

# Alienware Wired Gaming Mouse AW320M

## User Guide

Mouse Model: AW320M  
Regulatory Model: AW320M

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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2024 – 08

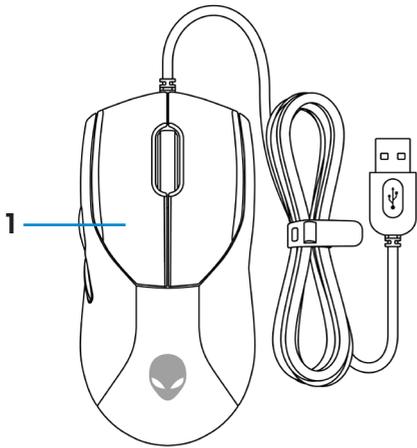
Rev. A01

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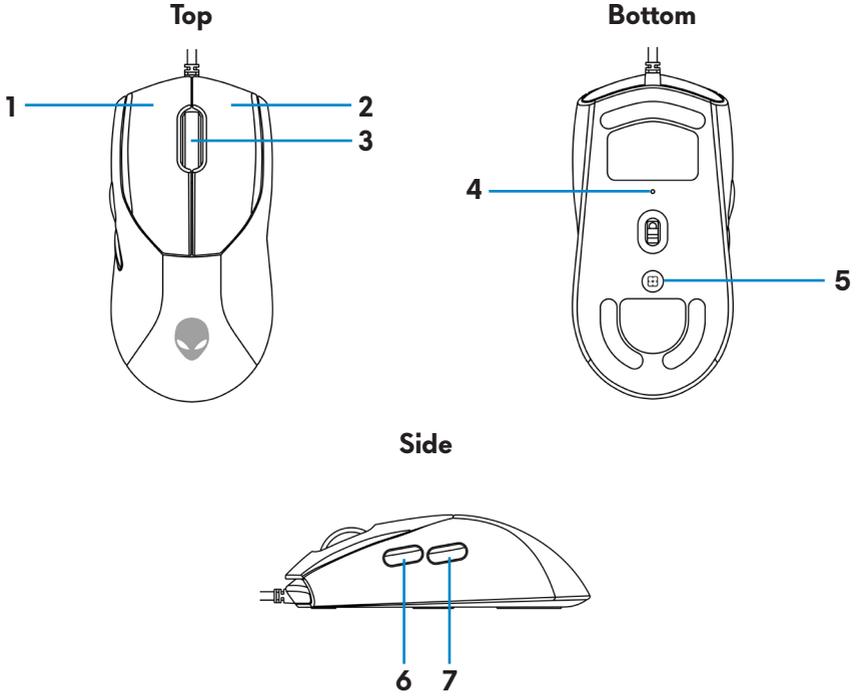
# What's in the box



1. Mouse

2. Documents

# Features



1. Left button

2. Right button

3. Scroll wheel

4. DPI indicator

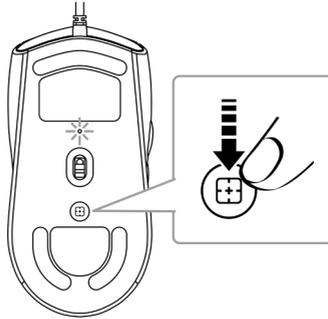
5. DPI button

6. Forward button

7. Backward button

## Adjustable 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:

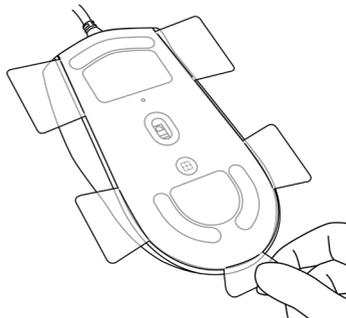
- 800: Blue (●)
- 1200: Green (●) (default)
- 1600: Yellow (●)
- 2400: Purple (●)
- 3200: Red (●)

