Alienware AW2724HF Monitor User's Guide

Monitor Model: AW2724HF
Regulatory Model: AW2724HFb

ALIENWARE™

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your monitor.

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

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

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

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the 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 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 on 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.

Component image	Component description
	Display
	Stand riser
	Stand base
	Power cable (varies by country)
	DisplayPort to DisplayPort 1.4 cable (1.80 meters)

	USB-C to DisplayPort 1.4 cable (1 meter)
	USB 3.2 Gen 1 (5 Gbps) upstream cable (enables the USB ports on the monitor, 1.80 meters)
	• Quick Start Guide • Safety, Environmental, and Regulatory Information • Alienware Sticker

Product features

The **Alienware AW2724HF** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- 68.47 cm (26.96 in.) viewable area (measured diagonally).
- AMD FreeSync Premium Technology and VESA AdaptiveSync Display certification minimize graphic distortions like screen tearing and stuttering for smoother, fluid gameplay.
- Supports AMD FreeSync Premium Technology, with a refresh rate of 360 Hz and a rapid response time of 0.5 ms gray to gray in **Extreme** mode*.
- Color gamut of sRGB 99%.
- Tilt, swivel, pivot, and height adjustment capabilities.
- Removable stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Digital connectivity through two DisplayPort and one HDMI port.
- The monitor is equipped with:
  - One SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) Type-B upstream port
  - One SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) Type-A downstream charging port
  - Three SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) Type-A downstream ports

- Plug-and-play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of setup and screen optimization.
- Supports **Console Mode**.
- AW2724HF offers a couple of preset modes for user's own preference, including:
  - First-Person Shooter (**FPS**)
  - Multiplayer Online Battle Arena/Real-Time Strategy (**MOBA/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.
- Power consumption $\leq$ 0.5 W in Standby Mode.
- HDR 10.
- Optimize eye comfort with a flicker-free screen and ComfortView Plus feature.
- The Monitor uses Low Blue Light panel and is compliant with TÜV Rheinland (Hardware Solution) at factory reset or default setting. This built-in low blue light solution reduces hazardous blue light emissions by adjusting display parameters, without sacrificing true-to-life colors.

⚠ **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 emitted from the monitor to optimize eye comfort.**

*0.5 ms (gray-to-gray min), 1 ms (gray-to-gray most observed) is achievable in **Extreme** mode to reduce visible motion blur and increased image responsiveness. However, this may introduce some slight and noticeable visual artifacts into the image. As each computer setup and each gamer's needs are different, it is recommended that users experiment with different modes to find the setting that is right for them.

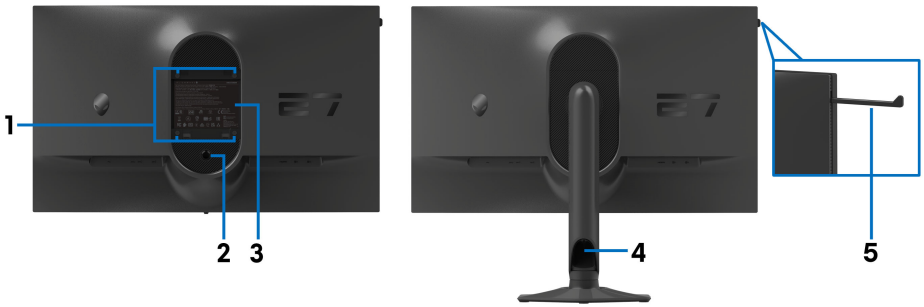
Identifying parts and controls

Front view



Label	Description	Use
1	Cable-management slot (on the front side of the stand)	To organize the cables neatly.
2	Power button (with LED indicator)	To turn the monitor on or off. Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.

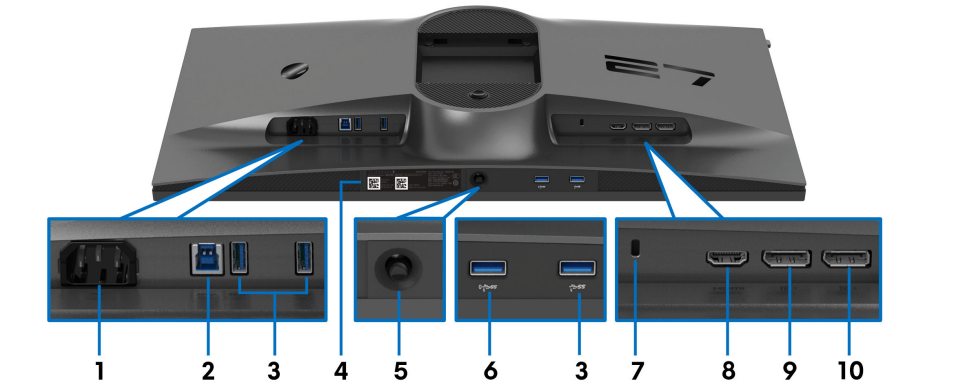
Back view



Back view with monitor stand

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm - behind VESA Cover)	Wall mount the monitor using VESA-compatible wall mount kit (100 mm x 100 mm).
2	Stand release button	Releases the stand from the monitor.
3	Regulatory label	Lists the regulatory approvals.
4	Cable-management slot (at the back of the stand)	To organize cables by routing them through this slot.
5	Headphone hanger	Push to release the headphone hanger to hang a headset. **NOTE: The maximum bearing capacity of the headphone hanger is 500 g.**

Rear and bottom view



Rear and bottom view without monitor stand

Label	Description	Use
1	Power connector	Connect the power cable (shipped with your monitor).
2	SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) 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.
3	SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) Type-A downstream ports (3)	Connect your USB 3.2 Gen 1 (5 Gbps) device. **NOTE: To use these ports, you must connect the USB cable (shipped with your monitor) to the USB-upstream port on the monitor and to your computer.** **NOTE: To avoid signal interference, when a wireless USB device is connected to a USB downstream port, it is not recommended to connect any other USB devices to the adjacent port.**

Label	Description	Use
4	Barcode, 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.
5	Joystick	Use it to control the OSD menu. For more information, see **Operating the monitor**.
6	SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) Type-A downstream port with Power Charging	Connect to charge your USB device. **NOTE: To use this port, you must connect the USB cable (shipped with your monitor) to the USB-upstream port on the monitor and to your computer.** **NOTE: To avoid signal interference, when a wireless USB device is connected to a USB downstream port, it is not recommended to connect any other USB devices to the adjacent port.**
7	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor.
8	HDMI port	Connect your computer with the HDMI cable (sold separately).
9	DisplayPort (DP 1)	Connect your computer with one of the following cables shipped with your monitor: ▪ DisplayPort-DisplayPort cable ▪ USB-C-DisplayPort cable
10	DisplayPort (DP 2)	

Monitor specifications

Description	Value
Screen type	Active matrix - TFT LCD
Panel technology	Fast IPS
Aspect ratio	16:9
Viewable image	
Diagonal: Width (active area) Height (active area) Total area	684.66 mm (26.96 in.) 596.74 mm (23.49 in.) 335.66 mm (13.22 in.) 200302.79 mm^2 (310.47 $in.^2$)
Pixel pitch	0.3108 mm x 0.3108 mm
Pixel per inch (PPI)	81.72
Viewing angle: Vertical Horizontal	 178° (typical) 178° (typical)
Luminance output	400 cd/m² (typical)
Contrast ratio	1000: 1 (typical)
Faceplate coating	Anti-glare treatment of the polarizer (Haze 25%, 3H)
Backlight	White LED edgelight system
Response time	▪ 0.5 ms (gray-to-gray min), 1 ms (gray-to-gray most observed) in **Extreme** Mode* ▪ 2 ms gray to gray in **Super Fast** Mode ▪ 4 ms gray to gray in **Fast** Mode *0.5 ms (gray-to-gray min), 1 ms (gray-to-gray most observed) is achievable in **Extreme** mode to reduce visible motion blur and increased image responsiveness. However, this may introduce some slight and noticeable visual artifacts into the image. As each computer setup and each gamer's needs are different, it is recommended that users experiment with different modes to find the setting that is right for them.
Color depth	1.07 billion colors

