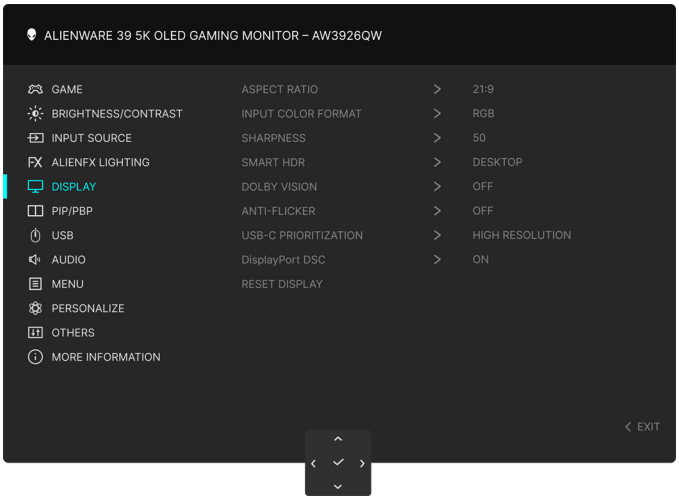
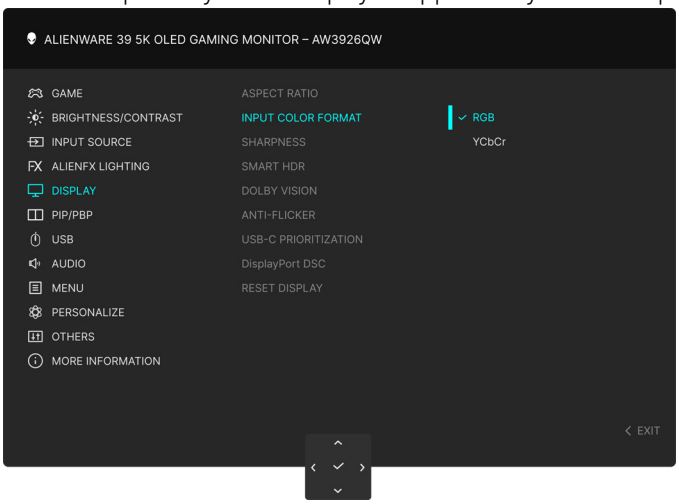
Icon	Menu and submenu	Description
	HUE	This feature can shift the color of the video image to green or purple. This is used to adjust the desired flesh-tone color. Use the joystick button to adjust the hue level from 0 to 100. Higher levels increase the green shade of the video image, while lower levels increase the purple shade of the video image. ⓘ **NOTE:** This feature is available only when you select **FPS**, **MOBA/RTS**, **RPG**, or **SPORTS** preset mode. ⓘ **NOTE:** This feature is disabled when **SMART HDR** or **DOLBY VISION** is activated and HDR content is displayed.
	SATURATION	This feature can adjust the color saturation of the video image. Use the joystick button to adjust the saturation level from 0 to 100. Higher levels increase the colorful appearance of the video image, while lower levels increase the monochrome appearance of the video image. ⓘ **NOTE:** This feature is available only when you select **FPS**, **MOBA/RTS**, **RPG**, or **SPORTS** preset mode. ⓘ **NOTE:** This feature is disabled when **SMART HDR** or **DOLBY VISION** is activated and HDR content is displayed.
	RESET GAME	Resets all settings under the **GAME** menu to the factory defaults.
	BRIGHTNESS/ CONTRAST	Use this menu to activate **BRIGHTNESS/CONTRAST** adjustment.  **Figure 48. BRIGHTNESS/CONTRAST menu** ⓘ **NOTE:** Manual adjustment of **BRIGHTNESS** or **CONTRAST** is disabled when **DOLBY VISION** or **SMART HDR** is activated and HDR content is displayed.
	BRIGHTNESS	The **BRIGHTNESS** feature adjusts the luminance of the display. Move the joystick button to adjust the brightness level (from 0 to 100).
	CONTRAST	Adjust **BRIGHTNESS** first, and then adjust **CONTRAST** only if further adjustment is necessary. Move the joystick button to adjust the contrast level (from 0 to 100). The **CONTRAST** feature adjusts the degree of difference between darkness and lightness on the monitor screen.

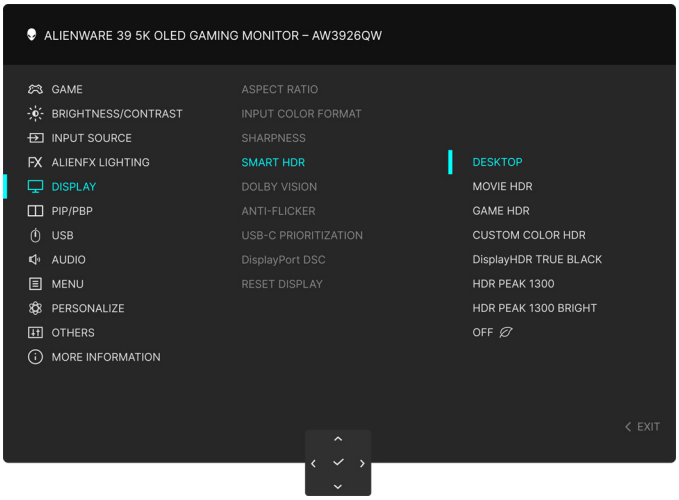
Icon	Menu and submenu	Description
	INPUT SOURCE	Use the **INPUT SOURCE** menu to select between the different video signals that may be connected to your monitor.  **Figure 49. INPUT SOURCE menu**
	USB-C 90W	Select **USB-C 90W** when you are using the USB-C upstream port. Press the joystick button to confirm the selection.
	DP	Select the **DP** input when you are using the DisplayPort (DP) connector. Press the joystick button to confirm the selection.
	HDMI 1 **HDMI 2**	Select the **HDMI 1** or **HDMI 2** input when you are using the HDMI connector. Press the joystick button to confirm the selection.
	AUTO SELECT	When set to **ON**, the monitor automatically scans for available input source. Press the joystick button to confirm the selection.
	OPTIONS FOR USB-C	Allows you to set this feature to: • **PROMPT FOR MULTIPLE INPUTS**: Always displays the message for setting up the primary use of the monitor's USB-C connection. • **ALWAYS SWITCH**: Always switches to USB-C video input (without asking) when the USB-C cable is connected. • **OFF**: Never automatically switches to USB-C video input when the USB-C cable is connected. Press the joystick button to confirm the selection. ⓘ **NOTE:** This feature is available only when **AUTO SELECT** is set to **ON**.
	OPTIONS FOR DP/ HDMI	Allows you to set this feature to: • **PROMPT FOR MULTIPLE INPUTS**: Always displays the "**Switch to DP/HDMI Video Input**" message for you to choose whether to switch or not. • **ALWAYS SWITCH**: Always switches to DP/HDMI video input (without asking) when the DisplayPort or HDMI cable is connected. • **OFF**: Never automatically switches to DP/HDMI video input when the DisplayPort or HDMI cable is connected. Press the joystick button to confirm the selection. ⓘ **NOTE:** This feature is available only when **AUTO SELECT** is set to **ON**.
	RESET INPUT SOURCE	Resets all settings under the **INPUT SOURCE** menu to the factory defaults. ⓘ **NOTE:** When you select this feature, **DisplayPort DSC** is set to **ON**.

Icon	Menu and submenu	Description
FX	**ALIENFX LIGHTING**	Adjusts the LED light settings for the Alienware logo and Power button.  **Figure 50. ALIENFX LIGHTING menu** Select a zone from the submenu before making any adjustments. The following illustrations show the lighting zones. **Figure 51. Zone 1**  **Figure 52. Zone 2**

Icon	Menu and submenu	Description
FX	**ZONE 1: LOGO** **ZONE 2: POWER**	To specify an LED lighting color for the selected zone, select **ON** and then move the joystick button to highlight **CUSTOM COLOR**. Then press the joystick button to enter the submenu.  **Figure 53. ALIENFX LIGHTING menu** Then move the joystick button to make a selection from the list of available colors.  **Figure 54. ALIENFX LIGHTING menu**

<table>
<tr><th>Icon</th><th>Menu and submenu</th><th>Description</th></tr>
<tr><td>FX</td><td></td><td>The following table shows the color number and RGB codes used for the LED colors.
Table 29. RGB codes used for the LED colors.
<table>
<tr><th>No.</th><th>R</th><th>G</th><th>B</th></tr>
<tr><td>1</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>2</td><td>38</td><td>0</td><td>180</td></tr>
<tr><td>3</td><td>51</td><td>0</td><td>198</td></tr>
<tr><td>4</td><td>195</td><td>0</td><td>195</td></tr>
<tr><td>5</td><td>186</td><td>16</td><td>123</td></tr>
<tr><td>6</td><td>194</td><td>0</td><td>65</td></tr>
<tr><td>7</td><td>185</td><td>0</td><td>0</td></tr>
<tr><td>8</td><td>166</td><td>51</td><td>0</td></tr>
<tr><td>9</td><td>185</td><td>96</td><td>0</td></tr>
<tr><td>10</td><td>195</td><td>140</td><td>0</td></tr>
<tr><td>11</td><td>130</td><td>219</td><td>0</td></tr>
<tr><td>12</td><td>62</td><td>223</td><td>0</td></tr>
<tr><td>13</td><td>40</td><td>223</td><td>0</td></tr>
<tr><td>14</td><td>0</td><td>195</td><td>0</td></tr>
<tr><td>15</td><td>0</td><td>205</td><td>25</td></tr>
<tr><td>16</td><td>0</td><td>205</td><td>45</td></tr>
<tr><td>17</td><td>10</td><td>230</td><td>180</td></tr>
<tr><td>18</td><td>0</td><td>101</td><td>247</td></tr>
<tr><td>19</td><td>0</td><td>25</td><td>247</td></tr>
<tr><td>20</td><td>0</td><td>0</td><td>255</td></tr>
</table>
To turn off the light for ZONE 1: LOGO, select OFF.
For ZONE 2: POWER, you may specify to turn off the light when the monitor is in either on or standby mode, or both.
ⓘ NOTE: CUSTOM COLOR is disabled when AURORA is set to ON.</td></tr>
<tr><td></td><td>CUSTOM</td><td>It is a read-only menu. When you use CUSTOM COLOR to make LED lighting adjustments, this menu status shows OFF; when you make the LED lighting adjustments through AlienFX application, the status shows ON.</td></tr>
<tr><td></td><td>AURORA</td><td>Select ON to apply the Aurora effect to the lighting of Zone 1 and Zone 2.</td></tr>
<tr><td></td><td>RESET ALIENFX LIGHTING</td><td>Resets all settings under the ALIENFX LIGHTING menu to the factory defaults.</td></tr>
</table>

Icon	Menu and submenu	Description
	DISPLAY	Use the **DISPLAY** menu to adjust the images.  **Figure 55. DISPLAY menu**
	ASPECT RATIO	Adjusts the image ratio to **21:9**, **16:9**, **4:3**, **1:1**, or **AUTO RESIZE**. ⓘ **NOTE:** This feature is not supported when **PIP/PBP** is activated. ⓘ **NOTE:** When using **ESPORTS MODE** with the 25″ or 27″ option selected, or when using **OTHER MODES** with the 32″ option selected, setting **ASPECT RATIO** other than 16:9 displays a message informing you that **ESPORTS MODE** or **OTHER MODES** will be turned off. Follow the on-screen instructions to proceed.
	INPUT COLOR FORMAT	Allows you to set the video input mode to: • **RGB**: Select this option if your monitor is connected to a computer or a media player that supports RGB output. • **YCbCr**: Select this option if your media player supports only YCbCr output.  **Figure 56. INPUT COLOR FORMAT menu**
	SHARPNESS	This feature can make the images look sharper or softer. Move the joystick button to adjust the sharpness level from 0 to 100.