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

## Setting up your gaming mouse

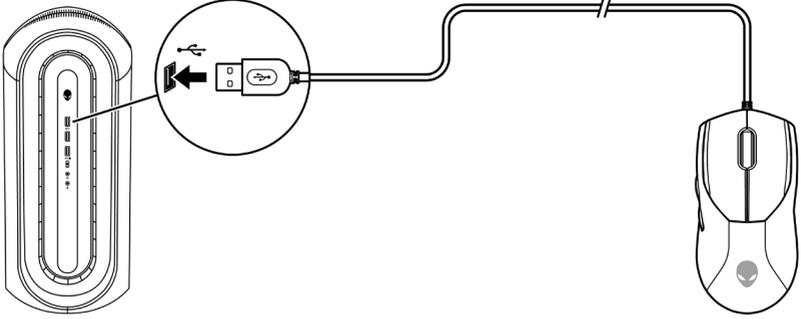
### Connecting the mouse

1. Remove the protective sheet at the bottom of the mouse.

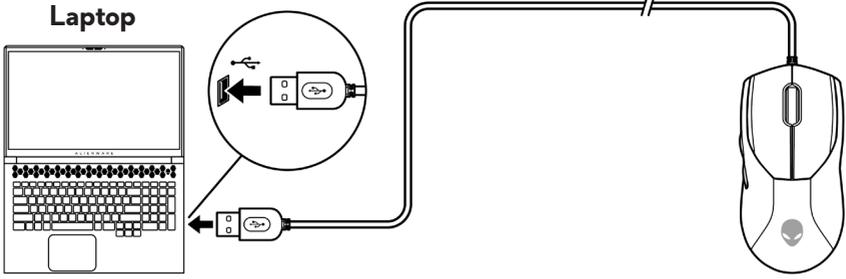


2. Connect the mouse cable to the USB port on your desktop or laptop.

**Desktop**



**Laptop**



# Alienware Command Center (AWCC)

Alienware Command Center (AWCC) application provides a single interface to customize and enhance the gaming experience. This application enables you to perform the following functions:

In the **FX** menu, you can access the following features:

- Change lighting color and animation in the **Lighting** tab.
- Assign program Keystroke, Macro, shortcuts and text block to device programmable buttons or keys in the **Macros** tab.
- Remapping can be done directly by selecting programmable button in AWCC which facilitate the user's quick and easy assignment of keybinding and ability to create macro directly by selecting the programmable button in AWCC.

In the **Settings** tab, you can access the following settings:

- Change mouse button click and scroll bar responses in the **Settings** tile.
- Swap mouse button in the **Settings** tile.
- Change DPI levels in the **DPI Settings** tile.
- Select **Lift-Off Distance** in the **Calibration** tile.
- View firmware version and upgrade the device firmware to the latest version in the **Update** tile.
- Reset the device settings to factory default.

 **NOTE: For more information, see the Alienware Command Center (AWCC) application Online Help.**

## Installing AWCC through Windows Update

1. Connect your Alienware peripheral to your computer through the USB port. The AWCC application is downloaded and installed automatically. AWCC installation may take up to 10 minutes to complete.
2. Navigate to the program folder to ensure that the AWCC installation is complete.
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. Download the latest version of the following applications from **[www.dell.com/support/drivers](http://www.dell.com/support/drivers)**.
  - Alienware Command Center
  - Alienware Gaming Peripheral driver
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.

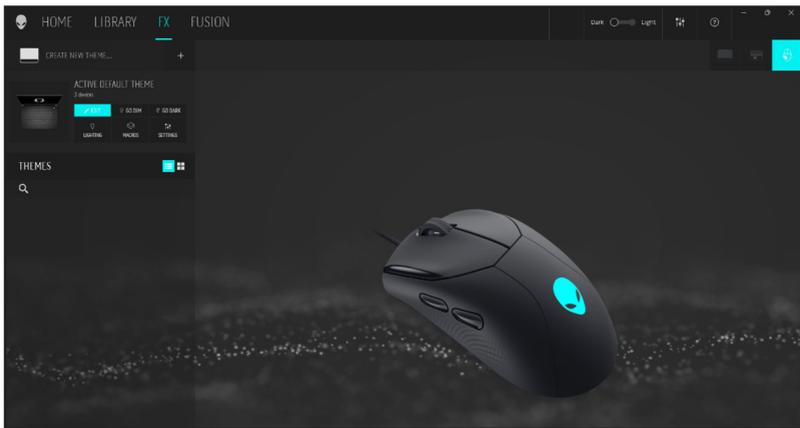
 **NOTE: You can customize the mouse features and lighting effects by using the Alienware Command Center (AWCC) application.**

## Using Alienware Command Center 5.5

In the Alienware Command Center application you can configure supported Dell Gaming devices.

