Alienware 25 320Hz Gaming Monitor AW2525HM

User's Guide

A L I E N W A R E ™

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.**

Contents

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

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

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

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

- Place the monitor on a solid surface and handle it carefully.
    - The screen is fragile and can be damaged if dropped or pressed 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 liquid crystals 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 may be optional and may not ship with your monitor. Some features may not be available in certain countries.

Table 1.   Monitor components and descriptions.

Component image	Component description
	Display
	Stand riser
	Stand base
	Power cable (varies by country or region)
	USB 5Gbps Type-A to Type-B cable (1.80 m)
	DisplayPort to DisplayPort 1.4 cable (1.80 m)
	HDMI 2.1 TMDS cable (1.80 m)
	• QR Card • Safety, Environmental, and Regulatory Information • Alienware Sticker

Product features

The **Alienware AW2525HM** Gaming monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), and LED backlight. The monitor features include:

- 621.8 mm (24.5 in.) viewable area (measured diagonally).
- NVIDIA G-SYNC Compatible Certification, AMD FreeSync Premium, and VESA AdaptiveSync Display certification minimize graphic distortions like screen tearing and stuttering for a smoother, fluid gameplay.
- Supports a high refresh rate of 320 Hz for FHD timings, and a rapid response time of 0.5 millisecond gray to gray in Extreme mode*.

    * 0.5 millisecond (gray-to-gray min), 1 millisecond (gray-to-gray most observed) is achievable in Extreme mode to reduce visible motion blur and increase image responsiveness. However this may introduce some slight and noticeable visual artifacts into the image. Since every computer setup and gamer's needs vary, users should try different modes to find the best setting for them.

- Color gamut of sRGB 99%.
- Tilt, swivel, pivot, and height adjustment capabilities.
- Removable pedestal stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Digital connectivity through one DisplayPort port and two HDMI ports.
- The monitor is equipped with:
  - One USB 5Gbps Type-B upstream port
  - One USB 5Gbps Type-A downstream port
  - One USB 5Gbps Type-A downstream port with Battery Charging 1.2
- Plug-and-play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- AW2525HM offers an extensive selection of preset modes including:
  - First-Person Shooter (FPS)
  - Multiplayer Online Battle Arena or Real-Time Strategy (MOBA or RTS)
  - Role-Playing Game (RPG)
  - Racing (SPORTS)
  - Three customizable game modes

  In addition, key enhanced gaming features such as Timer, Frame Rate, and Display Alignment are provided to help improve gamer's performance and provide best-in-game advantage.
- Security lock slot.
- ≤ 0.3 W in Off Mode.
- Premium Panel Exchange for peace of mind.
- Optimize eye comfort with a flicker-free screen and ComfortView Plus feature which minimizes blue light emission.
- The Monitor adopts Flicker-Free technology, which clears the eye visible flicker, brings comfort viewing experience and preventing users suffer from eye strain and fatigue.
- This monitor uses a low blue light panel. When the monitor is reset to factory settings or default setting, it is in compliance with TÜV Rheinland's hardware low blue light certification Category 3.

  Blue light ratio:

  The ratio of light in the range from 415 nm–455 nm compared to 400 nm–500 nm should be less than 50%.

Category	Blue light ratio
1	≤20%
2	20% < R ≤ 35%
3	35% < R ≤ 50%

- Decreases the level of hazard blue light that is emitted from the screen to make viewing more comfortable for your eyes without distortion of color accuracy.
- ⚠ **WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, which includes but is not limited to eye fatigue and digital eye strain. ComfortView Plus feature is designed to reduce the amount of blue light that is emitted from the monitor to optimize eye comfort.**

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 dates when operating system versions, patches, or updates are available.
- Specific release dates 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
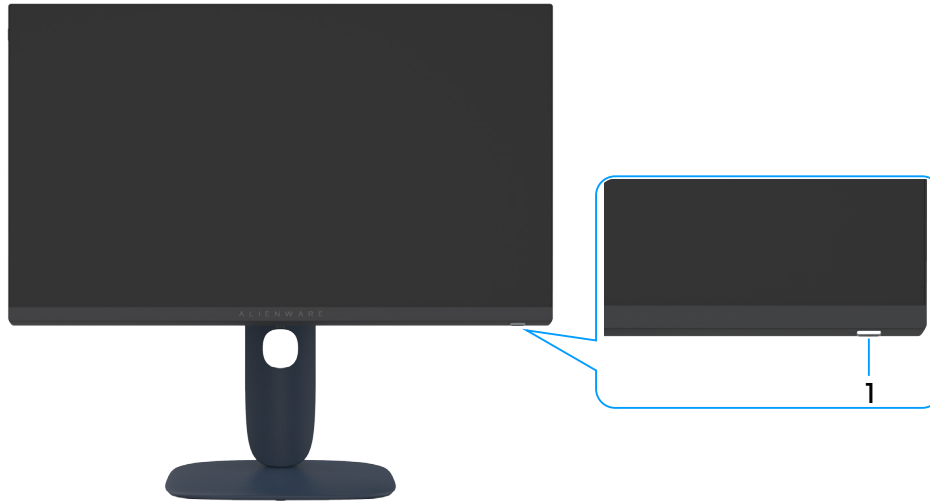
Figure 1. Front view of the monitor

Table 2. Components and descriptions.

Label	Description	Use
1	Power button (with LED indicator)	To turn the monitor on or off. A solid white light indicates that the monitor is turned on and 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.

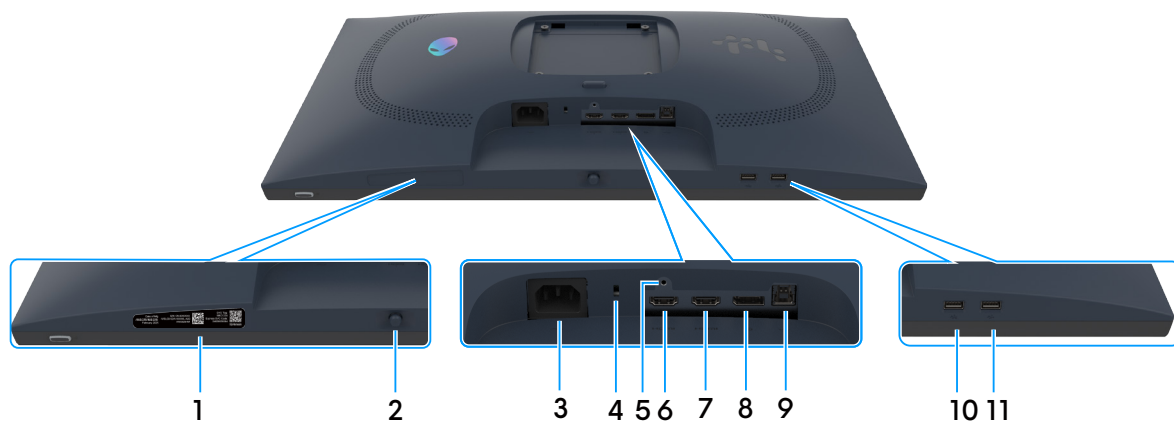| Label	Description	Use
1	VESA mounting holes (4) (100 mm x 100 mm) – behind attached VESA cover	Wall–mount monitor using VESA-compatible wall mount kit.
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases the stand from the monitor.
4	Cable–management slot	Use to organize cables by inserting them through the slot.
5	Headset hanger	Place the headset on the hanger. ⓘ **NOTE:** Maximum load capacity is 500 g.

Bottom view

Figure 3. Bottom view of the monitor

Table 4. Components and descriptions.

Label	Description	Use
1	My Alienware QR code, serial number, and Service Tag label	See this label if you must 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 computer and access warranty information.
2	Joystick	Use it to control the OSD menu. For more information, see Operating the monitor.
3	∿ Power connector	Connect the power cable (shipped with your monitor).
4	Security lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
5	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
6	HDMI 1 port	Connect your computer with the HDMI 2.1 cable (shipped with your monitor) to this port.
7	HDMI 2 port	
8	DisplayPort port	Connect your computer with the DisplayPort cable (shipped with your monitor) to this port.
9	USB Type-B upstream port	Connect the USB cable (shipped with your monitor) to this port and your computer to enable the USB ports on your monitor.
10,11	USB Type-A downstream ports (2)	Connect your USB peripherals such as mouse and keyboard. ⓘ **NOTE:** To use these ports, you must connect the USB upstream cable (shipped with your monitor) between the monitor and the computer. ⓘ **NOTE:** The USB port (label 10) marked with a battery icon supports Battery Charging Rev. 1.2.

Monitor specifications

Table 5.   Monitor specifications.

Description	Value
Screen type	Active matrix – TFT LCD
Panel type	In-Plane Switching (IPS) Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	621.8 mm (24.5 in.)
Active Area	
Horizontal	543.17 mm (21.38 in.)
Vertical	302.62 mm (11.91 in.)
Area	164371.33 mm^2 (254.78 in.^{2})
Pixel pitch	
Horizontal	0.2829 mm
Vertical	0.2802 mm
Pixel per inch (PPI)	90
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	
White Luminance	400 cd/m^2 (typical)
Contrast ratio	1000:1 (typical)
Display screen coating	Anti-glare with hard-coating 3H
Backlight	LED Edgelight System
Response Time (Gray to Gray)	• Minimum: 0.5 ms (gray-to-gray) • Typical: 1 ms (gray-to-gray)
Color depth	16.7 million colors
Color gamut	sRGB 99% (CIE 1931) (typical)
Connectivity	**Video port** • 2 HDMI ports (HDCP 1.4 & 2.3) (Supports up to FHD 1920 x 1080, 255 Hz, TMDS, HDR, VRR as per specified in HDMI 2.1) • 1 DisplayPort 1.4 (HDCP 1.4 & 2.3) port (Supports up to FHD 1920 x 1080, 320 Hz, HDR) **USB port** • 1 USB 5Gbps Type-B upstream port • 1 USB 5Gbps Type-A downstream port • 1 USB 5Gbps Type-A downstream port with Battery Charging 1.2
Border width (edge of monitor to active area)	
Top	5.92 mm (0.23 in.)
Left/Right	6.21 mm (0.24 in.)
Bottom	20.96 mm (0.83 in.)
Adjustability	
Height adjustable stand	Up to 110 mm
Tilt	-5°/+21°
Swivel	-20°/+20°
Pivot	-90°/+90°
Cable management	Yes
Security	Security lock slot (cable lock sold separately)
Alienware Command Center (AWCC)	Yes

Resolution specifications

Table 6.   Resolution specifications.

