Alienware 25 Gaming Monitor – AW2523HF

User's Guide

Monitor Model: AW2523HF
Regulatory model: AW2523HFt

ALIENWARE™

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.
- 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

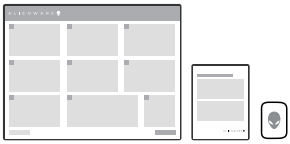
Package contents

Your monitor ships with the components shown in the table below. 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.

NOTE: If you are connecting a stand that you purchased from any other source, follow the setup instructions that were included with the stand.

	Display
	Stand riser
	Stand base
	Power cable (varies by country)
	USB 3.2 Gen 1 (5 Gbps) upstream cable (1.8 m)
	DisplayPort cable (1.8 m) (DisplayPort to DisplayPort)

	DisplayPort cable (1.0 m) (Mini DisplayPort to DisplayPort)
	• Quick Setup Guide • Safety, Environmental, and Regulatory Information • Alienware Sticker **NOTE:** Monitors shipped from September 2022 will include an Alienware sticker instead of an Alienware welcome card.

Product features

The **Alienware AW2523HF Gaming** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), and LED backlight. The monitor features include:

- 62.18 cm (24.50 in.) viewable area (measured diagonally) 1920 x 1080 (16:9) resolution, plus full-screen support for lower resolutions.
- AMD FreeSync™ Premium Technology and VESA AdaptiveSync Display certification minimizes graphic distortions like screen tearing and stuttering for smoother, fluid gameplay.
- Supports an extremely high 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 pedestal stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Digital connectivity through 1 DisplayPort and 2 HDMI ports.
- Equipped with 1 USB upstream port and 4 USB downstream ports.
- Plug and play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- AW2523HF offers extensive selection of preset modes including:
  - First-Person Shooter (FPS)
  - Multiplayer Online Battle Arena/Real-Time Strategy (MOBA/RTS)
  - Role-Playing Game (RPG)
  - Racing (SPORTS)
  - 3 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 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.
- ⚠ **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 feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.**

  * 0.5ms (gray-to-gray min), 1ms (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 every system setup and every gamer's needs are different, we recommend that users experiment with the different modes to find the setting that is right for them.

Identifying parts and controls

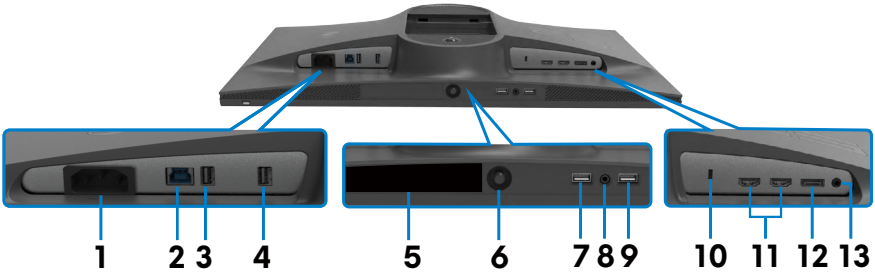
Front view

Label	Description	Use
1	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

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 (100 mm x 100 mm).
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	Headset hanger	Hang the headset on hanger. **NOTE: Load bearing capacity under 400 g.**
5	Cable-management slot	Use to organize cables by inserting them through the slot.

Bottom view



Label	Description	Use
1	Power connector	Connect the power cable (shipped with your monitor).
2	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.
3,4, 7,9	Super speed USB 5 Gbps (USB 3.2 Gen1) Type-A downstream ports (4)	Connect your USB peripherals such as mouse and keyboard. Port with SS battery icon supports Battery Charging Rev. 1.2. **NOTE: To use these ports, you must connect the USB upstream cable (shipped with your monitor) between the monitor and the computer.**
5	Barcode, serial number, and Service Tag label	Refer to 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 computer and access warranty information.
6	Joystick	Use it to control the OSD menu.
8	Headphone port	Connect your headphone. **⚠ WARNING: The possible long-term effect of listening to audio at high volume through the headphones may cause damage to your hearing ability.**
10	Security lock slot (based on Kensington Security Slot™)	Secures monitor with security cable lock (sold separately).
11	HDMI 1 port HDMI 2 port	Connect your computer with the HDMI cable.
12	DisplayPort	Connect your computer with the DisplayPort cable (shipped with your monitor).
13	Line-out port	Connect your speakers. **NOTE: This port does not support headphones.**

Monitor specifications

Screen type	Active matrix - TFT LCD
Panel Type	Fast IPS
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	62.18 cm (24.50 in.)
Active Area	
Horizontal	543.17 mm (21.38 in.)
Vertical	302.62 mm (11.91 in.)
Area	164371.10 mm^2 (254.64 $in.^2$)
Pixel pitch	0.2829 mm x 0.2802 mm
Pixel per inch (PPI)	89.91
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	
White Luminance	400 cd/m² (typical)
Contrast ratio	1000 to 1 (typical)
Display screen coating	Anti-glare treatment of the front polarizer (3H) hard coating
Backlight	WLED
Response Time (Gray to Gray)	0.5ms (gray-to-gray min), 1ms (gray-to-gray most observed) in **Extreme** Mode 2 ms gray to gray in **Super Fast** Mode 3 ms gray to gray in **Fast** Mode
Color depth	16.78 million colors (RGB 8bits)
Color gamut	99% sRGB (typical)
Connectivity	• 2 x HDMI 2.0 ports (HDCP 2.2) • 1 x DisplayPort 1.4 (HDCP 2.2) • 1 x USB-B 3.2 Gen1 upstream port • 4 x USB-A 3.2 Gen1 downstream ports • 1 x Headphone port (3.5 mm jack) • 1 x Line-out port for speakers
Border width (edge of monitor to active area)	

Top Left/Right Bottom	5.72 mm 5.90 mm 17.50 mm
Adjustability	
Height adjustable stand	0 mm to 110 mm
Tilt	-5° to 21°
Swivel	-20° to 20°
Pivot	-90° to 90°
Cable management	Yes
Dell Display Manager (DDM) Compatibility	Easy Arrange and other key features
Security	Security lock slot (cable lock sold separately)

Resolution specifications

Signal	HDMI	DisplayPort
Horizontal scan range	30 kHz to 283 kHz	30 kHz to 413 kHz
Vertical scan range	48 Hz to 255 Hz	48 Hz to 360 Hz
Maximum preset resolution	1920 x 1080 at 255 Hz	1920 x 1080 at 360 Hz
Video display capabilities (HDMI & DP alternate mode)	480i, 480P, 576i, 576P, 720P, 1080P, 2160P	

Preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/ Vertical)
VESA 720 x 400	31.47	70	28.322	-/+
VESA 640 x 480	31.47	60	25.175	-/-
VESA 640 x 480	37.50	75	31.50	-/-
VESA 800 x 600	37.88	60	40	+/+
VESA 800 x 600	46.88	75	49.50	+/+
VESA 1024 x 768	48.36	60	65	-/-
VESA 1024 x 768	60.02	75	78.75	+/+
VESA 1152 x 864	67.50	75	108	+/+
VESA 1280 x 800	49.7	60	83.50	+/+
VESA 1280 x 1024	64	60	108	+/+
VESA 1280 x 1024	80	75	135	+/+
VESA 1600 x 1200	75	60	175.50	+/+
VESA 1680 x 1050	65.29	60	146.25	+/+
VESA 1920 x 1080	67.50	60	148.50	+/+
VESA 1920 x 1080	137.26	119.98	285.50	+/-
VESA 1920 x 1080	186.28	165	394.92	+/-
VESA 1920 x 1080	282	240	597.84	+/-
VESA 1920 x 1080	282.28	255	598.44	+/-
VESA 1920 x 1080	364.50	300	772.74	+/-
VESA 1920 x 1080	412.92	360	875.39	+/-

