ALIENWARE Mobile Connect 4.x for iOS User Guide

Contents

ALIENWARE Mobile Connect 4.x for iOS

Introduction

Alienware Mobile Connect enables you to connect your computer to an iPhone and create an integrated experience. You can work on the computer while you answer calls, send text messages, or interact with your notifications. The application uses the keyboard, mouse, touch screen, speakers, and microphone of your computer. The software consists of a computer application that is preinstalled on supported Alienware computers, and an iPhone app that you can download from the App Store. Alienware Mobile Connect uses an Internet connection to transfer files, share contact information, and establish a phone mirroring session. However, the application uses a Bluetooth connection to make and receive calls, send and receive text messages, control the iPhone while mirroring, and send notifications.

Alienware Mobile Connect consists of the following three software packages:

- Windows drivers – Preinstalled on your computer and are updated automatically.
- Windows application – Preinstalled on your computer and is updated automatically from the Microsoft Store.
- Mobile app – You must download and install the app on your iPhone from the App Store.

Alienware Mobile Connect Application Features

The key features of the Alienware Mobile Connect application are:

- Make and receive phone calls using the speakers and microphone on your computer.
- Send and receive text messages using the keyboard, mouse, and touch screen of your computer.
- Display notifications from your iPhone on the computer
- Access and display the contact list of your iPhone.
- Transfer photos and videos between your iPhone and computer.
- Mirror your iPhone to your computer and access the apps using the keyboard, mouse, and touch screen of your computer.

NOTE: Both your computer and your iPhone must have an Internet connection to use the Alienware Mobile Connect application.

Compatibility

Supported Computers

- Alienware desktops and laptops

Supported Windows Operating Systems

- Windows 10 Home October 2020 Update
- Windows 10 Pro October 2020 Update
- Windows 10 S October 2020 Update
- Windows 10 Home May 2020 Update
- Windows 10 Pro May 2020 Update
- Windows 10 S May 2020 Update
- Windows 10 Home November 2019 Update
- Windows 10 Pro November 2019 Update
- Windows 10 S November 2019 Update

Supported iOS Mobile Operating Systems

- iOS 14.x
- iOS 13.x

Setting up Alienware Mobile Connect

Launch the Alienware Mobile Connect Application on Your Computer

Alienware Mobile Connect application is configured to start automatically when you turn on your computer. If the Alienware Mobile Connect application is running in the background, click or tap the Alienware Mobile Connect icon on the system tray to restore the application.
If you do not see an icon for Alienware Mobile Connect on the system tray, the application is not running. You can launch the application from the Start menu. If you have an Alienware Mobile Connect desktop icon, you can also launch the application by double-clicking or tapping the icon.

Install Alienware Mobile Connect on Your Computer

Alienware Mobile Connect is preinstalled on supported Alienware computers. If you can successfully launch the Alienware Mobile Connect application, you can skip this task. This task is intended only for those users who need to reinstall the application.

Prerequisites

- Ensure that Windows 10 November 2019 Update (64-bit) or a later version is installed on your computer.
- Ensure that your computer has Bluetooth 4.0 (or later) connectivity.

Steps

1. Click or tap the Search icon at the lower-left corner of your computer screen.
2. In the search field, type Alienware Mobile Connect.

   The search results are displayed.

   NOTE: If you do not see the Alienware Mobile Connect application in the search list, go to step 4.

3. Click or tap the arrow next to Alienware Mobile Connect, and select Uninstall. The Alienware Mobile Connect application is successfully uninstalled.

4. In the search field, type Add or remove programs.

   The search results are displayed.

5. Click or tap Add or remove programs from the list.

   The Apps & features window is displayed.

6. In the search field under Apps & features, type Alienware Mobile Connect. The search results are displayed.

   NOTE: If you do not have any search results, go to step 8.

7. Click or tap Alienware Mobile Connect Drivers, and then click or tap the Uninstall button.

   Alienware Mobile Connect drivers are successfully uninstalled.

8. Click or tap Home at the upper-left corner of your screen to go to the home screen.

9. Go to Devices > Bluetooth & other devices.

   A list of saved Bluetooth devices is displayed.

10. Click or tap the name that represents your phone, and click or tap Remove device.

    You can skip this step if you do not see the name of your phone.

11. Restart your computer.

12. After you restart the computer, click or tap the Search icon at the lower-left corner of your computer screen.

13. In the search field, type Microsoft Store.

    The Microsoft Store window is displayed.

14. Click or tap the Search icon at the upper-right corner of the Microsoft Store window.

15. Type Alienware Mobile Connect, and press the Enter key on your keyboard.

16. Select Alienware Mobile Connect 4.x from the search results and click or tap Get.

    The Alienware Mobile Connect application is successfully downloaded and installed on your computer.

Install Alienware Mobile Connect on Your iPhone

Prerequisites
iOS 13 or later versions.

Steps

1. Go to App Store on your iPhone.

2. Search for Alienware Mobile Connect.

3. Tap GET, and then tap INSTALL.

   Depending on your personalized iPhone settings, you may be asked to enter your password.

Pair Alienware Mobile Connect with Your iPhone

This section helps you to pair the Alienware Mobile Connect application on your computer with the Alienware Mobile Connect app on your iPhone.

