Alienware
Wired Gaming Headset
AW520H
User's Guide

Regulatory Model: AW520H

ALIENWARE™

Notes, Cautions and Warnings

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

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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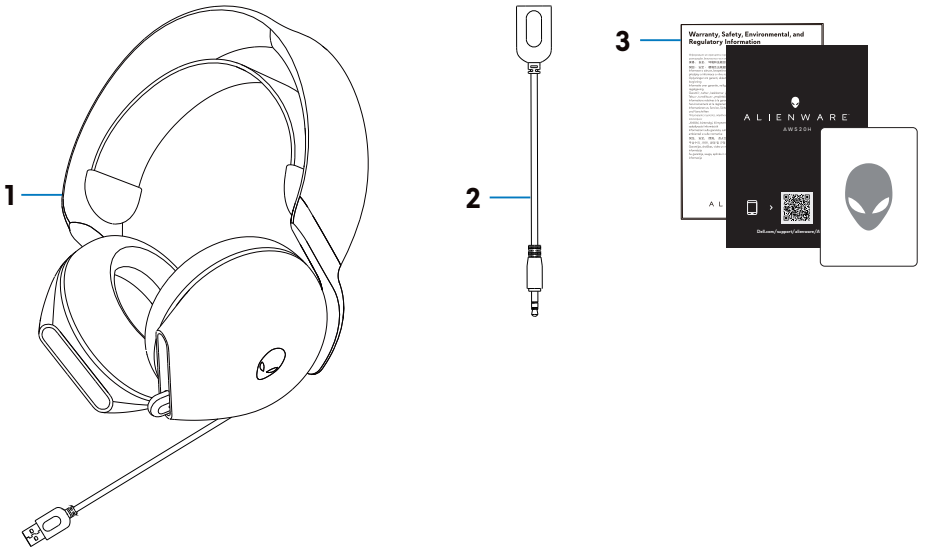
What's in the box



1 Alienware Wired Gaming Headset AW520H

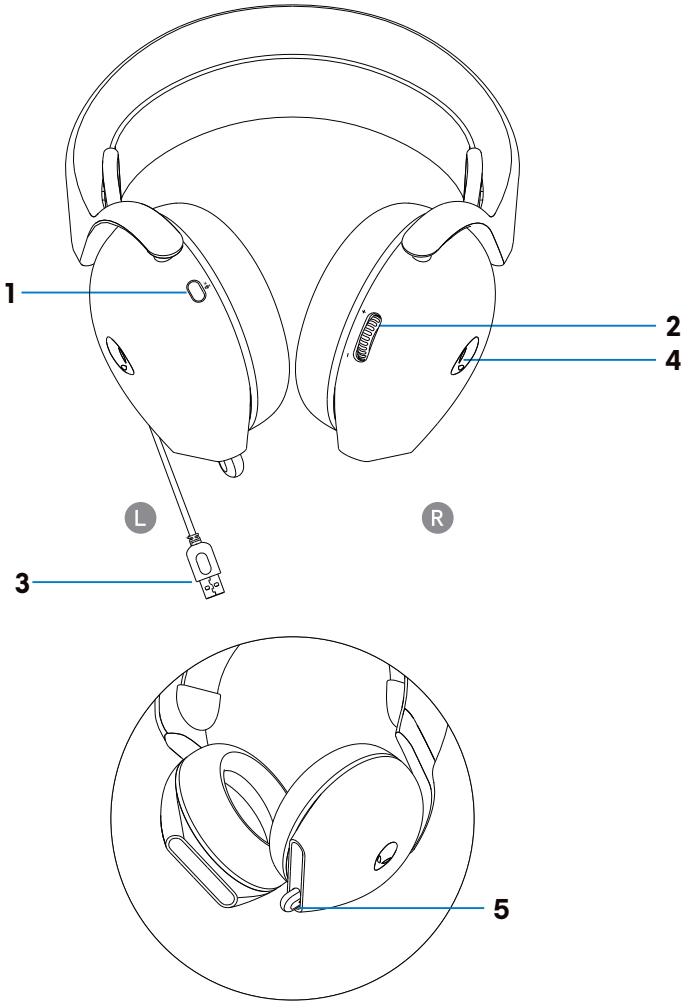
2 3.5 mm audio adapter

3 Documents

NOTE: The documents shipped with your headset may vary depending on the region.