Electrical specifications

Video input signals	• Digital video signal for each differential line Per differential line at 100 ohm impedance • DP/HDMI signal input support
Input voltage/ frequency/current	100-240 VAC / 50 or 60 Hz ± 3 Hz / 1.5 A (maximum)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)
Power Consumption	0.3 W (Off Mode)[1] 0.3 W (Standby Mode)[1] 15.80 W (On Mode)[1] 74.50 W (Max)[2] 15.79 W (P_{on})[3] 49.84 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 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

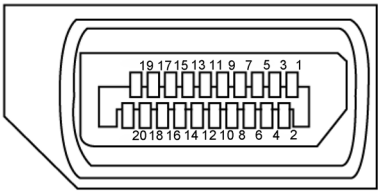
Connector type	• DisplayPort connector • HDMI connector x 2 • USB-B 3.2 Gen1 upstream connector • USB-A 3.2 Gen1 downstream connector x 4 • Headphone port • Line-out port
Signal cable type	• DisplayPort to DisplayPort 1.8 m cable • Mini DisplayPort to DisplayPort 1.0 m cable • USB 3.0 1.8 m cable (A to B)
Dimensions (with stand)	
Height (extended)	500.25 mm (19.70 in.)
Height (compressed)	390.25 mm (15.36 in.)
Width	555.19 mm (21.90 in.)
Depth	243.70 mm (9.60 in.)
Dimensions (without stand)	
Height	325.84 mm (12.80 in.)
Width	555.19 mm (21.90 in.)
Depth	66.65 mm (2.60 in.)
Stand dimensions	
Height (extended)	411.80 mm (16.21 in.)
Height (compressed)	383.34 mm (15.09 in.)
Width	233.40 mm (9.20 in.)
Depth	243.70 mm (9.60 in.)
Base	233.40 mm x 223.14 mm (9.20 in. x 8.79 in.)
Weight	
Weight with packaging	9 kg (19.84 lb)
Weight with stand assembly and cables	5.77 kg (12.72 lb)
Weight without stand assembly (For wall mount or VESA mount considerations – no cables)	3.45 kg (7.60 lb)
Weight of stand assembly	1.95 kg (4.30 lb)

Environmental characteristics

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	254.37 BTU/hour (maximum) 55.69 BTU/hour (typical)

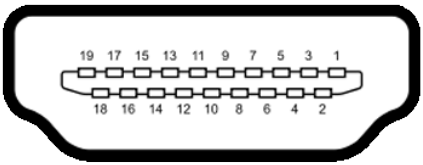
Pin assignments

DisplayPort



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

HDMI port



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

Universal Serial Bus (USB)

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

NOTE: Up to 2 A on USB downstream port (Port with battery icon) with BC 1.2 (Battery Charging 1.2 technology) compliance devices; up to 0.9 A on the other USB downstream ports.

Your monitor has the following USB ports:

- 1 upstream port – at rear
- 4 downstream ports – at rear and bottom

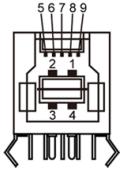
Power Charging Port – the ports with battery icon supports fast current charging capability if the device is BC 1.2 compatible.

NOTE: The monitor's USB ports work only when the monitor is on or in the 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.

Transfer speed	Data rate	Maximum power consumption (each port)
Super speed	5 Gbps	4.50 W
Hi-Speed *	480 Mbps	4.50 W
Full speed *	12 Mbps	4.50 W

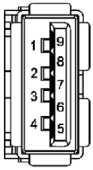
* Device speed when High Resolution is selected.

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



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

Plug-and-Play

You can 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

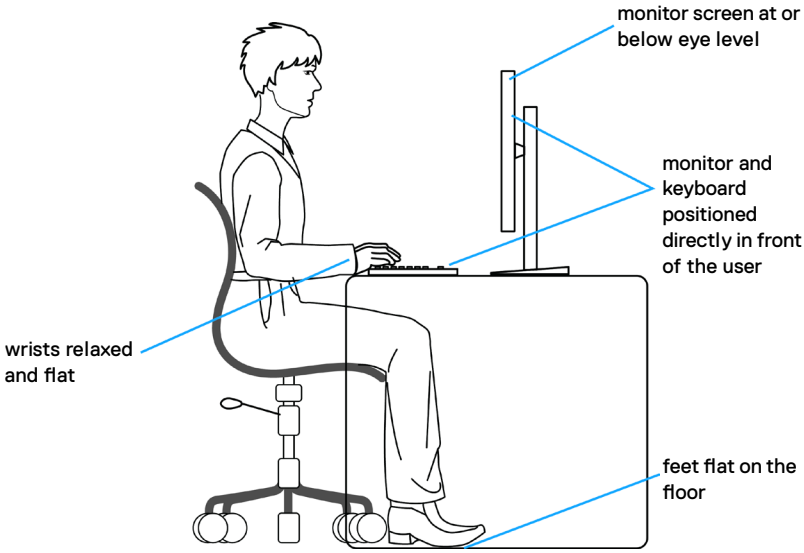
△ CAUTION: Improper or prolonged usage of keyboard may result in injury.

△ 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 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 at 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.
- 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.

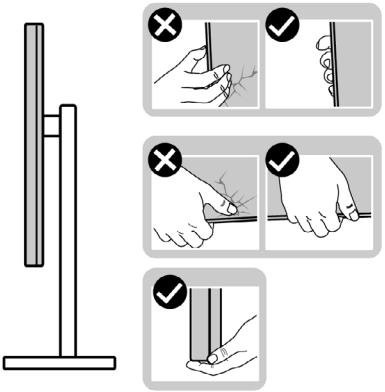
- Keep the area under your desk clear of obstructions and cables or power cords that may interfere with comfortable seating or present a potential trip hazard.



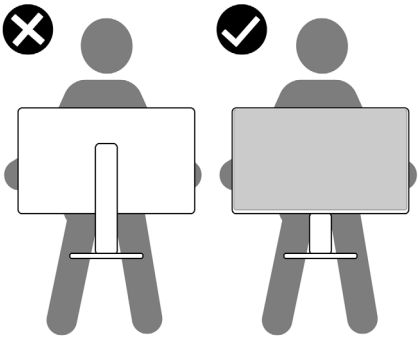
Handling and moving your display

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

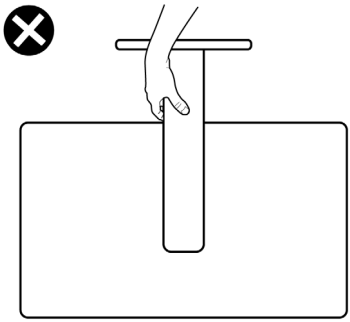
- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting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



- 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

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

CAUTION: Read and follow the Safety Instructions before cleaning the monitor.

Improper cleaning methods can result in physical damage to Dell monitors. Physical defects may affect the screen and body of the monitor.

Follow the instructions in the list below when cleaning the monitor:

- To clean the Dell monitor screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the Dell monitor screen.

CAUTION: Do not use detergents of any kind or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air.

WARNING: Do not directly 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.

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 screen surface peeling.