Description	Value
Color gamut	sRGB 99% (typical)
HDR support	HDR 10
Integrated devices	• SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) hub (with one USB 3.2 Gen 1 (5 Gbps) upstream port) • 4 x SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) downstream port (including one port which supports BC1.2 power-charging)
Connectivity	**Rear** • 2 x DP 1.4 (HDCP 1.4)(Supports up to FHD 1920 x 1080 360 Hz, HDR, VRR) • 1 x HDMI 2.1 (HDCP 1.4)(Supports up to FHD 1920 x 1080 255 Hz TMDS, HDR, VRR as per specified in HDMI 2.1) • 1 x USB 3.2 Gen 1 (5 Gbps) upstream port • 2 x USB 3.2 Gen 1 (5 Gbps) downstream port **Bottom** • 2 x USB 3.2 Gen 1 (5 Gbps) downstream port
Border width (edge of monitor to active area)	
Top Left/Right Bottom	7.35 mm 7.35 mm/7.35 mm 21.93 mm
Adjustability	
Height adjustable stand Tilt Swivel Pivot	0 mm to 110 mm -5° to 21° -20° to 20° -90° to 90°
Security	Security-lock slot (cable lock sold separately)
Dell Display Manager compatibility	Easy Arrange and other key features
Alienware Command Center (AWCC)	Yes

Resolution specifications

Description	DisplayPort	HDMI port
Horizontal scan range	27 kHz to 404 kHz (automatic)	27 kHz to 286 kHz (automatic)
Vertical scan range	48 Hz to 360 Hz (automatic)	48 Hz to 255 Hz (automatic)
Maximum preset resolution	1920 x 1080 at 360 Hz	1920 x 1080 at 255 Hz

Supported video modes

Description	Value
Video display capabilities (DisplayPort)	1080p, 720p, 576p, 480p
Video display capabilities (HDMI)	1080p, 1080i, 720p, 576p, 480p

DisplayPort preset display modes

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	67.50	60	148.50	+/-
1920 x 1080	135	120	297	+/+
1920 x 1080	186.28	165	394.92	+/-
1920 x 1080	278.40	240	584.64	+/-
1920 x 1080	285.46	254.87	593.75	+/-
1920 x 1080	364.50	300	772.74	+/-
1920 x 1080	403.92	360	853.07	+/-

HDMI preset display modes

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	67.50	60	148.50	+/-
1920 x 1080	135	120	297	+/+
1920 x 1080	186.28	165	394.92	+/-
1920 x 1080	278.40	240	584.64	+/-
1920 x 1080	285.46	254.87	593.75	+/-

NOTE: This monitor supports AMD FreeSync Premium Technology.

Electrical specifications

Description	Value
Video input signals	HDMI/DP, 600 mV for each differential line, 100 Ω input impedance per differential pair
AC input voltage/ frequency/current	100 VAC to 240 VAC/50 Hz or 60 Hz ± 3 Hz/1.5 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] ▪ 21.4 W (On mode)[1] ▪ 100 W (Max.)[2] ▪ 22.7 W (P_{on})[3] ▪ 72.5 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 measured with reference to Energy Star test method.

TEC: Total Energy Consumption in kWh 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 shall have no obligation to update such information.

Accordingly, 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

Description	Value
Signal cable type	• Digital: HDMI, 19 pins (cable not included) • Digital: DisplayPort, 20 pins • Digital: USB-C (24 pins) to DisplayPort (20 pins) • Universal Serial Bus: USB, 9 pins
NOTE: Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. As Dell does not have control over different cable suppliers in the market, the type of material, connector, and process used to manufacture these cables, Dell does not guarantee video performance of cables that are not shipped with your Dell monitor.	
Dimensions (with stand):	
Height (extended)	518.68 mm (20.42 in.)
Height (compressed)	408.68 mm (16.09 in.)
Width	611.44 mm (24.07 in.)
Depth	243.71 mm (9.60 in.)
Dimensions (without stand):	
Height	364.94 mm (14.37 in.)
Width	611.44 mm (24.07 in.)
Depth	68 mm (2.68 in.)
Stand dimensions:	
Height (extended)	411.80 mm (16.21 in.)
Height (compressed)	383.34 mm (15.09 in.)
Width	233.40 mm (9.19 in.)
Depth	243.71 mm (9.60 in.)
Base	233.40 mm (9.19 in.) x 223.14 mm (8.79 in.)
Weight:	
Weight with packaging	9.76 kg (21.54 lb)
Weight with stand assembly and cables	6.55 kg (14.44 lb)

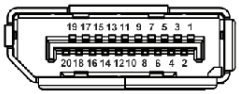
Description	Value
Weight without stand assembly (For wall mount or VESA mount considerations – no cables)	4.18 kg (9.22 lb)
Weight of stand assembly	1.99 kg (4.39 lb)
Front frame gloss	5.5 ± 1.5 gu

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	• 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	• 342 BTU/hour (maximum) • 73.19 BTU/hour (typical)

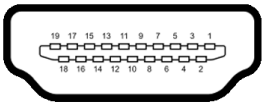
Pin assignments

DisplayPort connector



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	GND
14	GND
15	AUX (p)
16	GND
17	AUX (n)
18	Hot Plug Detect
19	Re-PWR
20	+3.3 V DP_PWR

HDMI connector



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

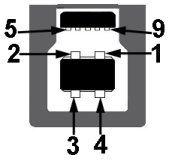
This section provides information about the USB ports that are available on the monitor.

NOTE: This monitor is SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) compatible.

Transfer speed	Data rate	Power consumption*
Super-Speed	5 Gbps	4.50 W (maximum each port)
High speed	480 Mbps	4.50 W (maximum each port)
Full speed	12 Mbps	4.50 W (maximum each port)

*Up to 2 A on USB downstream port (with battery icon) with battery charging version-compliant devices or normal USB devices.

USB 3.2 Gen 1 (5 Gbps) upstream connector



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 3.2 Gen 1 (5 Gbps) downstream connector



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

USB ports

Port	Location
1 x upstream	Rear
2 x downstream	Rear
2 x downstream	Bottom
Power charging port – the port with icon; supports up to 2 A fast-charging capability if the device is BC1.2 compatible.	

NOTE: SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) functionality requires a SuperSpeed USB 5 Gbps (USB 3.2 Gen 1)-capable computer.

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.

Plug-and-Play capability

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**.

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 on Dell Monitor Quality and Pixel Policy, see **www.dell.com/pixelguidelines**.

Ergonomics

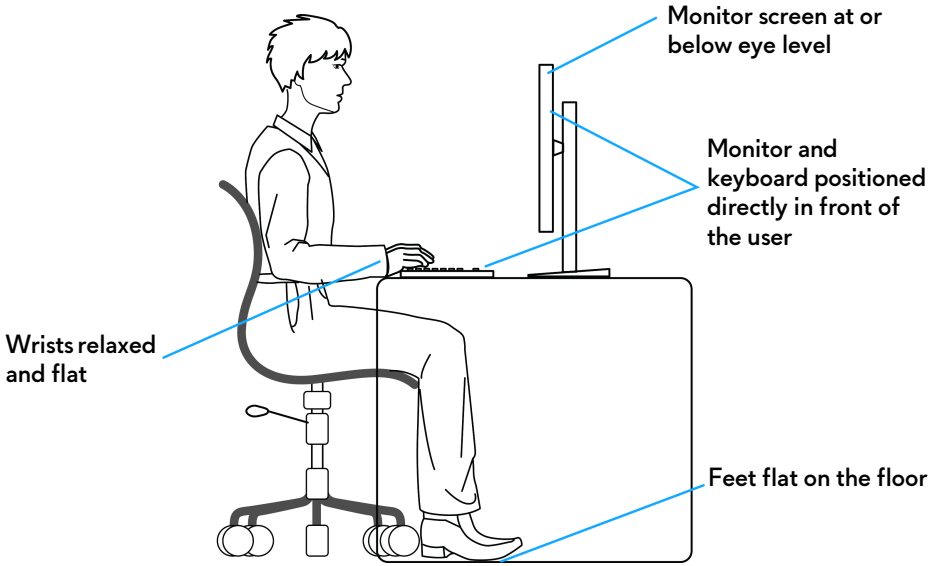
△ **CAUTION: Improper or prolonged usage of keyboard may result in injury.**

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

For comfort and efficiency, 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, or shoulder pain from using the monitor for long period, we recommend you to:
  1. Set the distance of the screen between 20 to 28 in. (50 – 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.