Prerequisites

- Ensure that both your iPhone and computer are connected to the Internet.
- Download and install the Alienware Mobile Connect app from the App Store.
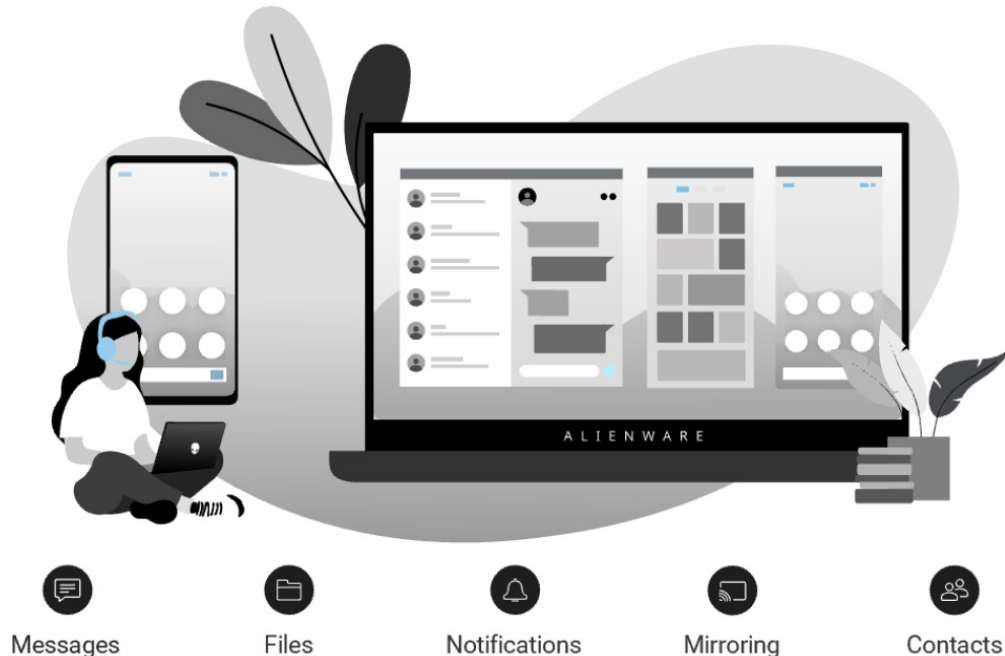
Steps

1. Open the Alienware Mobile Connect application on your computer.
   NOTE: For information about launching Alienware Mobile Connect, see Launch the Alienware Mobile Connect application on your computer.
   If you are opening the application for the first time, you are presented with a screen that contains hyperlinks for the Terms and Privacy Policy.
2. Click or tap GET STARTED.

The application launches, and the connection options are displayed. You can either scan the QR code that is displayed, using your iPhone or you can type the code manually.

Connect Your Phone to Your PC

1. Download and install the NEW Alienware Mobile Connect phone app.

2. Scan this QR Code with your Alienware Mobile Connect phone app.

3. Follow the instructions on your Alienware Mobile Connect phone app to connect the apps.

3. Open the Alienware Mobile Connect app on your iPhone.

   If you are opening the app for the first time, the highlighted app features along with the hyperlinks for Terms and Privacy Policy are displayed.

   NOTE: You can click or tap the Get the app here hyperlink to scan a QR code that redirects you to the app in the App Store.

4. Select the check box to accept the terms and conditions and tap CONNECT TO PC.
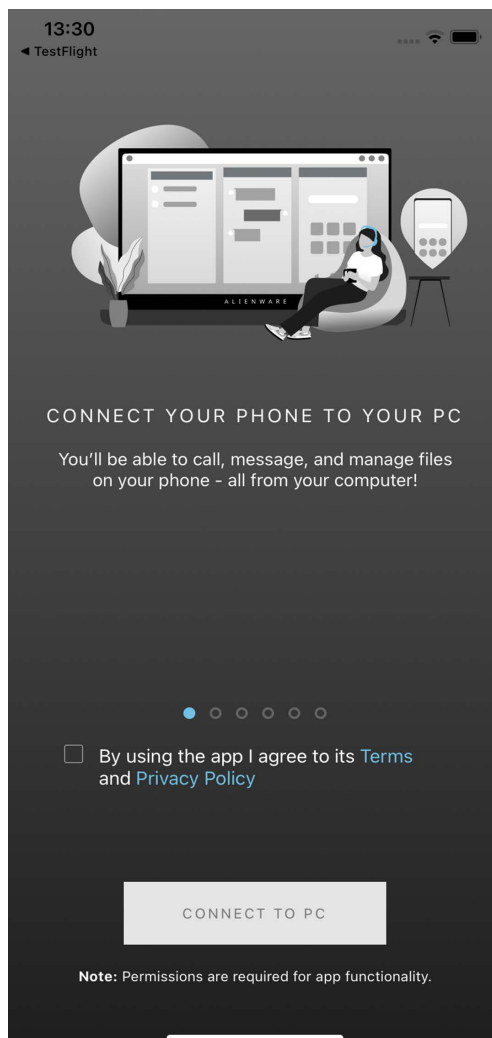
The CAMERA ACCESS tab is displayed.
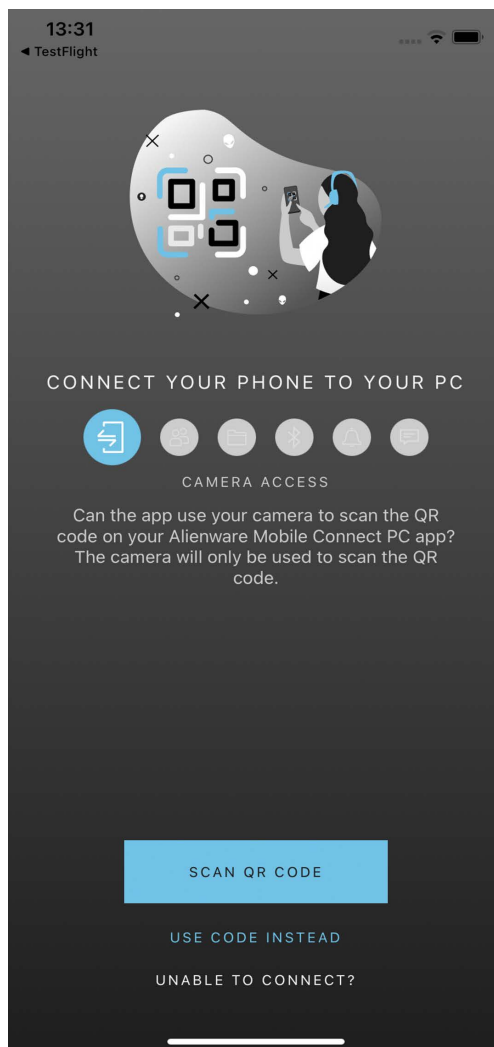
5. Use either the camera of your iPhone to scan the QR code or type in the code manually to pair your iPhone with the computer.