### Key features

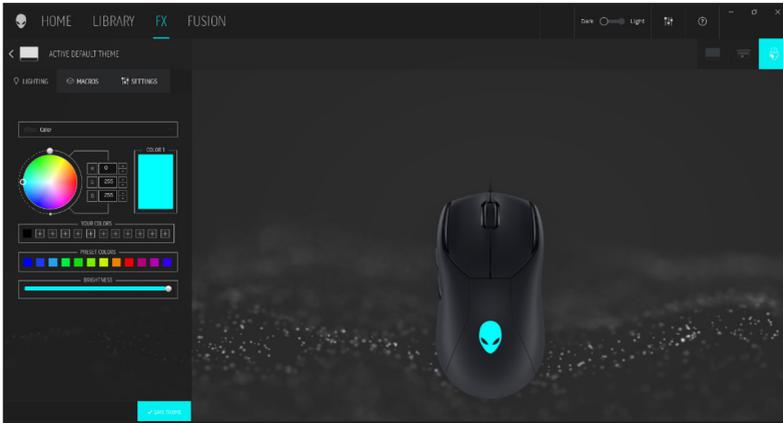
1. Click the **HOME** tab from the menu.
2. In the **ACTIVE DEFAULT THEME** or **CUSTOM THEME** sections, modify the following features:
  - a. **GO DARK** — Switch OFF the device LED.
  - b. **BROWSE THEMES** — Browse for more themes and select a new theme.
  - c. **GO DIM** — Reduce the brightness of the device LED by 50%.
  - d. **ACTIVE DEFAULT THEME** — View the current theme. Click the  icon to modify the theme.



1. Click the **FX** tab from the menu.
2. In the **ACTIVE DEFAULT THEME** or **CUSTOM THEME** sections, modify the following features:
  - a. **LIGHTING** — Change the color or enable and disable lighting of the device.
  - b. **MACROS** — Re-assign the function of the buttons and scroll wheel.
  - c. **SETTINGS** — Configure the device settings.

## Setting up lighting and animation

You can change the color and animation of the device lighting in AWCC.

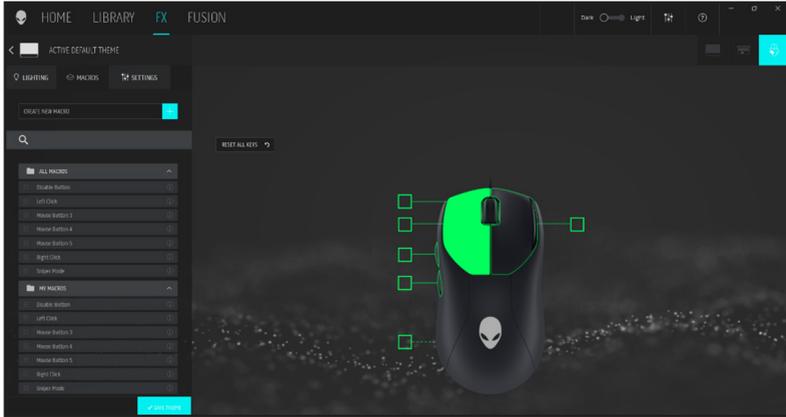


1. Click the **FX** tab from the menu and select the **LIGHTING** tab.
2. From the menu of the supported animations, select one of the following: **Static Default Blue**, **Morph**, **Pulse**, **Color**, **Breathing**, and **Spectrum**.
3. For Morph, Pulse, Color and Breathing animations, define the color of the keyboard 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.
4. For Spectrum animation, adjust the tempo of the animation effect with the slider.