NOTE: Monitor damages 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 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

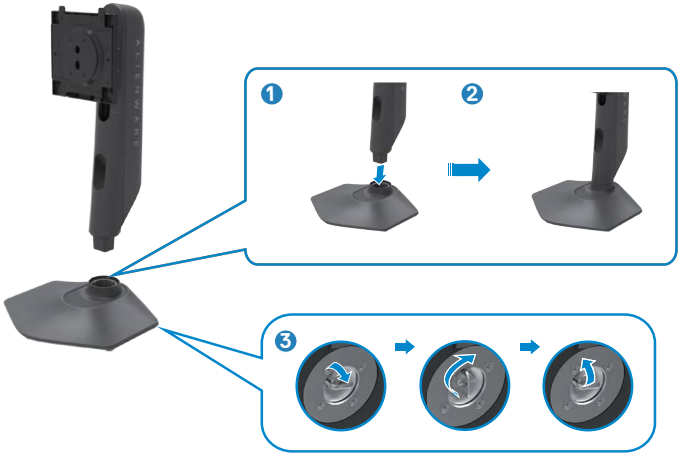
Connecting the stand

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

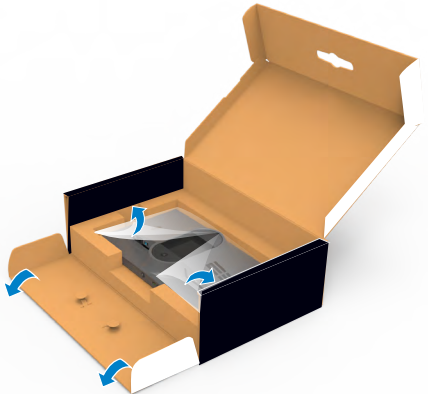
NOTE: The following instructions are applicable only for the stand that was shipped with your monitor. If you are connecting a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

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.

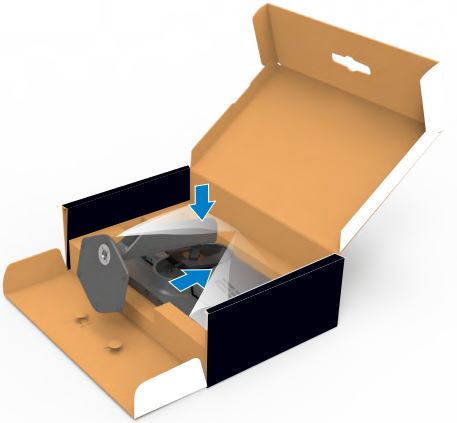


4. Open the protective cover on the monitor to access the VESA slot on the monitor.



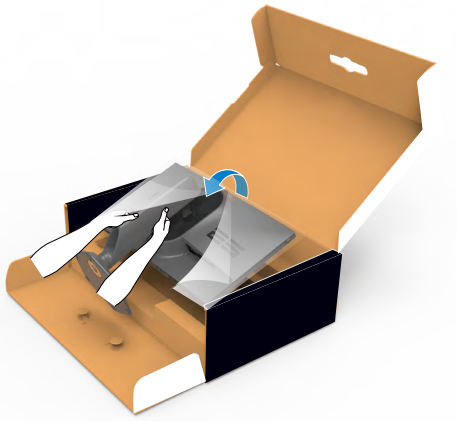
NOTE: Before connecting the stand assembly to the display, ensure that the front flap is opened to allow space for the assembly.

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.



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.

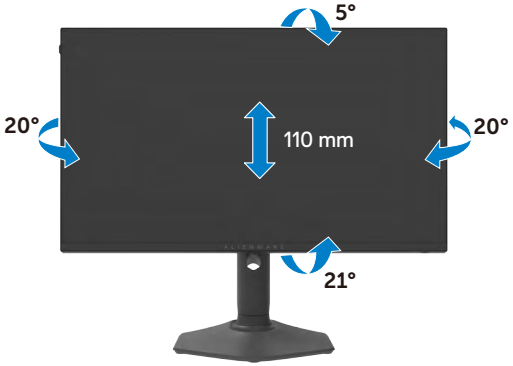


7. Lift the protective cover from the monitor.

Using the tilt, swivel, and vertical extension

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, swivel and vertical extension



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

Rotating the display

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.

NOTE: To toggle the display setting on your Dell computer between landscape and portrait 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 in portrait mode, you may experience performance degradation when using graphic-intensive applications such as 3D gaming.

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 in this section, follow the Safety Instructions.**

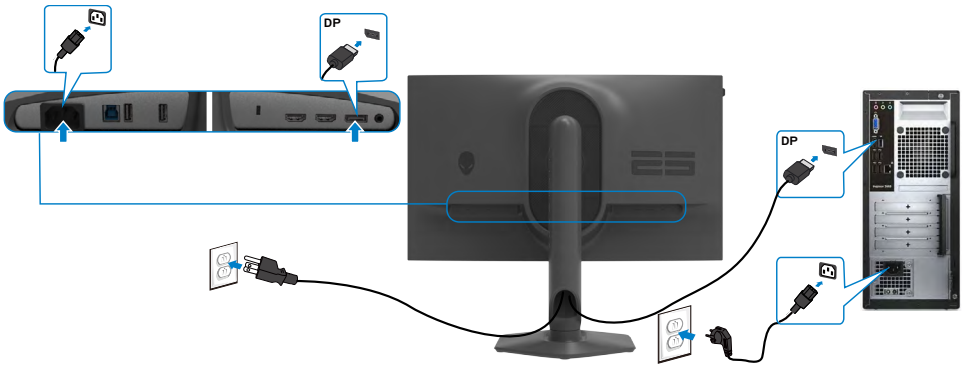
NOTE: Do not connect all the cables to the computer at the same time.

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

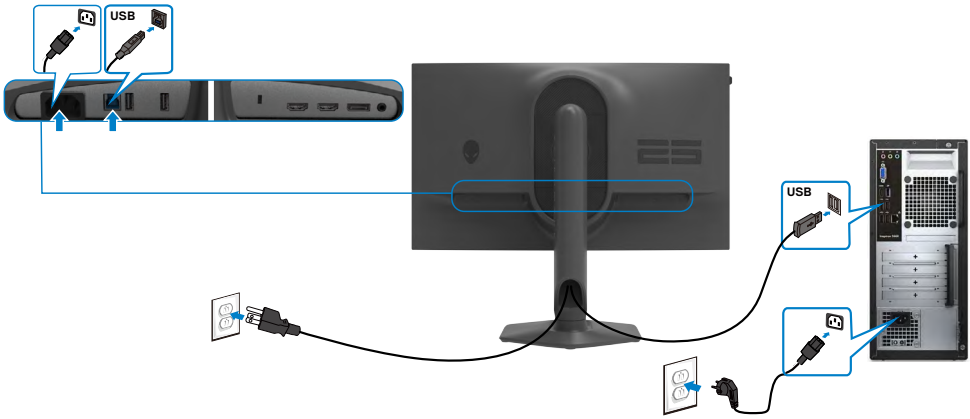
To **connect your monitor to the computer:**

1. Turn off your computer.
2. Connect the DisplayPort/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 DP cable



Connecting the USB cable

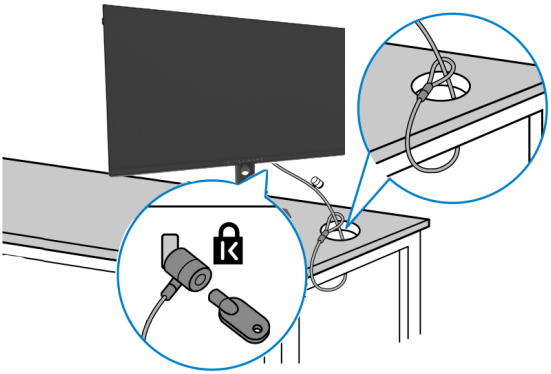


Securing your monitor using Kensington lock (optional)

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

For more information on 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.