Icon	Menu and submenu	Description
	SMART HDR	The **SMART HDR** (High Dynamic Range) feature enhances the display output by optimally adjusting contrast and the ranges of color and luminosity to resemble true-to-life visuals.  **Figure 57. SMART HDR menu** • **DESKTOP**: Suitable for using the monitor with a desktop computer. • **MOVIE HDR**: Suitable for the playback of HDR video content. • **GAME HDR**: Suitable for playing HDR-compatible games. It displays more realistic scenes and makes the gaming experience immersive and entertaining. • **CUSTOM COLOR HDR**: Enables you to create your own HDR mode by adjusting the settings of **CONTRAST**, **HUE**, and **SATURATION**. • **DisplayHDR TRUE BLACK**: Compliant with the DisplayHDR True Black standard, supporting a peak brightness of 500 cd/m^2. • **HDR PEAK 1300**: Suitable for playing HDR content with a peak brightness of 1300 cd/m^2. • **HDR PEAK 1300 BRIGHT**: Provides a higher overall brightness while retaining the same peak level as **HDR PEAK 1300**. You can disable **SMART HDR** by selecting **OFF**. Press the joystick button to confirm the selection. ⓘ **NOTE: SMART HDR** is disabled when **PIP/PBP** is activated. ⓘ **NOTE:** When activating and deactivating **SMART HDR**, a blank screen is expected (about 5 seconds). This is normal behavior as the monitor changes the display mode. Do not power cycle the monitor. ⓘ **NOTE:** When the monitor is processing HDR content, **PRESET MODES**, **DARK STABILIZER**, **BRIGHTNESS**, and **CONTRAST** are disabled. ⓘ **NOTE:** AW3926QW does not support HLG.
	DOLBY VISION	This feature is enabled by default. The monitor automatically optimizes the display settings to support Dolby Vision content.
	ANTI-FLICKER	Select **ON** to reduce screen flicker caused by VRR (variable refresh rate) behavior and improve viewing comfort. The default setting is **OFF**.
	USB-C PRIORITIZATION	Allows you to specify the priority to transfer the data with high resolution (**HIGH RESOLUTION**) or high speed (**HIGH DATA SPEED**) when using the USB-C devices. If the current platform is DP 2.1 (UHBR10), use **HIGH DATA SPEED** to access full video performance with high data speed. If the current platform is DP 1.4 (HBR3) or below, select **HIGH RESOLUTION** for accessing full video performance with data speed drop.
	DisplayPort DSC	Allows you to turn **DisplayPort DSC** (Display Stream Compression) on or off. ⓘ **NOTE:** This feature is supported only when the input source is DisplayPort.
	RESET DISPLAY	Resets all settings under the **DISPLAY** menu to the factory defaults.

Icon	Menu and submenu	Description
	PIP/PBP	The **PIP/PBP** feature supports displaying content in up to three separate windows. This adds one or two extra windows, each showing images from different input sources.

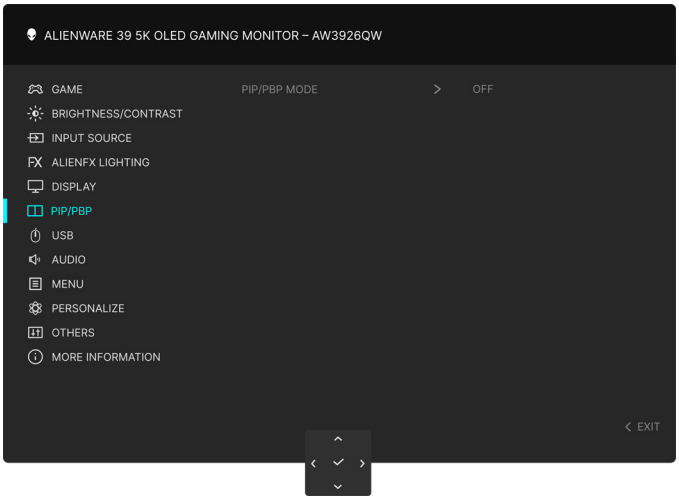
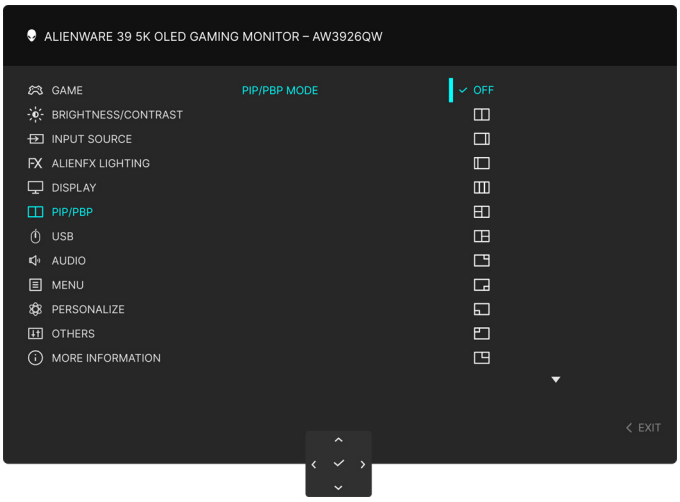
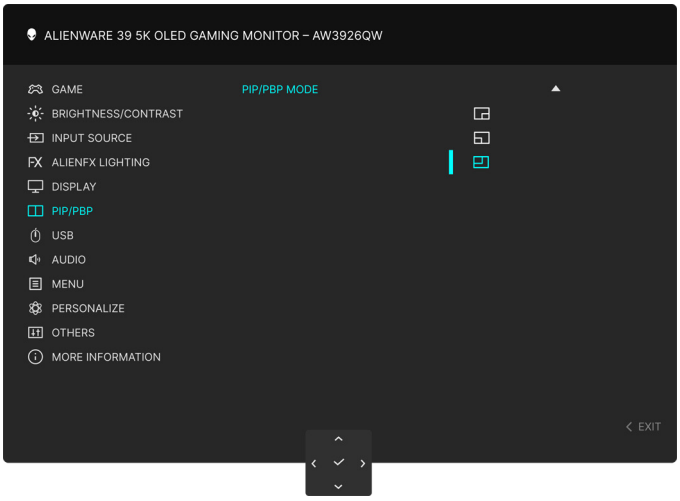


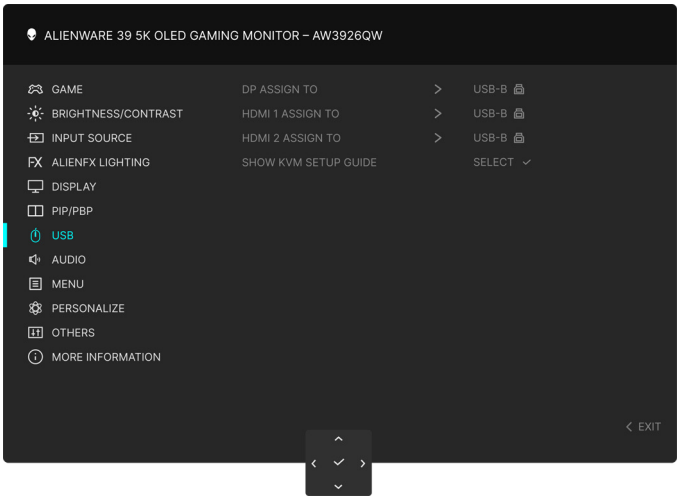
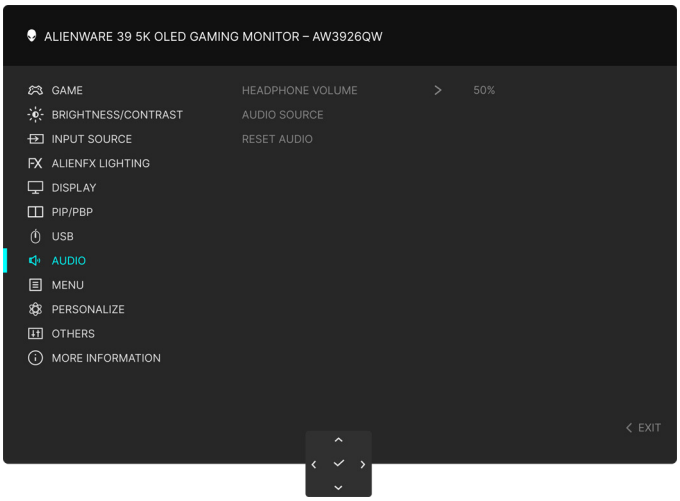
Figure 58. PIP/PBP menu