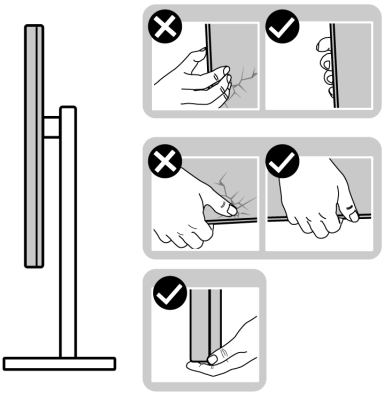
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- 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.
- 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 cords that may interfere with comfortable seating or present a potential trip hazard.



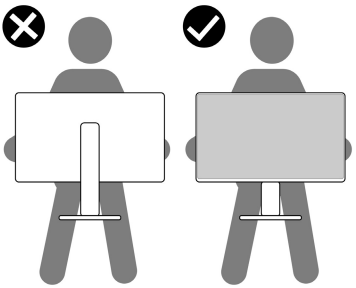
Handling and moving your display

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.

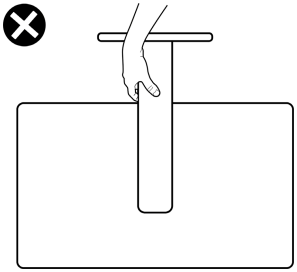


- When lifting or moving the monitor, ensure the screen is facing away from you and do not press on the display area to avoid any scratches or damage.



- 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.



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 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.

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

⚠ **WARNING: Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so will allow 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 damage due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, 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

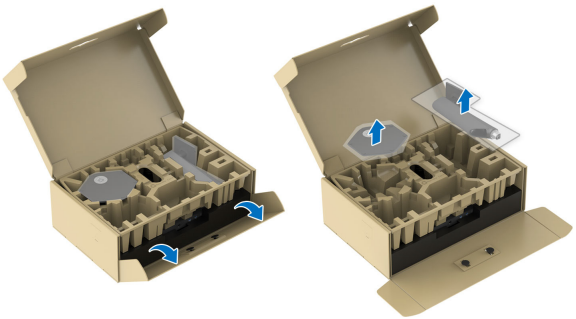
Attaching the stand

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.

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

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



NOTE: The images are for the purpose of illustration only. The appearance of the package cushion may vary.

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.



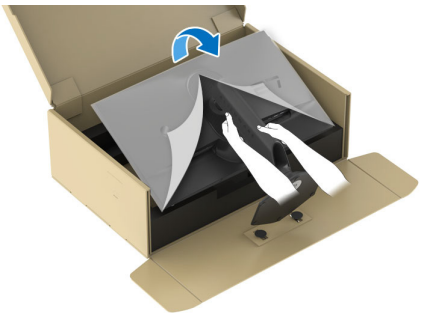
5. Open the protective cover on the monitor to access the VESA slot on the display back-cover.



6. Carefully insert 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.

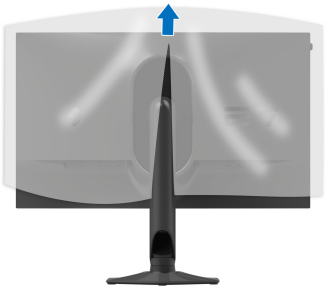


7. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.



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

8. Lift the protective cover from the monitor.



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 at the same time.

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

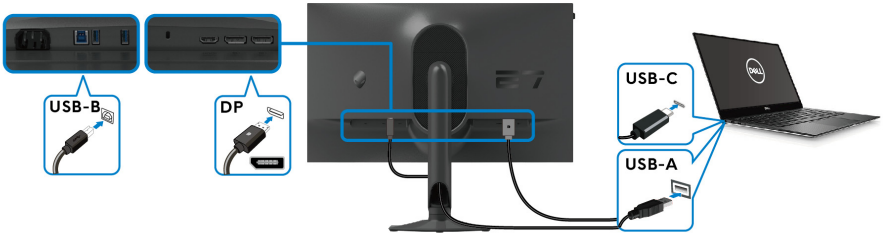
To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the DisplayPort to DisplayPort cable, USB-C to DisplayPort cable, or HDMI cable (sold separately) from your monitor to the computer.
3. Connect the USB Type-B end of the upstream cable to the monitor and the USB Type-A end of the cable to the computer.
4. Connect the USB peripherals to the SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) downstream ports on the monitor.

Connecting the DisplayPort (DP to DP) and USB cables



Connecting the DisplayPort (USB-C to DP) and USB cables



NOTE: Connect the USB-C end of the cable to the computer.

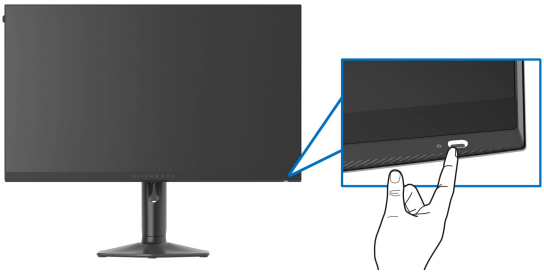
Connecting the HDMI and USB cables (optional)



5. Connect the power cables of your computer and monitor into a wall outlet.



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**.

Organizing your cables

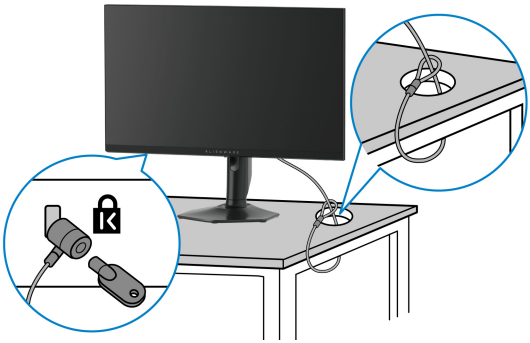


When connecting the necessary cables (for more information, see **Connecting your monitor**), route the cables through the cable-management slot.

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 (sold separately), see the documentation that is shipped with the 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 LCD screen when removing the stand, ensure that the monitor is placed on a soft surface and handle it carefully.**

NOTE: 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:

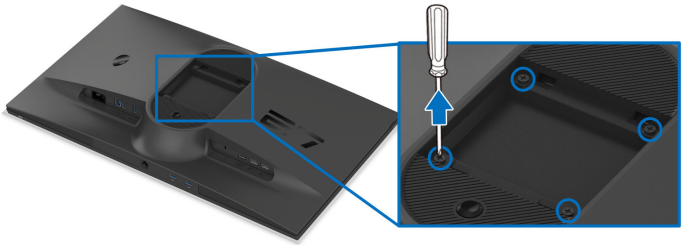
1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand release button at the back of the display.



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



VESA wall mounting (optional)



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.

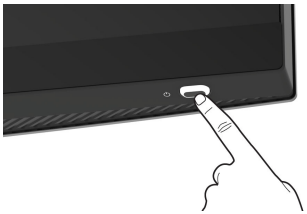
1. Place the monitor panel on a soft cloth or cushion on a stable flat surface.
2. Remove the monitor stand. (See **Removing the monitor stand**.)
3. Use a Phillips crosshead screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall-mounting kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that 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 16.72 kg.

Operating the monitor

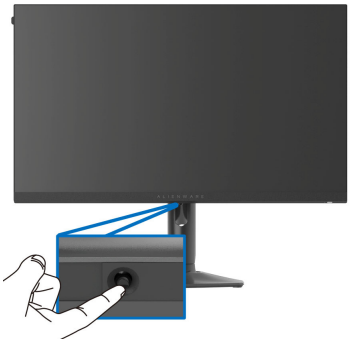
Turn on the monitor

Press the power button to turn on the monitor.