# Assign and create macro

Macro enables to re-assign the original function of the buttons and scroll wheel to another function.

## Macro assignment



1. Click the **FX** tab from the menu.
2. In the **ACTIVE DEFAULT THEME** section, select **MACROS**.
3. Drag an existing macro either in **ALL MACROS** or **MY MACROS** folder and drop it on any of the 6 buttons or the scroll wheel. There are several predefined macros that can be created by the user or customize:
  - a. **Disable Button** — Disable the function of the button or scroll wheel.
  - b. **Left Click** — Left button click function.
  - c. **Mouse Button 3** — Custom macro to be assigned to mouse button 3.
  - d. **Mouse Button 4** — Custom macro to be assigned to mouse button 4.
  - e. **Mouse Button 5** — Custom macro to be assigned to mouse button 5.
  - f. **Right Click** — Right button click function.
  - g. **Sniper Mode** — Reduce the DPI to the lowest level to improve tracking accuracy.

## Macro creation

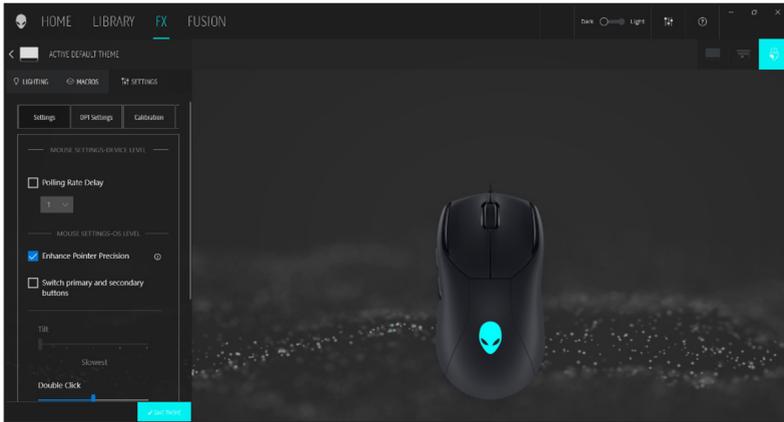


1. Click the **FX** tab from the menu.
2. In the **ACTIVE DEFAULT THEME** section, select **MACROS**.
3. Click **CREATE NEW MACRO** to create a new macro of the following types and map the macro to a button or the scroll wheel:
  - a. **KEYSTROKE** — Select a key stroke by pressing a key on the keyboard.
  - b. **MACRO** — Record a series of key strokes.  
 **NOTE: KEYSTROKE and MACRO macros allow you to repeat a keystroke repeatedly, by either pressing a button or scroll wheel, or by toggling the keystroke.**
  - c. **SHORTCUT** — Launch a program file, launch a folder, a computer or an internet address.
  - d. **TEXTBLOCK** — Record a block of text.
4. Click the **RESET ALL KEYS** button to clear all the macro assignments.

# Configuring device settings

Configure the device settings in AWCC.