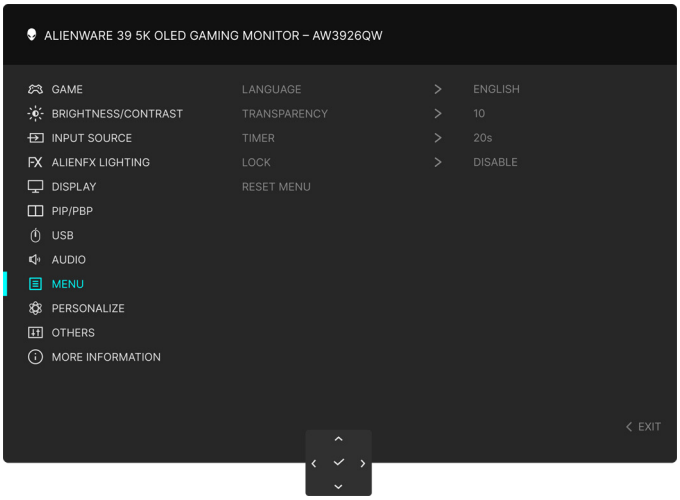
Table 30. PIP/PBP signal configuration

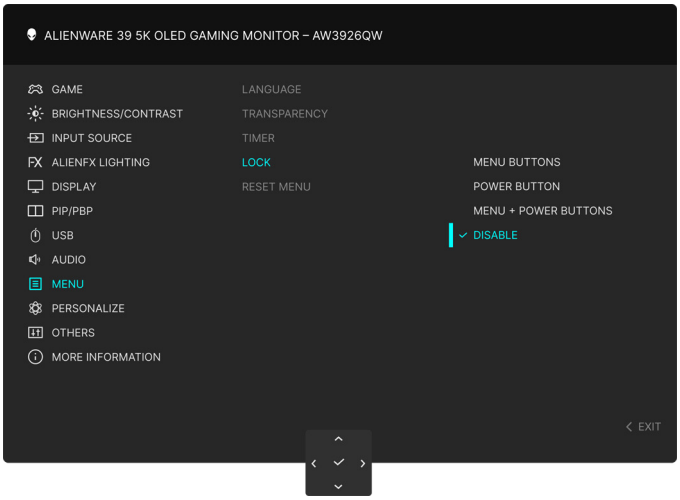
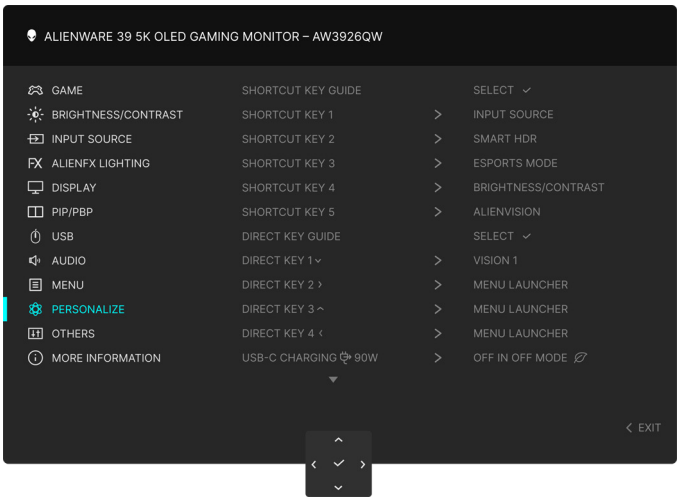
Main Window	Sub-Window			
	USB-C	DP	HDMI 1	HDMI 2
USB-C	—	√	√	√
DP	√	—	√	√
HDMI 1	√	√	—	√
HDMI 2	√	√	√	—

NOTE: In PBP mode, the images are displayed at the center of the split windows.

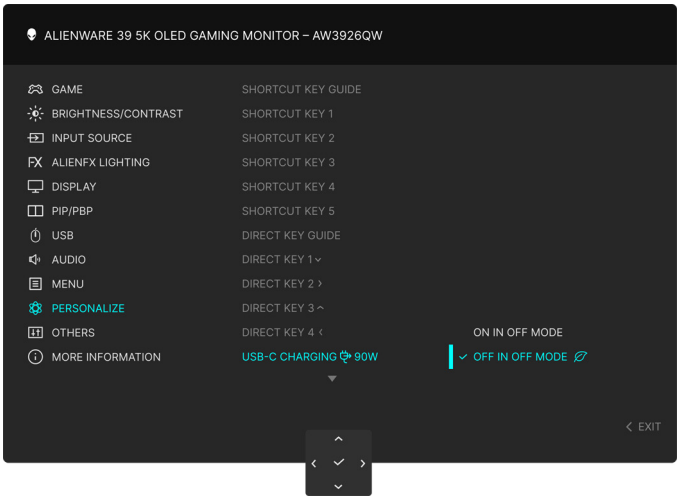
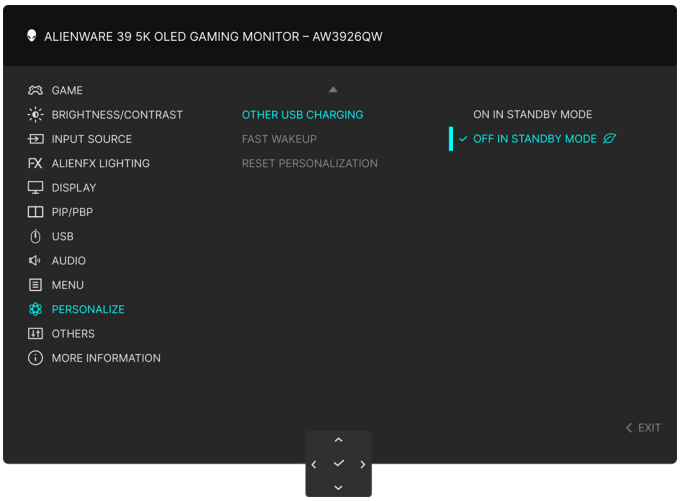
Icon	Menu and submenu	Description
	PIP/PBP MODE	Allows you to choose a PBP or PIP mode from the preset list, which offers different sizes and positions for the sub-window(s). The options are displayed in graphic format, providing a quick overview of the various configurations. Press the joystick button to confirm the selection. By default, **PIP/PBP MODE** is set to **OFF**.  **Figure 59. PIP/PBP MODE menu**  **Figure 60. PIP/PBP MODE menu** ⓘ **NOTE:** This feature is not supported when **ESPORTS MODE/OTHER MODES** is activated.
	WINDOW 1 SOURCE	Select from the available video signals connected to your monitor for Window 1. Press the joystick button to confirm the selection. ⓘ **NOTE:** This feature is available only when **PIP/PBP MODE** is enabled.
	WINDOW 2 SOURCE	Select from the available video signals connected to your monitor for Window 2. Press the joystick button to confirm the selection. ⓘ **NOTE:** This feature is available only when **PIP/PBP MODE** is enabled.
	WINDOW 3 SOURCE	Select from the available video signals connected to your monitor for Window 3. Press the joystick button to confirm the selection. ⓘ **NOTE:** This feature is available only when **PIP/PBP MODE** is set to a 3-window configuration.
	USB SWITCH	Select to switch between the USB upstream sources in PIP/PBP mode. ⓘ **NOTE:** This feature is available only when the **PIP/PBP MODE** is enabled.

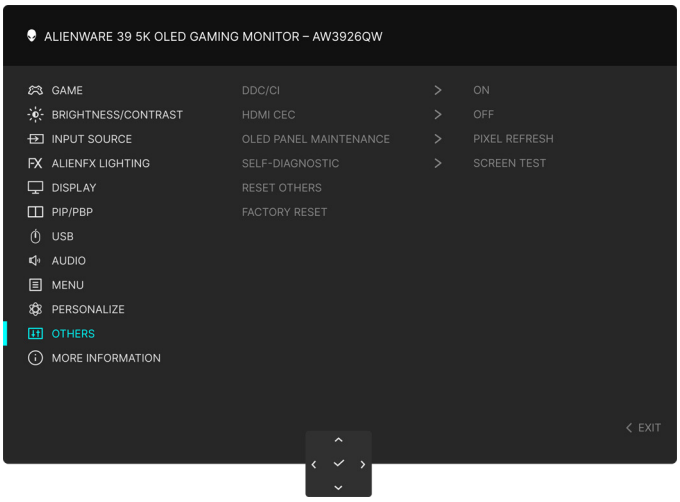
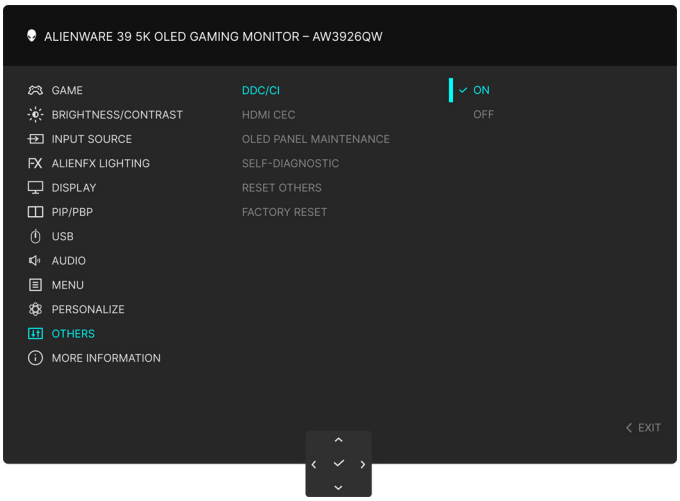
Icon	Menu and submenu	Description
	VIDEO SWAP	Select to swap videos between the PIP/PBP windows. Press the joystick button to confirm the selection. ⓘ **NOTE: VIDEO SWAP** is only applicable to PBP mode with 2-window configurations.
	USB	 **Figure 61. USB menu**
	DP ASSIGN TO **HDMI 1 ASSIGN TO** **HDMI 2 ASSIGN TO**	Allows you to assign the USB upstream ports for the input signals (DP, HDMI 1 and HDMI 2), so the monitor's USB downstream ports (e.g., keyboard and mouse) can be used by the current input signal when you connect a computer to any one of the upstream ports. Press the joystick button to confirm the selection. When you use only one upstream port, the connected upstream port is active. ⓘ **NOTE:** To prevent data damage or loss, before unplugging the USB upstream port, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB downstream port.
	SHOW KVM SETUP GUIDE	Displays the step-by-step KVM setup guide. Follow the steps if you want to connect multiple computers to the monitor and use one setup of keyboard and mouse.
	AUDIO	Use this menu to adjust your headphone audio settings.  **Figure 62. AUDIO menu**
	HEADPHONE VOLUME	Move the joystick button to adjust the headphone volume level (minimum 0, maximum 100) ⓘ **NOTE:** This feature is available only when headphones are connected. It automatically detects connected headphones and prioritizes audio output to the headphones.
	AUDIO SOURCE	Selects which window's audio (Window 1, Window 2, or Window 3) to output in PIP/PBP mode. ⓘ **NOTE:** This feature is available only when **PIP/PBP MODE** is enabled.
	RESET AUDIO	Resets all settings under the **AUDIO** menu to the factory defaults.