Using the joystick

Use the joystick at the bottom of the monitor to make On-Screen Display (OSD) adjustments.



1. Press the joystick or move it back/left/right to launch the Menu Launcher.
2. Move the joystick forward/back/left/right to toggle through the options.
3. Press the joystick again to confirm the settings and exit.

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**.

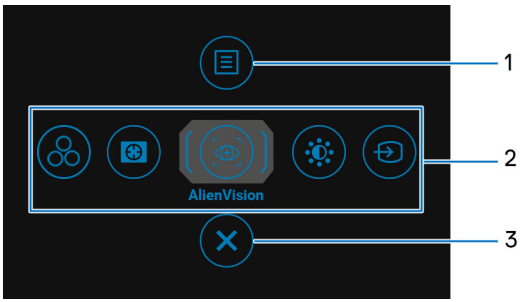
Joystick	Description
	• For 4-way (left, right, forward, and back) directional navigation. • Toggles through the menu items. • Increases or decreases the parameters of selected menu item.
	Selects and enters the submenu.
	Returns to the upper-level menu or exits from the current menu.
	By default, when the OSD menu is off, moving the joystick towards you will toggle through the preset options of **AlienVision Toggle List** and **Off**.

Using the On-Screen Display (OSD) menu

Accessing the Menu Launcher

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

To select a function, move the joystick.

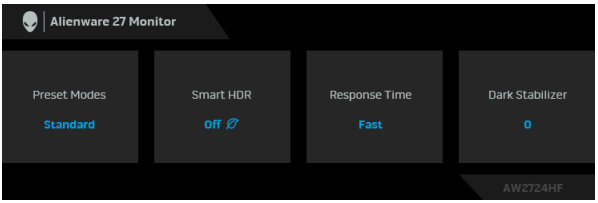


The following table describes the Menu Launcher functions:

Label	Icon	Description
1	 **Menu**	To launch the OSD main menu, see **Accessing the menu system**.

Label	Icon	Description
2	 **Shortcut functions**	When you move the joystick to the left or right to toggle through the shortcut functions, the selected item will be highlighted and shifted to the center position. Press the joystick to enter its submenu. After you change the settings by moving the joystick, press the joystick to save the changes before exiting. ▪ **Preset Modes**: To choose a preferred color mode from the list of preset modes. ▪ **Dark Stabilizer**: To access the **Dark Stabilizer** adjustment slider. ▪ **AlienVision**: To choose a preferred display mode for gameplay or turn off **AlienVision**. ▪ **Brightness/Contrast**: To access the adjustment sliders of brightness and contrast. ▪ **Input Source**: To choose an input source from the list of video signals that may be connected to your monitor.
	NOTE: You can set your preferred shortcut keys. For more information, see Personalize.	
3	 **Exit**	To exit the Menu Launcher.

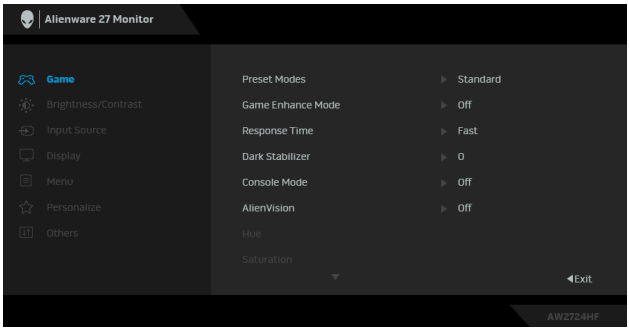
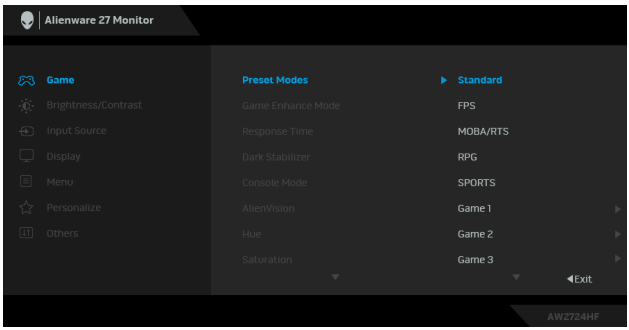
When the Menu Launcher is on, the OSD Status Bar appears at the top in the center of the screen, displaying the current settings of some OSD functions.



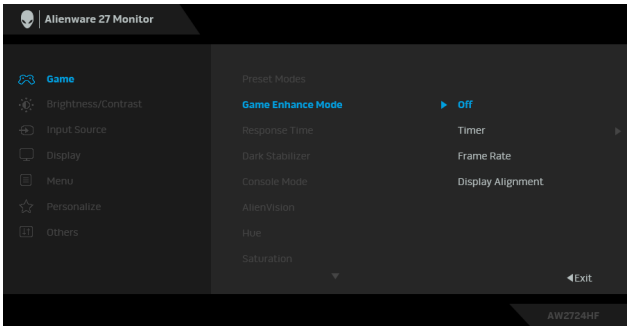
Accessing the menu system

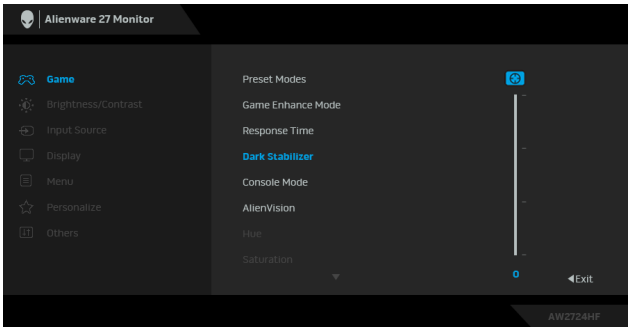
After you change the settings, press the joystick to save the changes before proceeding to another menu or exit the OSD menu.

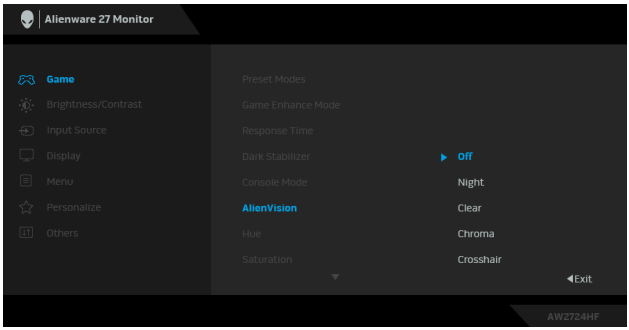
NOTE: To exit the current menu item and return to the previous menu, move the joystick to the left.

Icon	Menu and submenu	Description
	Game	Use this menu to personalize your visual gameplay experience. 
	Preset Modes	Allows you to choose a preset color mode or create your own color modes.  • **Standard**: Loads the monitor's default color settings. This is the default preset mode. • **FPS**: Loads color settings ideal for First-Person Shooter (FPS) games.