Description	Value
Signal	HDMI/DisplayPort
Horizontal scan range	30 kHz to 286 kHz (HDMI 2.1)
	30 kHz to 384 kHz (DisplayPort 1.4)
Vertical scan range	48 Hz to 255 Hz (HDMI 2.1)
	48 Hz to 320 Hz (DisplayPort 1.4)
Maximum preset resolution	1920 x 1080 up to 320 Hz
Video display capabilities (HDMI and DisplayPort alternate mode)	480p, 576p, 720p, 1080p

Preset display modes

Table 7.   DisplayPort preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
720 x 400	31.47	70	28.322	-/+
640 x 480	31.47	60	25.175	-/-
640 x 480	37.50	75	31.50	-/-
800 x 600	37.88	60	40	+/+
800 x 600	46.88	75	49.50	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75	78.75	+/+
1152 x 864	67.50	75	108	+/+
1280 x 720	56.5	74.8	95.8	-/+
1280 x 720	90	120	148.5	-/+
1280 x 800	49.7	60	83.50	+/+
1280 x 1024	64	60	108	+/+
1280 x 1024	80	75	135	+/+
1680 x 1050	65.29	60	146.25	+/+
1920 x 1080	27	24	74.25	+/+
1920 x 1080	33.75	30	74.25	+/+
1920 x 1080	56.25	50	148.5	+/+
1920 x 1080	67.50	60	148.50	+/+
1920 x 1080	137.26	119.98	285.50	+/-
1920 x 1080	162.3	143.9	337.5	+/-
1920 x 1080	278.4	240	584.64	+/-
1920 x 1080	383.97	319.975	798.66	+/-

Table 8. HDMI preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
720 x 400	31.47	70	28.322	-/+
640 x 480	31.47	60	25.175	-/-
640 x 480	37.50	75	31.50	-/-
800 x 600	37.88	60	40	+/+
800 x 600	46.88	75	49.50	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75	78.75	+/+
1152 x 864	67.50	75	108	+/+
1280 x 720	56.5	74.8	95.8	-/+
1280 x 720	90	120	148.5	-/+
1280 x 800	49.7	60	83.50	+/+
1280 x 1024	64	60	108	+/+
1280 x 1024	80	75	135	+/+
1680 x 1050	65.29	60	146.25	+/+
1920 x 1080	27	24	74.25	+/+
1920 x 1080	33.75	30	74.25	+/+
1920 x 1080i	28.125	50	74.25	+/+
1920 x 1080	56.25	50	148.5	+/+
1920 x 1080i	33.75	60	74.25	+/+
1920 x 1080	67.50	60	148.50	+/+
1920 x 1080	137.26	119.98	285.50	+/-
1920 x 1080	162.3	143.9	337.5	+/-
1920 x 1080	278.4	240	584.64	+/-
1920 x 1080	285.46	254.87	593.75	+/-
3840 x 2160	135	60	594	+/-

Electrical specifications

Table 9. Electrical specifications.

Description	Value
Video input signals	DP differential Peak–Peak output voltage swing (Level 0: 0.34-0.46 V; Level 1: 0.51-0.68 V; Level 2: 0.69-0.92 V; Level 3: 0.85-1.38 V).
	HDMI TMDS single-ended swing voltage (Data channel 0,1,2: 400-600 mV. Clock channel: 200-600 mV).
Input voltage/frequency/current	100-240 VAC/50 Hz or 60 Hz ± 3 Hz/1.5 A (typical)
Inrush current	120 V: 30 A (Maximum)
	240 V: 60 A (Maximum)
Power Consumption	0.3 W (Off Mode)[1]
	0.5 W (Standby Mode)[1]
	18.1 W (On Mode)[1]
	65 W (Maximum)[2]
	14.76 W (P_{on})[3]
	47.36 kWh (TEC)[3]

[1] As defined in EU 2019/2021 and EU 2019/2013.
[2] Max brightness and contrast setting with maximum power loading on all USB ports.
[3] P_{on}: Power consumption of On Mode is measured with reference to the Energy Star test method.
TEC: Total energy consumption in kWh is measured with reference to the 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 10.   Physical characteristics.

Description	Value
Dimensions (with stand)	
Height (extended)	500.73 mm (19.71 in.)
Height (compressed)	390.73 mm (15.38 in.)
Width	555.59 mm (21.87 in.)
Depth	206.00 mm (8.11 in.)
Dimensions (without stand)	
Height	329.50 mm (12.97 in.)
Width	555.59 mm (21.87 in.)
Depth	68.89 mm (2.71 in.)
Stand dimensions	
Height (extended)	411.80 mm (16.21 in.)
Height (compressed)	372.45 mm (14.66 in.)
Width	240.00 mm (9.45 in.)
Depth	206.00 mm (8.11 in.)
Base	240.00 mm x 206.00 mm (9.45 in. x 8.11 in.)
Weight	
Weight with packaging	8.19 kg (18.06 lb)
Weight with stand assembly and cables	6.07 kg (13.38 lb)
Weight without stand assembly (For wall mount or VESA mount considerations – no cables)	3.69 kg (8.14 lb)
Weight of stand assembly	1.99 kg (4.39 lb)

Environmental characteristics

Table 11.   Environmental characteristics.

| Description	Value
Compliant Standards	
• RoHS Compliant • BFR/PVC Reduce 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	−20°C to 60°C (−4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	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	221.80 BTU/hour (maximum) 61.76 BTU/hour (On Mode)

Pin assignments

DisplayPort port
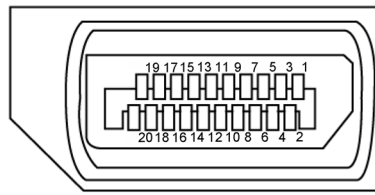
Figure 4.   20-pin DisplayPort port

Table 12.   Pin assignments (DisplayPort port).

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 CH (p)
16	GND
17	AUX CH (n)
18	Hot Plug Detect
19	Return
20	DP_PWR

HDMI 1/HDMI 2 port
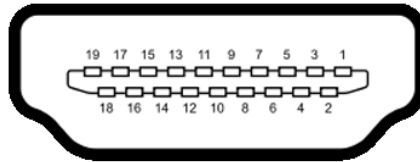
Figure 5.   HDMI 1/HDMI 2 19-pin port

Table 13.   Pin assignments (HDMI 1/HDMI 2).

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

USB upstream port
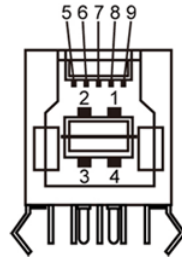
Figure 6.   USB upstream port

Table 14.   Pin assignments (USB 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 downstream port
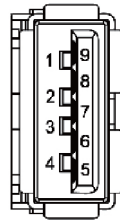
Figure 7.   USB downstream port

Table 15.   Pin assignments (USB 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

Universal Serial Bus (USB)

Rear

- One USB 5Gbps Type-B upstream

Table 16.   USB 5Gbps Type-B upstream

Transfer speed	Data rate
USB 5Gbps	5 Gbps
USB 2.0	480 Mbps
USB 1.0	12 Mbps

Quick access (bottom)

- Two USB 5Gbps Type-A downstream

Table 17.   USB 5Gbps Type-A downstream

Transfer speed	Data rate	Maximum power supported
USB 5Gbps	5 Gbps	4.5 W
USB 2.0	480 Mbps	4.5 W
USB 1.0	12 Mbps	4.5 W

ⓘ **NOTE:** 5Gbps data rate requires a USB 5Gbps-capable computer.

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

Plug-and-Play

You can install 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 if required. For more information about changing the monitor settings, see Operating the monitor.

LCD monitor quality and pixel policy

During the LCD 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 about Dell Monitor Quality and Pixel Policy, see https://www.dell.com/pixelguidelines.

Ergonomics

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

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

For comfort and efficiency, observe the following guidelines 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/shoulder pain from using the monitor for long periods of time, we suggest you to:
  1. Set the distance of the screen between 20 in. to 28 in. (50 cm to 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 at 20 feet away for at least 20 seconds during the breaks.
  5. Perform stretches to relieve tension in the neck, arms, back, and shoulders during the breaks.
- Make sure 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.
- 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 clear of obstructions and cables or power cables that may interfere with comfortable seating or present a potential trip hazard.
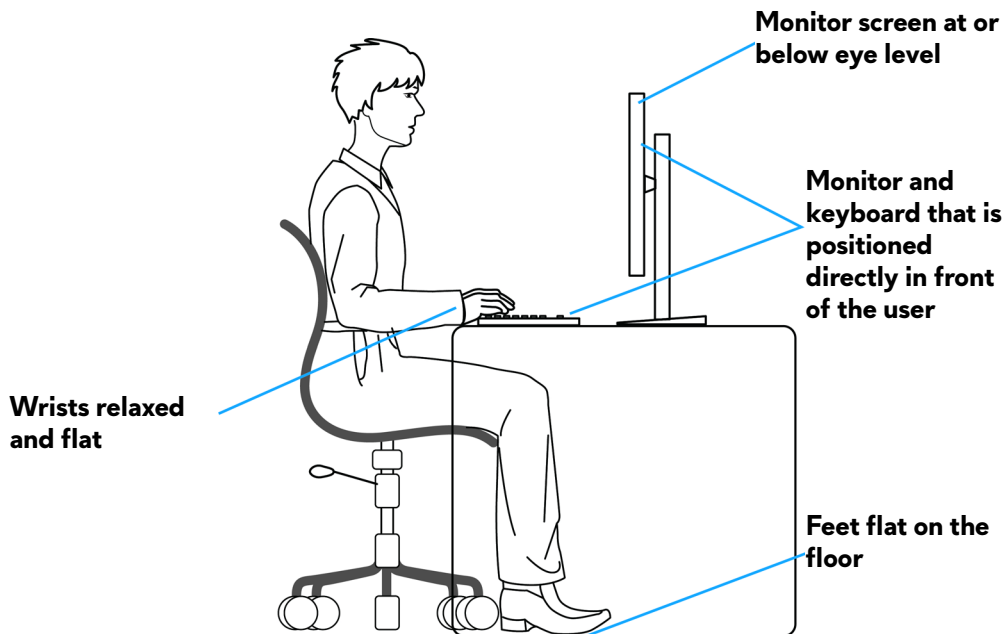

Figure 8. Correct sitting posture while using the monitor

Handling and moving your display

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

- 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.
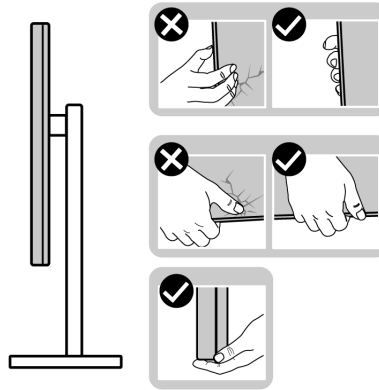- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting or moving the monitor.