   - To scan the QR code using the camera of your iPhone, do the following:
     - Tap SCAN QR CODE on your iPhone.
     - Tap OK if a permission request to access the camera is displayed.
     - Scan the QR code that is displayed on your Alienware Mobile Connect computer application screen.
   - To enter the code manually, do the following:
     - Tap USE CODE INSTEAD on your iPhone.
     - A prompt is displayed on your iPhone to enter the code from your computer.
     - Click or tap USE CODE INSTEAD on your computer to get the code.
     - Enter the code on your iPhone, and tap CONNECT.
     - Click or tap CLOSE on your computer to return to the connection options window.
       A message is displayed on your iPhone, asking for your permission to connect to other devices on your network.

6. Tap OK on your iPhone.
   NOTE: When the connection is successful, you are presented with a series of permission requests on your iPhone from Alienware Mobile Connect. You do not have to approve the permissions now. Alienware Mobile Connect still works even if you skip one or more permission requests. However, the feature that is related to the skipped permission request is disabled until the permission is granted.
   A message is displayed on your iPhone, asking for your permission to access contacts.

7. Tap OK to view the permission request, and tap OK to grant permission.

A message is displayed, asking for your permission to access photos and videos on your iPhone.

8. Tap OK to view the permission request, and tap Allow Access to All Photos.

   A message is displayed, asking for your permission to access Bluetooth.

9. Tap OK to view the permission request, and tap OK to grant permission.

   A message with a pairing code is displayed on your iPhone and your computer.
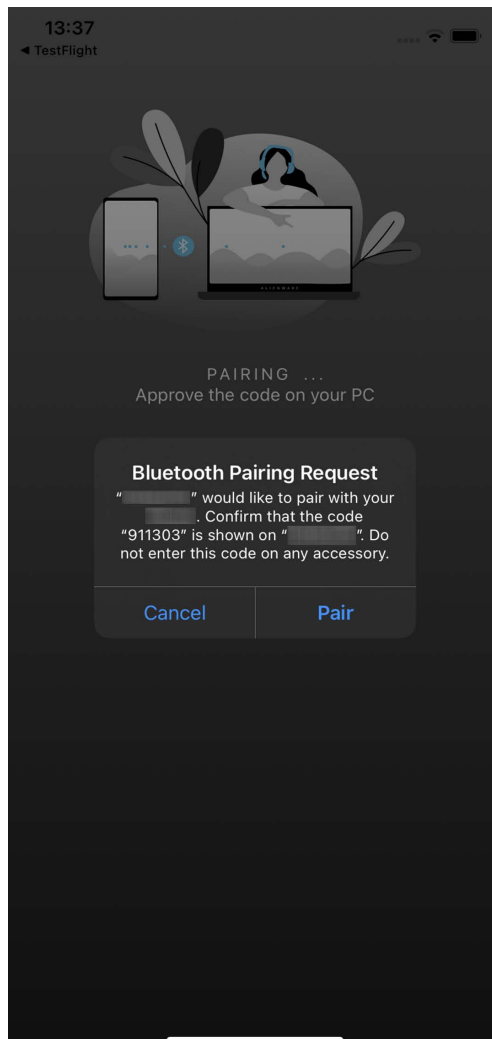
10. Verify the pairing codes and if the pairing codes on both the screens match, click or tap Yes on your computer.

11. On your iPhone, tap Pair.

    A message is displayed, requesting access to your notifications.

13:37
◀ TestFlight

WE'RE ALMOST THERE

Allow ▓▓▓▓▓▓ to display your ▓▓▓▓▓ notifications?

When this accessory is connected, all the notifications you receive will appear on its display.

Don't Allow   **Allow**

OK

SKIP
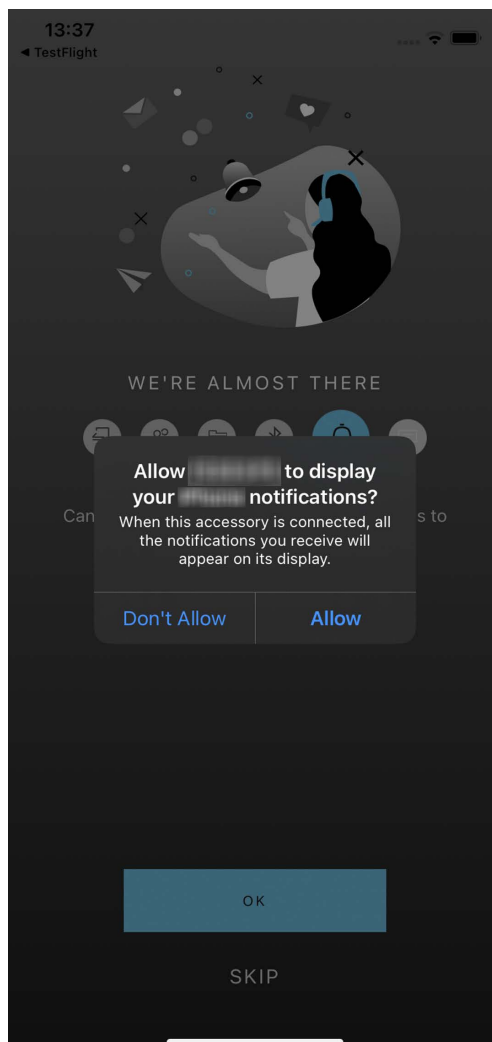
12. Tap OK to view the permission request, and tap Allow to grant permission.