NOTE: The image is for the purpose of illustration only. Appearance of the lock may vary.

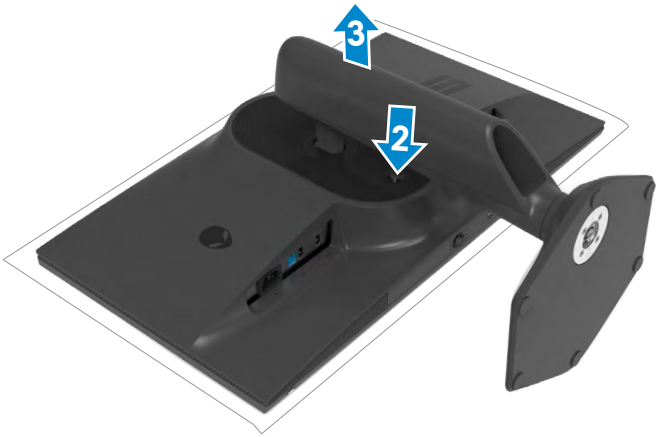
Removing the monitor stand

CAUTION: To prevent scratches on the LCD screen when removing the stand, ensure that the monitor is placed on a soft, 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 set up 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.



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 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 13.80 kg (30.43 lb).

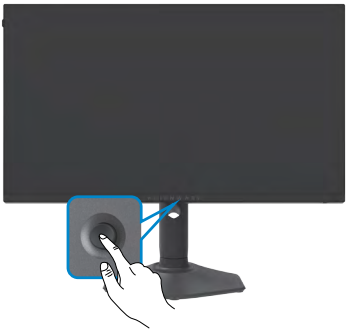
Operating the monitor

Power on the monitor

Press the power button to turn on the monitor.

Using the joystick control

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



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.

Joystick	Description
	▪ When the OSD menu is on, press the button to confirm the selection or save the settings. ▪ When the OSD menu is off, press the button to launch the OSD main menu. See **Accessing the Menu System**.
	▪ To navigate left and right on the OSD menu. ▪ Move right to enter the submenu. ▪ Move left to exit from the submenu. ▪ Increases (right) or decreases (left) the parameters of selected menu item.

- To navigate up and down on the OSD menu
- Toggles between the menu items.
- Increases (up) or decreases (down) the parameters of the selected menu item.

Using the front-panel controls

Use the control buttons on the front of the monitor to access the OSD menu and shortcut keys.

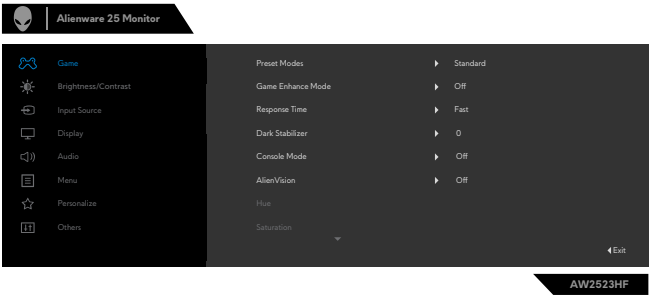
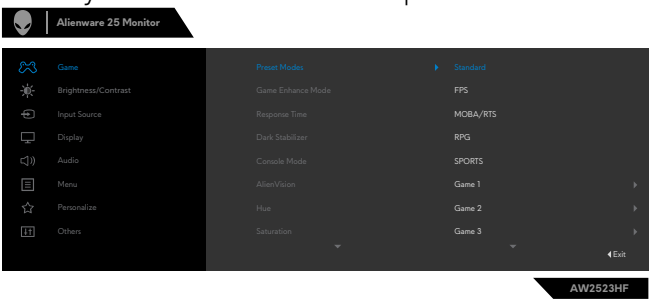
The following table describes the front-panel buttons:

Front-panel 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	**Dark Stabilizer**	To directly access the **Dark Stabilizer** adjustment slider.
3	**AlienVision**	To directly access the **AlienVision** adjustment slider.
4	**Brightness/Contrast**	To directly access the **Brightness/Contrast** adjustment sliders.
5	**Input Source**	Use this button to choose from a list of **Input Source**.
6	**Preset Modes**	Use this button to choose from a list of **preset color modes**.
7	**Exit**	Use this button to go back to the main menu or **exit** the OSD main menu.

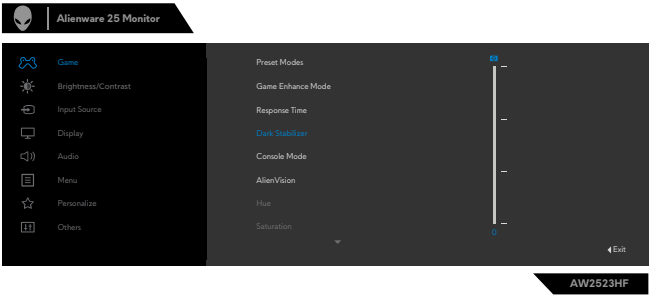
When you press any of these buttons (excluding the joystick button), the OSD status bar appears to let you know the current settings of some OSD functions.

Using the On-Screen Display (OSD) Menu

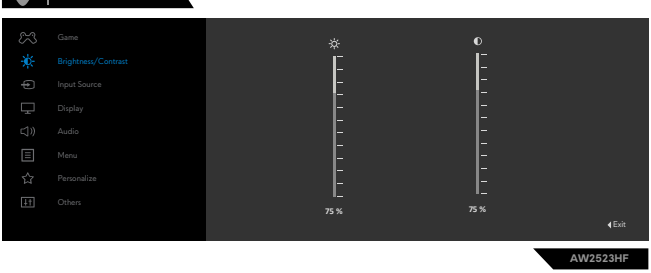
Accessing the menu system

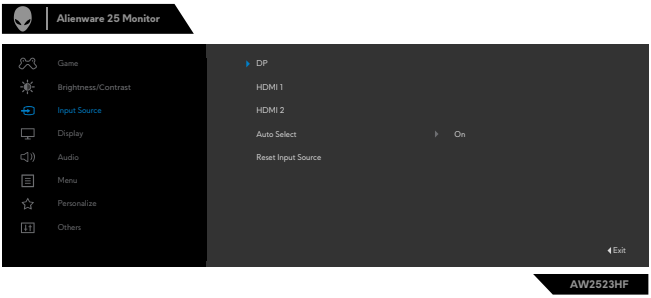
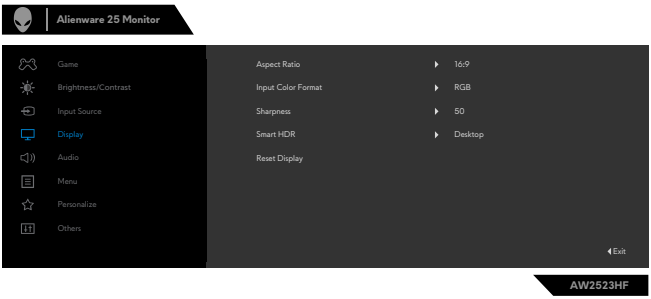
Icon	Menu and Submenus	Description
	Game	Use this menu to personalize your visual gameplay experience. 
	Preset Modes	Allows you to choose from a list of preset color modes. 