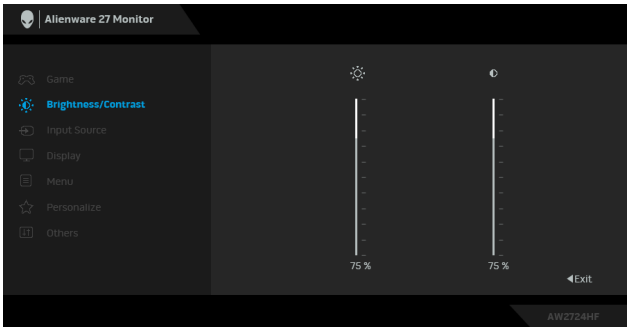
Icon	Menu and submenu	Description
	**Preset Modes**	• **MOBA/RTS**: Loads color settings ideal for Multiplayer Online Battle Arena (MOBA) and Real-Time Strategy (RTS) games. • **RPG**: Loads color settings ideal for Role-Playing Games (RPG). • **SPORTS**: Loads color settings ideal for sports games. • **Game 1**/**Game 2**/**Game 3**: Enables you to customize the settings of **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. • **Custom Color**: Enables you to manually adjust the color settings. Use the joystick to **Gain**, **Offset**, **Hue**, and **Saturation** for creating your own preset color modes. **NOTE: The feature is disabled when Console Mode is on.** **NOTE: The feature is disabled when Smart HDR is activated and HDR content is displayed.**

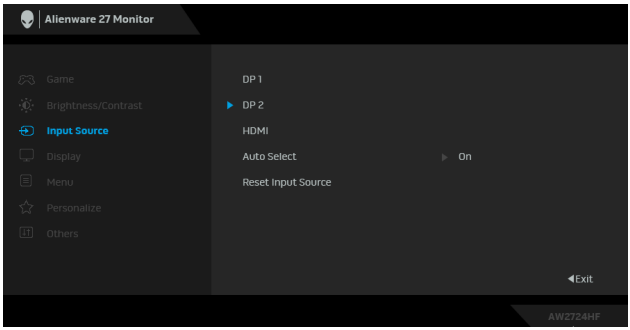
Icon	Menu and submenu	Description
	Game Enhance Mode	The feature offers three functions to enhance your gameplay experience.  ▪ **Off**: To disable the functions under **Game Enhance Mode**. ▪ **Timer**: To disable or enable the timer at the upper left corner of the display. The timer shows the time elapsed since the game starts. Select an option from the time-interval list to keep you aware of the remaining time. ▪ **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 again will exit the **Display Alignment** mode.
	Response Time	Allows you to set the **Response Time** to **Fast**, **Super Fast** or **Extreme**.

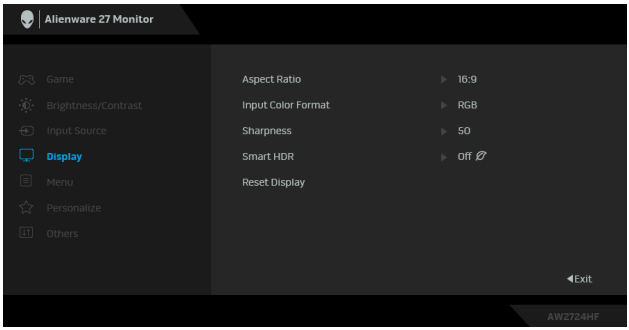
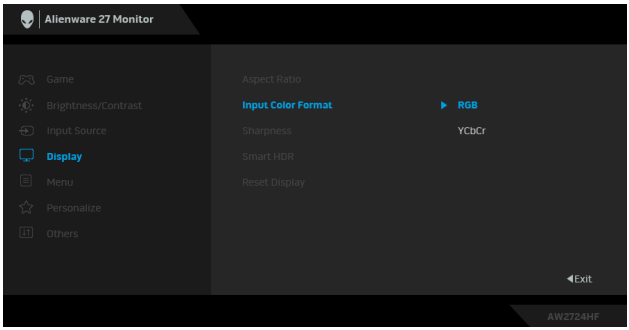
Icon	Menu and submenu	Description
	Dark Stabilizer	The feature improves the visibility in the dark gaming scenarios. The higher the value (between 0 to 3), the better visibility in dark area of the display image.  **NOTE: The feature is disabled when Smart HDR is activated and HDR content is displayed.**
	Console Mode	Adjusts **Console Mode** to **On/Off**, **Color**, **Gamma**, or **Source Tone Map**. Activating the feature gives the best gaming experience when playing console games. For more information, see **Console mode (HDMI only)**. ▪ **On/Off**: Select to disable the functions under **Console Mode**. ▪ **Color**: RGB default 100, and this mode can adjust RGB from 0 – 100. ▪ **Gamma**: **Gamma** default is at center 2.2. Selecting this feature enables 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. Preset modes are not available when Console Mode is turned "On".**

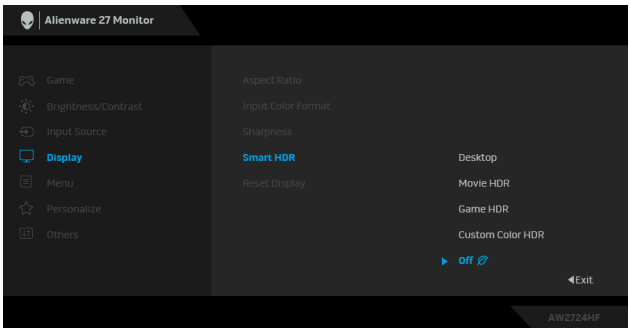
Icon	Menu and submenu	Description
	AlienVision	**AlienVision** provides a few display modes for gaming scenarios. You can go though the options to see the preview. The default setting is **Off**.  ▪ **Night**: Identifies the objects clearly in dark game scenes. ▪ **Clear**: Cleans up visual artifacts to enhance the clarity in the daytime scenes. ▪ **Chroma**: Applies dynamic heatmaps in various scenes to help distinguish game objects from the background. ▪ **Crosshair**: Assists in aiming and predictive aiming with markings. Displays the crosshair throughout the game, helping improve aiming in the heat of the game.
	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 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.**

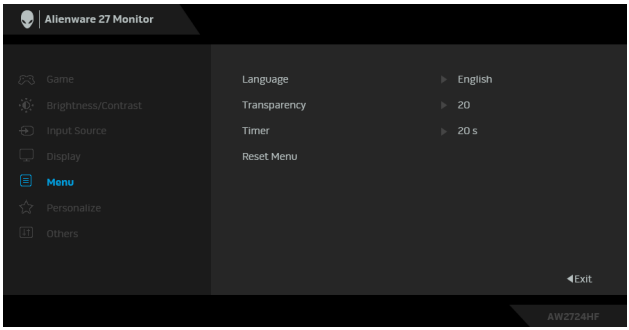
Icon	Menu and submenu	Description
	**Saturation**	This feature can adjust the color saturation of the video image. Use the joystick to adjust the saturation level from 0 to 100. Higher levels increase the colorful appearance of the video image; while lower levels increase the monochrome appearance of the video image. **NOTE: This feature is available only when you select FPS, MOBA/RTS, RPG, or SPORTS preset mode.**
	Reset Game	Resets all settings under the **Game** menu to the factory defaults.

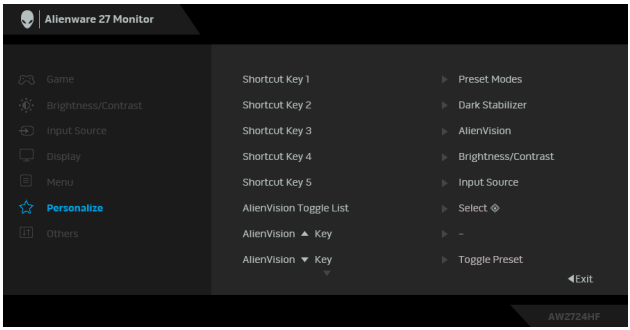
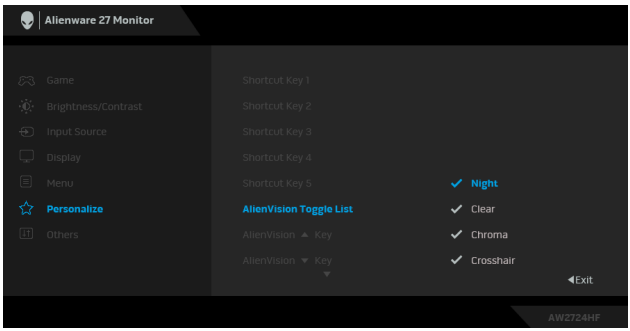
Icon	Menu and submenu	Description
	Brightness/ Contrast	Use this menu to activate **Brightness/Contrast** adjustment. 
	Brightness	**Brightness** adjusts the luminance of the backlight. Move the joystick to adjust the brightness level (minimum 0/maximum 100). **NOTE: Manual adjustment of Brightness is disabled when Smart HDR is activated and HDR content is displayed.**
	Contrast	Adjust **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary. Move the joystick to adjust the contrast level (minimum 0/maximum 100). The **Contrast** feature adjusts the degree of difference between darkness and lightness on the monitor screen.