    A message is displayed, asking for your permission to access the text messages on your iPhone.
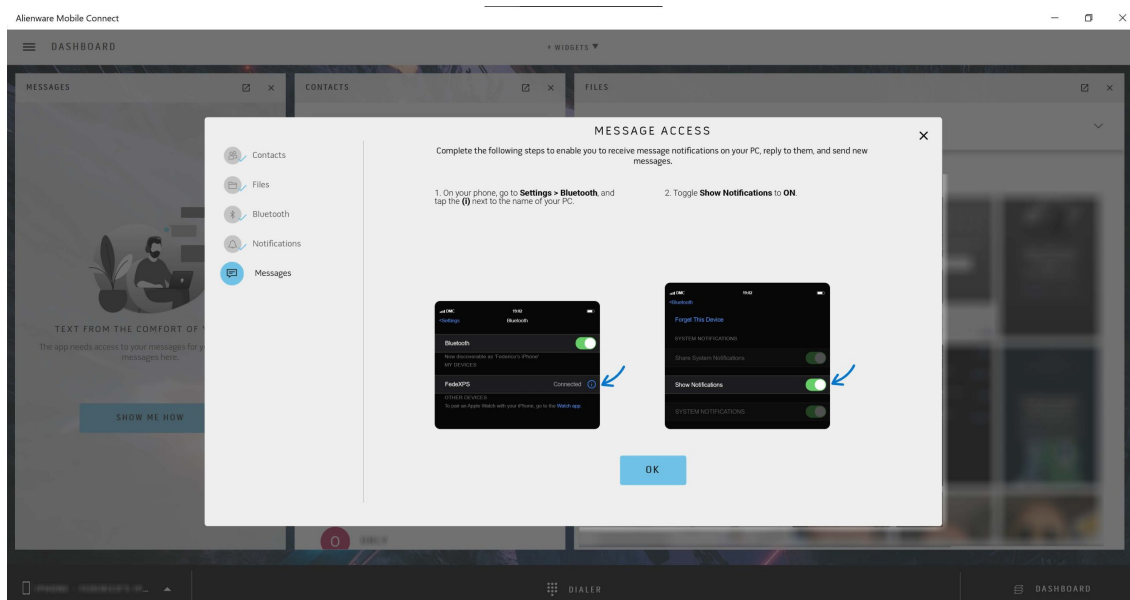
13. Follow the instructions from the Alienware Mobile Connect application on your computer to grant the permission.

14. Tap Done on the iPhone.

    The name of the computer to which the phone is connected, is displayed on your iPhone.
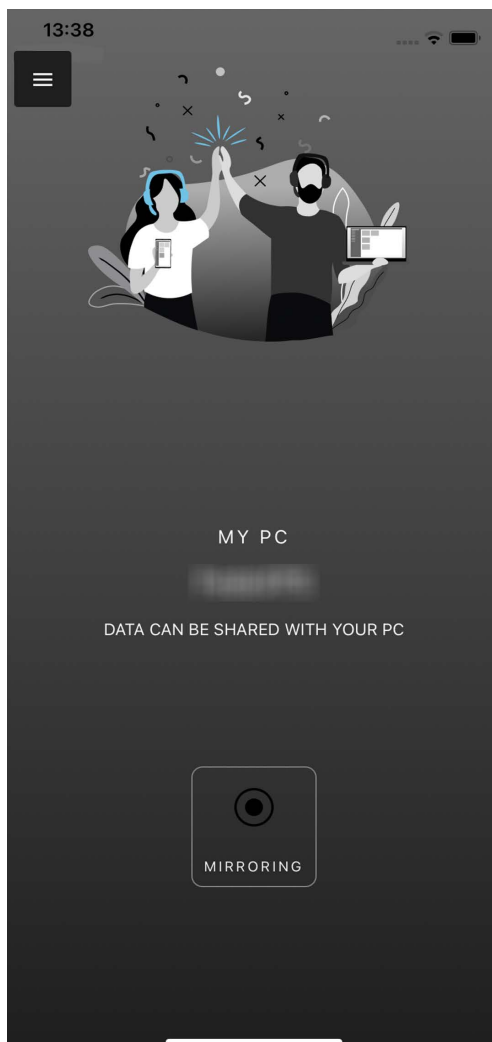
A message that states READY TO GO is displayed on the computer.
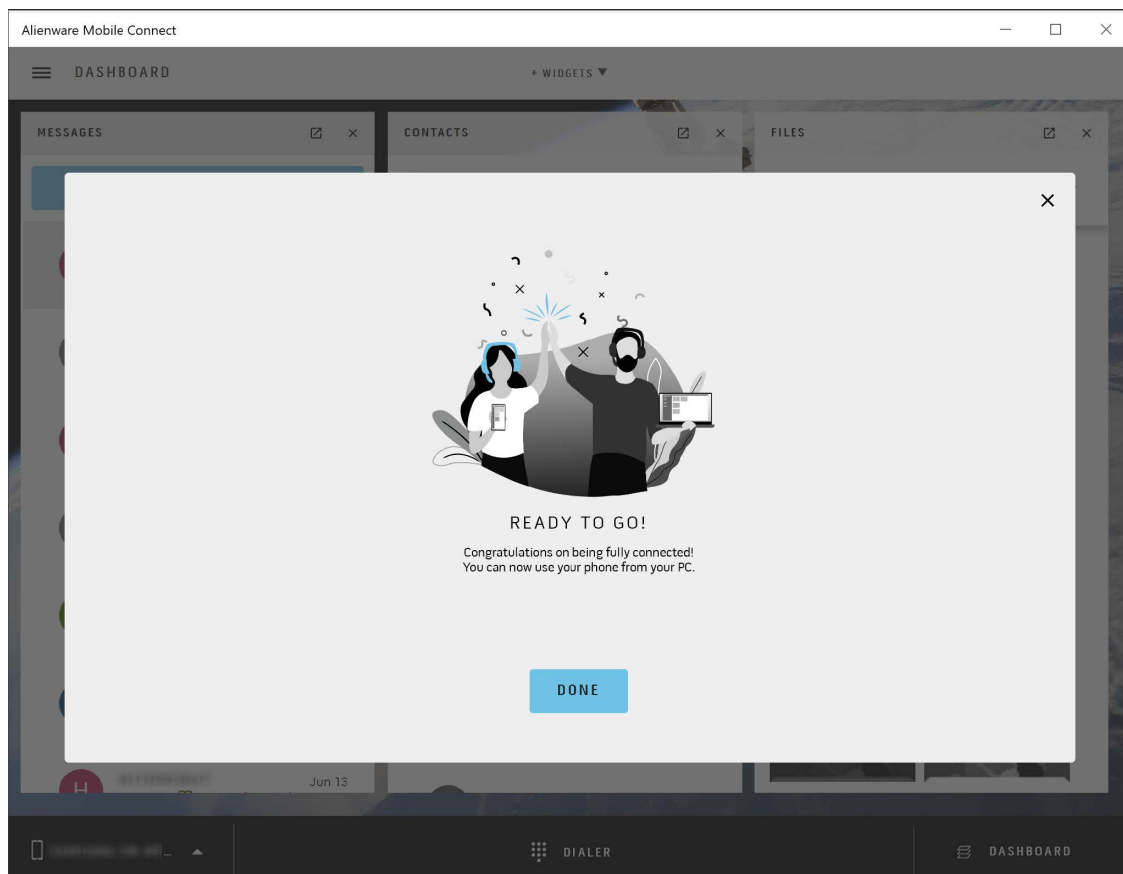
15. Click or tap DONE on the computer.