Features

Headset



1	Microphone mute button	2	Volume control
3	USB-A connector	4	LED indicator
5	Retractable microphone and microphone mute indicator		

Accessories

1 3.5 mm audio adapter

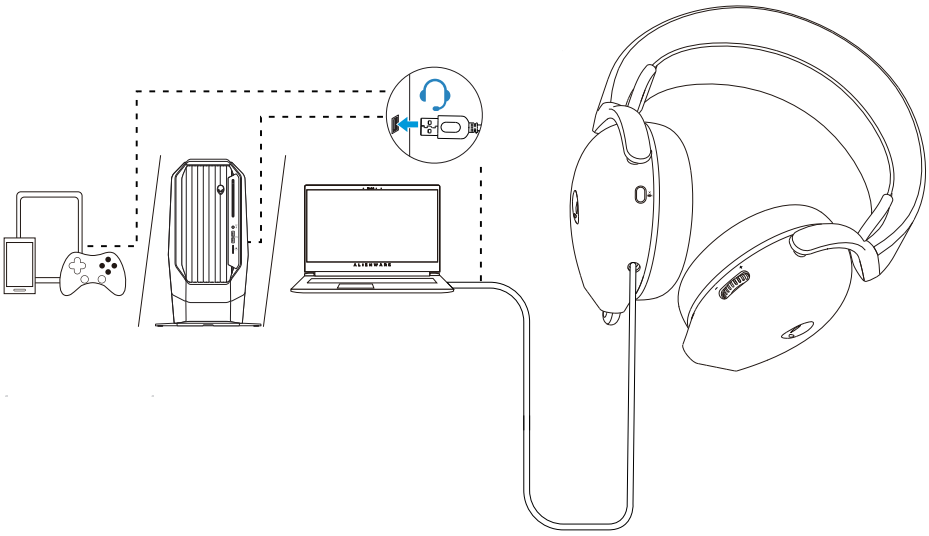
Connecting the headset to your device

System requirements

- PlayStation®/Xbox/Switch/Mobile devices with 3.5 mm audio port
- Microsoft Windows 10 or Microsoft Windows 11 64-bit
- One USB port for headset

Connecting the headset to your device with the USB-A connector

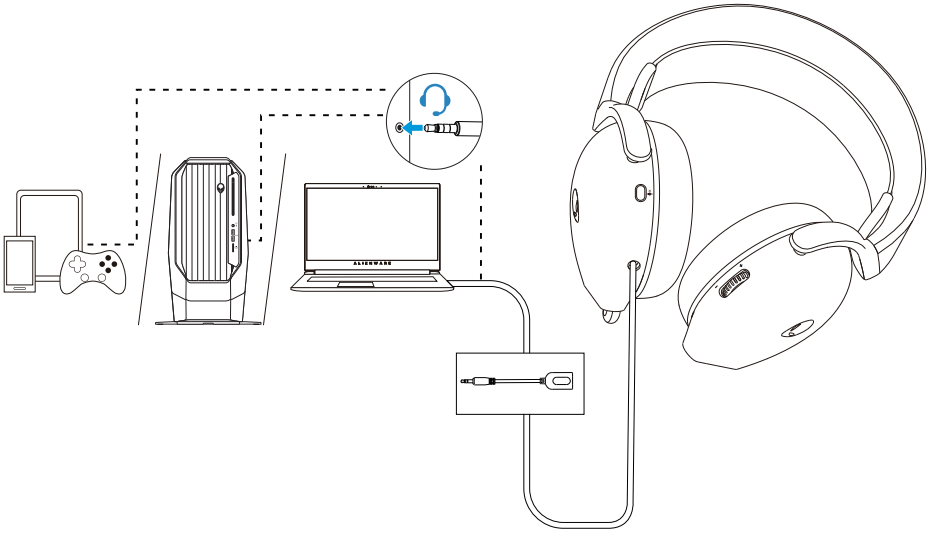
1. Connect USB cable on headset to your computer.



