

# **Alienware Tri-Mode Wireless Gaming Mouse AW720M User Guide**

**Mouse Model: AW720M  
Regulatory Model: AW720M/UD2201p**

**A L I E N W A R E™** 

# Notes, cautions, and warnings

-  **NOTE:** A NOTE indicates important information that helps you make better use of your mouse.
-  **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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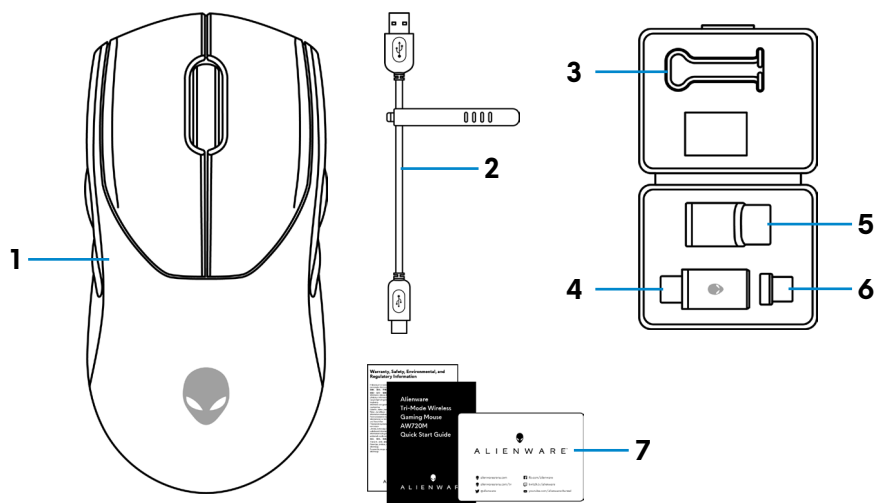
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# What's in the box



**1.** Mouse

**3.** Clip

**5.** Dongle extender

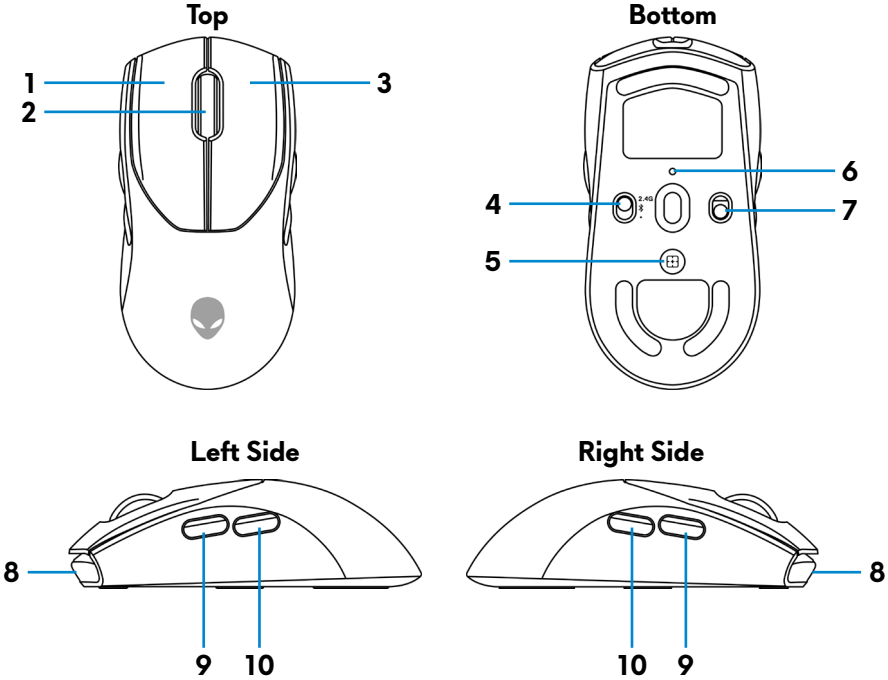
**7.** Documents

**2.** USB charging cable

**4.** USB wireless dongle

**6.** USB-C magnetic dongle for charging

# Features



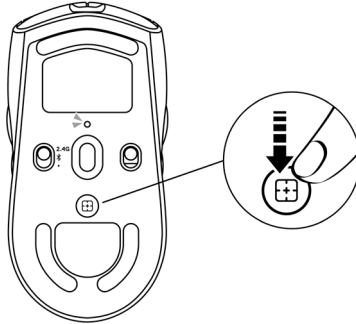
|                          |                     |
|--------------------------|---------------------|
| 1. Left button           | 2. Scroll wheel     |
| 3. Right button          | 4. Mode button      |
| 5. DPI adjustment button | 6. DPI indicator    |
| 7. Power button          | 8. USB-C port       |
| 9. Forward button        | 10. Backward button |

## Magnetic Snap Charging Function

The magnetic snap head supports fast charging (5V===900mA).

## Adjustable Dots Per Inch (DPI)

Press the DPI adjustment button to instantly change the mouse tracking resolution.



DPI setting is indicated by the DPI indicator color. The default five DPI settings available are as follows:

- 800: Blue (●)
- 1200: Green (●) (default)
- 1600: Yellow (●)
- 2400: Purple (●)
- 3200: Red (●)

You can change the default DPI settings and customize the DPI stages with the Alienware Command Center (AWCC) application.

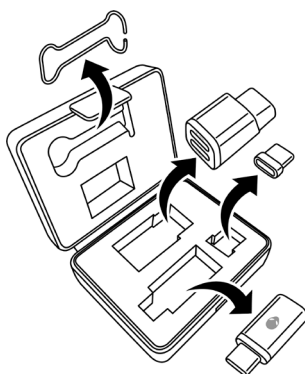
# Setting up your gaming mouse

## Connecting the mouse

### NOTE:

- The mouse supports both wired mode and wireless mode.
- Your mouse has a rechargeable battery. For best results, ensure that the battery is fully charged before using it for the first time.
- To improve battery life, turn off the power switch when the mouse is not used.
- When using magnetic charging, turn on the power switch to ensure seamless connectivity.

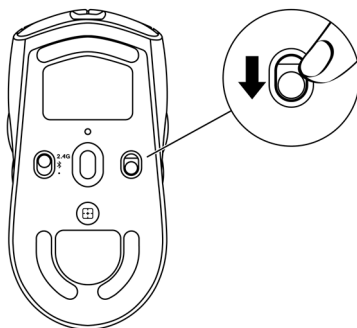
1. Remove the clip, dongle extender, USB wireless dongle, and USB-C magnetic dongle from the accessory box.



2. Remove the protective sheet from the mouse.



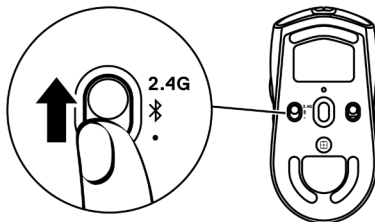
3. Slide the power button down to switch on the mouse.