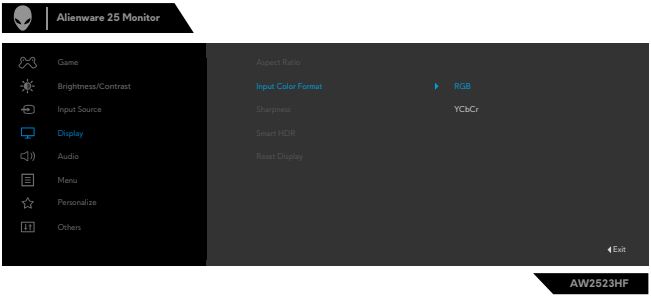
Icon	Menu and Submenus	Description
		▪ **Standard:** Loads the monitor's default color settings. This is the default preset mode. ▪ **FPS:** Loads color settings ideal for First-Person Shooter (FPS) games. ▪ **MOBA/RTS:** Loads color settings ideal for Multiplayer Online Battle Arena (MOBA) and Real-Time 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. ▪ **ComfortView**: Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes. **WARNING: The possible long-term effects of blue light emission from the monitor may cause personal injury such as digital eye strain, eye fatigue, and damage to the eyes. Using monitor for extended periods of time may also cause pain in parts of body such as neck, arm, back, and shoulder. For more information, see Ergonomics.** ▪ **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:** 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.

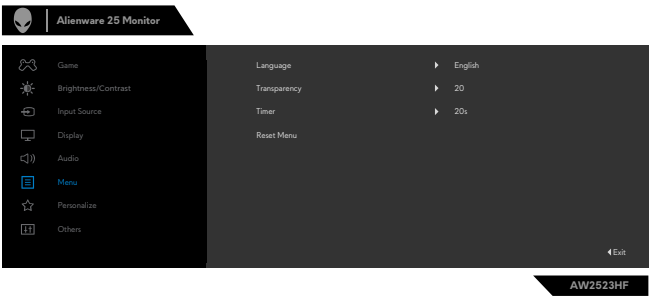
Icon	Menu and Submenus	Description
	Game Enhance Mode	Adjusts Game Enhance Mode to **Off, Timer, Frame Rate** or **Display Alignment**. ▪ **Off:** Select **Off** to disable the functions under **Game**. ▪ **Timer:** Enable or disable the timer at the upper left corner of the display. The timer shows the time elapsed since the game starts. Select an option from the time-interval list to keep you 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 the visibility in the dark gaming scenarios. The higher the value (0 to 3), the more visible the display image will be in dark environment. 

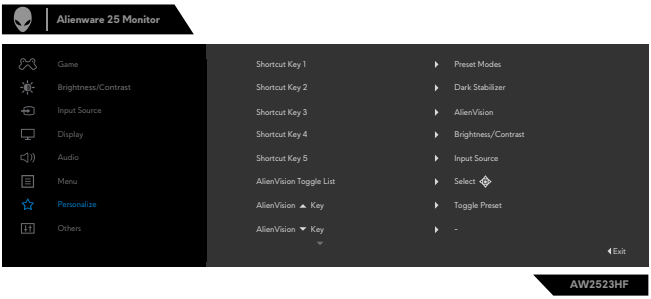
Icon	Menu and Submenus	Description
	Console Mode	Adjusts Console Mode to **On/Off, Color, Gamma**. Activating the feature gives the best gaming experience when play console games. ▪ **On/Off:** Select to disable the functions under **Console Mode**. ▪ **Color:** RGB default 100, this mode can adjust RGB from 0 – 100. ▪ **Gamma:** Gamma default is at center 2.2. Select this feature allow you to manually adjust Gamma from 1.8 – 2.6. **NOTE: Console mode is available when Preset Modes are Off.**
	AlienVision	Adjusts **AlienVision** to **On/Off, Night/Clear/ Chroma** or **Crosshair**, this feature improves the visibility in gaming scenarios. For more information, see **AlienVision**. ▪ **On/Off:** Select to enable/disable the functions under AlienVision. ▪ **Night:** Use this feature when playing games to identify objects clearly, enhance contents in darkness. ▪ **Clear:** This feature is suitable to clean up visual artifacts, enhance contents details (sharpness, edges, super-resolutions) in a day scene. ▪ **Chroma:** This feature is able to apply heatmap in dark gaming scenarios. ▪ **Crosshair:** This feature enhances the visibility of in-game crosshair.
	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 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.

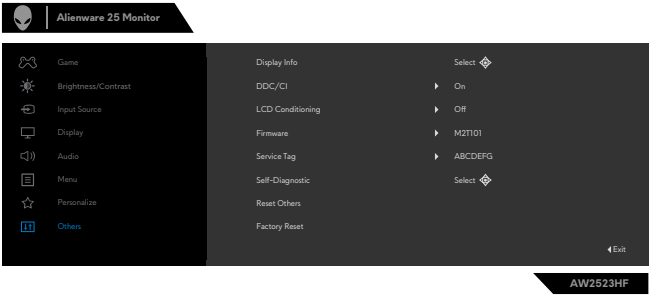
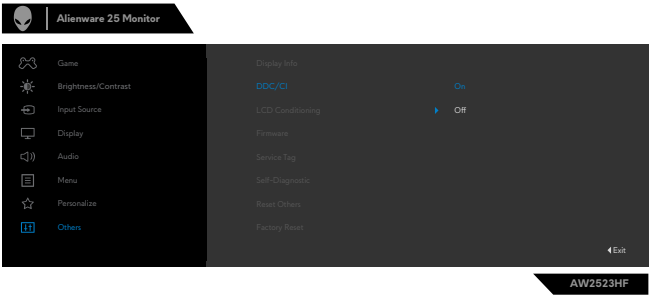
Icon	Menu and Submenus	Description
	Saturation	This feature can adjust the color saturation of the video image. Use the joystick to adjust the saturation from 0 to 100. Move the joystick up to increase the colorful appearance of the video image. Move the joystick down to increase the monochrome appearance 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.
	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.

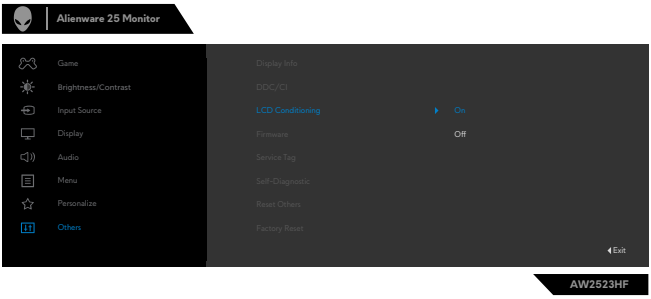
Icon	Menu and Submenus	Description
	Input Source	Selects between different video signals that may be connected to your monitor. 
	DP	Select **DP** input when you are using the **DP (DisplayPort)** connector. Press the joystick button to confirm the selection.
	HDMI 1 **HDMI 2**	Select the **HDMI 1** or **HDMI 2** input when you are using the HDMI connector. Press the joystick button to confirm the selection.
	Auto Select	Turn on the function to allow the monitor to automatically scan for available input sources. Press the joystick button to confirm the selection.
	Reset Input Source	Resets your monitor's **Input Source** settings to the factory defaults.
	Display	Use the **Display** menu to adjust image. 
	Aspect Ratio	Adjust the ratio of width to height of an image to **16:9**, **Auto Resize** or **4:3**.