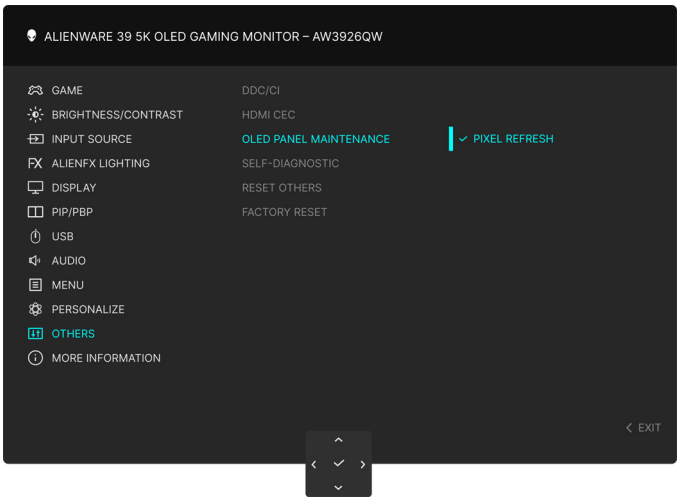
Icon	Menu and submenu	Description
	MENU	Use this menu to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen and so on.  **Figure 63. MENU menu**
	LANGUAGE	Sets the OSD display language to one of the eight languages: • English • Spanish • French • German • Brazilian Portuguese • Russian • Simplified Chinese • Japanese
	TRANSPARENCY	Move the joystick button to change the menu transparency (from 0 to 100).
	TIMER	Sets the time that the OSD will remain active after your last operation with the joystick button. Move the joystick button to adjust the slider in 1 second increments, from 5 to 60 seconds.

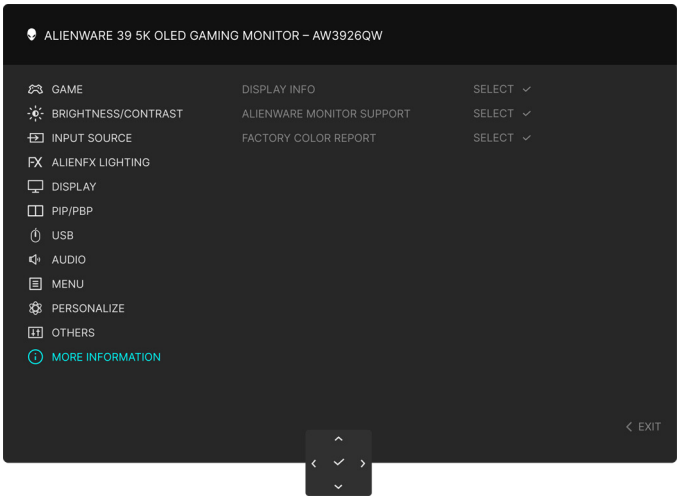
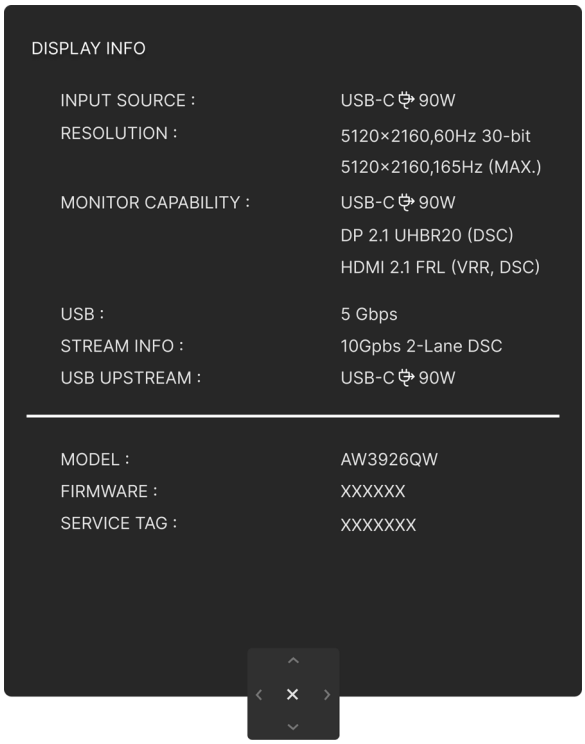
Icon	Menu and submenu	Description
	LOCK	With the control buttons on the monitor locked, you can prevent people from accessing the controls.  **Figure 64. LOCK menu** • **MENU BUTTONS**: All joystick functions are locked and not accessible by the user. • **POWER BUTTON**: Only the Power button is locked and not accessible by the user. • **MENU + POWER BUTTONS**: Both the joystick button & Power button are locked and not accessible by the user. The default setting is **DISABLE**. Alternative Lock Method: You can move and hold the joystick button up, down, left, or right for 4 seconds to set the lock options using the pop-up menu, and then press the joystick button to confirm the configuration. For more information, see Locking the control buttons. ⓘ **NOTE:** To unlock, move and hold the joystick button forward, back, left, or right for 4 seconds, and then press the joystick button to confirm the changes and close the pop-up menu.
	RESET MENU	Resets all settings under the **MENU** menu to the factory defaults.
	PERSONALIZE	 **Figure 65. PERSONALIZE menu**
	SHORTCUT KEY GUIDE	Select and follow the on-screen instructions to customize the Shortcut Keys in the Menu Launcher.

Icon	Menu and submenu	Description
	SHORTCUT KEY 1 **SHORTCUT KEY 2** **SHORTCUT KEY 3** **SHORTCUT KEY 4** **SHORTCUT KEY 5**	Allows you to choose a feature from the provided list and set it as a shortcut key. Press the joystick button to confirm the selection. • **PRESET MODES** • **GAME ENHANCE MODE** • **DARK STABILIZER** • **ALIENVISION** • **BRIGHTNESS/CONTRAST** • **INPUT SOURCE** • **ESPORTS MODE** • **OTHER MODES** • **ASPECT RATIO** • **SMART HDR** • **DISPLAY INFO** • **PIP/PBP MODE** • **USB SWITCH** • **VIDEO SWAP**
	DIRECT KEY GUIDE	Select and follow the on-screen instructions to assign your preferred features to the 4-directional movements of the joystick button.
	DIRECT KEY 1 ⌄ **DIRECT KEY 2 ›** **DIRECT KEY 3 ⌃** **DIRECT KEY 4 ‹**	Allows you to choose a feature from the provided list and set it as a direct key. Press the joystick button to confirm the selection. • **OFF** • **MENU LAUNCHER** • **VISION 1** • **VISION 2** • **VISION 3** • **PRESET MODES** • **GAME ENHANCE MODE** • **DARK STABILIZER** • **BRIGHTNESS** • **CONTRAST** • **INPUT SOURCE** • **ESPORTS MODE** • **OTHER MODES** • **ASPECT RATIO** • **SMART HDR** • **PIP/PBP MODE** • **USB SWITCH** • **VIDEO SWAP** To disable the Direct Key, select **OFF**. ⓘ **NOTE:** When there is no video signal, the Direct Key will not work.

Icon	Menu and submenu	Description
	USB-C CHARGING 90W	Allows you to enable or disable the **USB-C CHARGING 90W** feature during monitor Off mode. If **ON IN OFF MODE** is selected, you will be able to charge your notebook or mobile devices through the USB-C cable even when the monitor is powered off.  **Figure 66. USB-C CHARGING 90W menu**
	OTHER USB CHARGING	Allows you to enable or disable the charging feature on the USB Type-A and USB-C downstream ports during monitor Standby mode.  **Figure 67. OTHER USB CHARGING menu** ⓘ **NOTE:** This feature is available when the USB-C cable is unplugged from the upstream port. If the USB-C cable is connected, **OTHER USB CHARGING** follows the USB host power status and the feature is not accessible.
	FAST WAKEUP	The default setting is **OFF**. Selecting **ON** may prevent the monitor from going into Standby mode. Pressing the joystick button may also wake up the monitor after it goes into Standby mode.
	RESET PERSONALIZATION	Resets all settings under the **PERSONALIZE** menu to the factory defaults.

Icon	Menu and submenu	Description
	OTHERS	 **Figure 68. OTHERS menu**
	DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) allows you to adjust the monitor parameters (brightness, color balance, etc.) through the software on your computer. You can disable this feature by selecting **OFF**. Enable this feature for the best user experience and optimum performance of your monitor.  **Figure 69. DDC/CI menu**
	HDMI CEC	Allows you to turn on the **HDMI CEC** feature. When using eARC/ARC with devices such as a sound bar, turn on **HDMI CEC**.

Icon	Menu and submenu	Description
	OLED PANEL MAINTENANCE	To reduce temporary image retention on the screen, you can manually activate **PIXEL REFRESH** after using the monitor for a couple of hours. Alternatively, this feature activates automatically after 4 hours of usage. The process takes approximately 7 to 9 minutes to complete.  **Figure 70. OLED PANEL MAINTENANCE menu** ⓘ **NOTE:** The power LED indicator blinks slowly in green during the refresh process. ⓘ **NOTE:** If the accumulated usage time exceeds 4 hours, **PIXEL REFRESH** will be automatically activated when the monitor goes into Standby mode or when you press the power button to turn off the monitor.
	SELF-DIAGNOSTIC	Use this feature to perform **SCREEN TEST** or/and **FAN TEST**. See Built-in diagnostics for more information.
	RESET OTHERS	Resets all settings under the **OTHERS** menu to the factory defaults.
	FACTORY RESET	Resets all OSD settings to the factory defaults.

Icon	Menu and submenu	Description
ⓘ	**MORE INFORMATION**	Use this menu to view monitor information or seek more monitor support.  **Figure 71. MORE INFORMATION menu**
	DISPLAY INFO	Displays the current settings, firmware version, and Service Tag of your monitor.  **Figure 72. DISPLAY INFO menu**
	ALIENWARE MONITOR SUPPORT	To access the general monitor support materials for your monitor, use your smartphone to scan the QR code.
	FACTORY COLOR REPORT	Allows you to review the color data of your monitor calibrated at factory product line. ⓘ **NOTE:** This feature is disabled when the monitor panel or interface board is replaced.