## Device settings

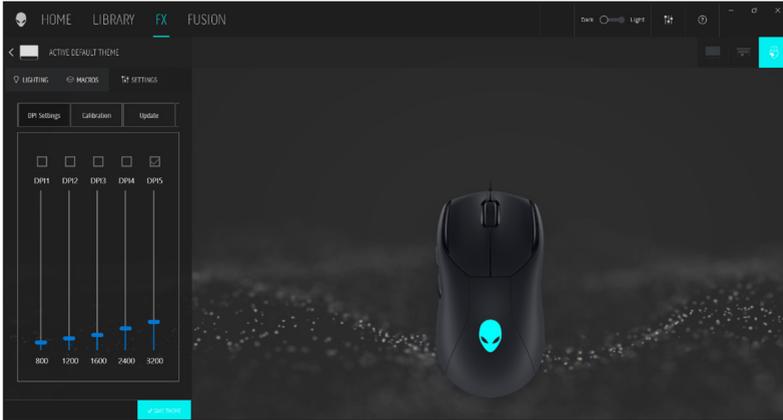


1. Click the **FX** tab from the menu.
2. Click the **SETTINGS** tab. On the **SETTINGS** tab, click **Settings** and choose **AW320M** mouse.
3. Configure the following settings:
  - a. Polling Rate Delay** — Check the option box to select one of the polling rates of the mouse from the drop-down list (1 or highest rate; 4 for lowest rate). Default is level 1 when option box is unchecked.
  - b. Enhance Pointer Precision** — Check the option box to enhance the mouse pointer precision.
  - c. Switch primary and secondary buttons** — Check the option box to swap the left button function to the right button function and vice versa.
  - d. Double Click** — Move the slider to adjust the double-click duration from Slow to Fast.
  - e. Scroll** — Move the slider to adjust the number of lines to scroll on every notch of the scroll wheel from 1 to 100.

## Configuring the DPI level

AW320M has five different DPI stages that can be configured to any level from 1 to 26,000. Any DPI stage can be disabled by setting the level to 0.

### DPI settings

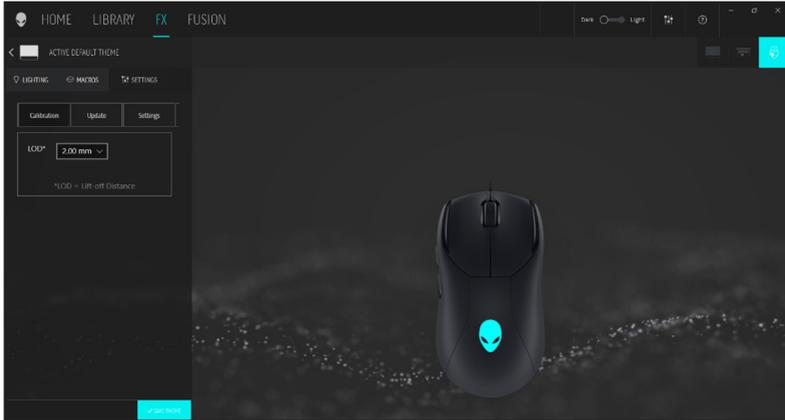


1. Click the **FX** tab from the menu.
2. Click the **SETTINGS** tab. On the **SETTINGS** tab, click **Settings** and choose **AW320M** mouse.
3. Select the **DPI Settings** to view the five different DPI stages and their respective DPI levels.
4. Select the current DPI stage either by clicking on the option box on top of the DPI number (DPI1 to DPI5) in AWCC or press the DPI Up/Down button on the mouse.
5. Change the DPI level of any DPI stage from 1 to 26,000 by pulling the slider Up or Down. Setting the level by sliding the DPI level to 0 disables the DPI stage.

## Calibration of lift-off distance (LOD)

You can calibrate the LOD of the AW320M mouse to allow the mouse to track the height at which its sensor stops tracking the surface it's on.

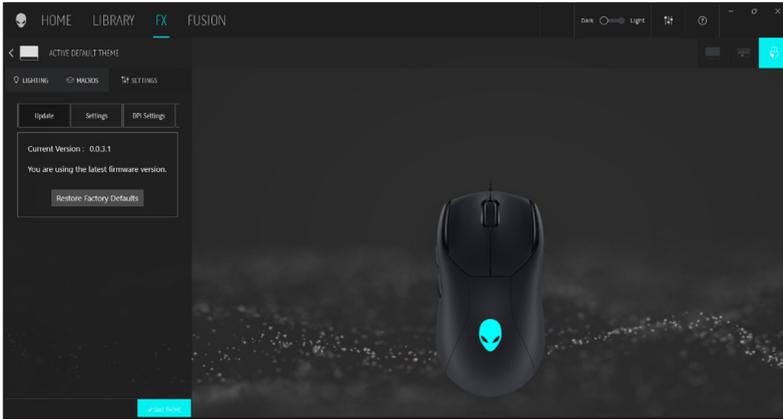
### LOD calibration



1. Click the **FX** tab from the menu.
2. Click the **SETTINGS** tab. On the **SETTINGS** tab, click **Settings** and choose **AW320M** mouse.
3. Click the **Calibration** tab.
4. Click the **LOD\*** drop-down list and select the height, either 1.0 mm or 2.0 mm.