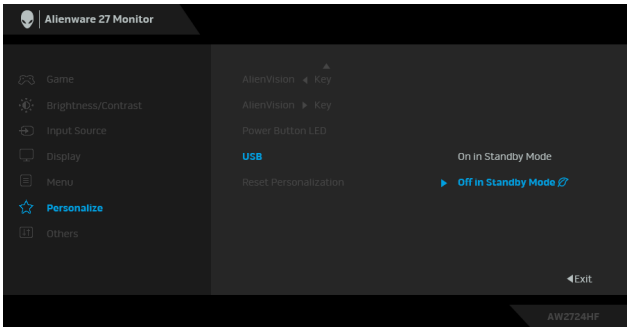
Icon	Menu and submenu	Description
	Input Source	Use this menu to select between the different video signals that may be connected to your monitor. 
	DP 1 **DP 2**	Select the **DP 1** or **DP 2** input when you are using the DisplayPort (DP) connector. Press the joystick to confirm the selection.
	HDMI	Select the **HDMI** input when you are using the HDMI connector. Press the joystick to confirm the selection.
	Auto Select	Automatically scans for available input sources. Press the joystick to confirm the selection.
	Reset Input Source	Resets all settings under the **Input Source** menu to the factory defaults.

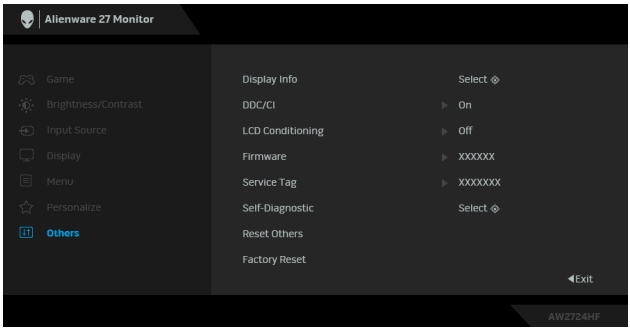
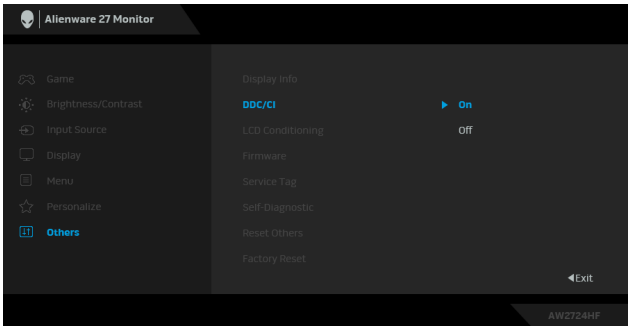
Icon	Menu and submenu	Description
	Display	Use the **Display** menu to adjust the images. 
	Aspect Ratio	Adjusts the image ratio to **16:9**, **Auto Resize**, or **4:3**.
	Input Color Format	Allows you to set the video input mode to: ▪ **RGB**: Select this option if your monitor is connected to a computer 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 images look sharper or softer. Move the joystick to adjust the sharpness level from 0 to 100.

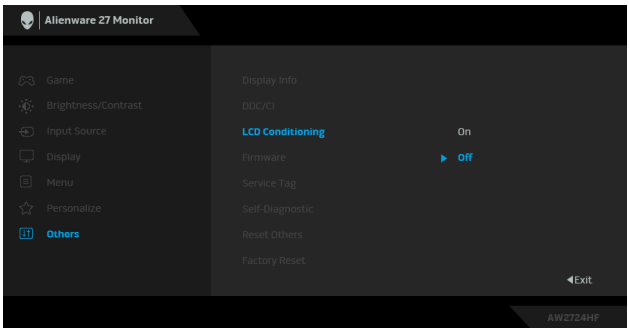
Icon	Menu and submenu	Description
	Smart HDR	The **Smart HDR** (High Dynamic Range) feature enhances the display output by optimally adjusting contrast and the ranges of color and luminosity to resemble true-to-life visuals.  The default setting is **Off**. You may set the **Smart HDR** mode to: ▪ **Desktop**: 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**. **NOTE: When activating and deactivating Smart HDR, a blank screen is expected (about 5 seconds). This is a 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 will be disabled.**

Icon	Menu and submenu	Description
	Reset Display	Resets all settings under the **Display** menu to the factory defaults.
	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. 
	Language	Sets the OSD display to one of the eight languages: English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese.
	Transparency	Move the joystick to change the menu transparency (minimum 0/maximum 100).
	Timer	Sets the length of time for the OSD to remain active after your last operation with the joystick. Move the joystick to adjust the slider in 1 second increment, from 5 to 60 seconds.
	Reset Menu	Resets all settings under the **Menu** menu to the factory defaults.

Icon	Menu and submenu	Description
☆	**Personalize**	
	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. The list includes **Preset Modes**, **Game Enhance Mode**, **Dark Stabilizer**, **AlienVision**, **Brightness/Contrast**, **Input Source**, **Aspect Ratio**, and **Smart HDR**. Press the joystick to confirm the selection.
	AlienVision Toggle List	Select to specify the preferred modes for **AlienVision** shortcut function in the Menu Launcher and **AlienVision** 4-direction keys. Press the joystick again to select or not select the mode. 

Icon	Menu and submenu	Description
☆	**AlienVision ▲ Key** **AlienVision ▼ Key** **AlienVision ◀ Key** **AlienVision ▶ Key**	You can define the joystick movements for **AlienVision** preset modes; therefore, when you move the joystick at any specified direction, a particular **AlienVision** mode will be activated. If you select **Toggle Preset**, you can toggle through the modes specified in **AlienVision Toggle List** and the **Off** option. By factory default, the **AlienVision ▼ Key** is enabled and set to **Toggle Preset**.
	Power Button LED	Allows you to set the state of the power light to save energy.
	USB	Allows you to enable or disable USB function during monitor standby mode. 
	Reset Personalization	Resets all settings under the **Personalize** menu to the factory defaults.

Icon	Menu and submenu	Description
	Others	
	Display Info	Displays the monitor's current settings.
	DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, etc.) to be adjustable through the software on your computer. You can disable this feature by selecting **Off**. Enable this feature for best user experience and optimum performance of your monitor. 

Icon	Menu and submenu	Description
	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**. 
	Firmware	Displays the firmware version of your monitor.
	Service Tag	Displays the Service Tag of your monitor. The Service Tag is a unique alphanumeric identifier that is required when you contact Dell technical support, access warranty information, search for latest drivers on Dell support website and so on.
	Self-Diagnostic	Select to initiate the following self-diagnostic process: 1. When initiated, a gray screen appears. 2. Carefully inspect the screen for abnormalities. 3. Move the joystick. The color of the screen changes to red. 4. Inspect the display for any abnormalities. 5. Repeat step 3 and step 4 to inspect the display in green, blue, black, white, and text screens. The test is complete when the text screen appears. Press the joystick to end the testing process.
	Reset Others	Resets all settings under the **Others** menu to the factory preset values.
	Factory Reset	Resets all OSD settings to the factory defaults.

Console mode (HDMI only)

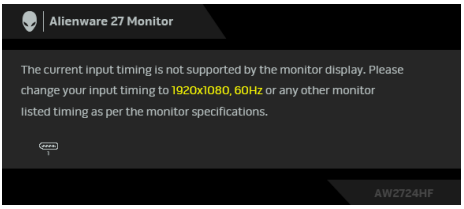
Console Mode is specifically designed with the excellent picture quality at a fast response time and a high frame rate of 255 Hz to give the best console game experience.