Connecting the headset to your device using the 3.5 mm audio adapter

1. Connect one end of the 3.5 mm audio adapter to the USB-A connector of the headset.

2. Connect the other end of the 3.5 mm audio adapter to the audio port on on the device.

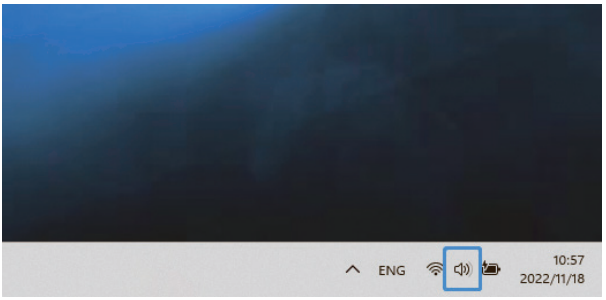


NOTE: The Alienhead LED is disabled when the headset is connected to the device using the 3.5 mm audio adapter.

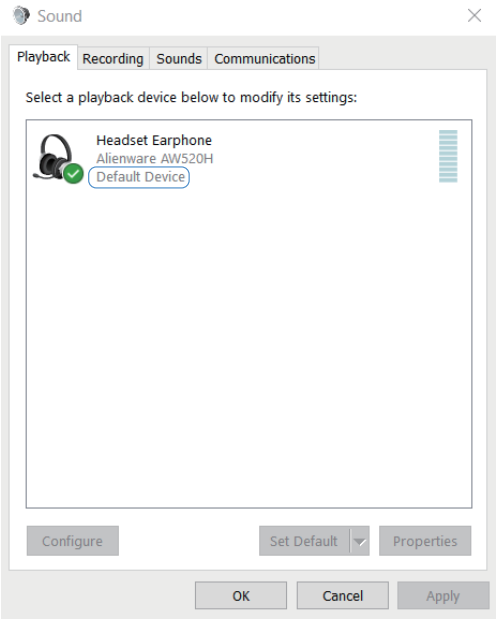
Configuring the headset on your computer

To use your headset for gaming or to listen to music from your computer, it has to be selected as the default playback device and the default recording device in Windows Audio Settings.

1. On the taskbar, right-click the speaker icon and click **Sounds**. The **Sounds** dialog box appears.

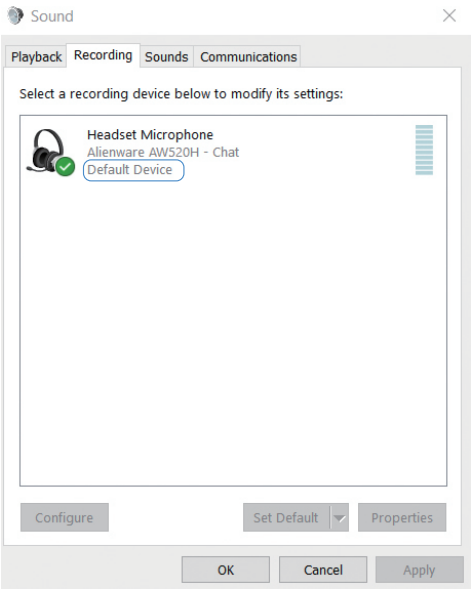


2. Click on the **Playback** tab and set the following:
   - Set **AW520H** as the default playback and communication device.

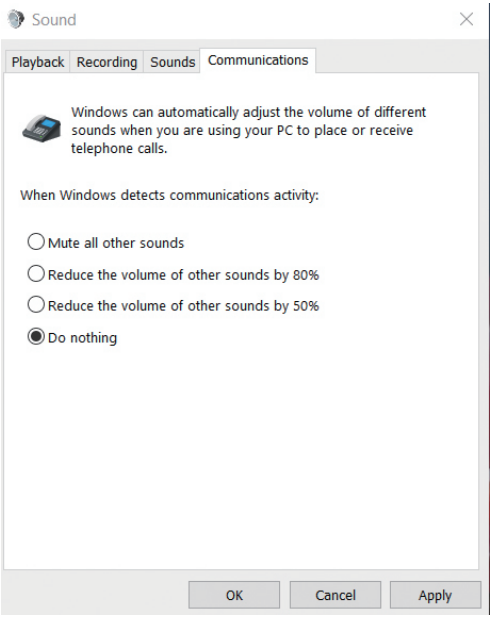


3. Click on the **Recording** tab, set Alienware **AW520H** as the default device.

Adjust headset microphone volume and PC sound volume accordingly.