## Update firmware and restore factory defaults

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



1. Click the **FX** tab from the menu.
2. Click the **SETTINGS** tab. On the **SETTINGS** tab, click **Settings** and choose **AW320M** mouse.
3. Click the **Update** tab to 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 the **Restore Factory Defaults** button to reset the device to the manufacturing state.

 **NOTE: Restore Factory Defaults feature will reset all the mouse settings and configurations to factory default settings. AWCC applies the existing lighting and macro settings to the mouse when it is connected to the system.**

## Updating the mouse firmware

 **NOTE: For best performance, update your mouse firmware to the latest version.**

### Updating the mouse firmware automatically through AWCC

1. Connect your mouse to your computer through the USB cable.
2. Launch AWCC software and click the **FX** tab.
3. Under **Settings**, select **Alienware AW320M Wired Gaming Mouse** from the **Edit Device Settings** drop-down list.
4. Click the **Settings** tab.
5. In the **Update** tab, click the **Update** button. Once the firmware update is complete, the "**Firmware updated successfully**" message is displayed.
6. Click **OK**.

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

### Updating the mouse firmware manually

1. Go to [www.dell.com/support](http://www.dell.com/support) and search for AW320M.
2. From the **Drivers & Downloads** tab, download **AW320M Mouse FW update tool**.
3. Connect your mouse to your computer through the USB cable.
4. Open the downloaded **AW320M Mouse FW update tool** file.
5. Click the **Start** button. Once firmware update is complete, the "**Completed**" message is displayed. Close the window.

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

# Specifications

## General

Model number	AW320M
Connection type	Wired USB 2.0
Microsoft windows WHQL	Windows 7/Windows 8/Windows 8.1/ Windows 10/Window 11
Operation system	Windows 7/Windows 8/Windows8.1/ Windows10/Windows 11/MAC OS X/ Steam OS

## Electrical

Operating voltage	5 V
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## Physical characteristics

Weight (without cable)	Under 80 g (Under 0.1763 lb)
Dimensions:	
Length	125 +/- 1.0 mm (4.921 +/- 0.039 in.)
Width	62.5 +/- 1.0 mm (2.460 +/- 0.039 in.)
Height	38.5 +/- 1.0 mm (1.515 +/- 0.039 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

# Troubleshooting

<b>Problems</b>	<b>Possible solutions</b>
Mouse is not functioning	<ol style="list-style-type: none"><li data-bbox="582 239 1049 430">1. Connect the mouse cable to another USB port on your computer. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li><li data-bbox="582 430 1049 478">2. Restart the computer.</li></ol>
Mouse lights do not turn on	<ol style="list-style-type: none"><li data-bbox="582 478 1049 558">1. Press any button to wake the mouse from sleep mode.</li><li data-bbox="582 558 1049 718">2. Connect the mouse cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li><li data-bbox="582 718 1049 766">3. 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 data-bbox="582 766 1049 893">1. Ensure that the Alienware Command Center (AWCC) application is installed on your computer.</li><li data-bbox="582 893 1049 1037">2. Open the Alienware Command Center (AWCC) application and ensure that the selected configuration is set up and saved.</li></ol>
Resolving cursor issues	<ol style="list-style-type: none"><li data-bbox="582 1037 1049 1197">1. Connect the mouse cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li><li data-bbox="582 1197 1049 1276">2. Ensure that the sensor is not obstructed or dirty.</li><li data-bbox="582 1276 1049 1455">3. 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.</li></ol>

## Problems

## Possible solutions

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Resolving cursor issues (continued)

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. Any unsaved data will be lost.

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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. Connect the mouse cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
3. 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. Any unsaved data will be lost.

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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.
-

**Problems**

**Possible solutions**

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Troubleshooting a slow moving cursor  
(continued)

- 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**.

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Troubleshooting lift off distance  
(LOD) surface calibration issues

The LOD surface calibration depends on the surface characteristics and does not work on all surfaces.

Using a dark colored fabric mouse pad improves LOD calibration.

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# 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.