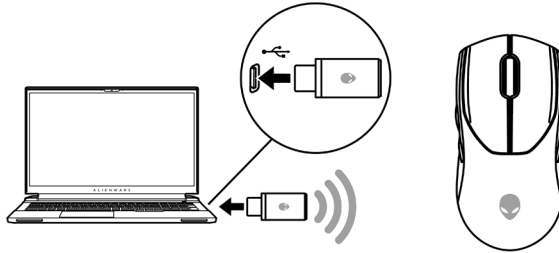
## Wireless mode (2.4GHz)

*Laptop*

1. Slide the mode button to "2.4G".

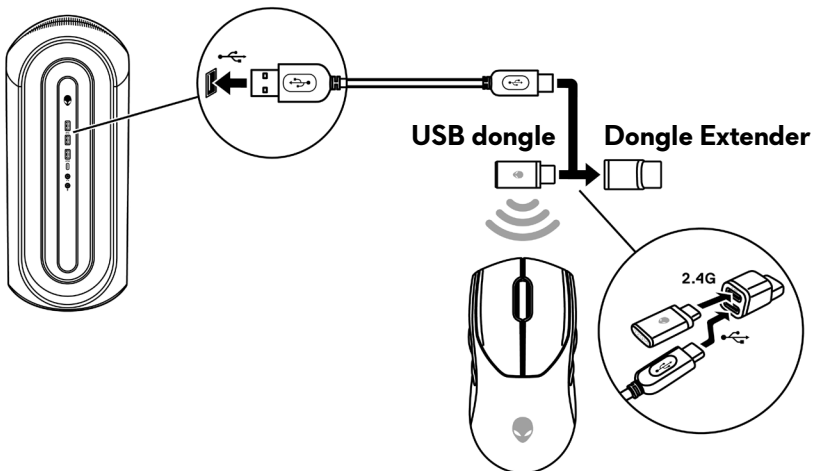


2. Connect the USB wireless dongle to a USB port on your laptop.



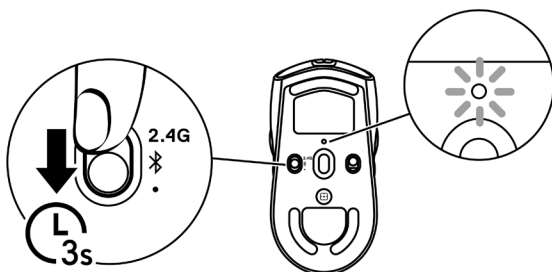
### *Desktop*

1. Slide the mode button to "2.4G".
2. Connect the USB-C end of the USB charging cable to the bottom port of the dongle extender. Insert the USB wireless dongle to the top port of the dongle extender.
3. Connect the other end of the USB charging cable to an available port on your computer.



## Wireless mode (Bluetooth)

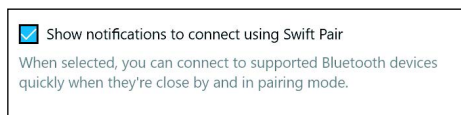
1. Slide the mode button down to “” then continue to slide the button down and hold it for three seconds. The DPI LED will blink indicating your wireless mouse is in pairing mode.



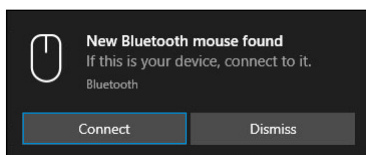
2. Pair your wireless mouse with your Bluetooth-enabled computer.

### Swift Pair:

- a. In Windows Search, type **Bluetooth**.
- b. Click **Bluetooth and other devices settings**. The **Settings** window appears.
- c. Ensure that the “Show notifications to connect using Swift Pair” box is checked.
- d. Ensure that the Bluetooth is turned on.

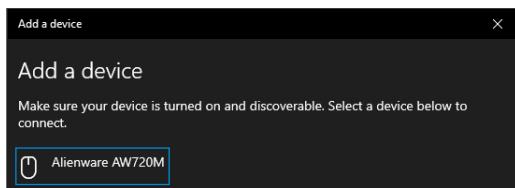


- e. Place your wireless mouse near your computer. The **New Bluetooth mouse found** window appears.
- f. Click **Connect** and confirm the pairing process on both wireless mouse and your computer.



## Add Device:

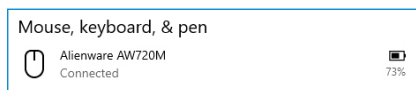
- In Windows Search, type **Bluetooth**.
- Click **Bluetooth and other devices settings**. The **Settings** window appears.
- Ensure that the Bluetooth is turned on.
- Click **Add Bluetooth or other device > Bluetooth**.
- From the list of available devices, click **Alienware AW720M**.



 **NOTE: If Mouse AW720M is not listed, ensure that the pairing mode is enabled on the wireless mouse.**

- Confirm that both the wireless mouse and the device are paired.

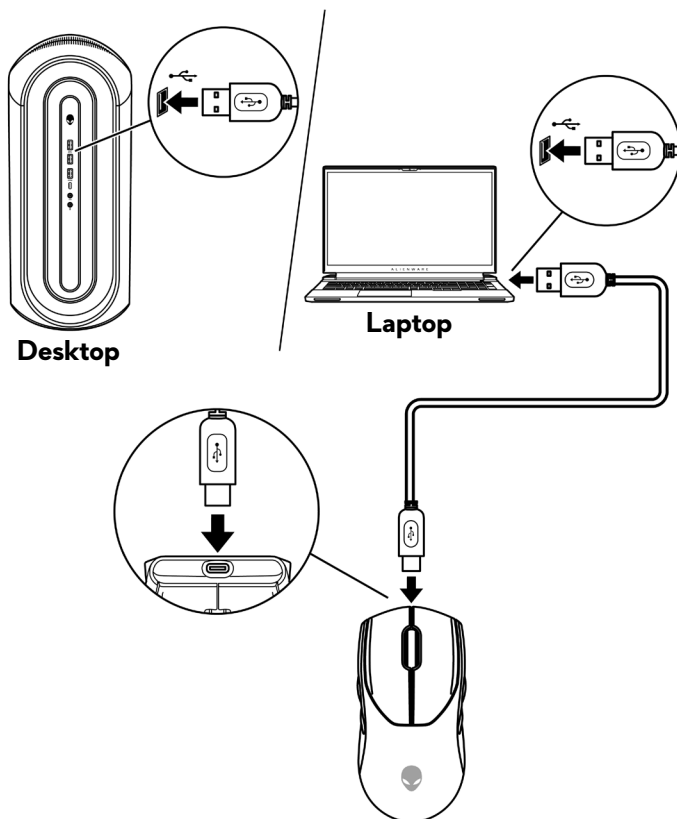
After the wireless mouse and a device are paired, they connect automatically when Bluetooth is enabled and they are within Bluetooth range.



## Wired mode

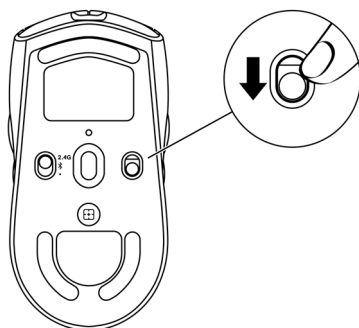
 **NOTE: The battery starts charging automatically in wired mode.**

1. Connect the USB-C end of the USB charging cable to the USB-C port on the mouse.
2. Connect the other end of the USB charging cable to an available USB port on your desktop or laptop.



## Turning on the mouse

Slide the power button down to switch on the mouse.