4. Click on the **Communications** tab, select **Do nothing**. Click **OK**.



Alienware Command Center (AWCC)

Alienware Command Center (AWCC) provides a single interface to transform your Windows computer into an enhanced gaming environment. This application enables you to perform the following functions:

1. In the **FX** menu, you can access the following features:
   - Change lighting color and animation in the **Lighting** tab.

2. In the **Settings** tab, you can access the following settings:
   - View firmware version and upgrade the device firmware to the latest version under the **Update** tile.
   - Reset the device settings to factory default.

NOTE: For more information, please see the AWCC application Online Help.
NOTE: The Alienhead LED is disabled when the headset is connected to the device using the 3.5 mm audio adapter.

Installing AWCC

To use the AWCC features, uninstall Alienware Headset Center (AWHC) if you have already installed AWHC on your computer. You need to install AWCC to configure the features available in Alienware Wired Gaming Headset AW520H.

Before installing AWCC on your computer, ensure that your computer is connected to internet. If your computer is preinstalled with AWCC 5.0 or later, you can configure your Alienware gaming headset through FX available in AWCC. If your computer is not preinstalled with AWCC 5.0 or later, install AWCC through Windows Update or from the Dell Support website at **https://www.dell.com/support**. AWCC requires Windows 10 version 16299 or later and Windows 11.

Installing AWCC through Windows Update

1. Connect your Alienware Wired Gaming Headset AW520H to your computer through the USB port. The AWCC application is downloaded and installed automatically.
2. AWCC installation may take up to 10 minutes to complete.
3. Go to the program folder to ensure that the AWCC installation is complete. Then launch AWCC. Perform the following steps to download additional software:
   - In the **Settings** window, click **Windows Update**.
   - Click **Check for updates** to check the Alienware driver update progress. If the driver update is not responding on your computer, install AWCC from the Dell support website.

Installing AWCC from the Dell Support website

1. Download the latest version of the following applications at **https://www.dell.com/support/drivers**
   - Alienware Command Center
   - Alienware Gaming Headset driver
2. Go to the folder where you saved the setup files.
3. Double-click the setup file and follow the on-screen instructions to install the application.

NOTE: You can customize headset features and lighting effects by using the AWCC application.

Activate Dolby Atmos for Headphones

Dolby Atmos is automatically activated when connected to Microsoft Windows 10 and Microsoft Windows 11. Follow below instructions if you do not have Dolby Access app installed:

1. Go to Microsoft Store.
2. Download the free Dolby Access app.
3. Connect the headset to the computer.
4. Once connected, Dolby Access will detect your device and activate Dolby Atmos for Headphones.

Updating the firmware

For best performance, update your headset firmware to the latest version.

Updating the headset firmware manually

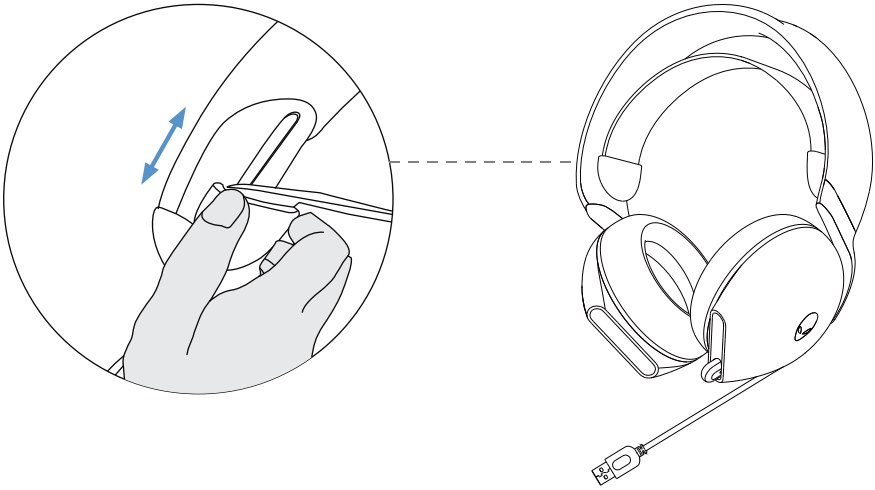
1. Go to **https://www.dell.com/support** and search for AW520H.
2. From the **Drivers & Downloads** tab, download **AW520H Headset FW update tool**.
3. Connect your headset to your computer through the USB cable.
4. Open the downloaded **AW520H Headset FW update tool** file.
5. Click on the **Update** button. Once the firmware update is complete, the "**Success**" message is displayed.
6. Close the window.