Icon	Menu and Submenus	Description
	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 using a DisplayPort or HDMI cable. ▪ **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	Move the joystick to switch the Smart HDR feature between **Desktop**, **Movie HDR**, **Game HDR** and **Off**. **Smart HDR** (High Dynamic Range) automatically enhances the display output by adjusting the settings optimally to resemble life-like visuals. ▪ **Desktop:** This mode is more suitable for general usage of the monitor with a desktop computer. ▪ **Movie HDR:** Use this mode during playback of HDR video content to expand the contrast ratio, brightness, and color palette. It matches the video quality with real life visuals. ▪ **Game HDR:** Use this mode when playing games that support HDR to expand the contrast ratio, brightness, and color palette. It makes gaming experience more realistic as intended by game developers. ▪ **Off:** Disables **Smart HDR** function.
	Reset Display	Resets all settings under the **Display** menu to factory defaults.

Icon	Menu and Submenus	Description
	Audio	
	Volume	Allows you to set the volume level of headphone output. Use the joystick to adjust the volume level from 0 to 100.
	Reset Audio	Resets all settings under the **Audio** 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.

Icon	Menu and Submenus	Description
	Reset Menu	Resets all settings under the main **Menu** to the factory defaults.
☆	**Personalize**	
	Shortcut key 1	Allows you to choose a feature from **Preset Modes, Game Enhance Mode, Dark Stabilizer, AlienVision, Brightness/Contrast, Input Source, Aspect Ratio, Smart HDR, and Volume** set it as a shortcut key.
	Shortcut key 2	
	Shortcut key 3	
	Shortcut key 4	
	Shortcut key 5	
	AlienVision Toggle list	Allows you to choose a feature **Toggle Preset, Night, Clear, Chroma, and Crosshair** set it as a shortcut key.
	AlienVision ▲ Key	
	AlienVision ▼ Key	
	AlienVision ◄ Key	
	AlienVision ► Key	
	USB	Allows you to set the **On in Standby Mode** or **Off in Standby Mode** to save energy.
	Reset Personalization	Resets all settings under the **Personalize** menu to the factory preset values.

Icon	Menu and Submenus	Description
	Others	Select this option to adjust the OSD settings such as the **DDC/CI**, **LCD conditioning**, and so on. 
	Display Info	Displays the monitor's current settings.
	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 installed on your computer. You can disable this feature by selecting **Off**. Enable this feature for best user experience and optimum performance of your monitor. 

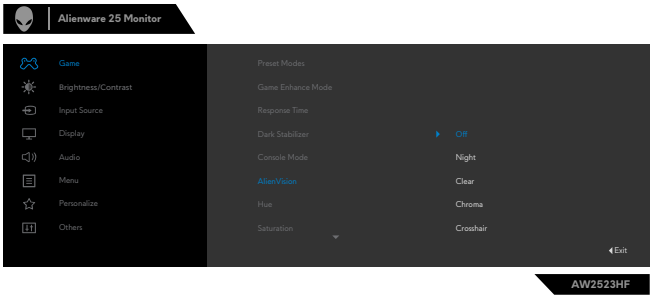
Icon	Menu and Submenus	Description
	LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting **On**. 
	Firmware	Displays the firmware version of your monitor.
	Service Tag	Displays the Service Tag. The Service Tag is a unique alphanumeric identifier that allows Dell to identify the product specifications and access warranty information. **NOTE: The Service Tag is also printed on a label located at the bottom of the cover.**
	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	Restores all preset values to the factory default settings.

AlienVision

AlienVision enables enhanced visual experience for gamers. Based on different gaming scenarios you can choose between: **Night, Clear, Chroma, or Crosshair** engine. Enable AlienVision using the OSD, Dell Display Manager, or using a shortcut key.

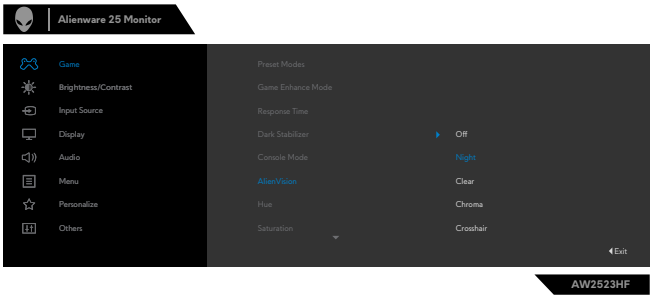
Use the OSD menu and Shortcut key to launch AlienVision:

1. Press the joystick button to launch the OSD Main Menu.
2. Use the joystick, select **Game > AlienVision**.
3. Select On or Off to enable or disable AlienVision.



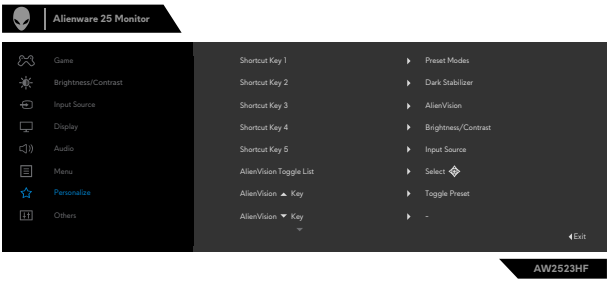
The following message appears when you select "**On**", and you can preview the effect of each vision by moving joystick button.

NOTE: Press the joystick button to select or clear the AlienVision. By default, all AlienVision are selected. You can select the desired AlienVision according to your preference.



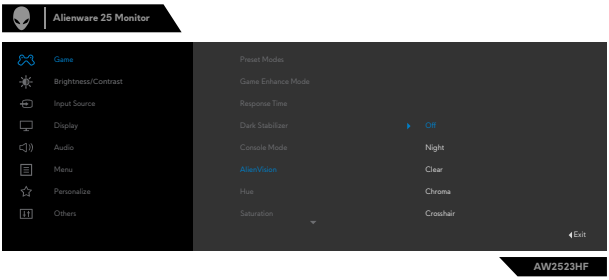
4. Use the **Shortcut Key** of **AlienVision** to toggle different AlienVision.

NOTE: Adjust the preset Shortcut keys in Personalize settings.



Use the Dell Display Manager and Shortcut key to launch AlienVision:

1. Press the joystick button to launch the OSD Main Menu.
2. Using the joystick, select **Game > AlienVision**.
3. Select **On** to enable the functions in AlienVision mode.

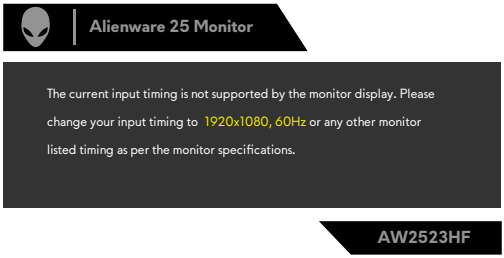


4. For more information, see Dell Display Manager installation section on **https://www.dell.com/AW2523HF**.

NOTE: Shortcut key can be used only after AlienVision is turned "On".

OSD warning messages

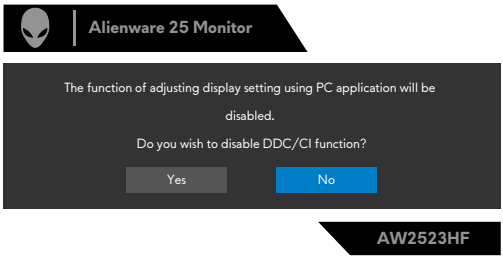
When the monitor does not support a particular resolution, you can see the following message:



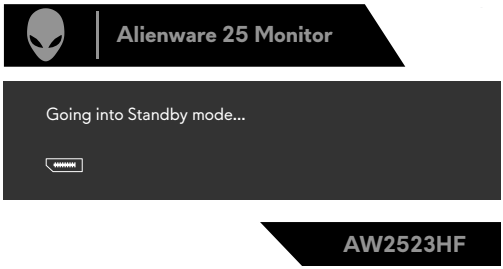
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See **Monitor Specifications** for the horizontal and vertical frequency ranges addressable by this monitor. Recommended mode is 1920 x 1080.