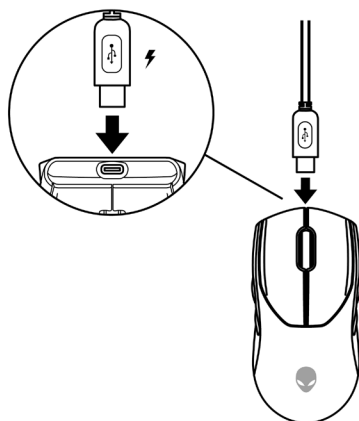


## Charging the battery

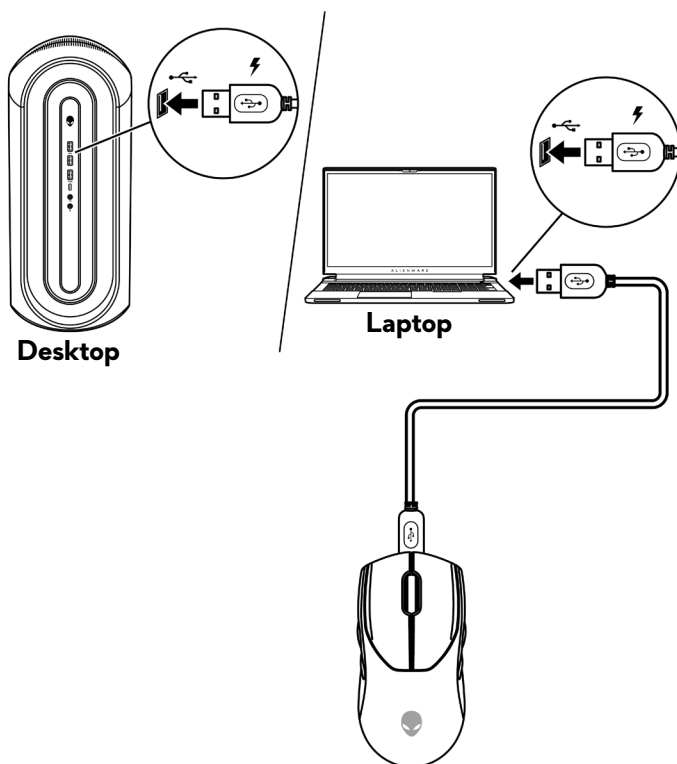
European Union (EU) has a common charger requirement for wireless products that have embedded rechargeable battery. For more information about the EU charging power requirements, see [Charging power requirement](#).

### Wired mode

1. Connect the USB-C end of the USB charging cable to the USB-C port on the mouse.



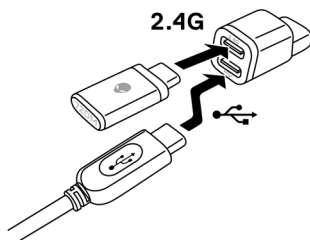
2. Connect the other end of the USB charging cable to an available USB port on your desktop or laptop.



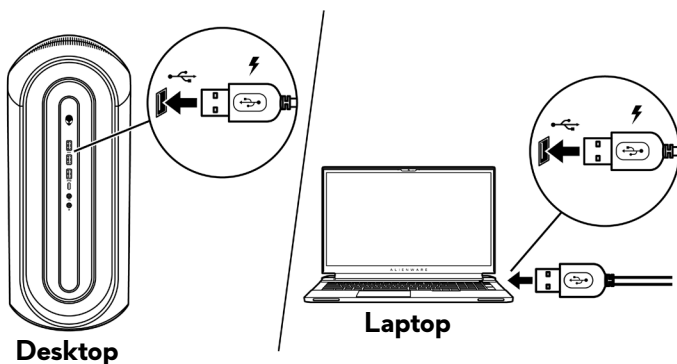
3. When the battery is fully charged, the battery indicator blinks in green for 2 seconds and then stays static green for 10 seconds. After 12 seconds, it reverts to the user default lighting.

## Wireless mode

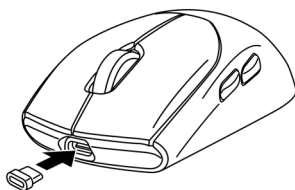
1. Connect the USB-C end of the USB charging cable to the bottom port of the dongle extender. Insert the USB wireless dongle to the top port of the dongle extender.



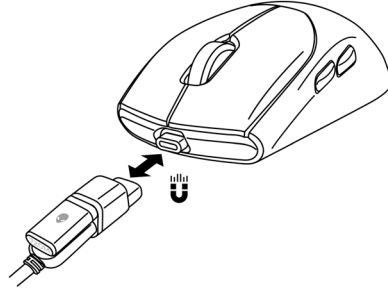
2. Connect the other end of the USB charging cable to an available USB port on your desktop or laptop.



3. Connect the USB-C magnetic dongle to the USB-C port of the mouse.

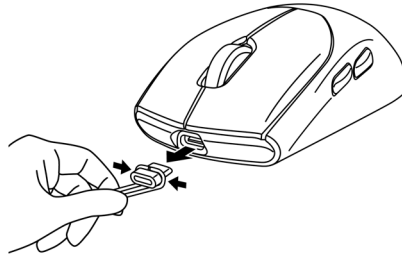


4. Snap the magnetic end of the USB-C magnetic dongle to the magnetic port of the dongle extender.



5. When the battery is fully charged, the battery indicator blinks in green for 2 seconds and then stays static green for 10 seconds. After 12 seconds, it reverts to the user default lighting.

**NOTE:** Use the clip to remove the USB-C magnetic dongle from the mouse.



### Battery indicator colors

- Low power: Amber pulsing (🟡)
- Charging: Morphing between amber and green (🟡🟢) for 12 seconds. After 12 seconds, it reverts to the user default lighting.
- Fully charged: Blinks in green for 2 seconds and then stays static green (🟢) for 10 seconds. After 12 seconds, it reverts to the user default lighting.

# Alienware Command Center (AWCC)

## Installing AWCC through Windows Update

1. Navigate to the program folder to ensure that the AWCC installation is complete.
2. Upon connecting to computer, you should be prompted with a message to inform you that AWCC installation has been initiated.
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

There are two versions of AWCC: 5.X and 6.X. AWCC 6.X is available for Alienware computers launched from the year of 2023 onward and third-party systems while AWCC 5.X is for all other computers.

1. Download AWCC 6.1 and later versions of the application by following the steps below:
  - a. Visit [www.dell.com/support/drivers](http://www.dell.com/support/drivers).
  - b. Type "AW720M" in **Identify your product or search support text box** then clicks on **Search** button.
  - c. Select Windows 11 under the Operating System.
  - d. Download the appropriate software type for your computer.

### NOTE:

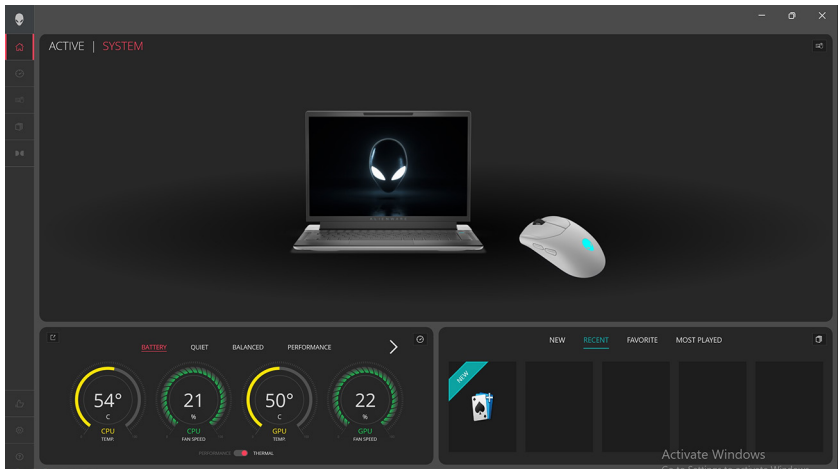
- If you have a non-Alienware or a non-Dell computer:  
**Click on the Download button of the application Alienware Command Center Application – Full Installer.**
- If your system already has AWCC pre-installed and you want to re-install the software:  
**Click on the Download button of the application Alienware Command Center Application.**

2. Navigate 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.
4. You will see the **Alienware Command Center** under the Program Files after the application is installed successfully.
5. Launch **Alienware Command Center** to start the application from the Start menu in the Operating System.