OSD warning message

You will see the following message when the monitor does not support a particular resolution mode:

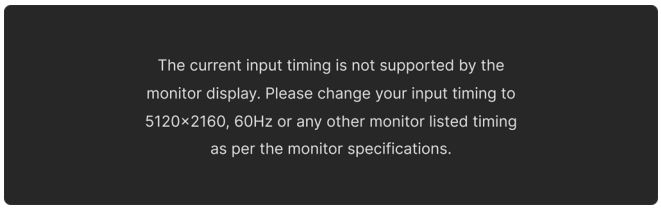


Figure 73. Warning message if a particular resolution mode is not supported

This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor specifications for the horizontal and vertical frequency ranges addressable by this monitor. The recommended resolution is **5120 x 2160**.

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

You will see the following message before the **DDC/CI** feature is disabled:

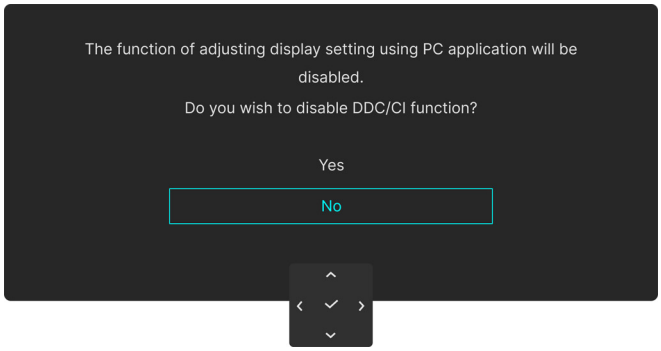


Figure 74. DDC/CI warning message

You will see the following message when you increase the **BRIGHTNESS** level above the factory default setting for the first time:

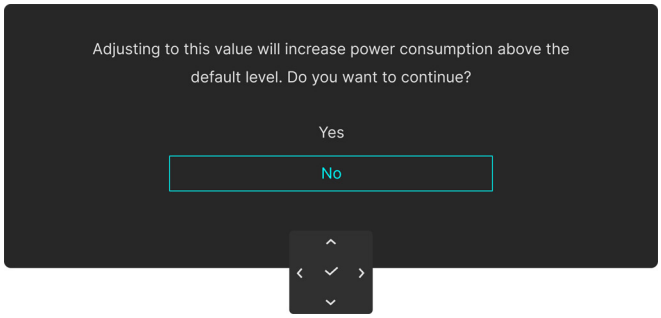


Figure 75. Warning message when increasing the BRIGHTNESS level

ⓘ **NOTE:** If you select **Yes**, the message will not appear the next time you change the **BRIGHTNESS** setting.

You will see the following message when you set **PRESET MODES** to **FPS**, **MOBA/RTS**, or **SPORTS** for the first time:

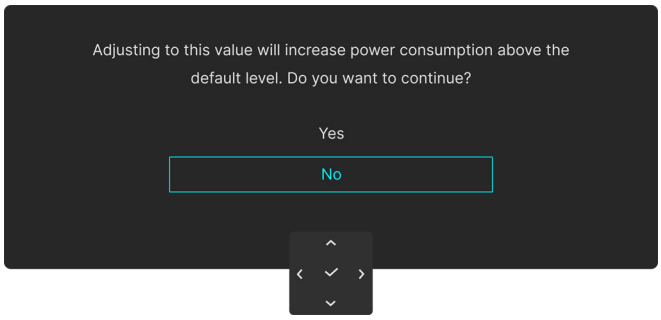


Figure 76. Warning message when setting PRESET MODES

ⓘ **NOTE:** If you select **No**, the **BRIGHTNESS** level will change to 75% for these **PRESET MODES**.

You will see the following message when you switch to different display options under **ESPORTS MODE** and **OTHER MODES**:

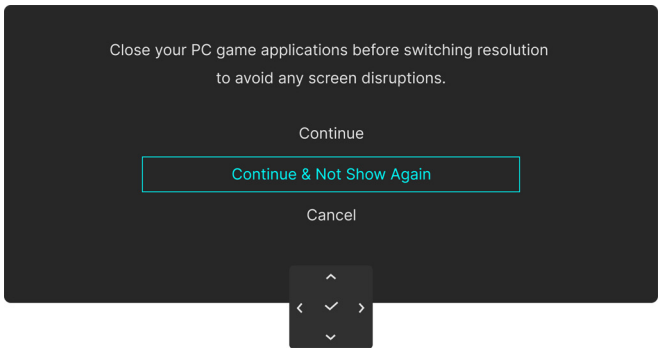


Figure 77. Warning message for switching display modes

You will see the following message when you enable **PIP/PBP MODE** while **ESPORTS MODE** (not **OFF** mode) is activated:

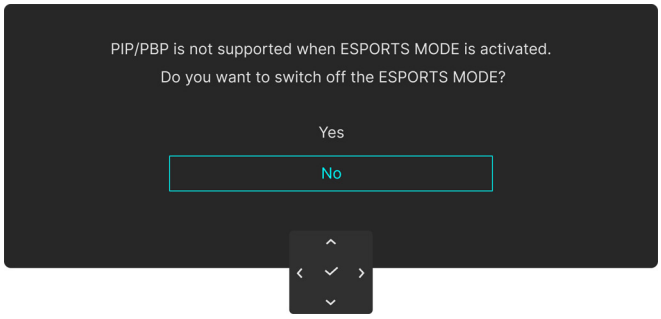


Figure 78. Warning message for enabling PIP/PBP MODE when ESPORTS MODE is activated

You will see the following message when you enable **PIP/PBP MODE** while **OTHER MODES** (not **OFF** mode) is activated:

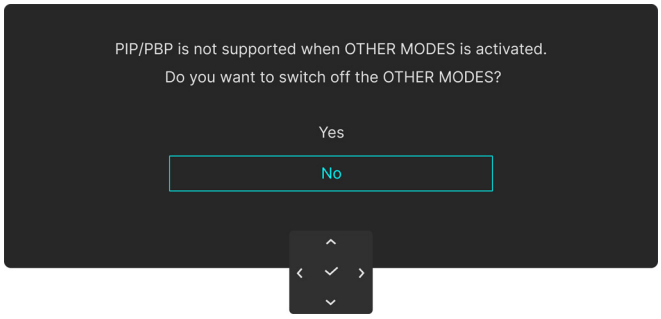


Figure 79. Warning message for enabling PIP/PBP MODE when OTHER MODES is activated

You will see the following message when you activate **ESPORTS MODE** (not **OFF** mode) during PIP/PBP mode:

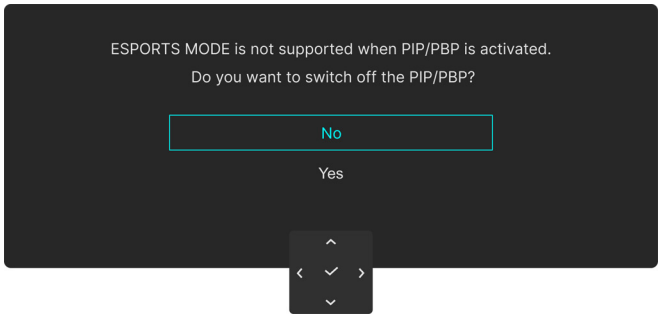


Figure 80. Warning message for activating ESPORTS MODE during PIP/PBP mode

You will see the following message when you activate **OTHER MODES** (not **OFF** mode) during PIP/PBP mode:

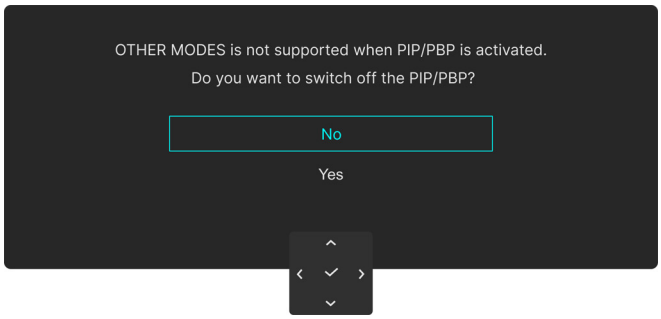


Figure 81. Warning message for activating OTHER MODES during PIP/PBP mode

You will see the following message when attempting to adjust **ASPECT RATIO** while **ESPORTS MODE** (not **OFF** mode) is activated:

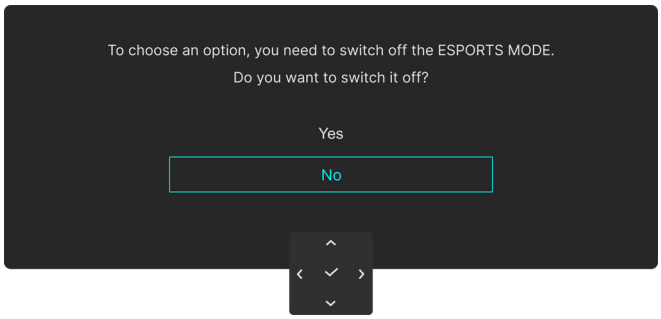


Figure 82. Warning message for changing ASPECT RATIO when ESPORTS MODE is activated

You will see the following message when attempting to adjust **ASPECT RATIO** in **OTHER MODES** at **32″ (16:9) 3840x2160, 165Hz**:

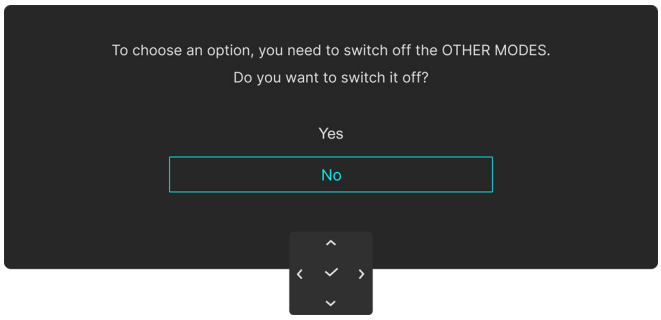


Figure 83. Warning message for changing ASPECT RATIO while OTHER MODES is set to the 32″ option

You will see the following message when you set **SMART HDR** to **OFF** and later select any predetermined option (without the symbol) that increases power consumption:

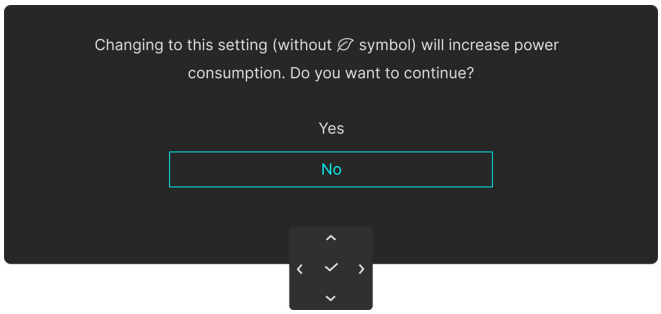


Figure 84. Warning message for changing the default setting

ⓘ **NOTE:** Once you select **Yes**, the message will not appear even if you choose any other predetermined option (without the symbol). When you perform a factory reset, the message will appear again.

