




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

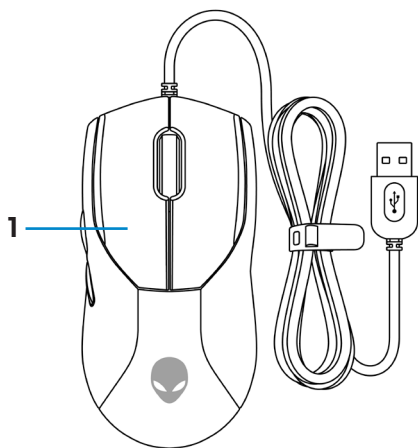
-  **NOTE:** A NOTE indicates important information that helps you make better use of your mouse.
-  **CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.
-  **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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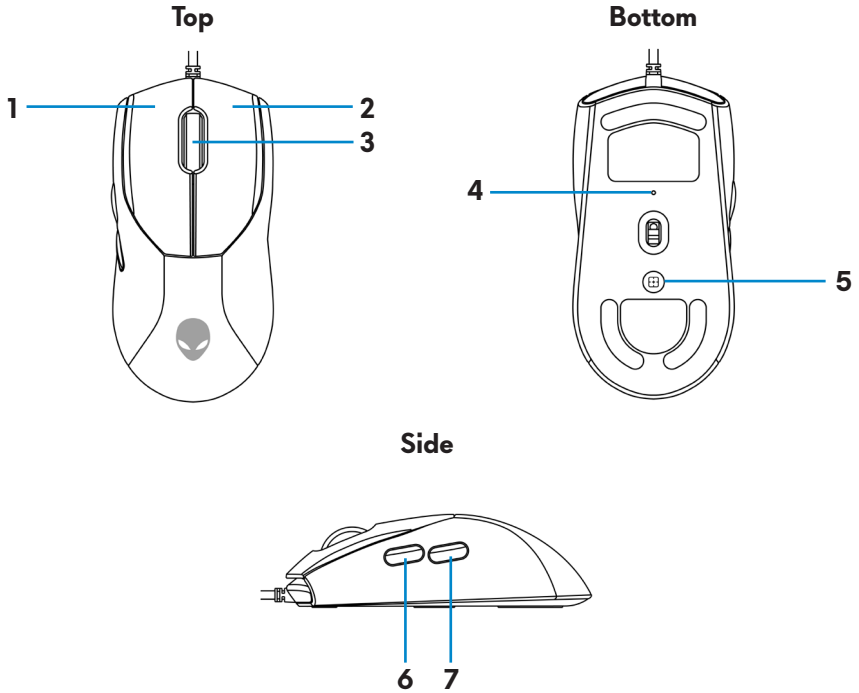
What's in the box



1. Mouse

2. Documents

Features



1. Left button

2. Right button

3. Scroll wheel

4. DPI indicator

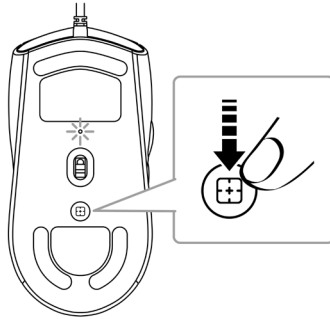
5. DPI button

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:

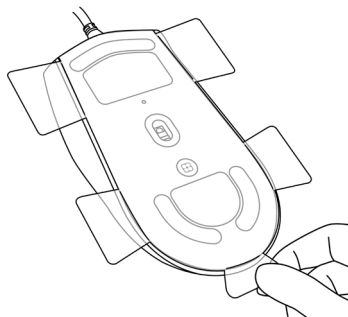
- 800: Blue (●)
- 1200: Green (●) (default)
- 1600: Yellow (●)
- 2400: Purple (●)
- 3200: Red (●)

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

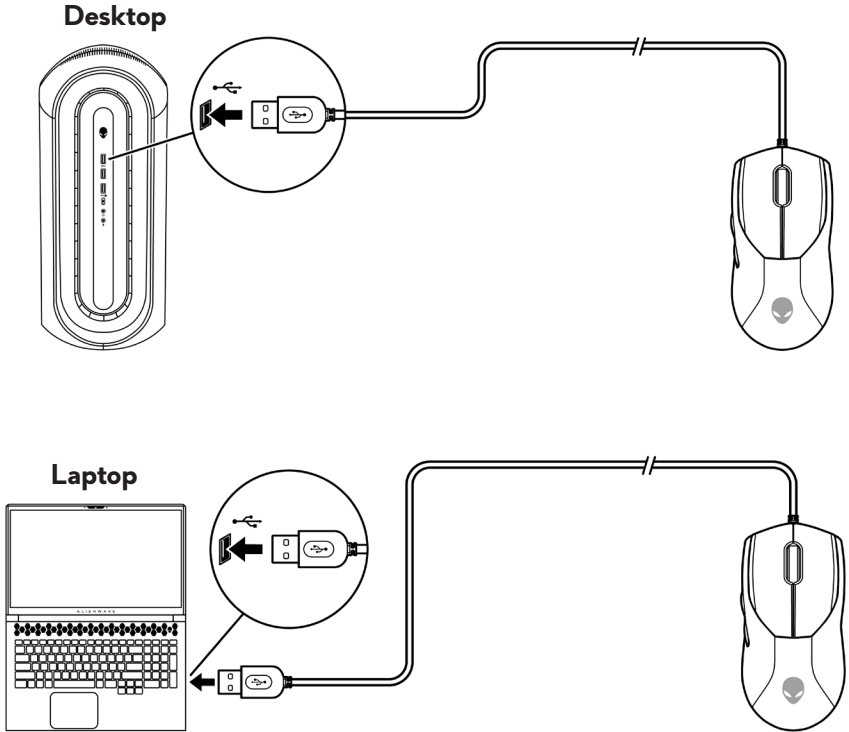
Setting up your gaming mouse

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.



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 shortcuts to device programmable buttons or keys in the **Macros** tab.

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.
 - 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.**

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 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

Problems	Possible solutions
Mouse is not functioning	<ol style="list-style-type: none"><li data-bbox="546 252 972 443">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 data-bbox="546 451 829 483">2. Restart the computer.
Mouse lights do not turn on	<ol style="list-style-type: none"><li data-bbox="546 499 994 563">1. Press any button to wake the mouse from sleep mode.<li data-bbox="546 571 994 730">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 data-bbox="546 738 829 770">3. Restart the computer.
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="546 786 966 906">1. Ensure that the Alienware Command Center (AWCC) application is installed on your computer.<li data-bbox="546 914 966 1042">2. Open the Alienware Command Center (AWCC) application and ensure that the selected configuration is set up and saved.
Resolving cursor issues	<ol style="list-style-type: none"><li data-bbox="546 1058 997 1217">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 data-bbox="546 1225 904 1289">2. Ensure that the sensor is not obstructed or dirty.<li data-bbox="546 1297 997 1453">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.

Problems

Possible solutions

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.

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.

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

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**.

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.

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.