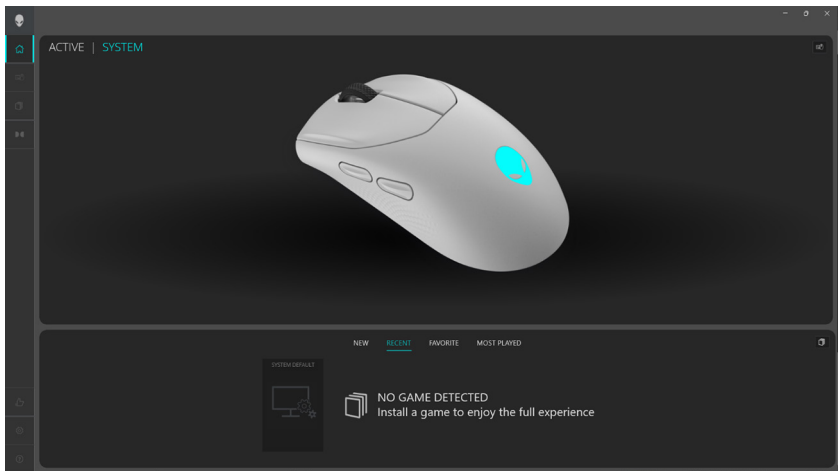
# Using Alienware Command Center 6.1 and Later

Alienware Command Center is an application to configure supported Dell Gaming devices.

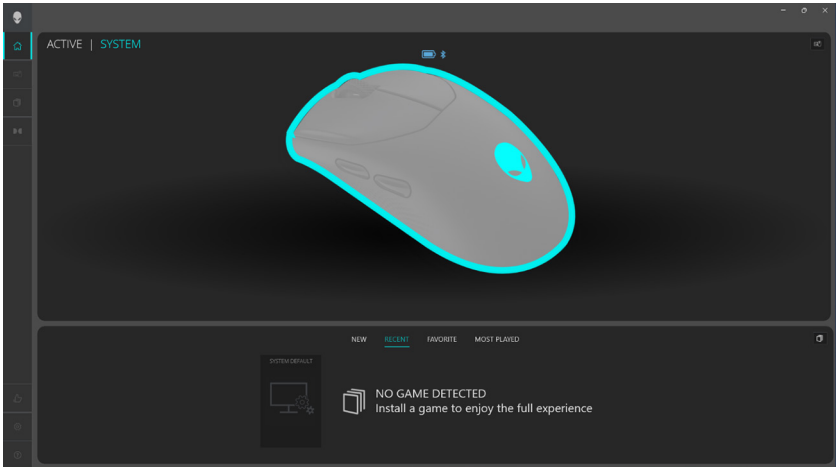
## Dashboard screen:



## Dashboard screen on non-Alienware and non-Dell computers:



**Dashboard screen on non-Alienware and non-Dell computers (Bluetooth mode):**

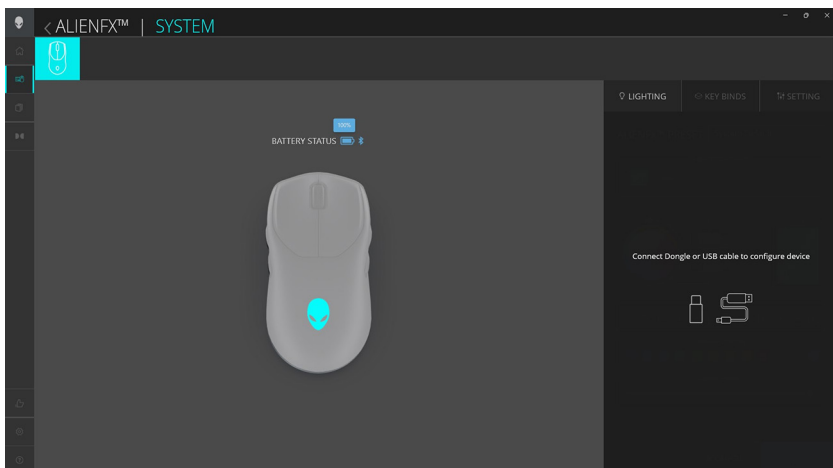


# Key Features

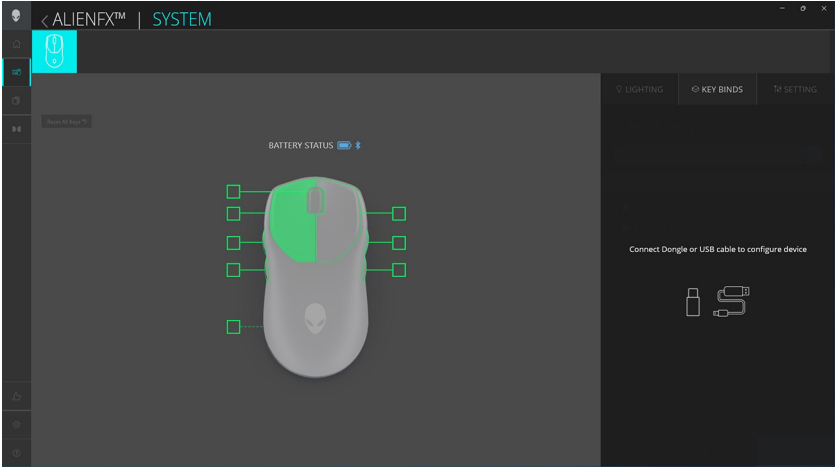
## Bluetooth Mode Connection

1. Click on the Alienware Tri-Mode Wireless Gaming Mouse image in the **DASHBOARD** to go to **ALIENFX**.
2. Under **ALIENFX PRESET** in **SYSTEM**, you can see the following tabs, but it cannot be configured using Bluetooth mode:
  - a. LIGHTING
  - b. KEY BINDS
  - c. SETTING
3. **Battery level indicator** – the battery level and the battery level indicator icon are shown above the mouse image. The indicator is shown in blue or green color when the battery level is Normal. The indicator will turn yellow color when the battery level is low and red color when battery level is critically low.
4. **Charging indicator** – the battery level indicator will be overlaid with a lightning symbol during battery charging.
5. **Bluetooth Icon:** Indicates that Alienware Tri-Mode Wireless Gaming Mouse connected in Bluetooth mode.

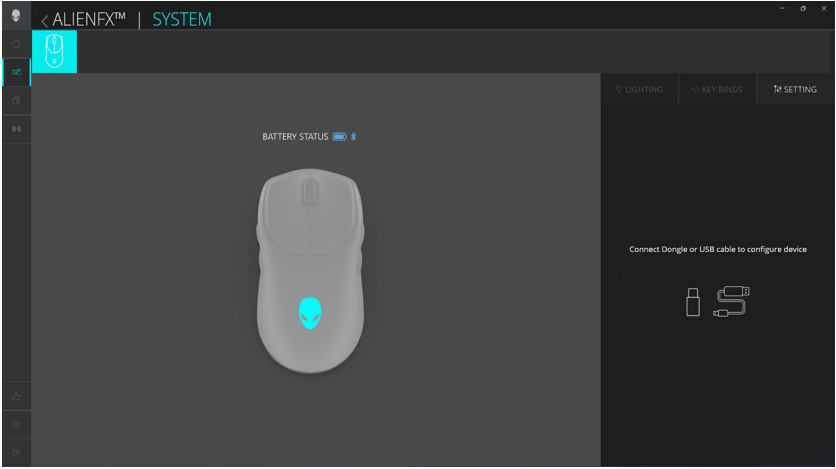
## LIGHTING:



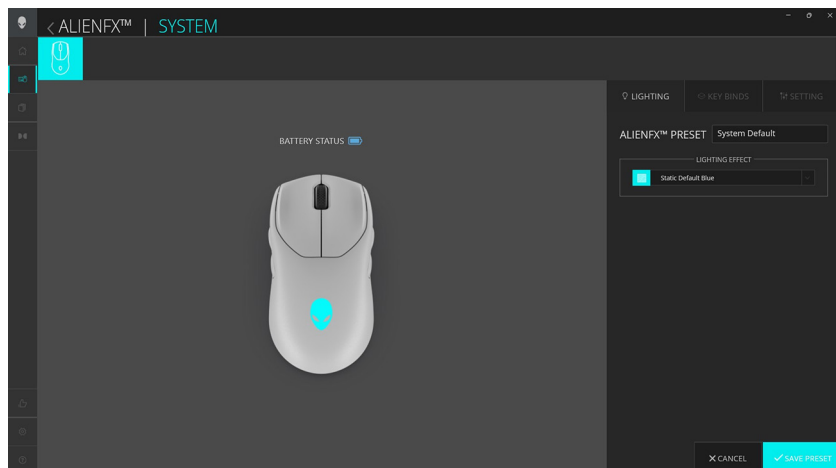
**KEY BINDS:**



**SETTING:**



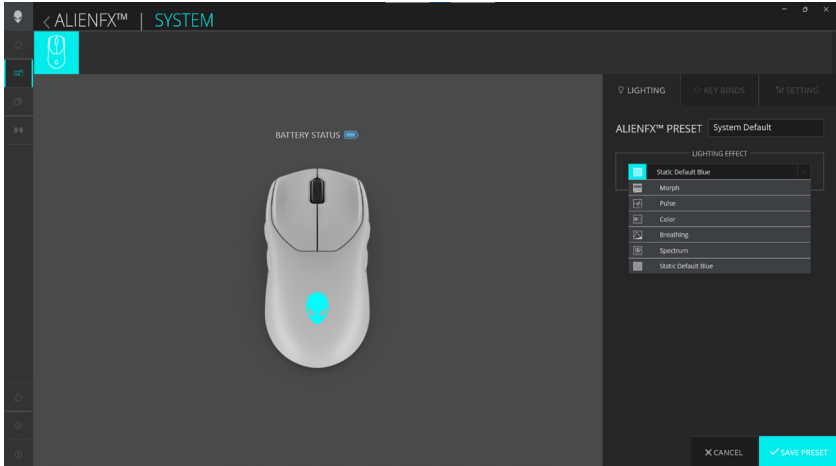
## Wired / RF Mode Connection



1. Click on the Alienware Tri-Mode Wireless Gaming Mouse image in the **DASHBOARD** to go to **ALIENFX**.
2. Under **ALIENFX PRESET** in **SYSTEM**, you may perform the following functions:
  - a. **LIGHTING**: Configure Lighting of the mouse.
  - b. **KEY BINDS**: Re-assign the function of the buttons and scroll wheel.
  - c. **SETTING**: Configure the device settings.
3. **Battery level indicator** – the battery level and the battery level indicator icon are shown above the mouse image. The indicator is shown in blue or green color when the battery level is Normal. The indicator will turn yellow color when the battery level is low and red color when battery level is critically low.
4. **Charging indicator** – the battery level indicator will be overlaid with a lightning symbol during battery charging.
5. **Button Remapping** – 1-to-1 key replacement to facilitate the user's quick and easy assignment of keybinding. Also includes ability to click directly on the Mouse Button to create macro.

# Setting up Lighting and Animation

Alienware Tri-Mode Wireless Gaming Mouse (AW720M) allows the user to change the Lighting effect of the through AWCC and store it in the device.

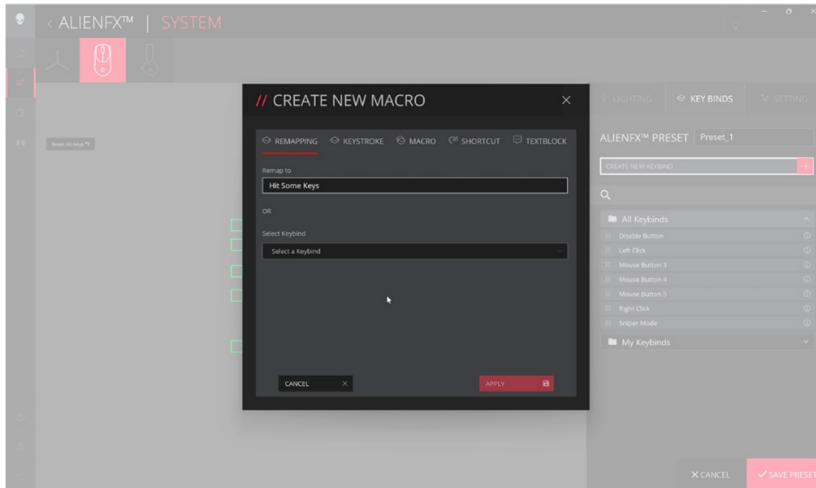


1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **LIGHTING** from the Top Right menu bar.
3. From the menu of supported animations, select one of the following: **Morph, Pulse, Color, Breathing, Spectrum, Static Default Blue**
4. For Morph, Pulse, Color and Breathing animations, define the color of the mouse animation and tempo by:
  - a. Choosing color(s) using the color wheel bubble or enter the RGB value of the desired color or select from the **PRESET COLORS**.
  - b. Adjust the brightness with the slider.
  - c. Adjust the tempo of the animation effect with the slider.
5. For Spectrum animation, adjust the tempo of the animation effect with the slider.

# Assign and Create Key Bind

Key bind is a feature for the user to re-assign the original function of the buttons, the scroll wheel and the DPI button to another function.

## Key Bind Creation:

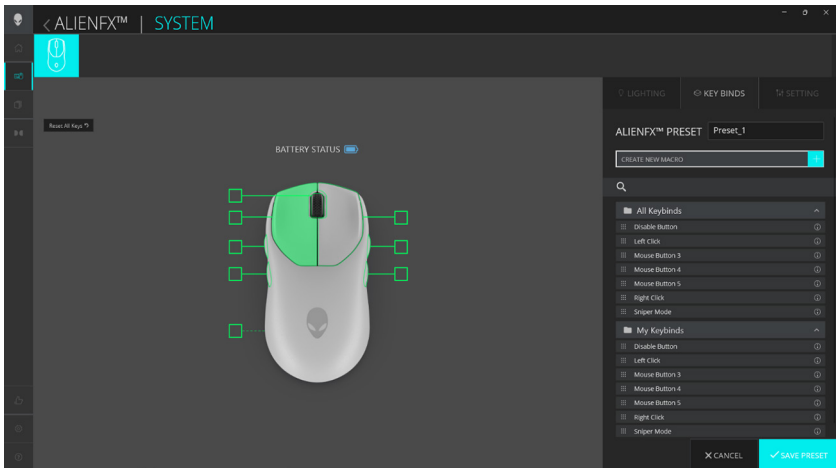


1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **KEY BINDS** from the Top Right menu bar.
3. Click on the **CREATE NEW MACRO** or **Select any Button** to create a new keybind of the following types and map the keybind to a button or the scroll wheel:
  - a. **REMAPPING** – Button Remapping can be done by selecting any key on the mouse in AWCC. Remapping cannot be done by using Create new Macro Option.
  - b. **KEYSTROKE** – select a key stroke by pressing a key on the keyboard.
  - c. **MACRO** – record a series of key strokes.

 **NOTE: KEYSTROKE and MACRO key binds can repeat the key stroke once, repeat by toggling the key stroke, repeat the keystroke while button or scroll wheel is pressed or to repeat the key stroke for several times.**

- d. **SHORTCUT** – launch a program file, launch a folder, a computer or an internet address.
  - e. **TEXTBLOCK** – record a block of text.
4. User may click on the **RESET ALL KEYS** button to clear all the keybind assignment.