Supported timing

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	67.50	60	148.50	+/-
1920 x 1080	135	120	297	+/+
1920 x 1080	186.28	165	394.92	+/-
1920 x 1080	278.40	240	584.64	+/-
1920 x 1080	285.46	254.87	593.75	+/-

OSD warning message

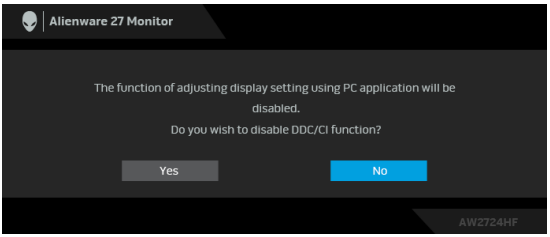
When the monitor does not support a particular resolution mode, you will see the following message:



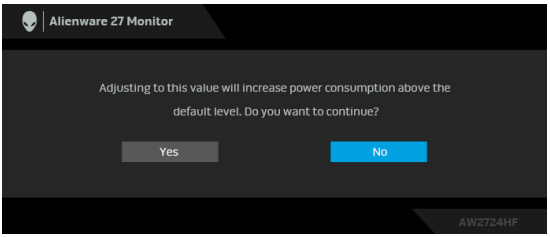
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See **Monitor specifications** for the horizontal and vertical frequency ranges addressable by this monitor. The recommended resolution is **1920 x 1080**.

NOTE: The message may be slightly different according to the connected input signal.

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

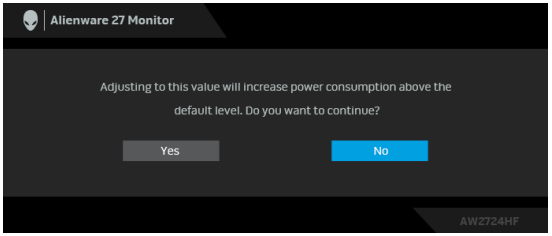


When you adjust the **Brightness** level above the default level for the first time, the following message appears:



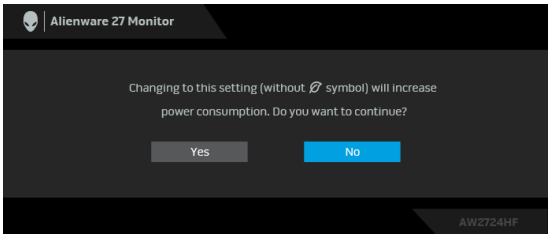
NOTE: If you select Yes, the message will not appear the next time you changes the Brightness setting.

When you set **Preset Modes** to **FPS**, **MOBA/RTS**, or **SPORTS** for the first time, the following message appears:



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

When you change the default setting of power saving features for the first time, such as **Smart HDR** or **USB**, the following message appears:



NOTE: If you select Yes for either of the features mentioned above, the message will not appear the next time you change the settings of these features. When you perform a factory reset, the message will appear again.

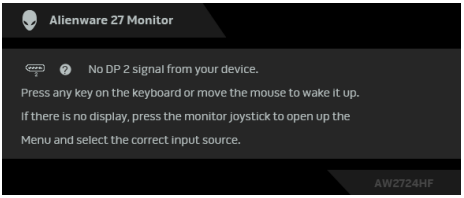
When the monitor goes into Standby mode, the following message appears:



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

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

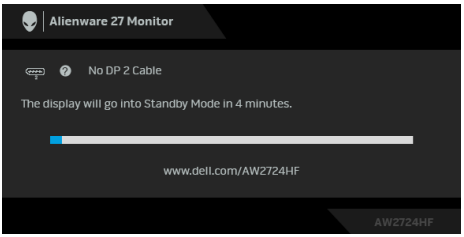
The OSD functions only in the normal operation mode. If you press the joystick during the Standby mode, the following message will appear depending on the selected input:



NOTE: The message may be slightly different according to the connected input signal.

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

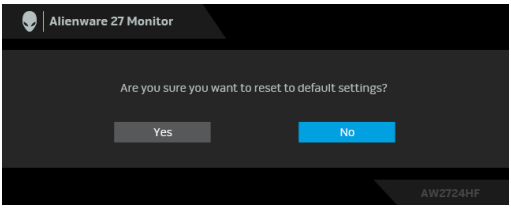
If **DP 1**, **DP 2**, or **HDMI** input is selected and the corresponding cable is not connected, the following message will appear:



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

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

When **Factory Reset** is selected, the following message appears:



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 forward/back/left/right for about 4 seconds until a pop-up 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 pop-up menu.

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 8.1:

1. For Windows 8.1, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen resolution**.
3. If you have more than one monitor connected, ensure that you select **AW2724HF**.
4. Click the **Screen Resolution** dropdown list and select **1920 x 1080**.
5. Click **OK**.

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 **AW2724HF**.
3. Click the **Display Resolution** dropdown list and select **1920 x 1080**.
4. Click **Keep changes**.

If you do not see 1920 x 1080 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 **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 the support site for your non-Dell computer and download the latest graphic card drivers.
- Go to the graphics card's website and download the latest graphic card drivers.

Requirements to view or playback HDR content

(1) Through Ultra BluRay DVD or Game consoles

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

(2) Through a PC

Ensure the graphics card used is HDR capable, i.e., it has a HDMI 2.1 (TMDS)(with HDR option) compliant port and HDR graphics driver is installed. HDR capable application program must be used, such as Cyberlink PowerDVD 17, Windows 10 Movies & 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 **www.nvidia.com**.

Ensure to download driver that supports Full Screen Playback mode (e.g. PC games, UltraBluRay players), HDR on Win 10 Redstone 2 OS: 381.65 or later.

AMD

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

Intel (Integrated Graphics)

HDR capable processor: CannonLake or later

Suitable HDR player: Windows 10 Movies & TV app

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

Driver with HDR support: see downloadcenter.intel.com for the latest HDR driver

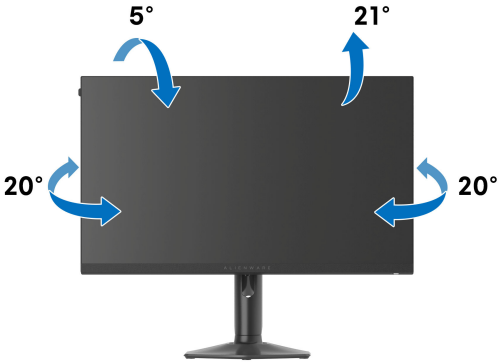
NOTE: HDR playback through OS (e.g. playback of HDR in a window within desktop) requires Windows 10 Redstone 2 or later with appropriate application program such as PowerDVD 17. Playing back protected content will require appropriate DRM software and/or hardware, e.g. Microsoft Playready. For support information, see https://www.support.microsoft.com.

Using the tilt, swivel, pivot 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 were included with the stand.

Tilt and swivel adjustment

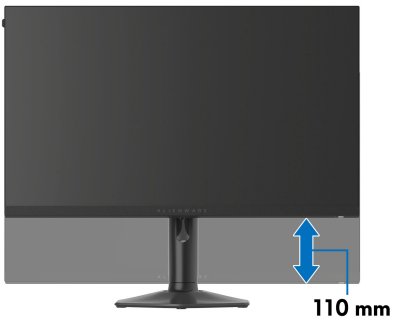
With the stand attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.



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

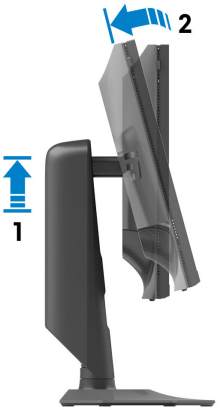
Height adjustment

NOTE: The stand extends vertically up to 110 mm. The following figure illustrates how to extend the stand vertically.



Pivot adjustment

Before you rotate the display, ensure it is completely extended vertically and completely tilted up to avoid hitting the bottom edge of the monitor.



Rotate clockwise



Rotate counterclockwise



NOTE: To use the Display Rotation function (Landscape versus Portrait view) with your Dell computer, you require an updated graphics driver that is not included with this monitor. To download the graphics driver, go to www.dell.com/support and see the Download section for Video Drivers for latest driver updates.

NOTE: In the Portrait mode, you may experience performance degradation when using graphic-intensive applications such as 3D gaming.

Adjusting the rotation display settings of your system

After you have rotated your monitor, you need to complete the procedure below to adjust the Rotation Display Settings of your system.

NOTE: If you are using the monitor with a non-Dell computer, you need to go the graphics driver website or your computer manufacturer website for information on rotating the 'contents' on your display.