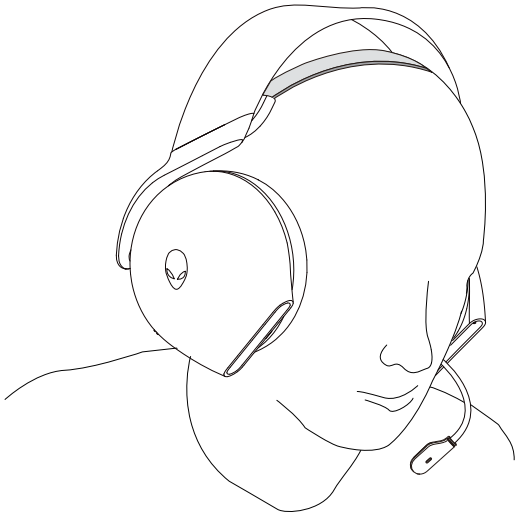
△ **CAUTION: Disconnecting the USB cable from the computer, closing the AWCC software, or shut down of computer during firmware update may damage the headset.**

Using the headset

Adjusting the headset

Shift the headband and ear pads to find the optimal fit for your head. Shift the elastic band up and down for the best fit. When using the microphone, position it approximately two centimeters away from your mouth.

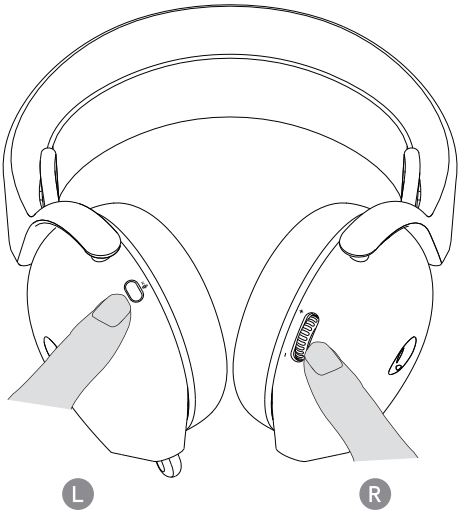




Using features on the headset

Adjusting the volume

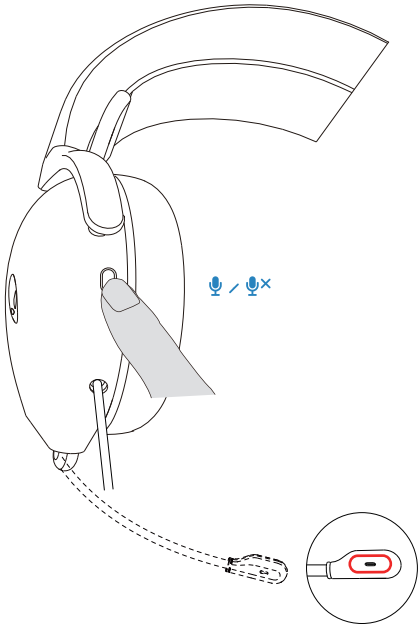
Scroll the volume control wheel to increase or decrease the volume. Scroll up for volume up, scroll down for volume down.