Figure 9.   Moving or lifting the monitor

- When lifting or moving the monitor, ensure that the screen is facing away from you and do not press on the display area to avoid any scratches or damage.
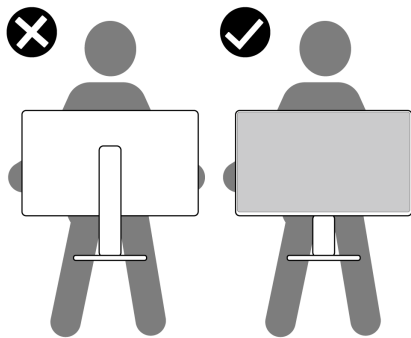
Figure 10.   Ensure that the screen is facing away from you.

- 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.
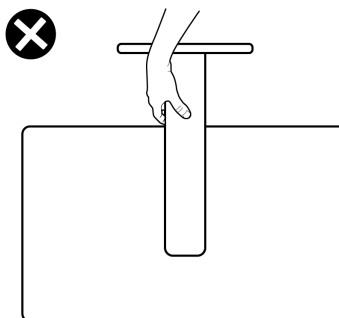
Figure 11.   Do not turn the monitor upside down.

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 in the list 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 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.

  ⚠ **CAUTION: Do not clean any part of the monitor with detergents or chemicals like benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air. You can use 70% ethanol only to clean the screen area.**

  ⚠ **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.**

  ⚠ **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:** Damage to the monitor resulting from improper cleaning methods or the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, or any type of detergent will be classified as Customer Induced Damage (CID). CID is not covered by 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

ⓘ **NOTE:** The stand is not installed at the factory when shipped.

ⓘ **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 were included with the stand.

To connect the monitor stand:

1. Align and place the stand riser on the stand base.
2. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
3. Close the screw handle.
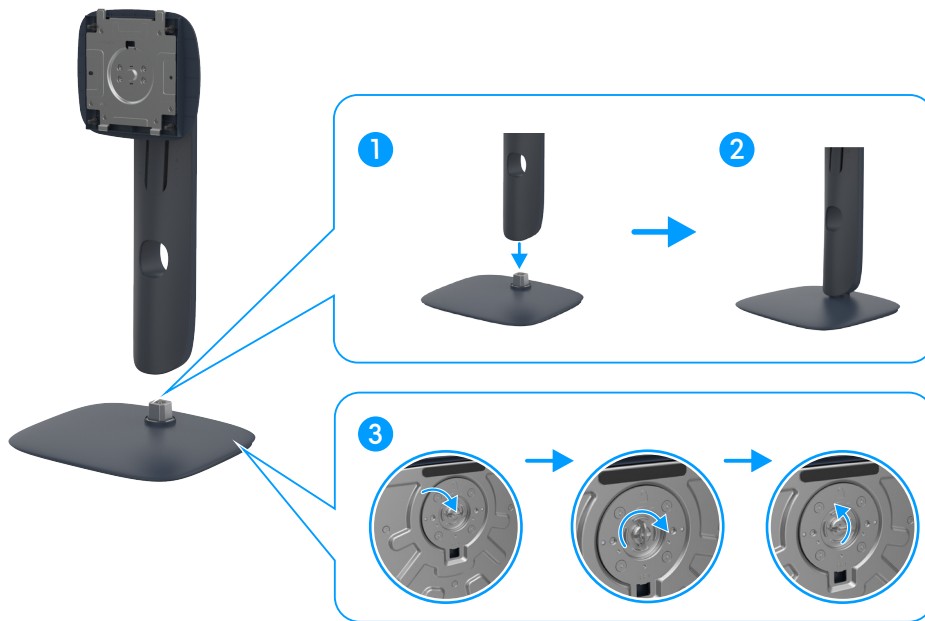
Figure 12.   Connecting the stand

4. Open the protective cover on the monitor to access the VESA slot on the monitor.
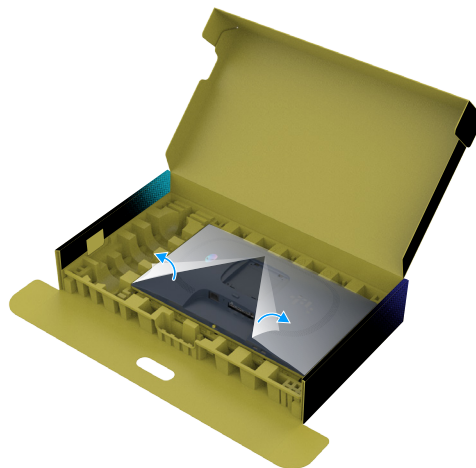
Figure 13.   Open the protective cover

ⓘ **NOTE:** Before connecting the stand assembly to the display, ensure that the front flap is opened to allow space for the assembly.

5. Slide the tabs on the stand riser into the slots on the display back cover and press down the stand assembly to snap it into place.
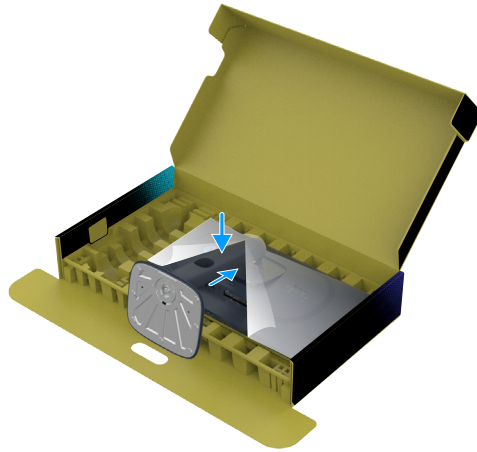
Figure 14.   Slide the tabs on the stand riser into the slots.

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

6. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.
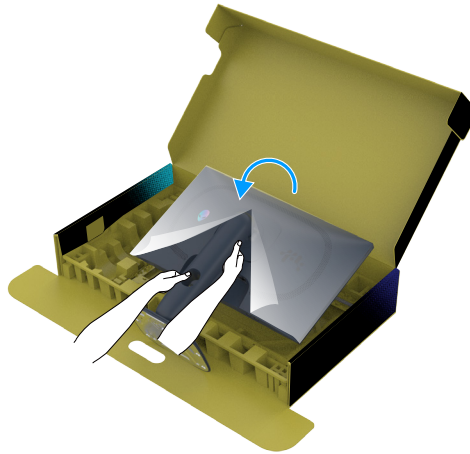
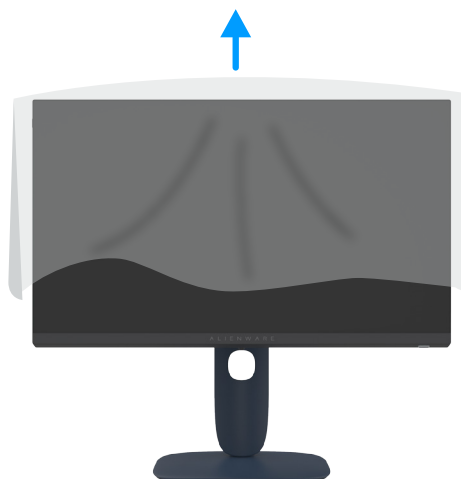**Figure 15.   Hold the stand riser and lift the monitor.**

7. Lift the protective cover from the monitor.

Figure 16.   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 is shipped with your monitor. If you are connecting a stand that you purchased from any other source, follow the setup instructions that were included with the stand.

Tilt and swivel adjustment

With the stand that is attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.
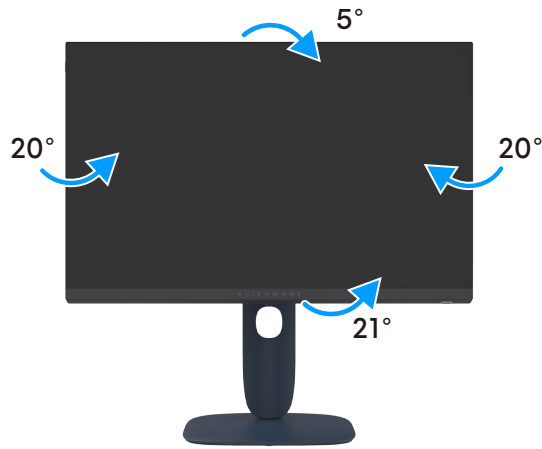
Figure 17.   Tilt and swivel adjustment.

ⓘ **NOTE:** The stand is detached when the monitor is shipped from the factory.