To adjust the Rotation Display Settings:

1. Right-click on the desktop and click **Properties**.
2. Select the **Settings** tab and click **Advanced**.
3. If you have an ATI graphics card, select the **Rotation** tab and set the preferred rotation.
4. If you have an NVIDIA graphics card, click the **NVIDIA** tab, in the left-hand column select **NVRotate**, and then select the preferred rotation.
5. If you have an Intel graphics card, select the **Intel** graphics tab, click **Graphic Properties**, select the **Rotation** tab, and then set the preferred rotation.

NOTE: If you do not see the rotation option or it is not working correctly, go to www.dell.com/support and download the latest driver for your graphics card.

Using AlienFX function

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

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

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

Prerequisites

Before installing the AWCC on a non-Alienware system:

- Ensure that the OS of your computer is Windows 10 R3 or later.
- Ensure your Internet connection is active.
- Ensure that the supplied USB 3.2 Gen 1 (5 Gbps) upstream cable is connected to both the Alienware monitor and the computer.

Installing AWCC through Windows update

1. The AWCC application is downloaded and will be automatically installed. The installation takes a few minutes to complete.
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. Launch AWCC and perform the following steps to download the additional software components:
   - 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.

Installing AWCC from the Dell Support website

1. Enter AW2724HF in the query field at **www.dell.com/support/drivers**, and download the latest version of Alienware Command Center Application.
2. Navigate to the folder in which you saved the setup files.
3. Double-click the setup file and follow the on-screen instructions to complete the installation.

Settings

The **SETTINGS** panel provides the following functions:

- To customize vision mode designs, see **Customization of AlienVision**
- To adjust advanced gaming features, see **Game configuration**
- To adjust brightness and contrast of the display, see **Display configuration**.

Customization of AlienVision

1. Click the **AlienVision** button.
2. Select a vision mode from the **ALIENVISION** dropdown list.
   - **Night**: Improves contrast and clarity during dark game scenes.
   - **Clear**: Improves and enhances the details and clarity in a day game scene.
   - **Chroma**: Dynamically applies a heat map to any game environment to help differentiate game objects from the background.
   - **Crosshair**: Ensures that a custom crosshair is always visible so as to assist in aiming for those tougher fights.

NOTE: To check the preview of applying the AlienVision effects, toggle the PREVIEW switch to the ON state.

3. Customize a selected vision mode with the features displayed.

NOTE: The available features of each mode are slightly different.

Feature	Description
Size	Drag the slider to enlarge the **AlienVision** window or resume it to the default size. **NOTE: This feature is not available for Crosshair.**
Sharpness	Drag the slider to adjust the sharpness level of the pictures in the **AlienVision** window. **NOTE: This feature is not available for Crosshair.**
Heatmap	Select a heatmap effect from the dropdown list and apply it on the in-game objects in the **AlienVision** window. **NOTE: This feature is available only for Chroma.**

Feature	Description
Crosshair settings	Select the type of crosshair that matches the game play from the **Crosshair Type** dropdown list and pick a preferred color from the **CROSSHAIR COLOR MASK** options. For **Night**, **Clear**, and **Chroma** modes, toggle the **CROSSHAIR** switch to turn on or off the feature.

Toggle list

In the **TOGGLE LIST** section, you can select at least one or more vision modes to set up the **AlienVision** toggle list. You can toggle through the list during game play. To quickly cycle through the different vision modes selected in the toggle list, you can define a shortcut key.

Game configuration

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

Feature	Description
Dark Stabilizer	Refer to **Dark Stabilizer**.
Game Enhance Mode	Refer to **Timer** and **Frame Rate**.
Preset Modes	Refer to **Preset Modes**.
Response Time	Refer to **Response Time**.

Display configuration

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

Feature	Description
Brightness	Drag the sliders to make the adjustment. Refer to **Brightness** and **Contrast**.
Contrast	

Troubleshooting

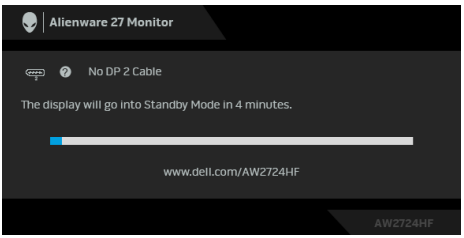
⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

Self-test

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

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the computer.
3. 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 white (default color).



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.

Common problems

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

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 **Self-Diagnostic**. ▪ 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.

Common symptoms	What you experience	Possible solutions
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	LCD screen has spots	▪ Cycle power On-Off. ▪ Pixel that is permanently off is a natural defect that can occur in LCD technology. ▪ For more information on Dell Monitor Quality and Pixel Policy, see **www.dell.com/pixelguidelines**.
Stuck-on pixels	LCD screen has bright spots	▪ Cycle power On-Off. ▪ Pixel that is permanently off is a natural defect that can occur in LCD technology. ▪ For more information on Dell Monitor Quality and Pixel Policy, see **www.dell.com/pixelguidelines**.
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**.

Common symptoms	What you experience	Possible solutions
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 **Self-Diagnostic**.
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.

Common symptoms	What you experience	Possible solutions
Missing color	Picture missing color	• Perform monitor **self-test** feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong color	Picture color not good	• Reset all settings under the **Game** menu to the factory defaults using **Reset Game**. • Change the **Input Color Format** to **RGB** or **YCbCr**/**YPbPr** in the **Display** settings OSD. • Run the built-in diagnostics. For more information, see **Self-Diagnostic**.
Wrong color in HDR mode	Color banding in the pictures	Try to lower down the frequency (DP: 1920 x 1080 at 60 Hz, HDMI: 1920 x 1080 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** menu OSD. • Reset the monitor to factory settings. For more information, see **Factory Reset**.
Cannot adjust the monitor with the joystick	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 forward/back/left/right for 4 seconds to unlock. For more information, see **Locking the control buttons**.

Common symptoms	What you experience	Possible solutions
No input signal when user controls are pressed	No picture, the LED light is white	▪ Check the signal source. Ensure that the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. ▪ Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. ▪ Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	▪ Due to different video formats (aspect ratio), the monitor may display in full screen. ▪ Run the built-in diagnostics. For more information, see **Self-Diagnostic**.
The displayed pictures appear incorrectly when the DP/HDMI cable is connected through a USB-C adapter or dock to your laptop or desktop	Display will freeze, has black screen or display abnormal screen	Do not use a USB-C adapter or dock. Connect the DP/HDMI cable directly to your laptop or desktop.

Common symptoms	What you experience	Possible solutions
Screen flickering	There are some noticeable flickering in the displayed pictures	▪ Use the native resolution of your monitor (1920 x 1080 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 Free-Sync is turned on, turn off Free-Sync. ▪ Update the graphics card driver and firmware to the latest version. ▪ Change the cable connecting the monitor to the computer. A defective cable can cause the signal to break while being transmitted across the wire. ▪ Check the surroundings. Electromagnetic fields can cause screen flickering. If there is another device plugged into the same power strip as the monitor, try to remove it.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	▪ Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting. ▪ Alternatively, use a dynamically changing screensaver.
Cannot adjust the gaming features using AWCC	No **SETTINGS** panel	▪ Check whether the signal cable is plugged in properly. Re-plug the signal cable as necessary. ▪ Reboot your computer.

Universal Serial Bus (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.
SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) interface is slow	SuperSpeed USB 5 Gbps (USB 3.2 Gen 1) peripherals working slowly or not working at all	▪ Check that your computer is SuperSpeed USB 5 Gbps (USB 3.2 Gen 1)-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 3.2 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 3.2 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 3.2 port.

Specific symptoms	What you experience	Possible solutions
Wireless USB mouse does not work properly	When plugged to one of the USB ports on the rear side of the monitor, Wireless USB mouse lags or freezes during use	Unplug the Wireless USB Mouse receiver and re-plug it to one of the Quick Access USB ports at the bottom of the monitor.

Regulatory information

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

For FCC notices and other regulatory information, see the regulatory compliance website located at **www.dell.com/regulatory_compliance**.

EU product database for energy label and product information sheet

AW2724HF: **https://eprel.ec.europa.eu/qr/1470973**

Contacting Dell

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

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.