## Key Bind Assignment:



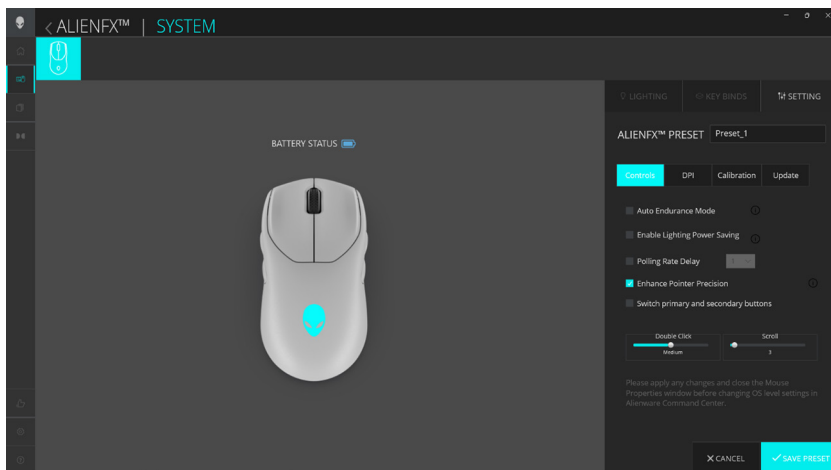
1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **KEY BINDS** from the Top Right menu bar.
3. Drag an existing Keybind from the **ALL KEYBINDS** or **MY KEYBINDS** folder and drop it on any of the 6 buttons or the scroll wheel. There are a number of predefined keybinds that cannot be customized:
  - a. **Disable Button** – disable the function of the button or scroll wheel.
  - b. **Left Click** – Left button click function.
  - c. **Right Click** – Right button click function.
  - d. **Sniper Mode** – Reduce the DPI to the lowest level to improve tracking accuracy.
  - e. **Mouse Button 3** – Custom macro to be assigned to mouse button 3 (front button on left side of mouse)
  - f. **Mouse Button 4** – Custom macro to be assigned to mouse button 4 (rear button on left side of mouse)

- g. **Mouse Button 5** – Custom macro to be assigned to mouse button 5  
(front button on right side of mouse)
- h. **Mouse Button 6** – Custom macro to be assigned to mouse button 6  
(rear button on right side of mouse)

# Configuring Device Settings

User may configure the device settings in AWCC.

## Device Settings:

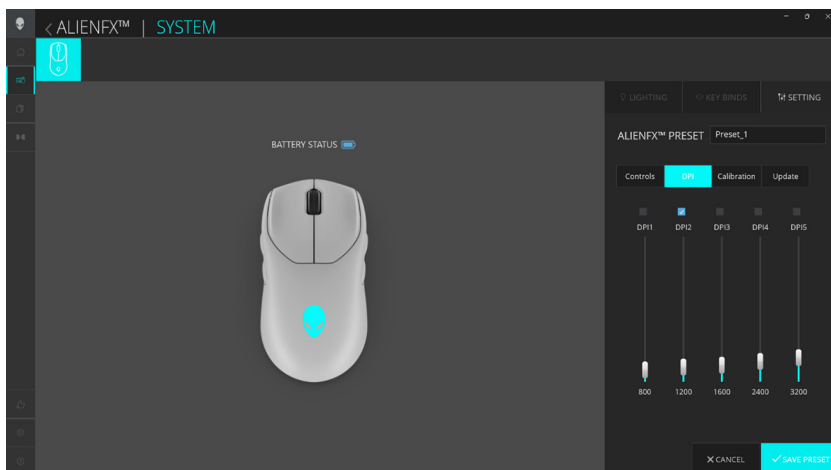


1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **SETTING** from the Top Right menu bar then **Controls**.
3. On the **SETTING** tab, the following settings can be configured by the user:
  - a. **Auto Endurance Mode** – check the option box to enable auto endurance mode for battery power saving when the battery is 10% and less.
  - b. **Enable Lighting Power Saving** – check the option box to switch OFF the Alien Head LED after a period of inactivity.
  - c. **Polling Rate Delay** – check the option box to select one of the polling rates of the mouse from the dropdown list (1 or highest rate; 4 for lowest rate). Default is level 1 when option box is unchecked.
  - d. **Enhance Pointer Precision** – check the option box to enhance the mouse pointer precision.
  - e. **Switch primary and secondary buttons** – check the option box to swap the left button function to the right button function and vice versa.

- f. **Double Click** – move the slider to adjust the double click duration from Slow to Fast.
- g. **Scroll** – move the slider to adjust the number of lines to scroll on every notch of the scroll wheel from 1 to 100.

# Configuring DPI Level

Alienware Tri-Mode Wireless Gaming Mouse (AW720M) mouse can be configured and preset with 5 different accuracy levels in the Dots Per Inch (DPI) unit.



1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **SETTING** from the Top Right menu bar then **DPI**.
3. You will see five different DPI stages and their respective DPI levels.
4. Select the current DPI stage by pressing the DPI Up/Down button on the mouse.
5. Change the DPI level of any DPI stage from 0 to 26,000 (except for DP1 where the range is from 100 to 26,000) by pulling the slider Up or Down. Setting the level by sliding the DPI level to 0 disables the DPI stage (DP1 cannot be disabled).

The default DPI levels of each DPI stage are as follows:

Stage 1: 800

Stage 2: 1200 (default)

Stage 3: 1600

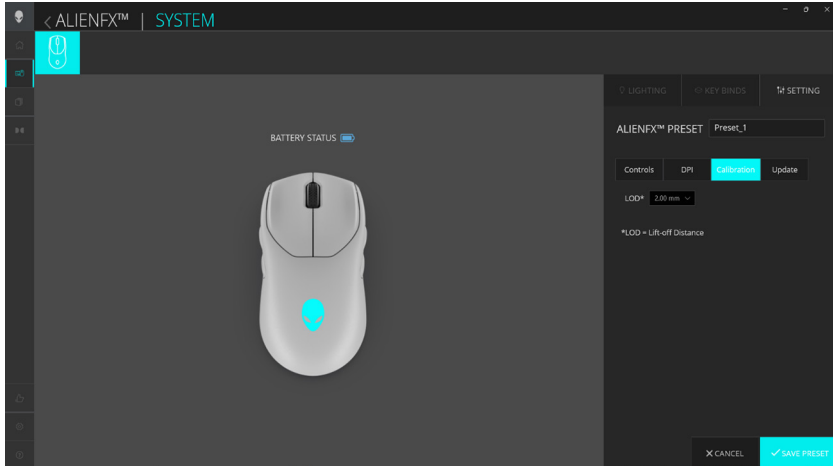
Stage 4: 2400

Stage 5: 3200

# Calibration of Lift-Off Distance (LOD)

Alienware Tri-Mode Wireless Gaming Mouse(AW720M) mouse allows the user to calibrate the Lift-Off Distance (LOD), where the mouse will be able to track when it is lifted from the tracking surface at or below the LOD setting.

## LOD Calibration:

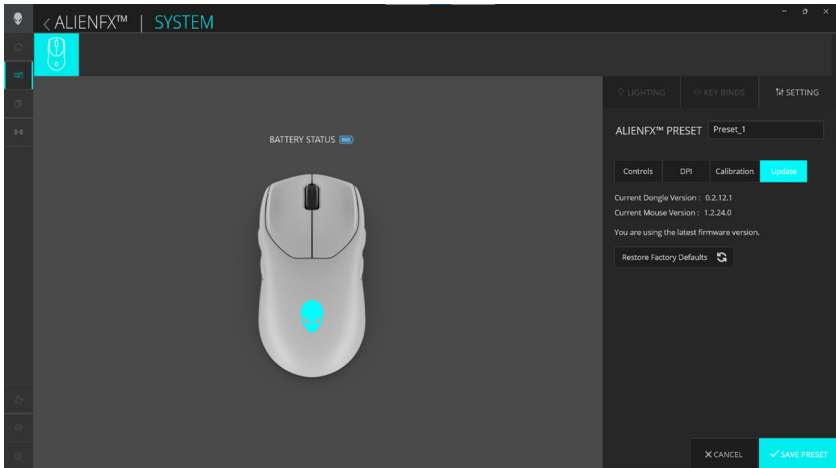


1. Click the **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **SETTING** from the Top Right menu bar then **Calibration**.
3. Click on the **LOD\*** drop down list to select either 1.0 mm or 2.0 mm of the LOD. The default is 1.0 mm.