Height adjustment

The stand extends vertically up to 110 mm. The following image illustrates how to extend the stand vertically.
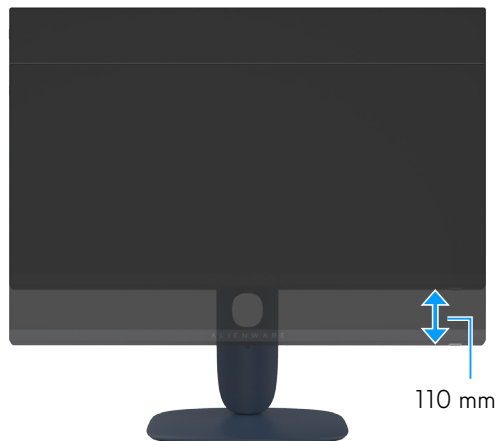
Figure 18.   Height adjustment

Pivot adjustment

Before you rotate the display, extend the display vertically until the top of the stand riser. Tilt the display backwards until the maximum to avoid the bottom edge of the display touching.
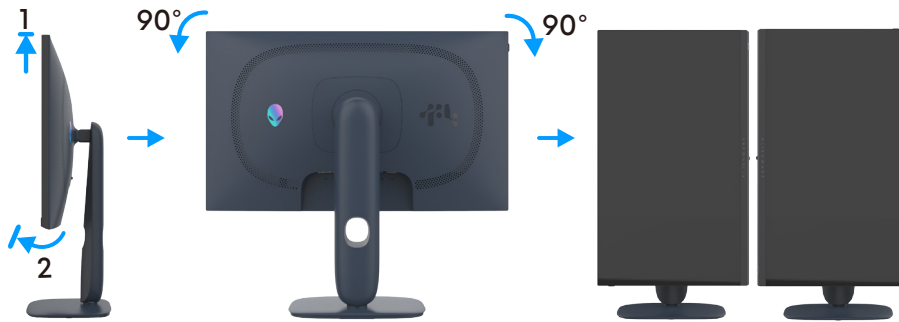
Figure 19. Rotating the display

ⓘ **NOTE:** To switch the display setting on your Dell computer between landscape and portrait modes when rotating the display, download and install the latest graphics driver. To download, go to https://www.dell.com/support/drivers and search for the appropriate driver.

ⓘ **NOTE:** When the display is set to portrait mode, you might experience slow performance while using graphic-intensive applications like 3D games.

Organizing your cables

Figure 20. Organizing your cables

After attaching all necessary cables to your monitor and computer, (see Connecting your monitor for cable attachment) organize all cables as shown above.

If a cable does not reach your computer when routing it through the monitor slot, then connect the cable directly to the computer instead.

Connecting your monitor

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

⚠ **WARNING: For your safety, ensure the grounded power outlet is accessible and close to the equipment. To disconnect, firmly grasp and unplug the power cable. Never pull on the cable.**

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

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

To connect your monitor to the computer:

1. Turn off your computer.
2. Connect the DisplayPort/HDMI/USB cable from your monitor to the computer.
3. Turn on your monitor.
4. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

Connecting the DisplayPort cable
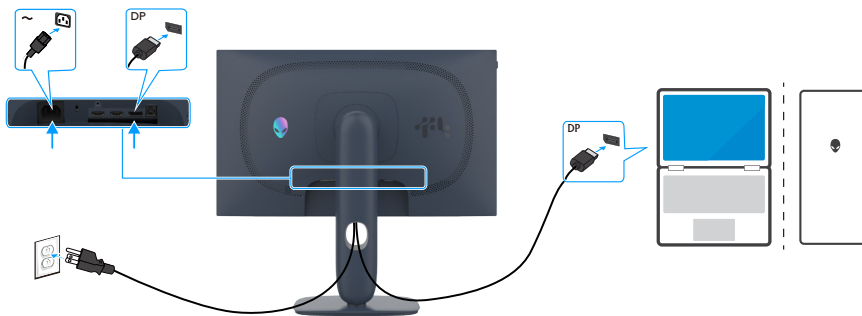
Figure 21.   Connecting the DisplayPort cable

Connecting the HDMI cable
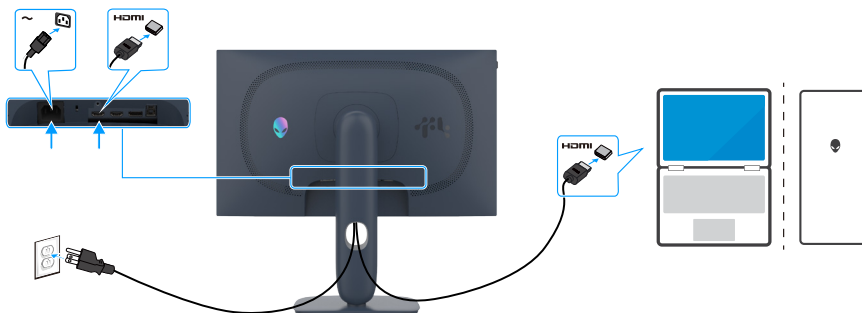
Figure 22.   Connecting the HDMI cable

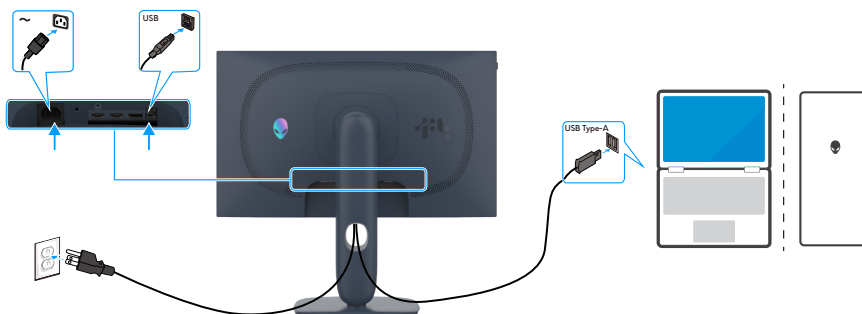**Connecting the USB cable**

Figure 23.   Connecting the USB cable

Securing your monitor using Kensington lock (optional)

The security lock slot is located at the bottom of the monitor. (See Security lock slot)

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

Secure your monitor to a table using the Kensington security lock.
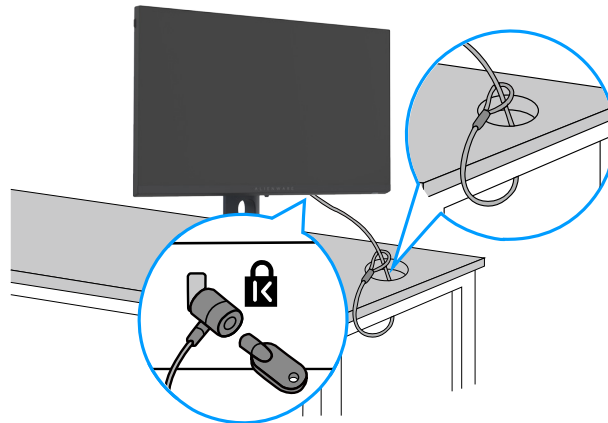

Figure 24.   Securing your monitor using Kensington lock

ⓘ **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 monitor screen when removing the stand, ensure that the monitor is placed on a soft, clean surface.**

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

To remove the stand:

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand-release button.
3. Lift the stand up and away from the monitor.
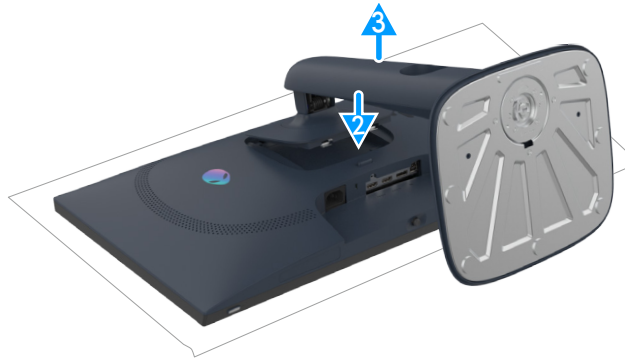
Figure 25.   Removing the monitor stand

VESA wall mounting (optional)

Figure 26.   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 on a soft cloth or cushion on a stable flat table.
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/load bearing capacity of 14.76 kg (32.54 lb).

Operating the monitor

Power on the monitor

Press the power button to turn on the monitor.

Figure 27.   Power on the monitor

Using the joystick control

Use the joystick control at the bottom of the monitor to make OSD adjustments.
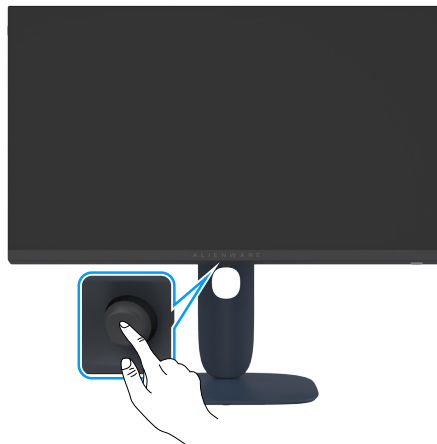

Figure 28.   Using the joystick control

1. Press the joystick button to launch the OSD main menu.
2. Move the joystick up/down/left/right to toggle between options.
3. Press the joystick button again to confirm the settings and exit.

Table 18.   Using the joystick control.

Joystick	Description
	• When the OSD menu is on, press the joystick to confirm the selection or save the settings. • When the OSD menu is off, press the joystick to launch the Menu Launcher. See Accessing the Menu Launcher.
	• For 4-way (left, right, forward, and back) directional navigation. • Toggle through the menu items. • Increases or decreases the parameters of a selected menu item.
	Select and enter the sub menu.
	Return to the upper-level menu or exit from the current menu.
	By default, when the OSD menu is off, moving the joystick towards you will toggle through the preset options of **Vision 1** and **Off**.

Accessing the Menu Launcher

Moving or pressing the joystick brings up the Menu Launcher on the screen, providing access to the OSD menu and shortcut functions.

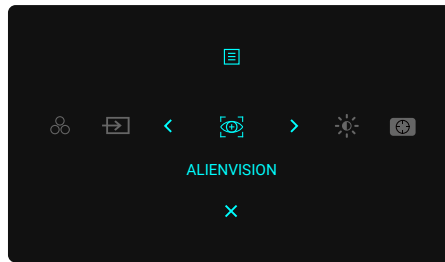To select a function, move the joystick.

Figure 29.   Accessing the Menu Launcher

The following table describes the Menu Launcher functions:

Table 19.   Menu Launcher description.