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:

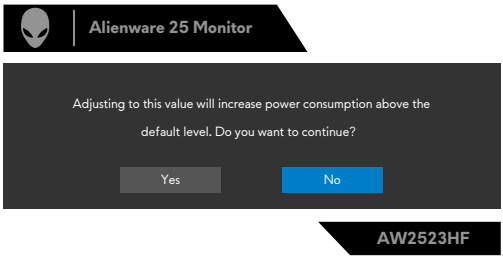


When the monitor enters the **Standby Mode**, the following message will appear:

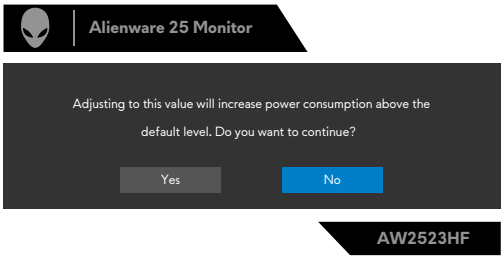


Activate the computer and wake up the monitor to gain access to the **OSD**.

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

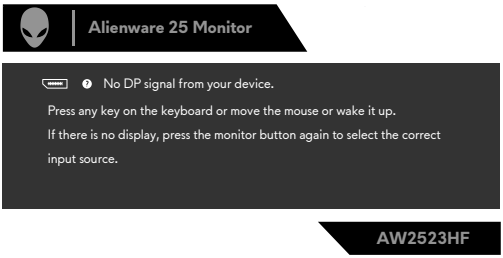


When you select **FPS/MOBA(RTS)/SPORT** under **Preset Modes** in the **Game** menu OSD for the first time after factory reset, the following message appears:

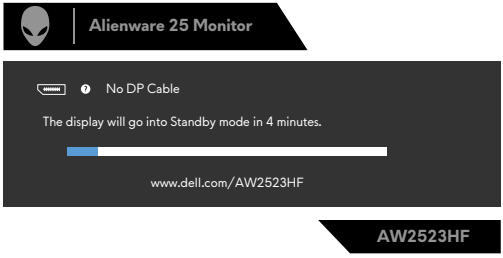


NOTE: If you select No, the Brightness would be changed to 75% for these Preset Modes.

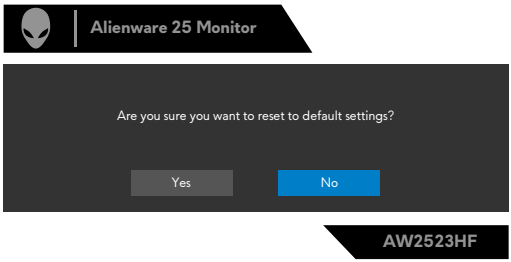
If you press any button other than the power button to wake up monitor, the following messages will appear depending on the selected input:



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.



When you select OSD items of **Factory Reset** in **Other** feature, the following message will appear:



See **Troubleshooting** for more information.

Setting the maximum resolution

To set the maximum resolution for the monitor:

In Windows 7, Windows 8 or Windows 8.1:

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop. For Windows Vista and Windows 7, skip this step.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the Dropdown list of the **Screen Resolution** and select **1920 x 1080**.
4. Click **OK**.

In Windows 10 and Windows 11:

1. Right-click on 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, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or portable computer:

- Go to **https://www.dell.com/support**, enter your service tag, and download the latest driver for your graphics card.

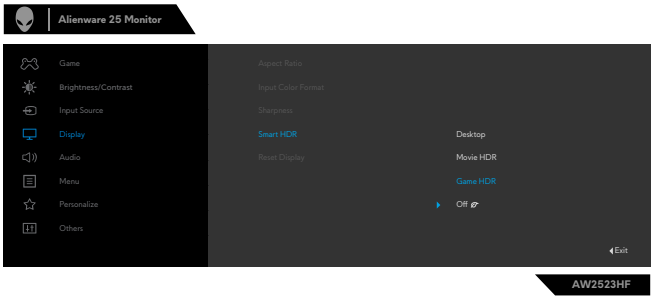
If you are using a non-Dell computer (laptop or desktop):

- Go to your computer manufacturer's support website and download the latest graphic drivers.
- Go to your graphics card manufacturer's website and download the latest graphic drivers.

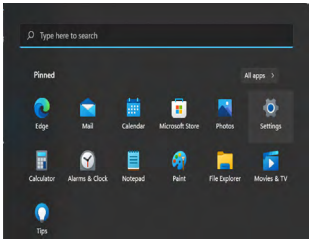
Open Auto HDR in Windows 11

In Windows 11, set the Auto HDR mode for gaming to improve picture quality.

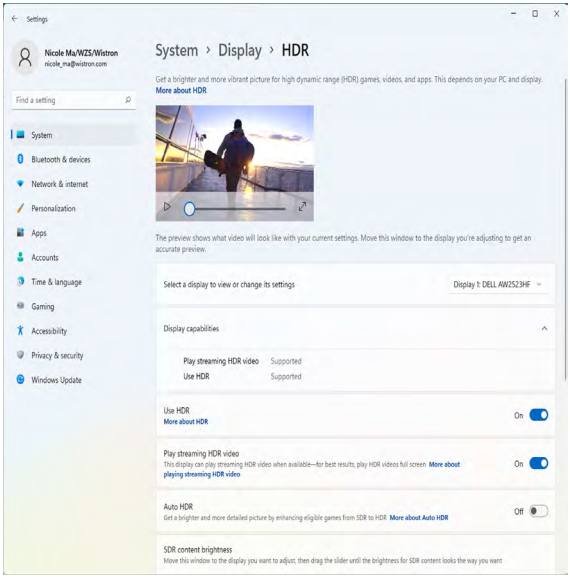
1. Use the joystick, select **Display > Smart HDR > Game HDR**.



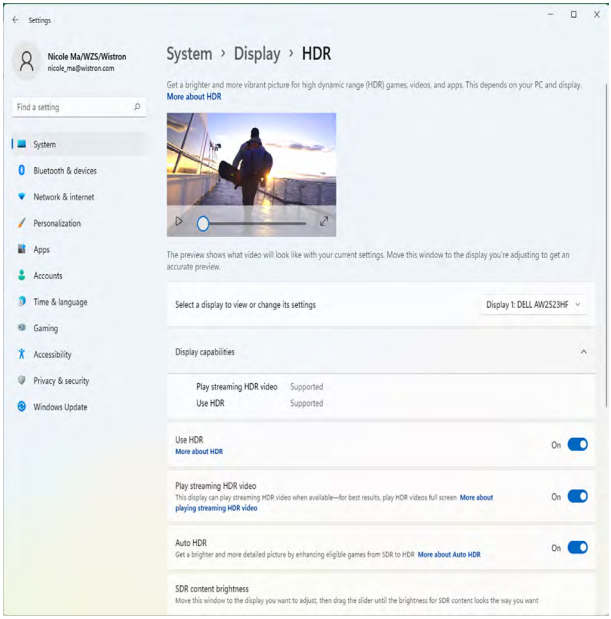
2. Click Windows start menu, click **Settings**.