A screen that provides a walkthrough of the tool is displayed.
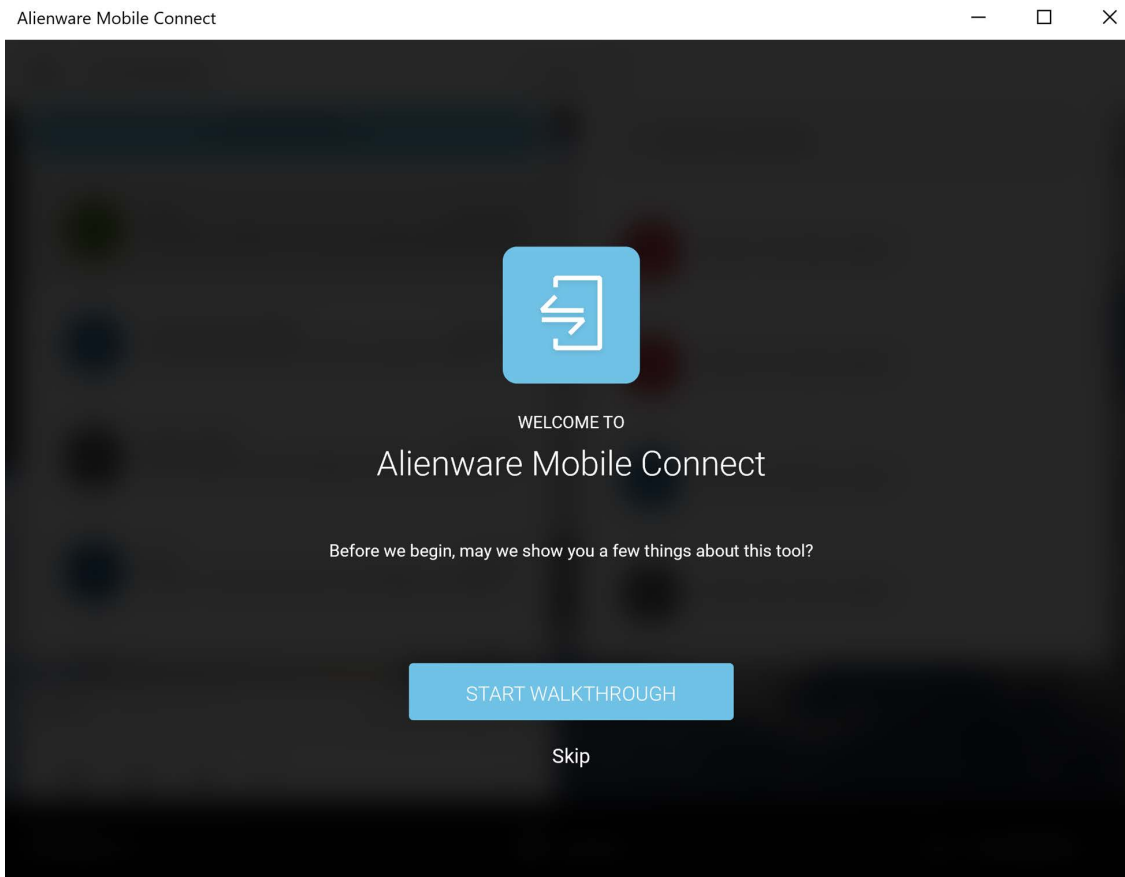
16. Click or tap START WALKTHROUGH to read about the updated features.

    NOTE: You can click or tap Skip to skip the walkthrough.
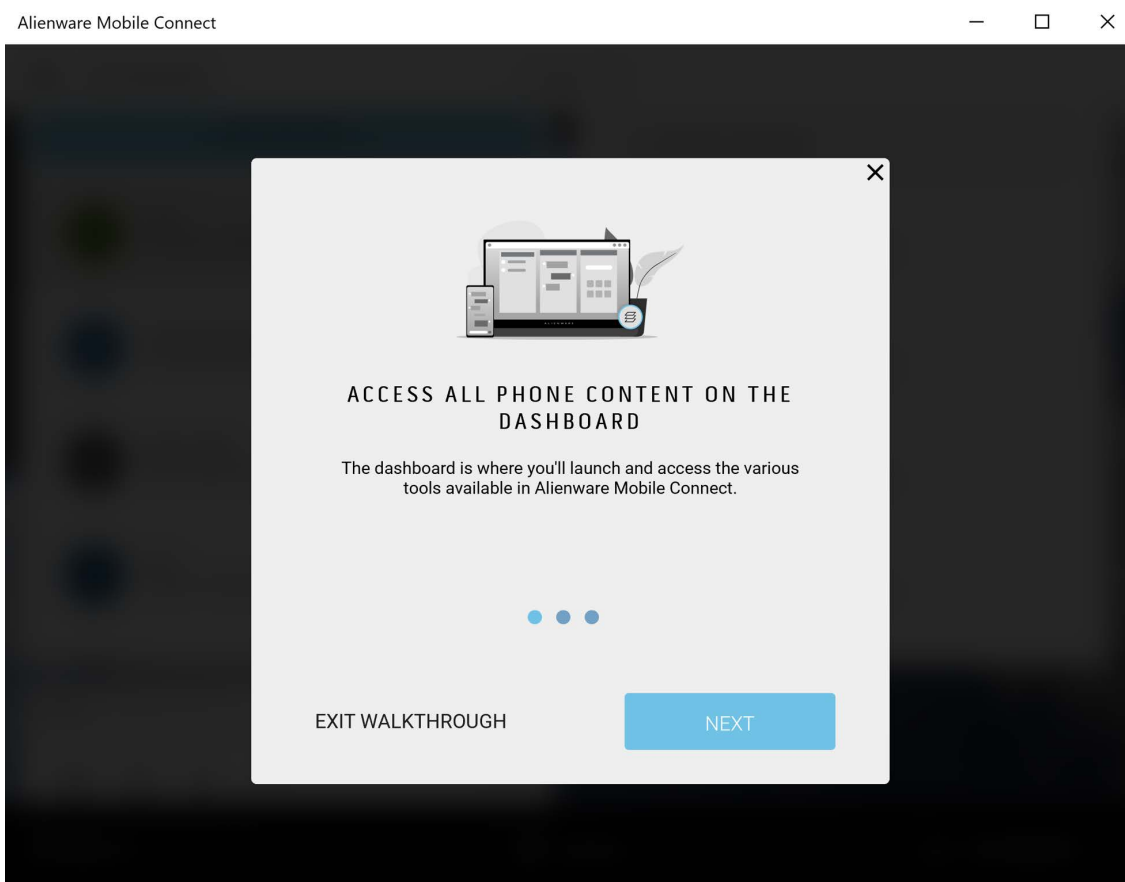
17. Click or tap NEXT to view the next slide.