Control button		Description
1	▤ **MENU**	Use this **MENU** button to launch the On-Screen Display (OSD) and select the OSD menu. See Accessing the menu system.
2	☀ **BRIGHTNESS/ CONTRAST**	To access the **BRIGHTNESS/CONTRAST** adjustment sliders.
3	⊕ **DARK STABILIZER**	To access the **DARK STABILIZER** adjustment slider.
4	⨷ **PRESET MODES**	To choose a preferred color mode from the list of **PRESET MODES**.
5	⊕ **ALIENVISION**	To choose a preferred display mode for gameplay or turn off **ALIENVISION**.
6	→] **INPUT SOURCE**	To choose an input source from the list of video signals that may be connected to your monitor.
7	✕ **EXIT**	Use this button to go back to the main menu or **EXIT** the OSD main menu.

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.
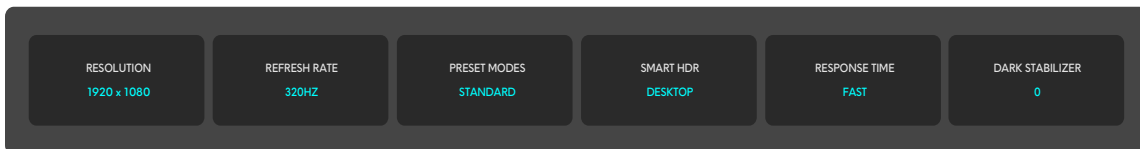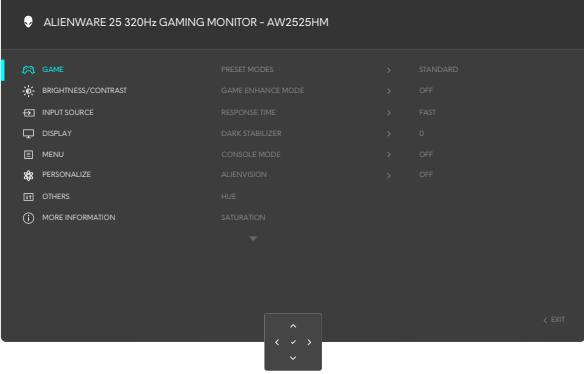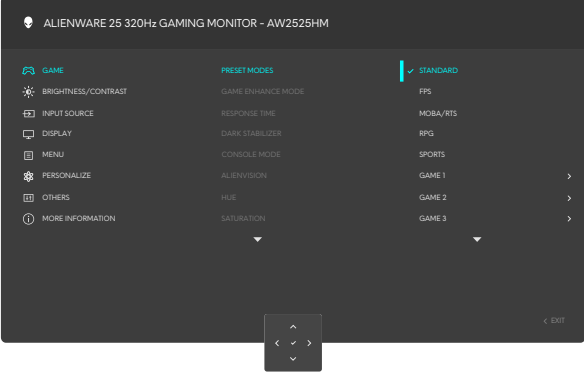

Figure 30.   Settings of some On-Screen Display (OSD) functions
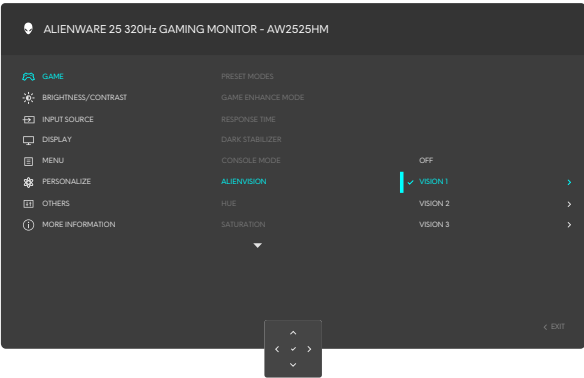
Using the On-Screen Display (OSD) Menu
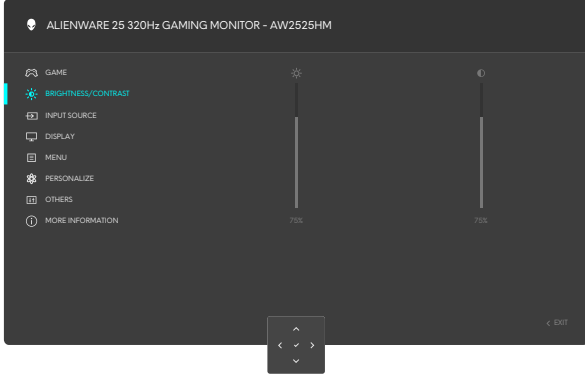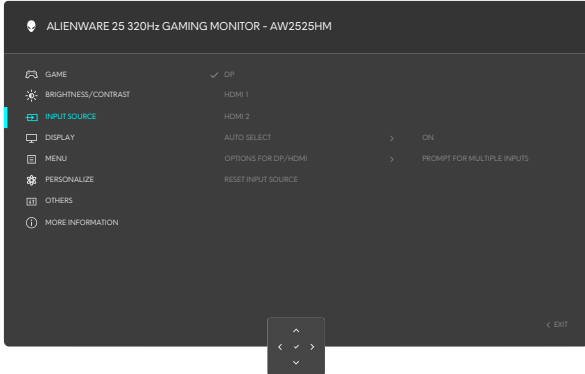
Accessing the menu system
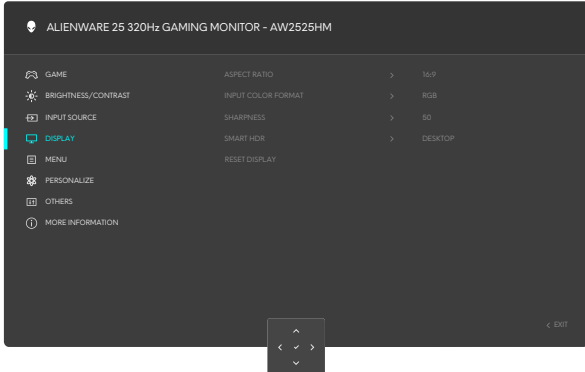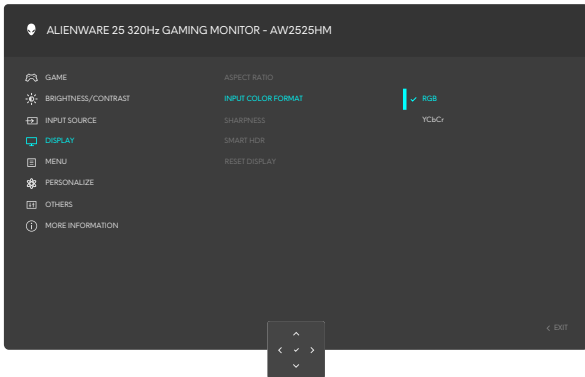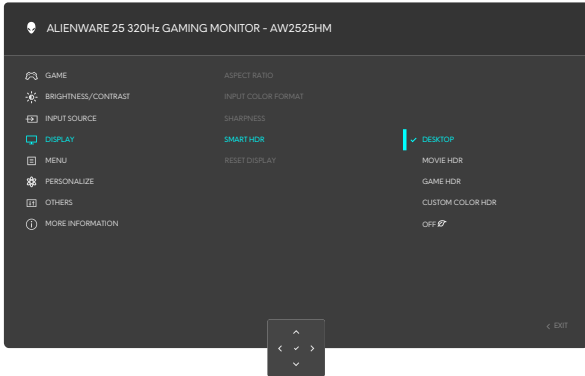
Table 20.   On-Screen Display (OSD) Menu description.
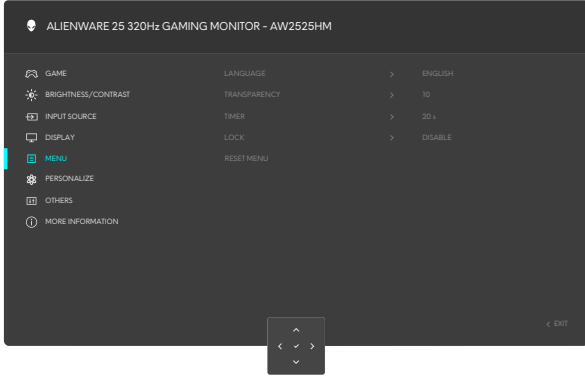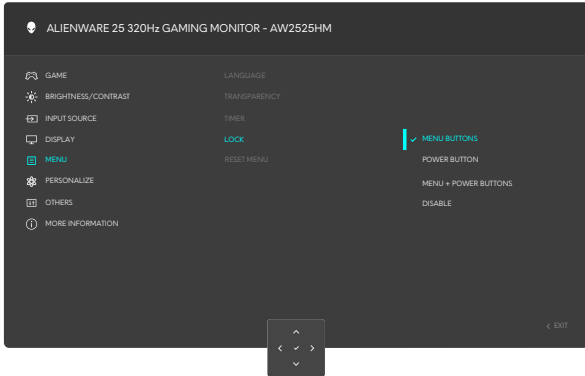
Icon	Menu and Submenus	Description
(game controller icon)	**GAME**	Use this menu to personalize your visual gameplay experience.
	PRESET MODES	Allows you to choose from a list of preset color modes.