You will see the following message before the **LOCK** feature is activated:

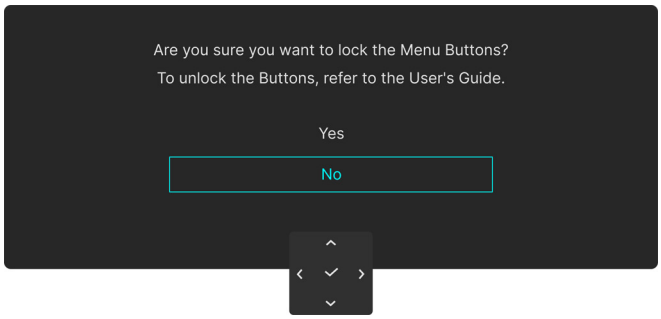


Figure 85. Warning message for activating the LOCK feature

ⓘ **NOTE:** The message may be slightly different according to the selected settings.

You will see the following message the first time you change the default setting of a power-saving feature (with the symbol), such as **FAST WAKEUP**, **USB-C CHARGING 90W**, or **OTHER USB CHARGING**:

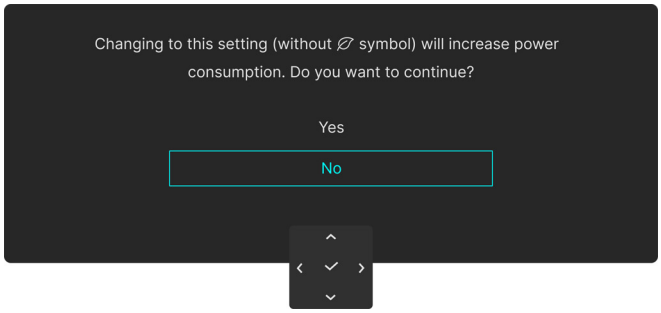


Figure 86. Warning message for changing the default setting

ⓘ **NOTE:** Once you select **Yes**, the message will not appear even if you switch to the other option (without the symbol). When you perform a factory reset, the message will appear again.

You will see the following message when the monitor enters the Standby Mode:

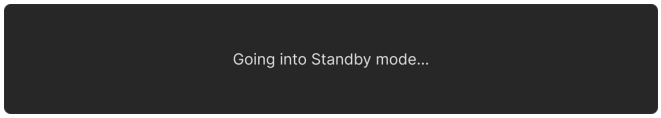


Figure 87. Standby mode warning message

Activate the computer and wake up the monitor to gain access to the OSD.

The OSD functions only in the normal operation mode. You will see the following message (depending on the selected input signal) if you press the joystick button during the Standby mode:

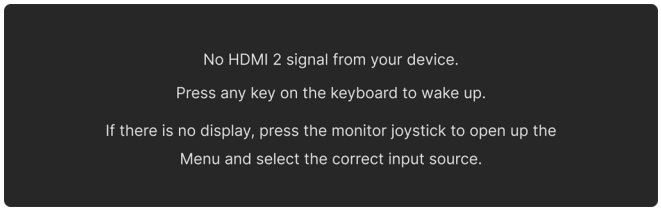


Figure 88. Signal detection warning message

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

Activate the computer and wake up the monitor to gain access to the OSD.

You will see the following message if **USB-C, DP**, **HDMI 1**, or **HDMI 2** input is selected but the corresponding cable is not connected:

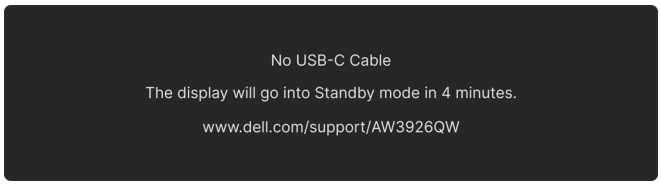


Figure 89. Signal cable disconnected warning message

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

Activate the computer and wake up the monitor to gain access to the OSD.

You will see the following message when **PIXEL REFRESH** is selected:

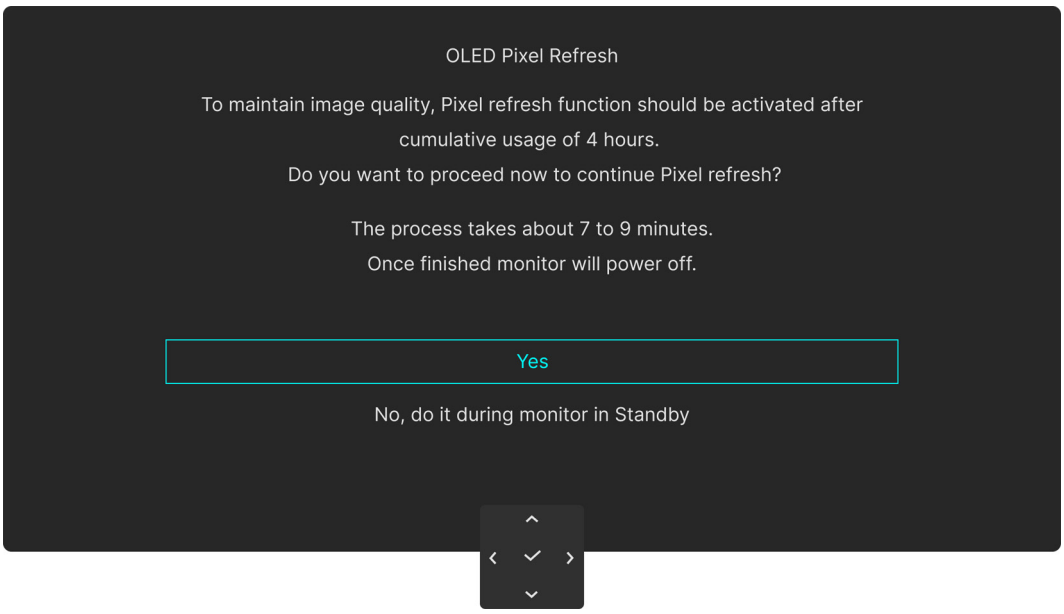


Figure 90. PIXEL REFRESH warning message

Once you select **Yes**, the monitor will be turned off and the refresh process will run automatically. The process takes approximately 7 to 9 minutes to complete.

You will see the following message if you press the power button during the execution of **PIXEL REFRESH** process:

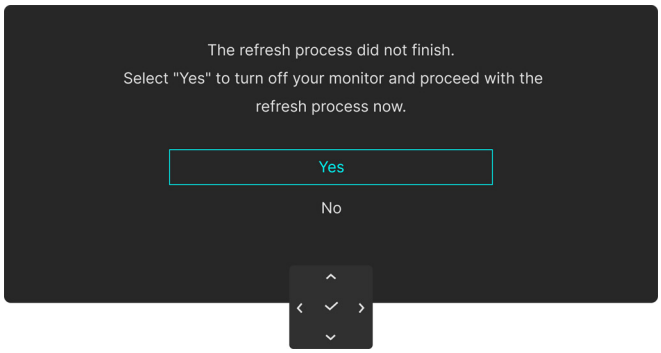


Figure 91. Refresh process warning message

You will see the following message when **FACTORY RESET** is selected:

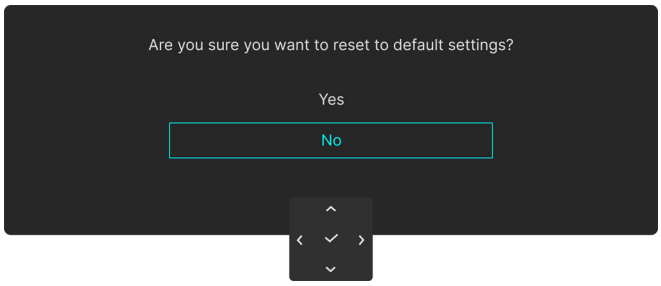


Figure 92. FACTORY RESET warning message

You will see the following message every 30 minutes when the built-in thermal sensor detects an abnormality:

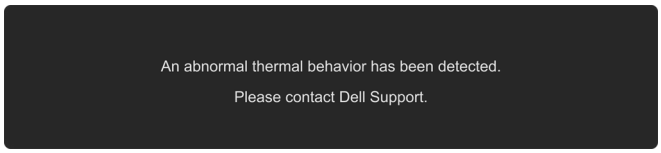


Figure 93. Abnormal thermal behavior warning message

For more information, see Troubleshooting.

Locking the control buttons

You can lock the monitor control buttons to prevent access to the OSD menu and/or power button.

1. Move and hold the joystick button up/down/left/right for about 4 seconds until a pop-up menu appears.

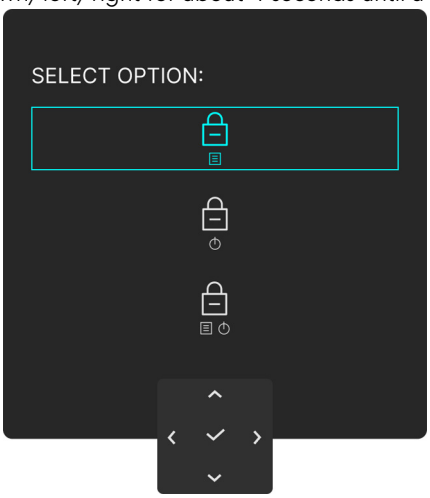


Figure 94. LOCK menu

2. Move the joystick button to select one of the following options:

   - : The OSD menu settings are locked and not accessible.
   - : The power button is locked.
   - : The OSD menu settings are not accessible, and the power button is locked.

3. Press the joystick button to confirm the configuration.

To unlock, move and hold the joystick button up/down/left/right for about 4 seconds until a menu appears on the screen, and then select to unlock and close the pop-up menu.