    You can either exit the walkthrough in between by selecting EXIT WALKTHROUGH or continue to the next

    slide by selecting NEXT.

18. Click or tap DONE at the last slide.

    The Alienware Mobile Connect DASHBOARD is displayed.

Results

Your iPhone is now paired with your computer, and you can use all the features that are available on the Alienware Mobile Connect application.

Using Alienware Mobile Connect

This section describes the various features of the Alienware Mobile Connect application.
If your iPhone is paired using the Alienware Mobile Connect application and if it is within the Bluetooth range, the iPhone connects automatically to the computer. The Alienware Mobile Connect application on both the phone and the computer must be running for the features to work. However, the application on the phone or the computer does not necessarily have to run in the foreground.
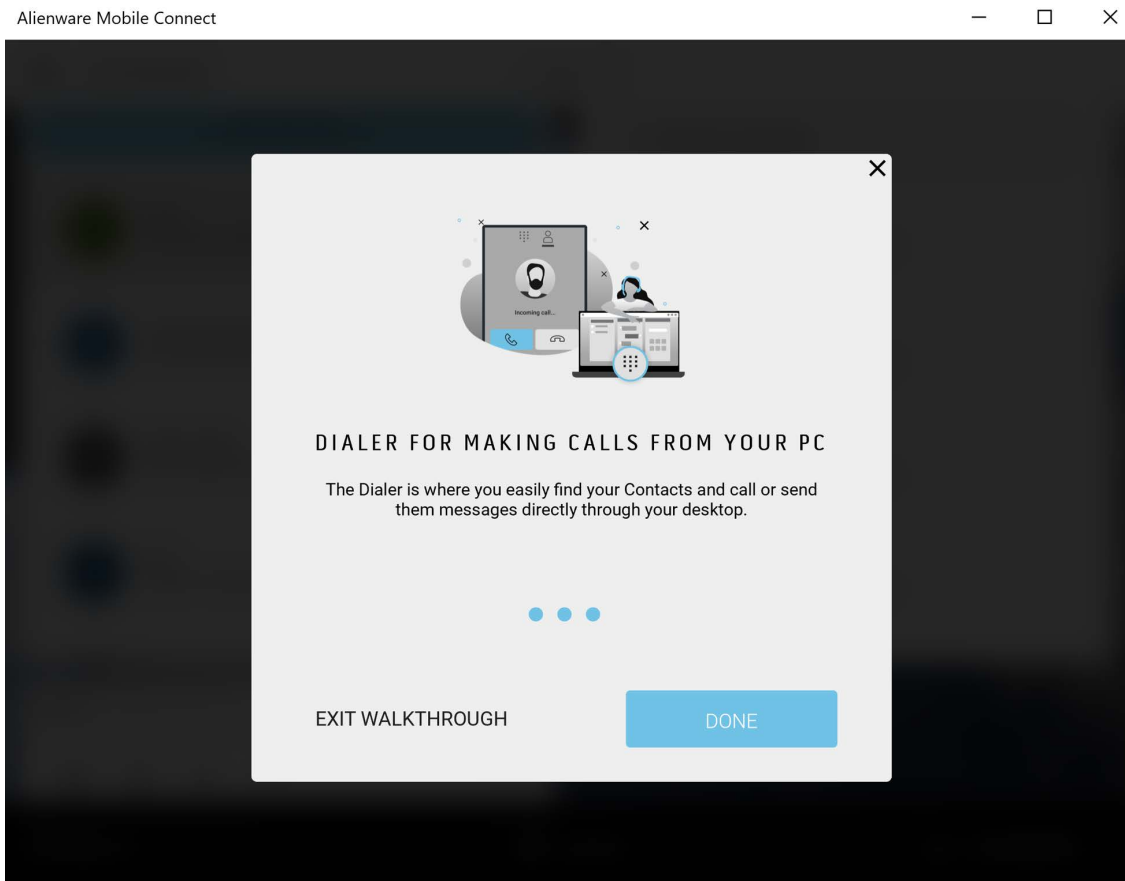The Alienware Mobile Connect application on your computer contains seven tabs. You can click or tap the hamburger icon to extend the left pane to display the names of all the tabs.

Dashboard

DASHBOARD enables you to see all your phone functionality at a single place. You can add, move, and remove widgets to customize the DASHBOARD.
If you have a phone connected, DASHBOARD is displayed when you open the Alienware Mobile Connect application on your computer. The default DASHBOARD layout includes the Messages, Contacts, and Files widgets. The functionality of each widget is identical to the functionality of the corresponding tab.

Add or Remove Widgets

Steps

1. Click or tap the WIDGETS drop-down menu on top.

   A list of available widgets are displayed.
2. Click or tap the widget that you want to add.

   The widget is added to the right-most available space on the DASHBOARD.
3. Select and drag the widgets to change the order in which they appear.
4. Click or tap the X at upper-right corner of a widget to remove it from the DASHBOARD.

   NOTE: You can also select the pop-out icon next to the X to open the corresponding tab from main menu.