- **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.
- **GAME 1/GAME 2/GAME 3:** Allows you to customize the settings such as **RESPONSE TIME, 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.
- **sRGB:** Matches 99% sRGB.
- **CUSTOM COLOR:** Allows you to manually adjust the color settings. Move the joystick to adjust the **GAIN, OFFSET, HUE,** and **SATURATION** values and create your own preset color mode.
- (i) **NOTE:** The feature is disabled when **CONSOLE MODE** is on.
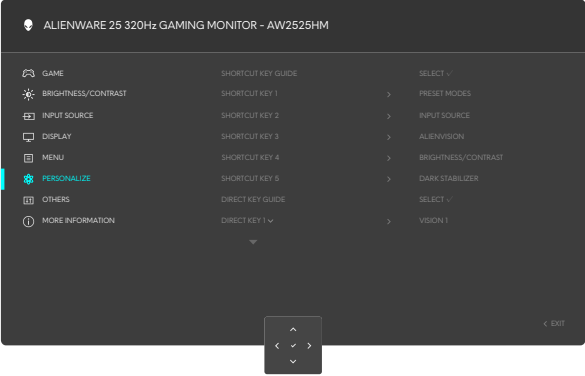
Icon	Menu and Submenus	Description
🎮	**GAME ENHANCE MODE**	Adjusts Game Enhance Mode to **OFF, TIMER, FRAME RATE,** or **DISPLAY ALIGNMENT.** • **OFF:** Select **OFF** to disable the functions under **GAME**. • **TIMER:** Enable or disable the timer at the upper left corner of the display. The timer shows the time elapsed since the game started. Select an option from the time-interval list to stay aware of the remaining time. • **FRAME RATE:** Select **ON** to display the current frames per second when playing games. The higher the rate, the smoother the motion appears. • **DISPLAY ALIGNMENT:** Activating the function may help ensure the perfect alignment of the video contents from multiple displays.
	RESPONSE TIME	Allows you to set the **RESPONSE TIME** to **FAST, SUPER FAST,** or **EXTREME**.
	DARK STABILIZER	Improves visibility in dark gaming scenarios. The higher the value (0 to 3), the more visible the display image is in a dark environment. ⓘ **NOTE:** This feature is disabled when **SMART HDR** is activated and HDR content is displayed.
	CONSOLE MODE	Adjusts Console Mode to **ON/OFF, COLOR, GAMMA.** Activating the feature gives the best gaming experience when playing console games. • **ON/OFF:** Select to disable the functions under **CONSOLE MODE**. • **COLOR:** RGB default 100, this mode can adjust RGB from 0 to 100. • **GAMMA:** Gamma default is at center 2.2. Select this feature allow you to manually adjust Gamma from 1.8–2.6. • **SOURCE TONE MAP:** Select to allow the HDR content to be tone mapped by the source device. ⓘ **NOTE:** Console Mode is only for HDMI. Console mode is available when Preset Modes are Off. ⓘ **NOTE: COLOR/GAMMA** is disabled when **SMART HDR** is activated and HDR content is displayed. ⓘ **NOTE: SOURCE TONE MAP** is disabled when no HDR content is displayed.
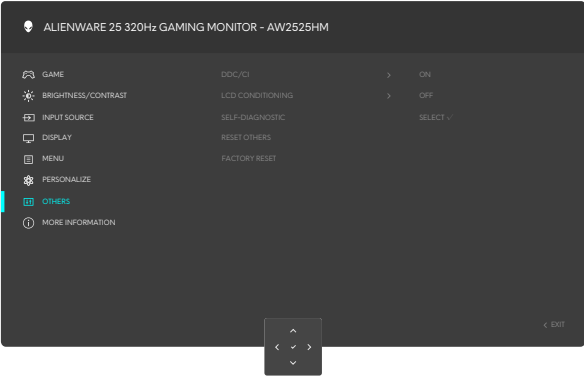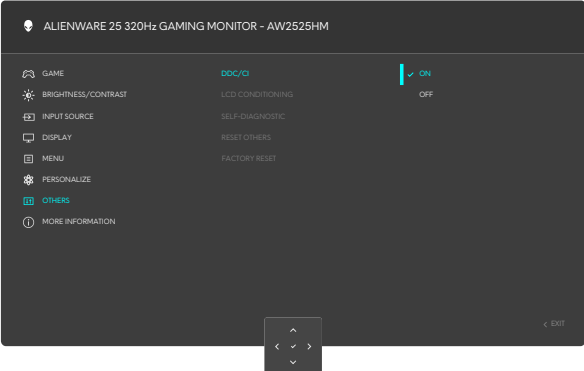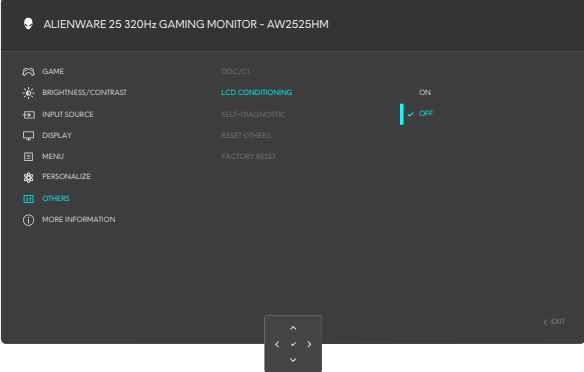
Icon	Menu and Submenus	Description
(game controller icon)	**ALIENVISION**	Allows you to customize your own display modes (**VISION 1, VISION 2,** and **VISION 3**) for different gaming scenarios. By default, **ALIENVISION** is OFF. You can go through the options and make adjustments for each vision mode. **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** disables the functions under **VISION SETTINGS**. • **SIZE:** To adjust the close-up window size that applies the vision mode. • **SHARPNESS:** To adjust the sharpness level of the pictures in the close-up window. **CROSSHAIR:** • **STYLE**: Allows you to select a preferred crosshair style to aid in aiming accurately. Selecting **OFF** turns off this function. • **COLOR**: Allows you to select a preferred crosshair color. If you select **DYNAMIC**, the crosshair color changes dynamically based on the background color. ⓘ **NOTE:** More **ALIENVISION** options are available on using Alienware Command Center (AWCC).
	HUE	This feature can alter the video image color to green or purple, enabling you to adjust the preferred flesh-tone color. Use the joystick to adjust the hue from 0 to 100. Move the joystick up to increase the green shade of the video image. Move the joystick down to increase the purple shade of the video image. ⓘ **NOTE:** Hue adjustment is available only for **FPS, MOBA/RTS, RPG, SPORTS** mode.
	SATURATION	This feature can adjust the color saturation of the video image. Use the joystick to adjust the saturation from 0 to 100. Move the joystick up to increase the colorful appearance of the video image. Move the joystick down to increase the monochrome appearance of the video image. ⓘ **NOTE:** The **SATURATION** adjustment is available only when you select **FPS, MOBA/RTS, SPORTS,** or **RPG** preset mode.
	RESET GAME	Resets all settings under the **GAME** menu to the factory defaults.
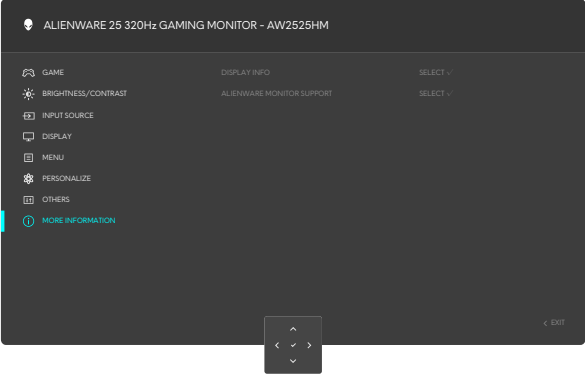
Icon	Menu and Submenus	Description
☀	**BRIGHTNESS/ CONTRAST**	Adjusts the brightness and contrast of the display.
	BRIGHTNESS	Adjusts the luminance of the backlight (minimum 0; maximum 100). Move the joystick up to increase the brightness level. Move the joystick down to decrease the brightness level.
	CONTRAST	Adjust the **BRIGHTNESS** first, and then adjust **CONTRAST** only if further adjustment is necessary. Move the joystick up to increase contrast and move the joystick down to decrease contrast (Range: 0 to 100). The **CONTRAST** function adjusts the degree of difference between darkness and lightness on the monitor screen.
⊞	**INPUT SOURCE**	Selects between different video signals that may be connected to your monitor.
	DP	Select **DP** input when you are using the **DP (DisplayPort) port**. 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 port. Press the joystick button to confirm the selection.
	AUTO SELECT	Turn on the function to allow the monitor to automatically scan for available input sources. Press the joystick button to confirm the selection.
	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 to confirm the selection. ⓘ **NOTE:** This feature is disabled when **AUTO SELECT** is set to Off.
	RESET INPUT SOURCE	Resets all settings under the **INPUT SOURCE** menu to the factory defaults.

Icon	Menu and Submenus	Description
🖥	**DISPLAY**	Use the **DISPLAY** menu to adjust the images.
	ASPECT RATIO	Adjust the ratio of width to height of an image to **16:9**, **AUTO RESIZE** or **4:3**.
	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.
	SHARPNESS	This feature can make the image look sharper or softer. Move the joystick up and down to adjust the sharpness from '0' to '100'.
	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. ▪ **DESKTOP:** For using the monitor with a desktop computer. ▪ **MOVIE HDR:** For the playback of HDR video content. ▪ **GAME HDR:** 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**. ▪ **OFF⌀:** Disables **SMART HDR** function.

Icon	Menu and Submenus	Description
	SMART HDR	ⓘ **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:** AW2525HM does not support HLG.
	RESET DISPLAY	Resets all settings under the **DISPLAY** menu to the factory defaults.
	MENU	Select this option 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.
	LANGUAGE	Set the OSD display to one of eight languages. (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese.)
	TRANSPARENCY	Select this option to change the menu transparency by moving the joystick up or down (min. 0/ max. 100.)
	TIMER	**OSD Hold Time:** Sets the length of time the OSD remains active after you press a button. Move the joystick to adjust the slider in 1-second increments, from 5 to 60 seconds.
	LOCK	Locking the control buttons prevents unauthorized access and accidental activation, especially in multimonitor setups. ▪ **MENU BUTTONS:** The OSD menu settings are locked and not accessible. ▪ **POWER BUTTON:** The power button is locked. ▪ **MENU + POWER BUTTONS:** The OSD menu settings are not accessible, and the power button is locked. ▪ **DISABLE:** Disable the lock function.
	RESET MENU	Resets all settings under the **MENU** to the factory defaults.

Icon	Menu and Submenus	Description
⚛	**PERSONALIZE**	
	SHORTCUT KEY GUIDE	This option allows you to easily set up to five shortcut keys. And contains the introduction of the shortcut key Settings.
	SHORTCUT KEY 1	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** ▪ **ASPECT RATIO** ▪ **SMART HDR** ▪ **DISPLAY INFO**
	SHORTCUT KEY 2	
	SHORTCUT KEY 3	
	SHORTCUT KEY 4	
	SHORTCUT KEY 5	
	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 ∨	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** ▪ **ASPECT RATIO** ▪ **SMART HDR** When you set a Direct Key to OFF, it returns to the original 4-directional movement. NOTE: When there is no video signal, the Direct Key does not work.
	DIRECT KEY 2 ❯	
	DIRECT KEY 3 ∧	
	DIRECT KEY 4 ❮	
	POWER LED	Allows you to set the state of the power light to save energy.
	USB CHARGING	Allows you to set the **ON IN STANDBY MODE** or **OFF IN STANDBY MODE** ⌀ to save energy.
	FAST WAKEUP	Speed up recovery time from sleep mode.
	RESET PERSONALIZATION	Resets all settings under the **PERSONALIZE** menu to the factory defaults.