# Update Firmware and Restore Factory Defaults

You may update the firmware of the dongle and the mouse when a new version is available. In addition, you may also reset the mouse setting to its factory default on a single click.

## Update firmware and restore factory defaults:



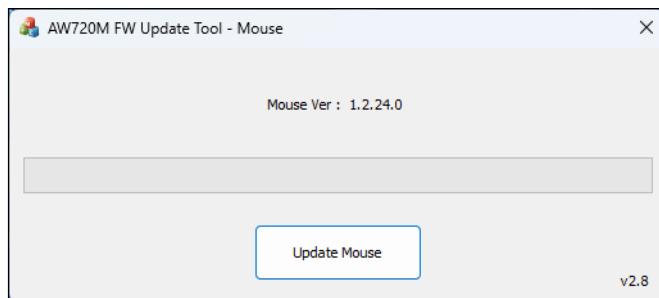
1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **SETTING** from the Top Right menu bar then **Update**.
3. View the firmware version and check if any new firmware is available. You must connect the dongle to the USB port and the mouse with the USB cable to upgrade your device firmware by following the steps on the screen when it is available.
4. Click **Restore Factory Defaults** button to reset the device to the manufacturing state.

 **NOTE: Reset Factory Defaults feature will reset all the mouse settings and configurations to the factory defaults then AWCC will apply the existing Lighting and Macro settings to the mouse when it is connected to the system.**

# Firmware Update

You may want to update or downgrade the firmware of your Alienware Tri-Mode Wireless Gaming Mouse without using AWCC. There is no limit to the number of times you may upgrade or downgrade the firmware.

## Firmware Update Tool:



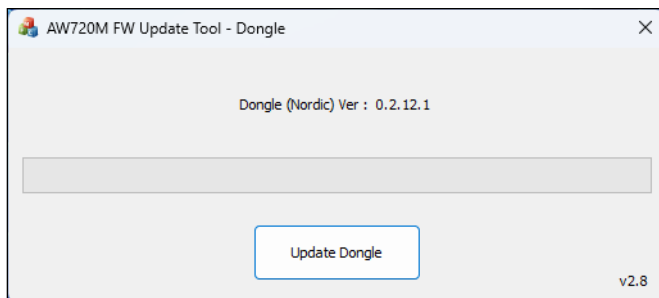
1. Visit [www.dell.com/support/drivers](http://www.dell.com/support/drivers).
2. Type "AW720M" in **Identify your product or search support** text box then click on **Search** button.
3. Click on the **Download** button of the application Firmware Update for both Alienware Wireless Mouse – AW720M and Alienware Wireless Dongle – AW720M.
4. Navigate to the folder where you saved the setup files.
5. Double-click the **Firmware Update** file and follow the on-screen instructions to update the firmware of your mouse and dongle.

 **NOTE: To ensure you are using latest Firmware version, you are recommended to update both mouse and dongle.**

# USB Dongle Pairing

You may want to pair or re-pair a USB dongle with your Alienware Tri-Mode Wireless Gaming mouse. There is no limit to the number of pair or re-pair that you may perform.

## USB Dongle Pairing Tool:



1. Visit [www.dell.com/support/drivers](http://www.dell.com/support/drivers).
2. Type "AW720M" in **Identify your product or search support** text box then click on **Search** button.
3. Click on the **Download** button of the application Firmware Update for Alienware Wireless Mouse – AW720M.
4. Navigate to the folder where you saved the setup files.
5. Double-click the **Pairing Wizard** file and follow the on-screen instructions to pair or re-pair your dongle with your Alienware Tri-Mode Wireless Gaming Mouse.

 **NOTE: You will not be allowed to Start Pair until you have connected both the dongle to a USB port and the Alienware Tri-Mode Wireless Gaming Mouse(AW720M) by the cable to another USB port.**

# Specifications

## General

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Model number       | AW720M                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Connection type    | Tri-mode Wireless (2.4GHz, Bluetooth 5.1 and wired)                                                                                                                                                                                                                                                                                                                                                                                        |
| System requirement | <ul style="list-style-type: none"><li>▪ Windows 7, 32/64 bit (without Alienware support feature)</li><li>▪ Windows 8, 32/64 bit (without Alienware support feature)</li><li>▪ Windows 8.1, 32/64 bit (without Alienware support feature)</li><li>▪ Windows 10 RS3 and above, 32/64 bit (with Alienware support feature)</li><li>▪ Windows 11 (with Alienware support feature)</li><li>▪ OS X (without Alienware support feature)</li></ul> |

## Electrical

|                             |                                                                                                    |
|-----------------------------|----------------------------------------------------------------------------------------------------|
| Operating voltage           | 5 V                                                                                                |
| Battery type                | Polymer Li-ion Rechargeable Battery<br>500 mAh                                                     |
| Battery life (with LED off) | <ul style="list-style-type: none"><li>▪ RF mode: 140 hours</li><li>▪ BLE mode: 420 hours</li></ul> |

## Physical characteristics

|             |                                       |
|-------------|---------------------------------------|
| Weight      | Under 90 g (Under 0.1984 lb)          |
| Dimensions: |                                       |
| Length      | 125 +/- 0.5 mm (4.921 +/- 0.020 in.)  |
| Width       | 62 +/- 0.5 mm (2.441 +/- 0.020 in.)   |
| Height      | 37.5 +/- 0.5 mm (1.476 +/- 0.020 in.) |

## Environmental

Temperature:

Operating

0°C to 40°C (32°F to 104°F)

Storage

-40°C to 65°C (-40°F to 149°F)

Storage humidity

95% maximum relative humidity;  
non-condensing

## Wireless

RF transmission

Supports 2.4GHz and BT5.1 LE

Operation distance

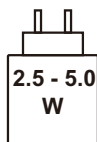
Up to 10-meter

## Charging power requirement

 **NOTE:** The information in this section is applicable only to the European Union (EU) countries.

### Charging power requirement:

The power delivered by the charger must be between minimum 2.5 W required by the radio equipment, and maximum 5 W in order to achieve the maximum charging speed.



### Изискване за мощност на зареждане:

Мощността, осигурявана от зарядното устройство, трябва да е между минимум 2.5 W, изисквана от радиооборудването, и максимум 5 W, за да се постигне максимална скорост на зареждане.

### Požadavek na nabíjecí výkon:

Aby bylo dosaženo maximální rychlosti nabíjení, musí být výkon dodávaný nabíječkou mezi minimem 2.5 W požadovaným rádiovým zařízením a maximem 5 W.

**Strømkraft til opladning:**

Den effekt, der leveres af opladeren, skal være mellem de minimale 2.5 W, der kræves af radioudstyret, og maksimaleffekten på 5 W for at opnå den maksimale opladningshastighed.

**Charging power requirement:**

The power delivered by the charger must be between minimum 2.5 W required by the radio equipment, and maximum 5 W in order to achieve the maximum charging speed.

**Laadimisvõimsuse nõue:**

maksimaalse laadimiskiiruse saavutamiseks peab laadija tarnitav võimsus jääma raadioseadmete nõutava minimaalse võimsuse 2.5 W ja maksimaalse võimsuse 5 W vahele.

**Lataustehovaatimus:**

Laturin tuottaman tehon on oltava radiolaitteen vaatiman minimin 2.5 W ja maksimin 5 W välillä maksimilatausnopeuden saavuttamiseksi.

**Puissance requise pour le chargement:**

L'alimentation fournie par le chargeur doit être comprise entre la puissance minimale requise par l'équipement radio (2.5 W) et la puissance maximale autorisée (5 W) afin d'atteindre la vitesse maximale de chargement.

**Ladeanforderungen:**

Die vom Ladegerät bereitgestellte Leistung muss zwischen mindestens 2.5 W für die Funkgeräte und maximal 5 W liegen, um die maximale Ladegeschwindigkeit zu erreichen.