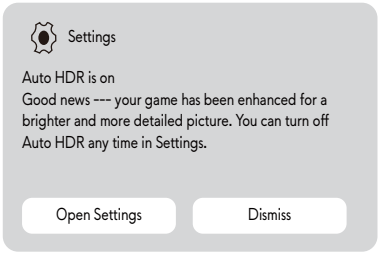
3. Click **System > Display > HDR**, Select **Use HDR** with **Supported**, and **Use HDR** with **On**.



4. Select **Auto HDR** with **On**.



5. A message pops as below when you start a game.



Using AlienFX application

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

Prerequisites

Before installing the AWCC on a non-Alienware system:

- Ensure the OS of your computer is Windows 10 R3 or later.
- Ensure your internet connection is active.

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:

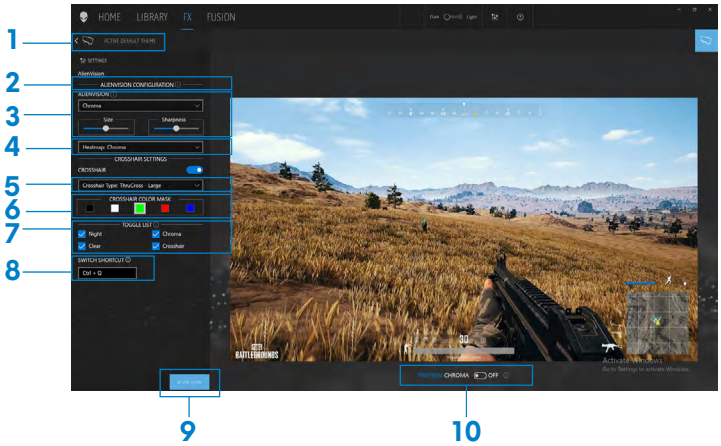
- In the Settings window, click **Windows Update**, and then click **Check** for updates to check the Alienware driver update progress.
- If the driver update is not responding in your computer, install AWCC from the Dell Support website.

Installing AWCC from the Dell Support website

1. Enter AW2523HF 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.

Navigating the AlienFX window

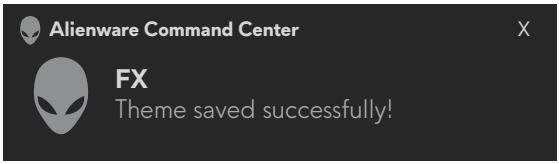
In the AWCC home screen, click **FX** in the top menu bar to access the home screen of AlienFX.



The following table describes the functions and features on the home screen:

No.	Functions	Descriptions
1	**CREATE NEW THEME...**	Click **+** and then enter a name in the text box to add a theme.
2	**ALIENVISION CONFIGURATION**	This list is dynamically configured based on the supported **ALIENVISION** on the monitor.
3	**ALIENVISION**	Select the **ALIENVISION** between **Night, Clear, Chroma, or Crosshair.**
4	**Heatmap**	Select the **Chroma, Ironbow, White hot, Black hot, Sepia, Arctic, Outdoor Alert, Rainbow HC.**
5	**Crosshair Type**	Select the **Dot, Cross - Small, Cross - Large, BarCross - Small, BarCross - Medium, BarCross - Large, ThruCross - Small, ThruCross - Medium, ThruCross - Large, Square - Small, Square - Medium, Square - Large.**

Features	Capability			
	Night	**Clear**	**Chroma**	**Crosshair**
Viewing Windows Size	√	√	√	NA
Crosshair	√	√	√	√
Crosshair Type	√	√	√	√
Color Mask	√	√	√	√
Sharpness (Polarized)	√	√	√	NA
Heatmap	NA	NA	√	NA

6	**CROSSHAIR COLOR MASK**	Differentiate the white color selection from background color in Light mode.
7	**TOGGLE LIST**	Select group of **ALIENVISION** and use the mapped hotkey to toggle through the list.
8	**SWITCH SHORTCUT**	Assign shortcut key to cycle through the list.
9	**SAVE THEME**	Click to Save Theme, **ALIENVISION** all adjustments and changes for the theme. A pop-up notification appears on the bottom-right corner of the screen. 
10	**LIVE PREVIEW**	Turn on/off **ALIENVISION** on monitor.

Troubleshooting

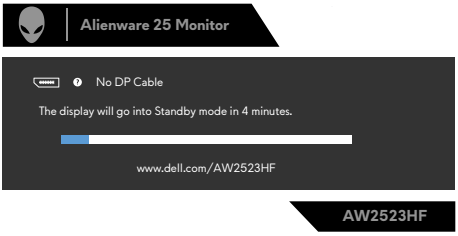
⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety Instructions.**

Self-test

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

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure proper self-test operation, remove all digital and the analog cables from the back of 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 shown below will continuously scroll through the screen.

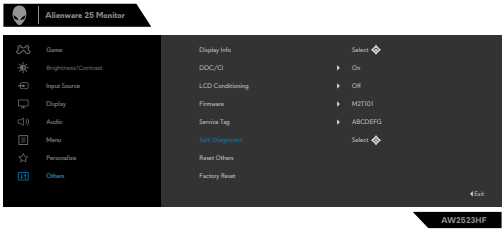


4. This box also appears during normal system operation if the video cable is disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

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.



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

Disabling AMD FreeSync

AW2523HF monitor has FreeSync enabled by default. Please toggle between FreeSync on/off from AMD Software Adrenalin Edition.

Once disabled on the AMD Software side, FreeSync is disabled on the monitor also.

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 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	LCD screen has spots	• Turn off the monitor and turn it on again. • 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 Dell Support site at: **https://www.dell.com/pixelguidelines**
Stuck-on Pixels	LCD screen has bright spots	• Turn off the monitor and turn it on again. • 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 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 via OSD.
Safety Related Issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.

Common Symptoms	What You Experience	Possible Solutions
Intermittent Problems	Monitor malfunctions on & 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 monitor self-test feature (see **Self-test**) check to determine if the intermittent problem is flagged in the self-test mode.
HDR Problems	Cannot set GFX solution into HDR mode after switching into Desktop/ Movie HDR/ Game HDR Presets	• Ensure 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 2.0 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.
Wrong Color	Picture color 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 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.

Product specific problems

Problem	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the **Aspect Ratio** setting in the **Display** menu OSD. • Reset the monitor to factory settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	• Turn off the monitor, unplug the power cable, plug it back, and then turn on the monitor.
No Input Signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure 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. Connect the signal cable again, 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) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.
No image when using DP connection to the PC	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.
Loss of functionality or abnormal behavior with legacy devices on HDMI2.0 connection	Missing option or unable to turn on HDR under Windows Display Setting; Loss of audio or unable to detect audio device; Loss of visual while playing a video	• Ensure the graphic card drivers are updated with latest version from the manufacturer's website. • In the absence of possible solutions, follow these steps to improve compatibility with legacy devices. • Go to OSD menu, under **Input Source (HDMI 1/HDMI 2)** selection, press and hold joystick key for 8 sec, Select Yes to prompt. Repeat steps to restore back to normal.

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 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 higher power source; connect the drive to the computer directly.
Super speed USB 3.0 interface is slow	Super speed USB 3.0 peripherals working slowly or not working at all	• Check that your computer is USB 3.0-capable. • Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Restart your computer.
Wireless USB peripherals stop working when a USB 3.0 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 USB 3.0 port.

Appendix

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

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

Contacting Dell

For customers in the United States, call 800-WWW-DELL (800-999-3355).

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.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

To get online Monitor support content:

See **https://www.dell.com/support/monitors**

To contact Dell for sales, technical support, or customer service issues:

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

EU Product Database for Energy Label and Product Information Sheet

AW2523HF: https://eprel.ec.europa.eu/qr/1253618