Muting/unmuting the microphone

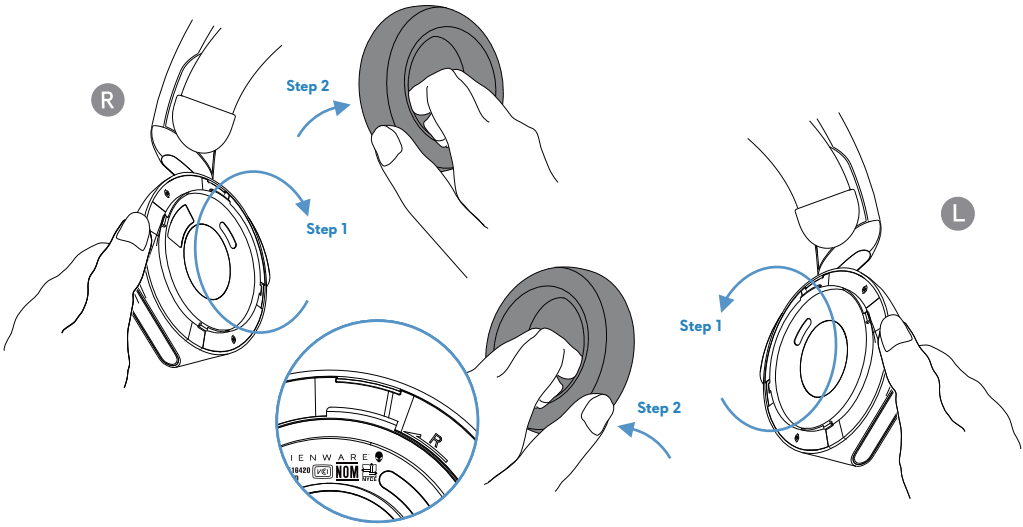
When the microphone is pulled out, the user can mute and unmute the microphone by pressing the microphone-mute button.

The microphone-mute LED lights up in red when the microphone is muted.

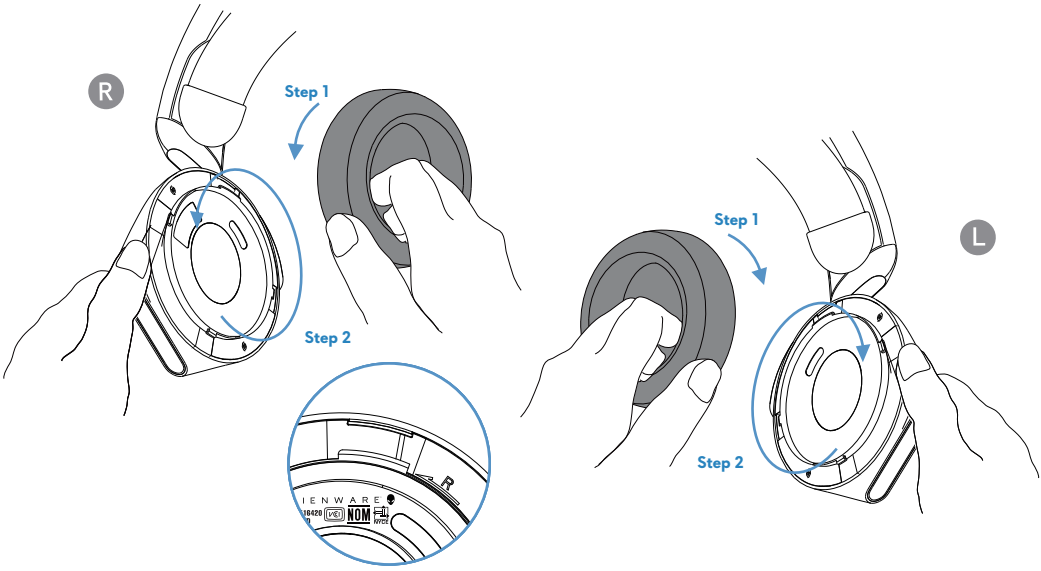


Replacing the ear pads

To remove the ear pad:
1. Hold the ear pad firmly and twist towards the back of the headset.
2. Gently pull the ear pad out.
Note that left and right ear pads are different.

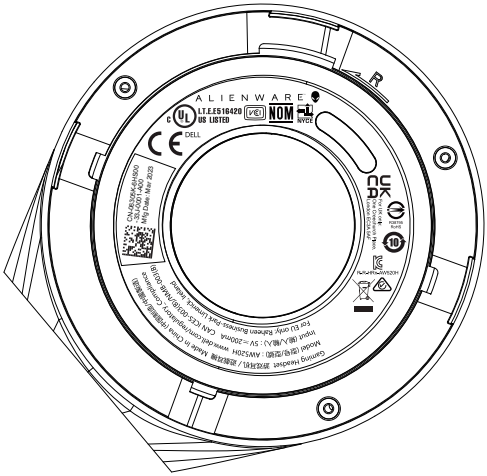


To replace the ear pad.
1. Fit the arrow marks on the ear pad to the headset.