**Απαίτηση ισχύος φόρτισης:**

Η ισχύς που παρέχει ο φορτιστής πρέπει να κυμαίνεται μεταξύ των ελάχιστων 2.5 W που απαιτούνται από τον ραδιοεξοπλισμού και των μέγιστων 5 W, προκειμένου να επιτευχθεί η μέγιστη ταχύτητα φόρτισης.

**Töltési teljesítményigény:**

A maximális töltési sebesség eléréséhez a töltő által leadott teljesítménynek a rádióberendezés által megkövetelt minimális 2.5 W és a maximális 5 W között kell lennie.

**Requisiti di alimentazione per la ricarica:**

L'alimentazione fornita dal caricabatterie deve essere compresa tra i 2.5 W minimi richiesti dall'apparecchiatura radio e i 5 W massimi, al fine di raggiungere la velocità di ricarica massima.

**Uzlādes jaudas prasība:**

Lādētāja nodrošinātajai jaudai jābūt no min. 2.5 W, kas nepieciešama radio aprīkojumam, un maks. 5 W, lai sasniegtu maksimālo uzlādes ātrumu.

**Īkrovimo galios reikalavimai:**

Kad būtu pasiektas didžiausias įkrovimo greitis, įkroviklio galia pagal radijo įrangos reikalavimus turi būti ne mažesnė kaip 2.5 W ir ne didesnė kaip 5 W.

**Rekwižit dwar il-potenza tal-iċċarġjar:**

Il-potenza pprovduta miċ-ċarġer trid tkun bejn il-minimu ta' 2.5 W meħtieġ mit-tagħmir tar-radju tiegħek, u l-massimu ta' 5 W biex tinkiseb il-veloċità massima tal-iċċarġjar.

**Vereiste opplaadstroom:**

De stroom die door de oplader wordt geleverd, moet tussen minimaal 2.5 W, vereist door de radioapparatuur, en maximaal 5 W zijn om de maximale oplaadsnelheid te bereiken.

**Wymaganie dotyczące zasilania:**

Zasilanie dostarczane przez ładowarkę musi znajdować się w zakresie od wartości minimalnej 2.5 W wymaganej przez urządzenie radiowe po wartość maksymalną 5 W zapewniającą ładowanie z maksymalną szybkością.

**Requisito de potência de carregamento:**

A potência fornecida pelo carregador deve situar-se entre o mínimo de 2.5 W exigido pelo equipamento de rádio e o máximo de 5 W, a fim de atingir a velocidade máxima de carregamento.

**Cerință de alimentare pentru încărcare:**

Alimentarea furnizată de încărcător trebuie să fie între minimum 2.5 W, valoare impusă de echipamentul radio, și maximum 5 W pentru a obține viteza maximă de încărcare.

**Požiadavky na napájanie:**

Na dosiahnutie maximálnej rýchlosti nabíjania musí byť výkon dodávaný nabíjačkou medzi minimom 2.5 W požadovaným rádiovým zariadením a maximom 5 W.

**Zahteve glede moči napajanja:**

Za najhitrejše polnjenje mora napajalnik dovajati moč med najmanj 2.5 W (kar zahteva radijska oprema) in največ 5 W.

**Requisito de carga:**

La potencia suministrada a través del cargador debe de ser de entre 2.5 W y 5 W para obtener la velocidad de carga máxima en equipos de radio.

**Strömförsörjningskrav för laddning:**

Den ström som levereras av laddaren måste vara mellan minst 2.5 W och högst 5 W enligt radioutrustningens krav för att uppnå maximal laddningshastighet.

**Требования к мощности для зарядки:**

Зарядное устройство должно подавать мощность в диапазоне от 2.5 Вт, согласно минимальному требованию для радиооборудования, до 5 Вт для достижения максимальной скорости зарядки.

# Troubleshooting

| Problems                 | Possible solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mouse is not functioning | Turn ON the power switch on the bottom of the mouse and try again.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Mouse is not functioning | <ol style="list-style-type: none"><li>1. In wireless mode, ensure that the battery has sufficient battery power.</li><li>2. Slide the power button to turn off the mouse and then turn on again.</li><li>3. In wired mode, connect the USB charging cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li><li>4. In 2.4GHz wireless mode, connect the USB wireless dongle to another USB port or connect the USB wireless dongle and USB charging cable to the dongle extender. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li><li>5. Restart the computer.</li></ol> |

| <b>Problems</b>                                                                                              | <b>Possible solutions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mouse lights do not turn on                                                                                  | <ol style="list-style-type: none"> <li>1. Press any button to wake the mouse from sleep mode.</li> <li>2. In wireless mode, ensure that the battery has sufficient battery power.</li> <li>3. In wired mode, connect the USB charging cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li> <li>4. In 2.4GHz wireless mode, connect the USB wireless dongle to another USB port or connect the USB wireless dongle and USB charging cable to the dongle extender. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li> <li>5. Restart the computer.</li> </ol> |
| Mouse is not running based on the configuration selected in the Alienware Command Center (AWCC) application. | <ol style="list-style-type: none"> <li>1. Ensure that the Alienware Command Center (AWCC) application is installed on your computer.</li> <li>2. Open the Alienware Command Center (AWCC) application and ensure that the selected configuration is set up and saved.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## Problems

Resolving cursor issues

## Possible solutions

1. In wired mode, connect the USB charging cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
2. In 2.4GHz wireless mode, connect the USB wireless dongle to another USB port or connect the USB wireless dongle and USB charging cable to the dongle extender. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
3. Ensure that the sensor is not obstructed or dirty.
4. Glass or very smooth glossy surfaces are not suitable for the mouse sensor to capture movement. Using a dark colored fabric mouse pad can improve the tracking.
5. Save any data, close any open program(s), and then restart the laptop/desktop. When you do not have another mouse or touchscreen, hold the power button down for at least 15 seconds to turn the laptop/desktop off. All unsaved data will be lost.

## Problems

## Possible solutions

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Resolving mouse button issues

1. Ensure that there is nothing preventing the mouse buttons from moving. Most mouse buttons make a clicking noise when pressed down.
  2. In wired mode, connect the USB charging cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
  3. In wireless mode, connect the USB wireless dongle to another USB port or connect the USB wireless dongle and USB charging cable to the dongle extender. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
  4. Save any data, close any open program(s), and then restart the laptop/desktop. When you do not have another mouse or touchscreen, hold the power button down for at least 15 seconds to turn the laptop/desktop off. All unsaved data will be lost.
-

## Problems

## Possible solutions

Troubleshooting a slow moving cursor

1. Ensure that the sensor is not obstructed or dirty.
2. Glass or very smooth glossy surfaces are not suitable for the mouse sensor to capture movement. Using a dark colored fabric mouse pad can improve the tracking.
3. Change the mouse settings to adjust the pointer speed.  
Click on the tab that matches the Operating System (OS) installed on your laptop/desktop and perform the steps within that section to change the settings.
  - In the **Search** box, type `main.cpl`.
  - Click or tap `main.cpl` in the list of programs.
  - Click or tap the **Pointer Options** tab.
  - Move the slider under **Select a Pointer Speed** to adjust the cursor speed to the desired level.
  - Click or tap **OK**.

Troubleshooting cursor lagging

Cursor lagging might be due to wireless interference on the USB wireless dongle. Use the dongle extender to connect the USB dongle to the laptop/desktop.

Troubleshooting lift off distance (LOD) surface calibration issues

The LOD surface calibration depends on the surface characteristics.  
Using a dark colored fabric mouse pad might improve LOD calibration.

# Statutory Information

## Warranty

### Limited warranty and return policies

Dell-branded products carry a two-year limited hardware warranty. If purchased together with Dell system, 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/terms>, selecting your country from the list at the bottom of the "home" page and then clicking 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>, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link or the "support" link for the warranty terms.