Notifications

The Alienware Mobile Connect application shows you all the notifications that you receive on your phone such as social media, weather, or email messages. You can see these notifications in the NOTIFICATIONS tab and on the NOTIFICATIONS widget in the DASHBOARD. The notifications are grouped by application. The group title shows the application name, the total number of notifications for that application, and the number of new notifications. By default, new notifications are displayed as pop-up messages in the notification area on your computer.

View and Respond to Notifications

Steps

1. Click or tap to expand an application name to see the individual notifications from that application.
2. Click or tap the available actions under each notification depending on the application type

   NOTE: If the notification is for a text message, you can reply to the message directly from the pop-up notification, the NOTIFICATIONS widget, or the NOTIFICATIONS tab.
3. Click or tap X next to a notification to dismiss the individual notification.
4. Click or tap X next to an application to dismiss all the notifications from that application.

   You can also use the DISMISS ALL option above the notifications to dismiss all notifications from all applications. This action cannot be undone.

Enable or Disable Notifications

Steps

1. To disable notifications from a specific application, click or tap the notification icon next to the X icon.

   All pop-up notifications from the particular application are disabled as well. To temporarily disable all notifications, click or tap the name of the connected phone at the bottom-left and click or tap the Do not disturb icon.
2. Click or tap the notification icon from an application where the notification is disabled, to enable it.

   NOTE: Alternatively, you can go to SETTINGS > NOTIFICATION SETTINGS and select the Show notifications check box to enable notifications.

Enable or Disable Pop-up Notifications

Steps

1. Click or tap disable popups from a pop-up notification.

2. Click or tap the three dots at the upper-right corner of the Notifications tab.
   - Use the Show pop-ups toggle switch to enable or disable pop-ups. Missed call notifications are displayed even if this option is disabled.
   - Use the Pop-up sound toggle switch to enable or disable sound.
   - Use the Private pop-ups toggle switch to enable to disable private mode. In private mode, only the name of the application is displayed on the pop-up.
     NOTE: You can configure these settings individually for each application in the Settings tab.

Phone Calls

You can click or tap the DIALER icon to make and receive phone calls from your computer. Alienware Mobile Connect uses the default microphone and speakers that are connected to your computer. You can use either of the following tabs:

- Dialer – Displays a keypad that you can use to dial a phone number.
- Contacts – Displays the contact list from your phone.

Make a Call

Steps

1. Click or tap the DIALER icon.
2. Select a contact from your phone using the Contacts tab or click or tap the Dialer tab to dial a phone number. If the contact has more than one telephone number, you can see all the available numbers.
3. Click or tap the call icon to dial.
   The Call window opens at the upper-right corner of the tab.
4. You can expand the Call window during a call and use the following options:
   - **Mute** – Mutes the microphone.
   - **Keypad** – Opens the keypad.
   - **Use phone** – Switches the call to your phone.
   - **Hang up** – Ends the call.

Receive a Call

When you receive an incoming call, an alert appears on your computer. You can choose any of the following options:

- **Accept** – Receives the call.
- **Decline** – Rejects the call.
- **Message** – Rejects the call with a text message. You can send the text message from a list of predefined messages or type your own Custom Message. When you select Message, the call gets disconnected.

After receiving the call, you can use the following options:

- **Mute** – Mutes the microphone.
- **Keypad** – Opens the keypad.

- **Use Phone** – Switches the call to your phone.
- **Hang up** – Ends the call.

Contacts

The Alienware Mobile Connect application shows you a list of your phone contacts. You can see this list in the CONTACTS tab, the CONTACTS widget on the DASHBOARD, and when you are composing a new message. Scroll through the list, or use the Search contacts field at the top of the CONTACTS tab to find a specific contact. You can choose the following actions under a contact:

- **Call** – Select the Call icon to make a phone call.
- **Message** – Select the Message icon to send a message to a contact.
- **Email** – If you have saved the email address of the contact in the contact details, you can send an email to the contact by using the default email application.

Messaging

The Alienware Mobile Connect application shows you all the messages that you have sent or received during the current session, and enables you to message your contacts. You can see your messages in the MESSAGES tab, or in the MESSAGES widget on the DASHBOARD.
You cannot delete conversations or messages in the Alienware Mobile Connect application. Perform this action on the phone.

Send Text Messages

Steps

1. Click or tap the MESSAGES tab.
2. Click or tap NEW MESSAGE to start a new conversation, or click or tap an ongoing conversation to reply.
   You can also send a mass text by selecting multiple recipients from your contacts. Click or tap NEW MESSAGE and then select Start Mass Text. After selecting the recipients, click or tap the Compose icon to compose your message.
3. Type your message, and click or tap the Send icon.
   You can also go to the CONTACTS tab and click or tap the message icon to compose a message.

Files

Alienware Mobile Connect enables you to view the photos and videos from your phone on your computer, and transfer photos and videos between your devices. You can perform these actions from the FILES tab, or from the FILES widget on the DASHBOARD. The FILES tab is split into four views:

- **Photos** – Shows the photos from your phone. This view is the default screen.
- **Albums** – Shows the albums from your phone. You can open an album to browse the photos.
- **Videos** – Shows the videos from your phone.
- **Other** – Shows files that you have transferred from your computer to your phone.
  NOTE: You can use the icons below the list of views to change the number of items shown on a page.

View Photos or Videos on the Computer

You can click or tap a photo or a video thumbnail to view it in full size. A group of options are displayed below the file.

- **COPY TO PC** – Copies the selected photos or videos to the matching folder types such as Pictures or Videos in the Alienware Mobile Connect folder.
- **SAVE AS** – Enables you to browse and select a folder on your computer to save the file.
- **DELETE** – Deletes the selected photo or video from your phone.
- **PROPERTIES** – Displays additional information about the photo or video.

You can click or tap the three dots on the right for additional options.

- **OPEN** – Open the photo or video in the default graphics application on your computer.
- **OPEN WITH…** – Select a graphics application on your computer with which to open the photo or video.
- **COPY** – Copy the photo to the clipboard.
- **SHARE** – Share the files with other users or devices accessible from your computer.

Copy Photos from iPhone to Computer

Steps

1. Open the FILES tab.
2. Select the check box that is displayed at the upper-left corner of the thumbnail.
   When you select the check box, you can select additional photos, and a group of options appear at the bottom of the tab.
3. Click or tap COPY TO PC at the bottom of the thumbnail.
   NOTE: While the file is being copied, you can cancel the operation by clicking the small X that is displayed in place of the COPY TO PC icon on the photo.