Icon	Menu and Submenus	Description
⬚	**OTHERS**	Select this option to adjust the OSD settings such as the **DDC/CI, LCD CONDITIONING,** and so on.
	DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) allows you to adjust features such as brightness and color balance of your monitor using software that is installed 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.
	LCD CONDITIONING	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting **ON**.
	SELF-DIAGNOSTIC	Use this option to run the built-in diagnostics, see Built-in diagnostics.
	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 Submenus	Description
ⓘ	**MORE INFORMATION**	Select this option for **DISPLAY INFORMATION** and **ALIENWARE MONITOR SUPPORT**. ALIENWARE 25 320Hz GAMING MONITOR - AW2525HM GAME ⋯ DISPLAY INFO ⋯ SELECT ✓ BRIGHTNESS/CONTRAST ⋯ ALIENWARE MONITOR SUPPORT ⋯ SELECT ✓ INPUT SOURCE DISPLAY MENU PERSONALIZE OTHERS MORE INFORMATION EXIT
	DISPLAY INFO	Displays the current settings of the monitor. Press the joystick to confirm the selection.
	ALIENWARE MONITOR SUPPORT	Use your smartphone to scan the QR code to access the general support materials for your monitor.

OSD warning messages

When the monitor does not support a particular resolution, you can see the following message:

The current input timing is not supported by the monitor display.
Please change your input timing to 1920x1080, 60Hz or any other
monitor listed timing as per the monitor specifications.
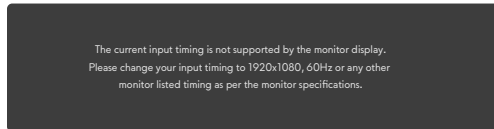
Figure 31.   Resolution warning message

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 1920 x 1080.

ⓘ **NOTE:** The message that appears on the monitor varies based on the type of input cable used.

You can see the following message before the **DDC/CI** function is disabled:

The function of adjusting display setting using PC application will be
disabled.
Do you wish to disable DDC/CI function?

Yes

No
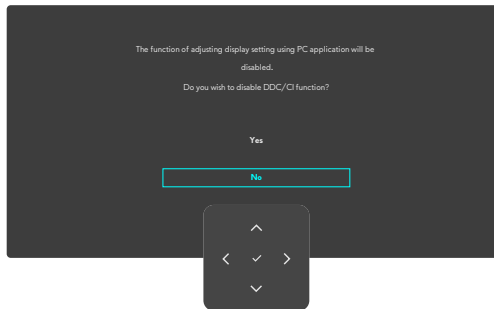
Figure 32.   DDC/CI warning message

When the monitor enters the **Standby Mode**, the following message appears:

Going into Standby mode...
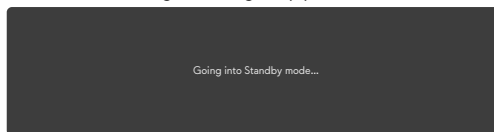
Figure 33.   Standby mode warning message

Activate the computer and wake up the monitor to gain access to the Accessing the Menu Launcher.

When you increase the **BRIGHTNESS** level above the factory default setting for the first time, the following message appears:

Adjusting to this value will increase power consumption above the
default level. Do you want to continue?

Yes

No
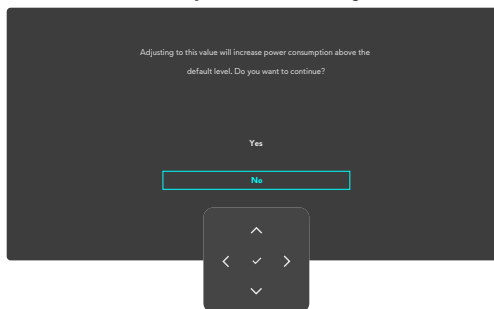
Figure 34.   Power warning message

When you select **FPS/MOBA(RTS)/SPORT** under **PRESET MODES** in the **GAME** menu OSD for the first time after factory reset, the following message appears:

Adjusting to this value will increase power consumption above the
default level. Do you want to continue?

Yes

No
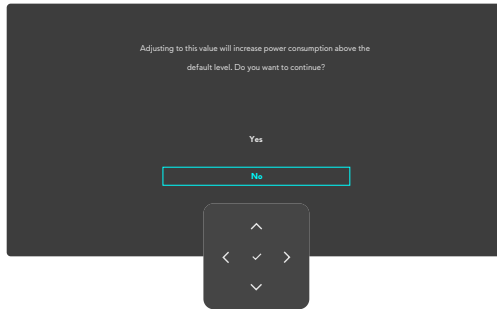
Figure 35.   Power warning message

ⓘ **NOTE:** If you select No, the Brightness would be changed to 75% for these Preset Modes.

If you press any button other than the power button to wake up the monitor, the following messages appear depending on the selected input:

No DP signal from your device.
Press any key on the keyboard to wake up.
If there is no display, press the monitor joystick to open up the Menu and
select the correct input source.
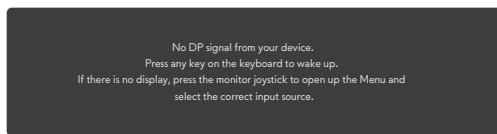
Figure 36.   Monitor wake-up warning message

If either DP, HDMI 1 and HDMI 2 input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.


No DP Cable
The display will go into Standby mode in 4 minutes.
www.dell.com/support/AW2525HM
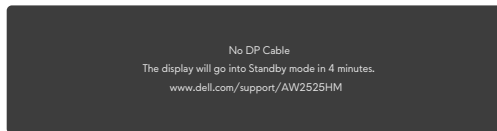
Figure 37.   DP cable disconnected warning message

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

When you select OSD items of **FACTORY RESET** in **OTHER** feature, the following message appears.

Are you sure you want to reset to default settings?

Yes

No
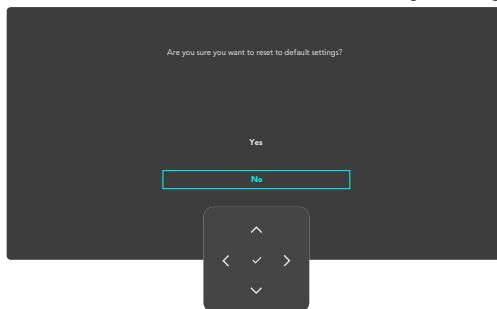
Figure 38.   Factory Reset warning message

See Troubleshooting for more information.

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 forward/back/left/right for about 4 seconds until a menu appears.

2. Move the joystick 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 to confirm the configuration.

To unlock, move and hold the joystick forward/back/left/right for about 4 seconds until a menu appears on the screen, and then select 🔓 to unlock and close the menu.

Setting the maximum resolution

To set the maximum resolution for the monitor:

In Windows 10 and Windows 11:

1. Right-click the desktop and click **Display Settings**.
2. Click **Advanced display settings**.
3. Click the dropdown list of **Resolution** and select **1920 x 1080**.
4. Click **Keep Changes** or **Revert**.

If you do not see **1920 x 1080** as an option, update your graphics driver. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or a laptop:

Go to https://www.dell.com/support, 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 your computer manufacturer's support website and download the latest graphic drivers.
- Go to the support website of your graphics card manufacturer and download the latest graphic drivers.

Requirements to view or playback HDR content

1. **Through Ultra Blu-Ray DVD or Game consoles**

    Ensure that the DVD player or Game console is HDR capable, such as Panasonic DMP-UB900 or PS5.

2. **Through a PC**

    Ensure the graphics card is HDR capable, with an HDMI 2.1 (TMDS) port and an installed HDR graphics driver. HDR capable application program must be used, such as Cyberlink PowerDVD 17, Windows 10/11 Movies and TV app.

    ⓘ **NOTE:** To download and install the latest graphics driver that supports HDR content playback on your Dell desktop or laptop, see https://www.dell.com/support/drivers.

NVIDIA

For a full range of HDR capable NVIDIA graphics cards, see https://www.nvidia.com.

Ensure to download the driver that supports Full Screen Playback mode (such as personal computer games, Ultra Blu-Ray players), HDR on Win 10 Redstone 2 operating system: 381.65 or later.

AMD

For a full range of HDR capable AMD graphics cards, see https://www.amd.com. Read the HDR driver support information and download the latest driver.

Intel (Integrated Graphics)

HDR capable processor: Cannon Lake or later

Suitable HDR player: Windows 10/11 Movies and TV app

Operating System (OS) with HDR support: Windows 10 Redstone 3

Driver with HDR support: see https://www.dell.com/support/drivers for the latest HDR driver.

ⓘ **NOTE:** HDR playback through operating system (such as playback of HDR in a window within the desktop) requires Windows 10 Redstone 2 or later with an appropriate application program such as PowerDVD 17. Playing back protected content requires appropriate DRM software and/or hardware, such as Microsoft PlayReady. For support information, see https://www.support.microsoft.com.

Using AlienFX application

You can customize advanced features for your monitor through AlienFX™ in the Alienware Command Center (AWCC).

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

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

Prerequisites

Before installing the AWCC on a non-Alienware computer:

*   Ensure that the operating system of your computer is Windows 10 R3 or later.

*   Ensure that 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 Type-A to Type-B cable upstream cable.

Installing AWCC through Windows update

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

    ⓘ **NOTE:** This process of downloading has a dependency on the 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. Ensure that the USB upstream cable is connected to control lighting effects.
    *   In the Settings window, click **Windows Update**, and then click **Check** for updates to check the Alienware driver update progress.
    *   If the driver update is not responding in your computer, install AWCC from the Dell Support website.

4. Restart OS.

5. Launch the AWCC.

Installing AWCC from the Dell Support website

Enter AW2525HM in the query field at www.dell.com/support/drivers, and download the latest version of the Alienware Command Center Application.

1. Navigate to the folder in which you saved the setup files.

2. Double-click the setup file and follow the on-screen instructions to complete the installation.

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 AW2525HM to access the device view.