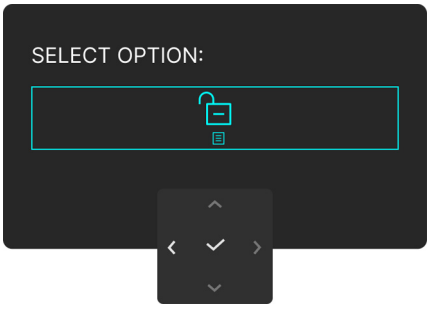


Figure 95. UNLOCK menu

NOTE: The message may vary slightly depending on the selected settings.

Setting the maximum resolution

ⓘ **NOTE:** The steps may vary slightly depending on the version of Windows you have.

To set the maximum resolution for the monitor:

In Windows 10 and Windows 11:

1. Right-click on the desktop and click **Display settings**.
2. If you have more than one monitor connected, ensure to select **AW3926QW**.
3. Click the **Display Resolution** dropdown list and select **5120 x 2160**.
4. Click **Keep changes**.

If you do not see 5120 x 2160 as an option, you must update your graphics driver to the latest version. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or a laptop:

- Go to Dell Support Site, enter your Service Tag, and download the latest driver for your graphics card.

If you are using a non-Dell computer (laptop or desktop):

- Go to the support site for your non-Dell computer and download the latest graphics card drivers.
- Go to the graphics card's website and download the latest graphic card drivers.

HDR content

HDR (High Dynamic Range) improves picture quality by delivering brighter highlights, deeper shadows, and more accurate colors. When HDR content is played through a supported device, your monitor can provide a clearer and more vibrant visual experience.

Playback requirements

1. Through external devices

Game consoles, media streaming devices or Ultra HD Blu-ray players

- Ensure that the device supports an HDR format compatible with your monitor, such as HDR10 or Dolby Vision.
- Ensure that the device outputs HDR over a supported connection.
- Use a cable that supports the necessary bandwidth and HDR signaling.

2. Through a computer

Graphics hardware

- Ensure that your computer is installed with an HDR-capable graphics card or integrated graphics solution.
- Ensure that the graphics output port supports HDR, such as DisplayPort 1.4, HDMI 2.1, or later when available.
- The latest graphics driver is installed that supports HDR.

ⓘ **NOTE:** To download the latest drivers for your Dell computer, see the Dell Support Site.

HDR-capable applications

Use an HDR-capable media player or application, such as:

- Windows Media Player or Movies & TV app.
- UHD Blu-ray playback software.
- HDR-enabled computer games.

3. Dolby Vision

This monitor supports Dolby Vision experiences when connected to an Xbox Series X|S console or a PC running Windows 11 or later with the HEVC codec installed. For compatibility details and troubleshooting guidance, see the Dolby Support Site.

Using AlienFX function

Customize advanced features for your monitor using AlienFX in the Alienware Command Center (AWCC) application.

ⓘ **NOTE:** If you have an Alienware Gaming desktop or laptop, you can directly access the AWCC application.

ⓘ **NOTE:** For more information, see Alienware Command Center Online Help.

Prerequisites

Before installing the AWCC application on a non-Alienware system:

- Ensure that the operating system of your computer is Windows 10 R3 or later.
- Ensure your Internet connection is active.
- If you want to adjust the lighting effects, make sure to connect the Alienware monitor and the computer with the supplied USB-C to C 10Gbps cable or USB Type-A to Type-B 5Gbps cable.

Installing AWCC through Windows update

1. When the monitor is first connected to a system where the AWCC application is not installed, the application will be downloaded and installed on the system automatically. The installation takes a few minutes to complete.

ⓘ **NOTE:** This process requires an Internet connection.

2. Navigate to the program folder to ensure that the installation is successful. Alternatively, you can find the AWCC application in the **Start** menu.
3. Connect your monitor to the system.
4. Restart the computer.
5. Launch the AWCC application.

   ⓘ **NOTE:** If you don't see the monitor appearing on the AWCC Dashboard screen, go to OS Settings windows, click on **Apps** then click on **Installed apps**, and search for the **Alienware Command Center Package Manager** to add the packages.

6. If the driver update is not reflecting in your computer, install AWCC from the Dell Support website.

Installing AWCC from the Dell Support website

ⓘ **NOTE:** For a better experience, always update to the latest version of the AWCC application.

1. Visit Dell support site at Drivers at Dell Support Site, enter AW3926QW in the search box to find the product support page.
2. Go to **Drivers & Downloads**. Download the latest version of the Alienware Command Center application.
3. Navigate to the folder in which you saved the downloaded setup files.
4. Double-click the downloaded setup file and follow the on-screen instructions to complete the installation.

Adjusting the lighting effects

1. Launch the AWCC application from the **Start** menu.
2. In the window of Dashboard view, click the monitor image of AW3926QW to access the device view.
3. Select the **LIGHTING** panel.
4. Specify the lighting zone(s) in the preview window.
5. Select an effect from the **LIGHTING EFFECT** dropdown list and configure the available options.
   - **Morph**: This effect changes the light color into another through a seamless transition.
   - **Pulse**: This effect makes the light flash with a short pause.
   - **Color**: The lights will light in a single static color.
   - **Breathing**: This effect makes the light change from bright to dim.
   - **Spectrum**: This effect makes the light change in the sequence of spectrum colors: red, orange, yellow, green, blue, indigo, and violet.
   - **Static Default Blue**: This effect makes the lights glow solid blue. You can drag the **BRIGHTNESS** slider to change the intensity of the color from strong to light.
   - **Aurora**: Applies the dynamic Aurora effect.

   ⓘ **NOTE: Spectrum/Static Default Blue/Aurora** is available only when you select **All Zones** for lighting adjustments.
6. Select **SAVE PRESET** once you have completed the settings.

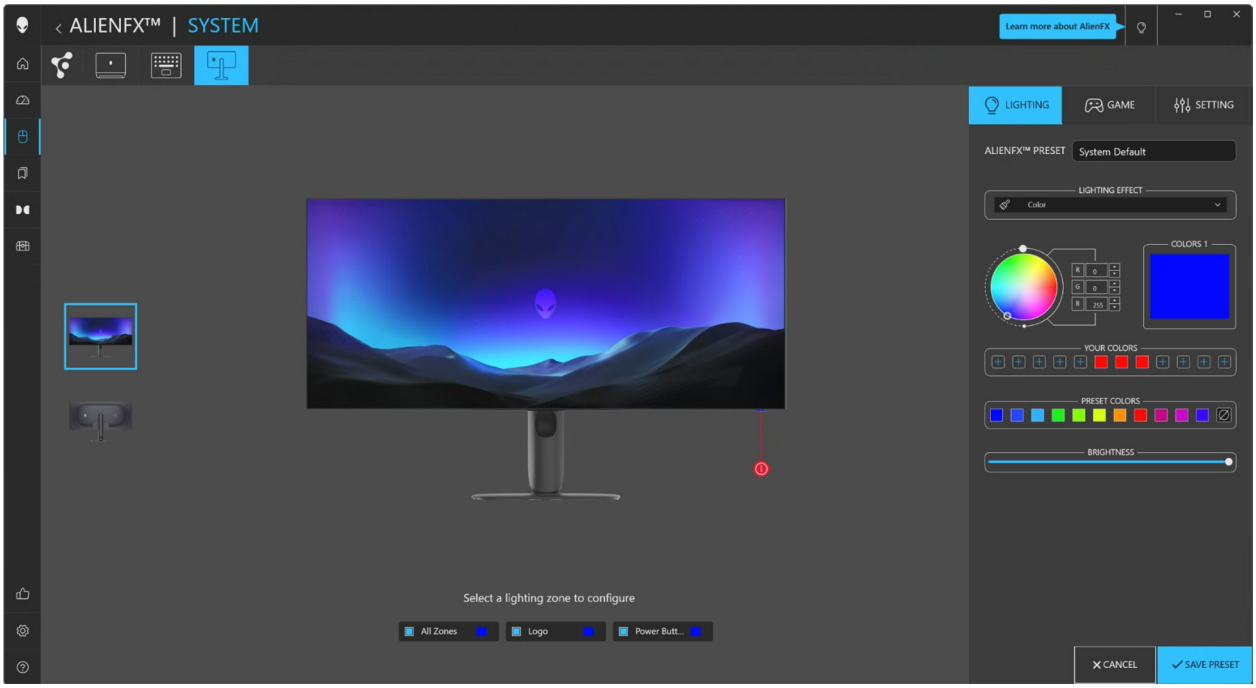


Figure 96. AlienFX: LIGHTING

ⓘ **NOTE:** The options displayed may vary depending on the lighting zone(s) and **LIGHTING EFFECT** you specified.

ⓘ **NOTE:** Different product models may have different features supported.

Adjusting the gaming features

1. Launch the AWCC application from the **Start** menu.
2. In the window of Dashboard view, click the monitor image of AW3926QW to access the device view.
3. Select the **GAME** panel to customize the following features:
   - General configuration
   - Customization of vision modes
4. Select **SAVE PRESET** once you have completed the settings.

Figure 97. AlienFX: GAME

ⓘ **NOTE:** Different product models may have different features supported.

General configuration

Click the **General** button to enhance your gameplay experience by using the provided features.

Table 31. Features of General.

Feature	Description
Dark Stabilizer	Refer to DARK STABILIZER.
Game Enhance	Toggle the **Game Enhance** switch to turn on or off this feature. • **Frame Rate**: Select and specify the position to display the current frames per second while playing games. • **Timer**: Select and specify the position of the timer and the time interval.
Assign Hotkey	Create your own keyboard shortcuts for the listed features.

Customization of vision modes

Click the **Vision 1**, **Vision 2**, or **Vision 3** button to enhance your gameplay experience by customizing your vision modes.