If you have selected multiple photos, a group of options are displayed at the bottom of the tab.

- **COPY TO PC** – Copies the selected photos to the default folder.
- **SAVE AS** – Enables you to browse and select a folder on your computer to save the files.
- **DELETE** – Deletes the selected photos from your phone.

A progress bar appears at the bottom of the tab, and a confirmation message is displayed once the files are copied. Select the file name in the message to open the download folder. If the file cannot be copied, an error message is displayed.

Copy Files from Computer to iPhone

Steps

1. Click COPY TO PHONE in the FILES tab.
   The File Explorer window is displayed.
2. Select the file that you want to copy.
   A progress bar appears at the bottom of the tab, and a confirmation message is displayed once the files are

copied. If the file is a photo or video, it is copied to Alienware Mobile Connect album on your phone.

3. To view other copied file types such as PDFs, open the Alienware Mobile Connect app on your phone, and tap My Received Files from the app menu.

The files that you have copied to your phone other than photos or videos, are also displayed under FILES > OTHER in the Alienware Mobile Connect application on your computer.

Mirroring

Screen mirroring enables you to mirror your iPhone to your computer and control it with your keyboard, mouse, or touch screen using Alienware Mobile Connect application. The phone screen is displayed in the MIRRORING tab, and in the MIRRORING widget on the DASHBOARD. Your phone must be unlocked to use this feature. On iOS 14.x or later versions, if your phone gets locked, the mirroring session gets disconnected. You can set the amount of time for which the phone remains unlocked while mirroring is taking place, in the SETTINGS tab. The following icons are available in screen mirroring feature:

- **Stop Mirroring** – You can stop the mirroring.
- **Language** – You can change the input language when you type inside the mirrored phone window.
- **Mirroring Tips** – You can see different ways that you can navigate your phone using your computer.
  NOTE: If you are using iOS 13.4 or earlier, you must set up Assistive Touch on your phone to enable using the mouse pointer on your phone.

Start the Screen Mirroring

Steps

1. Open the Alienware Mobile Connect app on your iPhone.

   If you are starting the screen mirroring for the first time, a permission request is displayed on your iPhone.
2. Select MIRRORING.

   The Screen Broadcast options are displayed.
3. Tap Start Broadcast.

   Alienware Mobile Connect is minimized. Depending on your iPhone model, the clock on your home page turns red or a red stripe appears, indicating that screen mirroring is taking place.

Stop the Screen Mirroring

You can stop mirroring by selecting the STOP MIRRORING icon on the phone screen in the Mirroring tab or the Mirroring widget on the Dashboard. Alternatively, you can select the clock or the red stripe on the home page of your iPhone, and tap Stop Broadcast.

Settings

The SETTINGS tab enables you to configure Alienware Mobile Connect features and functionality. Any changes that you make to the settings are effective immediately. The following settings are available for your iPhone:

- **Profile Settings**
  - **Connected Device** – View the phone that is connected to the Alienware Mobile Connect computer application. You can select Disconnect to disconnect the connected phone.

- **Start Up** – Select whether Alienware Mobile Connect application should start automatically when Windows starts. You can also choose to run the app in the background when you close it. Both these options are enabled by default.
- **App Background** – Select the background that you prefer for the Alienware Mobile Connect application tabs, from the available options.
- **Notification Settings**
  - **Pop-ups**
    - **Show pop-ups** – Enable or disable pop-up notifications. This option is enabled by default. Incoming calls are displayed even if you disable the option.
    - **Pop-up sound** – Enable or disable the sound when receiving a notification. This option is enabled by default.
    - **Display pop-ups in private mode** – Enable or disable private mode for notifications. In private mode, only the name of the application is displayed. The option is disabled by default.
  - **Missed Call Notifications** – Enable or disable the missed call notifications in the NOTIFICATIONS tab. The option is enabled by default.
  - **App Notifications** – For each of the applications on your phone that send notifications, select the three dots to choose the following options:
    - **Show notifications** – Enable or disable the notifications.
    - **Show pop-ups** – Enable or disable the pop-up messages for notifications.
    - **Private pop-ups** – Enable or disable private mode for pop-ups. In private mode, only the name of the application is displayed. The option is disabled by default.
    NOTE: Messaging apps do not appear individually in the notifications list. Instead, there is a single app called MESSAGES. The notification settings that are defined for this app affect all the messaging apps.
- **Mirroring Settings** – On iOS 14.x or later versions, the MIRRORING SETTINGS enables you to define how long your phone should remain unlocked when screen mirroring is active. This setting defines the maximum length of a mirroring session. The mirroring session ends when the phone gets locked. By default Never is selected.
- **Calls Settings** – Enable or disable making and receiving calls from the Alienware Mobile Connect application. This option is enabled by default. Select the HAVING ISSUES WITH CALLS link to go to a web page with information about known issues for the Phone Calls feature.
- **About** – The ABOUT section show the version of the Alienware Mobile Connect application. You can view the privacy policy and terms of use and disable the option to send anonymous usage statistics from the application. The option to send anonymous usage statistics is enabled by default.

Close the Alienware Mobile Connect Application on Your Computer

Clicking or tapping the X at the upper-right corner of the Alienware Mobile Connect application window does not close the application. The application continues to run in the background.
You can close the application completely by using the Quit option from the Alienware Mobile Connect system tray icon on the task bar. Right-click (or touch and hold) the Alienware Mobile Connect icon on the system tray, and select Quit.

Documents / Resources

Alienware Mobile Connect 4.x for iOS User's Guide ALIENWARE	**ALIENWARE Mobile Connect 4.x for iOS** [pdf] User Guide Mobile, Connect 4.x for iOS, Mobile Connect 4.x for iOS
Alienware Mobile Connect 4.x for iOS User's Guide ALIENWARE	**ALIENWARE Mobile Connect 4.x for iOS** [pdf] User Guide Mobile Connect 4.x for iOS, Mobile Connect 4.x, iOS Mobile Connect, Mobile Connect, 4.x Mobile Connect

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