3. Select the **GAME** panel to customize the following features:

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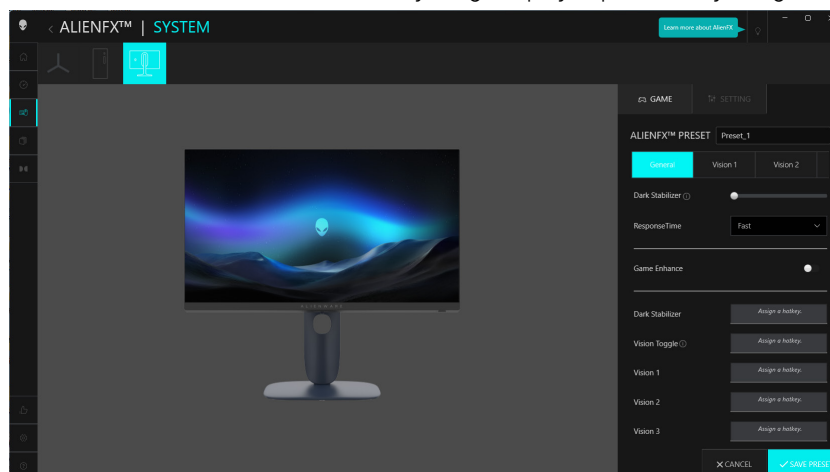

Figure 39.   General configuration

Table 21. Features of General.

Feature	Description
Dark Stabilizer	See DARK STABILIZER.
Response Time	Allows you to set the response time to Fast, Super Fast or Extreme.
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.
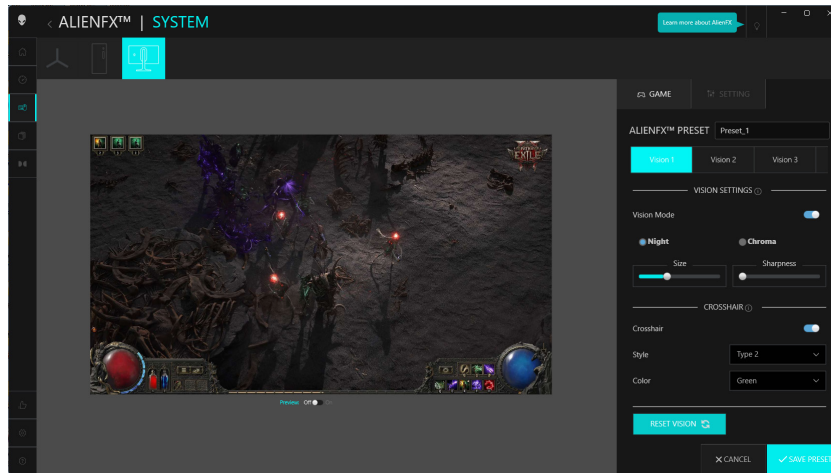
Figure 40. Customization of vision

Table 22. 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:** Apply a thermal color palette to differentiate game objects from the background.
SIZE	Drag the slider to enlarge the close-up window or resume it to the default size.
SHARPNESS	Drag the slider to adjust the sharpness level of the pictures in the close-up window.
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:** The periodic software updates may result in changes to the user interface, which may affect the layout, navigation, or functionality of certain features.

Setting

1. Launch the AWCC application from the Start menu.
2. In the window of Dashboard view, click the monitor image of AW2525HM to access the device view.
3. Select the **SETTING** panel to customize the following features:

• **Display:** Click the Display button to adjust the display settings.
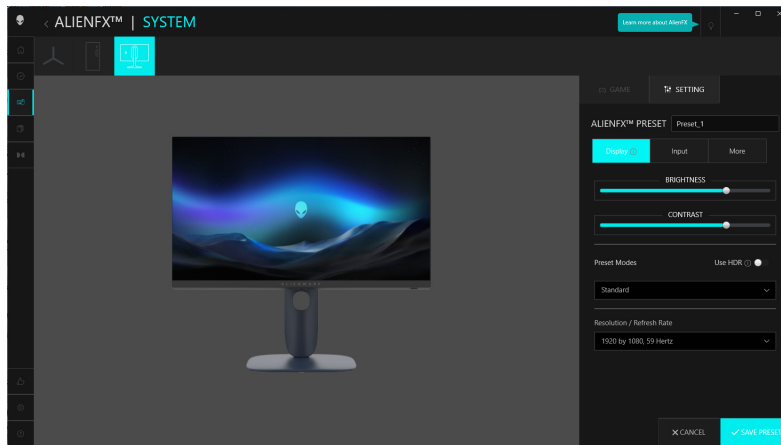
Figure 41.   Display configuration

Table 23.   Display configuration feature description.

Feature	Description
Brightness	Drag the sliders to make the adjustment. See Brightness and Contrast.
Contrast	ⓘ **NOTE:** These features may be disabled depending on the current HDR state.
Preset Modes	The Preset Modes dropdown list changes according to the state of the Smart HDR switch.
	When you toggle the Smart HDR switch to the ON state, see SMART HDR; when you toggle the Smart HDR switch to the OFF state, see PRESET MODES.
Use HDR	To play the HDR, toggle the SMART HDR switch to On or Off.
Resolution/Refresh Rate	Enables you to adjust the resolution and refresh rate of the monitor.
	ⓘ **NOTE:** This feature is disabled when you set to duplicate screen on multiple monitors.

• **Input:** You can select an input source from the Current Input Source dropdown list.

• **More:** Displays the model number, service tag, manufactured date, and firmware version information of the monitor.

Troubleshooting

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

Self-test

Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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

The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs that are shown below will continuously scroll through the screen.

No DP Cable
The display will go into Standby mode in 4 minutes.
www.dell.com/support/AW2525HM

Figure 42.   DP cable disconnected warning message

4. This box also appears during normal system operation if the video cable is disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

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.
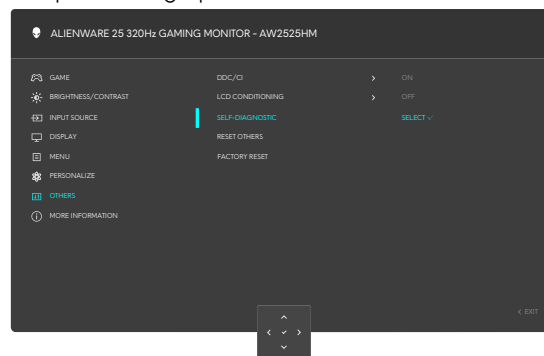
Figure 43.   Built-in diagnostics

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Using the joystick, navigate on the OSD menu and select **Others > Self-Diagnostic**.
3. Press the joystick button to start the diagnostics. A gray screen is displayed.
4. Observe if the screen has any defects or abnormalities.
5. Toggle the joystick once again until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat steps 5 and 6 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

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.

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

Common problems

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

Table 24.   Common problems description.

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 the power button is pressed. • 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 via OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics. • Ensure that the correct input source is selected in the INPUT SOURCE menu.
Missing Pixels	Monitor screen has spots	• Turn off the monitor and turn it on again. • A pixel that is permanently off is a natural defect that can occur in display technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: https://www.dell.com/pixelguidelines
Stuck-on Pixels	Monitor screen has bright spots	• Turn off the monitor and turn it on again. • A pixel that is permanently off is a natural defect that can occur in display technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: https://www.dell.com/pixelguidelines
Brightness Problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness and contrast controls using the OSD.
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. • Perform the monitor self-test feature (see Self-test) check to determine if the intermittent problem is identified in the self-test mode.
HDR Problems	Cannot set the GFX solution into HDR mode after switching into Desktop/Movie HDR/Game HDR Presets	• Ensure that your computer or graphics solution meets the minimum requirement for HDR playback and install the latest software drivers for the graphics card. • Ensure that the HDMI 2.1 cable that comes with the package is used. • If the above steps fail, choose the resolution 1920 x 1080 from the Display Properties to force the proper HDR signaling.
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.

Common Symptoms	What You Experience	Possible Solutions
Wrong Color	Picture color is not good	• Change the settings of the **Preset Modes** in the **Game** menu OSD depending on the application. • Adjust the **Gain/Offset/Hue/Saturation** values under **Game1/ Game 2/Game 3** in the **Game** menu OSD. • Change the **Input Color Format** to **RGB** or **YCbCr/YPbPr** in the **Display** menu OSD. • Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period	A faint shadow from the static image that is displayed appears on the screen	• Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in the **Windows Power Options** or **Mac Energy Saver** setting. • Alternatively, use a dynamically changing screensaver.
No image when using DP connection to the personal computer	Black screen	• Verify which DP standard (DP 1.1a or DP 1.4) your graphics card is certified to. Download and install the latest graphics card driver. • Some DP 1.1a graphics card cannot support DP 1.4 monitors.
After changing resolution and display mode in the game settings, mouse pointer misalignment occurs.	The position of the mouse pointer is different from the location where the user interacts with the screen	• Locate the executable of the game • Right-click the executable, select Properties • Click on 'Compatibility' tab • Click 'Change high DPI settings' • Select 'Override high DPI scaling behavior'. Ensure 'Application' is selected.

Universal Serial Bus (USB) specific problems

Table 25.   USB specific problems description.

Common Symptoms	What You Experience	Possible Solutions
USB interface is not working	USB peripherals are not working	• Check that your display is turned ON. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Turn off your monitor and turn it on again. • Restart your computer. • Certain USB devices such as portable hard drives require a higher power source; connect the drive to the computer directly.
USB interface is slow	USB peripherals working slowly or not working at all	• Check that your computer supports USB 5Gbps. • Some computers have slower USB 2.0 and USB 1.1 ports. Ensure that the correct USB port is used. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Restart your computer.
Wireless USB peripherals stop working when a USB device is plugged in	Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases	• Increase the distance between the USB 3.0 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 adjacent USB port.

Regulatory information

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

For FCC notices and other regulatory information, see the regulatory compliance at https://www.dell.com/regulatory_compliance.

EU product database for energy label and product information sheet

AW2525HM: https://eprel.ec.europa.eu/qr/2269431

Contacting Dell

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

ⓘ **NOTE:** Availability varies by country or region 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 about your purchase invoice, packing slip, bill, or Dell product catalog.