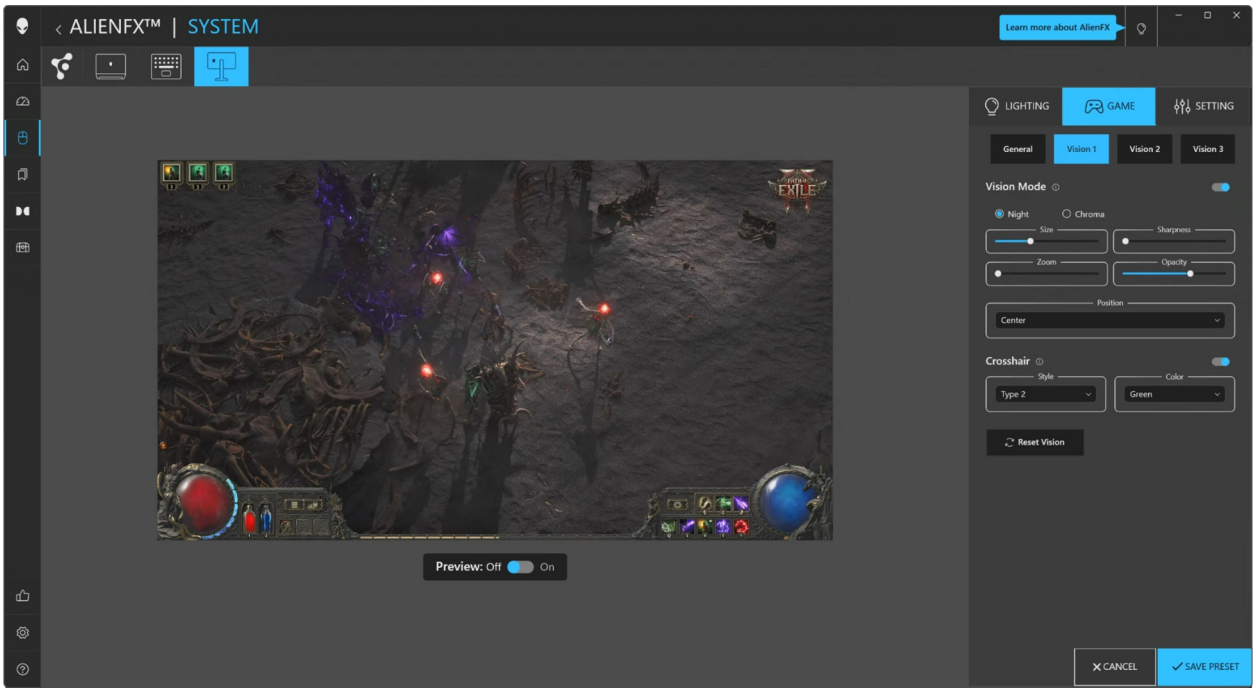


Figure 98. AlienFX - Vision

Table 32. Features of vision modes.

Feature	Description
Vision Mode	Toggle the **Vision Mode** switch to turn this feature on or off. • **Night**: Improves contrast and clarity during dark game scenes. • **Chroma**: Applies a thermal color palette to differentiate game objects from the background.
Size	Drag the slider to enlarge the close-up window or restore it to the default size.
Sharpness	Drag the slider to adjust the sharpness level of the pictures in the close-up window.
Zoom	Drag the slider to adjust the zoom ratio of the close-up window, which displays a zoomed-in view of the object. ⓘ **NOTE:** This feature is disabled if **Size** is set to **Full Screen**.
Opacity	Drag the slider to adjust the opacity level of the close-up window. ⓘ **NOTE:** This feature is disabled if **Size** is set to **Full Screen**.
Position	Select a preferred position for the close-up window from the dropdown list. ⓘ **NOTE:** This feature is disabled if **Size** is set to **Full Screen**.
Crosshair	Toggle the **Crosshair** switch to turn on or off this feature. • **Style**: Select a crosshair type that matches the gameplay from the dropdown list. • **Color**: Select your preferred crosshair color setting.
Reset Vision	Resets all settings of the current vision mode to the factory defaults.

ⓘ **NOTE:** To view the effects during features customization, toggle the **PREVIEW** switch to On.

Setting

1. Launch the AWCC application from the **Start** menu.
2. In the window of Dashboard view, click the monitor image of AW3926QW to access the device view.
3. Select the **SETTING** panel to access the following features:
   - Display configuration
   - Input configuration
   - Dolby Vision configuration
   - Esports configurations
   - More and Update
4. Select **SAVE PRESET** once you have completed the settings.

Figure 99. AlienFX: SETTING

ⓘ **NOTE:** Different product models may have different features supported.

Display configuration

Click the **Display** button to adjust the display settings.

Table 33. Features of Display.

Feature	Description
Brightness	Drag the sliders to make the adjustment. Refer to BRIGHTNESS and CONTRAST. ⓘ **NOTE:** These features may be disabled depending on the current HDR state.
Contrast	
Preset Modes	The **Preset Modes** dropdown list changes according to the state of **Use HDR** switch. When you toggle the **Use HDR** switch to On, refer to SMART HDR; when you toggle the **Use HDR** switch to Off, refer to PRESET MODES. ⓘ **NOTE:** The **Use HDR** switch is disabled when monitor is in mirror projection.
Resolution/Refresh Rate	Allows you to change the settings of resolution and refresh rate of the system. ⓘ **NOTE:** This feature is disabled when you set to duplicate screen on multiple monitors.

Input configuration

Click the **Input** button to configure the PIP/PBP settings.

You can select an input source from the **Current Input Sources** dropdown list.

When you toggle the **PIP/PBP** switch to On, the options for preset PBP or PIP modes appear below the preview window, allowing you to select your preferred mode.

Table 34. Features of PIP/PBP.

Feature	Description
Window 1 Source	Select a video input for the PIP/PBP windows. **Window 3 Source** is available only when you select a 3-window configuration.
Window 2 Source	
Window 3 Source	
Video Swap	Select to swap videos between the PIP/PBP windows. ⓘ **NOTE: Video Swap** is only applicable to PBP mode with 2-window configurations.
Swap Input Hotkey	Define the shortcut keys to swap video inputs between the PIP/PBP windows.
Change PIP Position	Define the shortcut keys to toggle through different preset PIP modes.

Dolby Vision configuration

Select the **Dolby** button, then click **Launch** to open the **Dolby Settings** application and configure the settings.

Esports configurations

Click the **Esports** button to adjust the relevant settings.

Table 35. Features of Esports.

Feature	Description
Esports Mode	Select the desired option from the dropdown lists. Refer to ESPORTS MODE.
Screen Position	Allows you to choose the screen position for the Esports mode image. Refer to ESPORTS IMAGE SETTING.

More and Update

Select **More** to see model, service tag, manufacturing date, and firmware version. The **Update** button reveals your monitor's current firmware.

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).

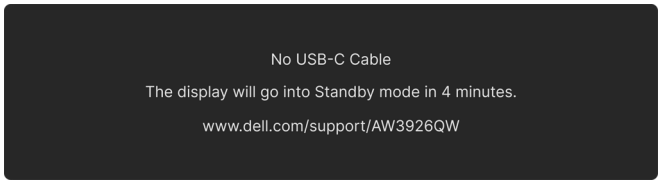


Figure 100. Warning message for no signal cable

ⓘ **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.

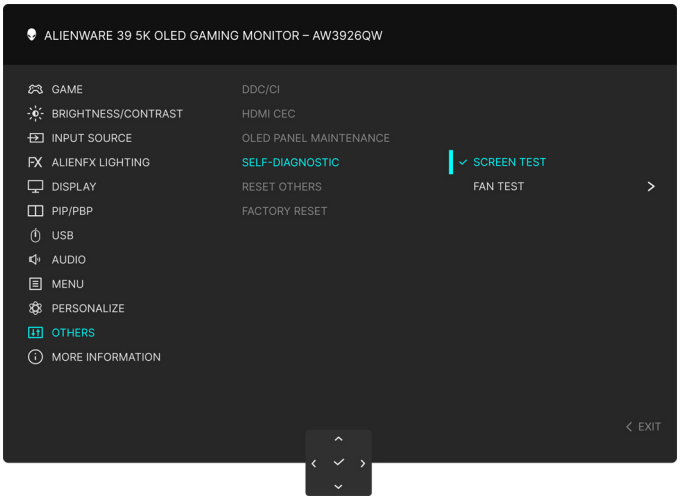


Figure 101. SELF-DIAGNOSTIC menu

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 900 RPM) or **L2** (fan speed: about 1600 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 36. 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. • 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.
Poor focus	Picture is fuzzy, blurry, or ghosting	• Eliminate video extension cables. • Reset the monitor to factory settings. For more information, see FACTORY RESET. • 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. • 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. • Adjust brightness and contrast controls in the BRIGHTNESS/CONTRAST menu.
Geometric distortion	Screen not centered correctly	Reset the monitor to factory settings. For more information, see FACTORY RESET.
Horizontal/vertical lines	Screen has one or more lines	• Reset the monitor to factory settings. For more information, see FACTORY RESET. • 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. • 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. • 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** 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 lowering the frequency (DP: 5120 x 2160 at 60 Hz, HDMI: 5120 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.
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.
No input signal when you toggle the joystick button, and the power LED is blinking red	No picture. The power button LED indicator flashes three short red blinks, followed by three long red blinks, and then three short red blinks again, repeating in a continuous cycle.	Turn off the monitor, unplug the power cord, and Contact Dell for support.
No input signal when you toggle the joystick	No picture, the power button LED indicator 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.

Common symptoms	What you experience	Possible solutions
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.
Screen flickering	There is some noticeable flickering in the displayed pictures	• Use the native resolution of your monitor (5120 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.
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 1300** mode, the displayed images are dimmer than they are in the **DisplayHDR TRUE BLACK** mode	The **HDR PEAK 1300** mode is ideal for the HDR content with a peak brightness of 1300 nits. When displaying content, such as browsers and editors, the brightness level in the **HDR PEAK 1300** 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 1300 nits, set SMART HDR to **HDR PEAK 1300** or **HDR PEAK 1300 BRIGHT**. • For displaying HDR videos or games which meet the DisplayHDR 500 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 OLED panels. It does not affect 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**. • If 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 or USB-C to C 10Gbps 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 37. 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.
No video with the Power LED on	No picture or intermittent image after setting **DisplayPort DSC** to **OFF**	• Reset the monitor to factory settings. For more information, see FACTORY RESET. • Select **RESET INPUT SOURCE** in the **INPUT SOURCE** settings OSD. For more information, see RESET INPUT SOURCE.

Universal Serial Bus (USB) specific problems

Table 38. 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.
Wireless USB mouse does not work properly	When plugged into one of the USB ports on the rear side of the monitor, the Wireless USB mouse lags or freezes during use	Unplug the Wireless USB mouse receiver and re-plug it into an appropriate Quick Access USB port at the bottom of the monitor.

Regulatory information

Information on repairability for Québec – From Dell Canada Inc. – to Quebec consumers

Dell does not guarantee the availability of replacement parts, repair services, or information necessary for maintenance or repair.

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 and 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 on your purchase invoice, packing slip, bill, or Dell product catalog.

Revision history

The following table provides the revision history of this document:

Table 39. Revision history.

Revision	Date	Description
A00	June 2026	Original publish date