Regulatory information

Regulatory information is located beneath ear pad on the right ear cup. Remove the right ear pad to see this information.



Troubleshooting

Problems	Possible solutions
Headset has no sound	•Ensure that the audio player is playing music, and that the computer volume and media player volume are not muted. •Check playback device menu on the computer, and ensure that the default device is set to AW520H. •Check playback setting on the computer, and ensure that the default device is set to AW520H. •Test the headset on another computer.
The person on the other end cannot hear me	•Ensure that the microphone is positioned approximately 2 cm from your mouth. • Ensure that the microphone is not muted. •Check recording device menu on the computer, and ensure that the default device is set to AW520H. •Ensure that the 3.5 mm audio adapter is connected to the USB-A connector on your headset. •Ensure that the 3.5 mm adapter end is connected to the playback device.
Abnormal sound is coming out of the headset	•Check if something is obstructing the headset. •Adjust the volume level up and down, and check if the abnormal sound changes.

Problems	Possible solutions
Abnormal sound is coming out of the headset	• Ensure that the USB plug is fully inserted into the USB port of the computer or other device (if connected through the USB cable). • Ensure that the 3.5 mm audio adapterplug is fully inserted into the audio port of the computer or other devices (if connected through the 3.5 mm audio adapter).
Headset LEDs do not light up	• Ensure that the headset is connected to computer. • Open Alienware Command Center, and ensure that the LEDs are enabled. • The Alienhead LED is disabled when the headset is connected to the device using the 3.5 mm audio adapter.
Microphone picks up too much background noise	• Ensure that the microphone is positioned approximately 2 cm from your mouth. • Eliminate any direct airflow in the microphone (such as fans or air conditioners)
Microphone mute is not working when connected with 3.5 mm audio adapter	• Ensure that the audio plug end is well inserted into the port on your headset and computer respectively.
Alienware command center does not recognize the headset	• Ensure that the headset is connected to the computer through USB cable, not 3.5 mm audio adapter • AWCC does not work when using the 3.5 mm audio adapter connection. • If the above does not work, reinstall AWCC.

Specifications

Specifications	**Value**
Headset weight(without cable)	297 g
Headset dimensions	Length: 184.81 mm (7.28 inches) Width: 110.55 mm (4.35 inches) Height: 214.81 mm (8.46 inches)
Microphones	Unidirectional with AI noise reduction
Speaker	40 mm Dynamic PureSound speaker (Hi-Fi)
Speaker maximum input power	30 mW
Speaker frequency range	20Hz – 40kHz
Operating temperature	5°C to 40°C (41°F to 104°F)
Storage temperature	-5°C to 45°C (23°F to 113°F)
Operating humidity	5% to 90% relative humidity

Warranty information

Limited warranty and return policies

The Alienware Wired Gaming Headset AW520H carries a 2-years limited hardware warranty. If purchased together with a Dell computer, it will follow the system warranty.

For U.S. customers:

This purchase and your use of this product are subject to Dell's end user agreement, which you can find at **https://www.dell.com/terms.** This document contains a binding arbitration clause.

For European, Middle Eastern and African customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's end user contract terms.

Dell may also provide an additional hardware warranty – full details of the Dell end user contract and warranty terms can be found by going to **https://www.dell.com**, select your country from the list at the bottom of the "home" page, and then click the "terms and conditions" link for the end user terms or the "support" link for the warranty terms.

For non-U.S. customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty – full details of Dell's warranty terms can be found by going to: **https:/www.dell.com/terms**, select your country from the list at the bottom of the "home" page, and then click the "terms and conditions" link or the "support" link for the warranty terms.

Safety information

Keep the volume at optimal levels while in use. Do not listen at high volume levels for a long period. Prolonged exposure to a high volume may cause a high sound pressure and may cause a risk of hearing damage.