

## Alienware Alienware 17 R3 (Model 6820HK)

# Alienware 17 R3 User Manual

Model: 6820HK

Brand: Alienware

[Introduction](#)

[Setup](#)

[Operating](#)

[Maintenance](#)

[Troubleshooting](#)

[Specifications](#)

[Warranty & Support](#)

## 1. INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Alienware 17 R3 laptop. This high-performance gaming laptop features an Intel Core i7-6820HK processor, a 17.3-inch UHD (3840x2160) IPS-Panel Anti-Glare Display, NVIDIA GeForce GTX 980M graphics with 8GB GDDR5, 32GB DDR4 RAM, and a dual storage solution with a 256GB PCIe SSD and a 1TB 7200rpm HDD. It comes pre-installed with Windows 10 (64Bit) English.



*Figure 1: Rear view of the Alienware 17 R3 laptop, highlighting its distinctive design and cooling vents.*

## 2. SETUP

### 2.1 Unboxing and Initial Inspection

Carefully remove your Alienware 17 R3 laptop and its accessories from the packaging. Ensure all components listed below are present:

- Alienware 17 R3 Laptop
- Alienware 240W AC Adapter
- Power Cord
- 8 Cell 92W Hour Battery (may be pre-installed)
- Documentation (Quick Start Guide, Safety Information)

### 2.2 Connecting the Power Adapter

Connect the Alienware 240W AC Adapter to the power input port on the laptop, typically located at the rear or side. Plug the power cord into the AC adapter and then into a grounded electrical outlet. The laptop can be operated on battery power, but it is recommended to connect the AC adapter for initial setup and optimal performance.



*Figure 2: Front view of the Alienware 17 R3 laptop, ready for initial power-on.*

## **2.3 Initial Boot-up and Windows 10 Setup**

Press the power button, usually located on the top right of the keyboard deck or a dedicated button. The laptop will power on and guide you through the Windows 10 initial setup process. Follow the on-screen instructions to configure language, region, network settings, and user accounts.

## **2.4 Connecting to a Wireless Network**

During the Windows 10 setup, you will be prompted to connect to a Wi-Fi network. Select your desired network from the list and enter the password if required. The laptop features Killer 1535 802.11ac 2x2 WiFi for robust wireless connectivity.

# **3. OPERATING YOUR ALIENWARE 17 R3**

## **3.1 Keyboard and Touchpad**

The Alienware 17 R3 features an English keyboard with Alienware's signature design and backlighting. It also includes 6 programmable Macro module keys, which can be customized for various functions using Alienware's software. The precision touchpad supports multi-touch gestures for intuitive navigation.

## **3.2 Display Settings**

Your laptop is equipped with a 17.3-inch UHD (3840x2160) IPS-Panel Anti-Glare Display. To adjust display settings such as resolution, brightness, and color profiles, right-click on the desktop and select 'Display settings' or access them via the Windows Settings menu.

### 3.3 Connecting External Devices

The Alienware 17 R3 offers various ports for connecting peripherals:

- **USB Ports:** For connecting external storage, mice, keyboards, and other USB devices.
- **HDMI/DisplayPort:** For connecting external monitors or projectors.
- **Ethernet Port:** For wired network connections.
- **Audio Jacks:** For headphones, microphones, or external speakers.



*Figure 3: Left side of the Alienware 17 R3, illustrating available connectivity ports.*





*Figure 4: Right side of the Alienware 17 R3, showing additional connectivity options.*

## **4. MAINTENANCE**

### **4.1 Cleaning Your Laptop**

To maintain optimal performance and appearance, regularly clean your laptop. Use a soft, lint-free cloth slightly dampened with water or a specialized screen cleaner for the display. For the chassis and keyboard, use a dry, soft cloth. Avoid harsh chemicals or abrasive materials.

### **4.2 Battery Care**

The Alienware 17 R3 is equipped with an 8 Cell 92W Hour Battery. To prolong battery life, avoid extreme temperatures and allow the battery to discharge partially before recharging. For long-term storage, ensure the battery is charged to approximately 50%.

### **4.3 Software Updates**

Regularly update your Windows 10 operating system and device drivers to ensure security, stability, and optimal performance. Windows Update can be accessed through the Settings menu. Alienware Command Center or Dell SupportAssist can help manage driver updates.

### **4.4 Storage Management**

Your laptop features a 256GB PCIe SSD for fast boot times and application loading, complemented by a 1TB 7200rpm SATA HDD for mass storage. Regularly manage your files, uninstall unused programs, and consider disk cleanup tools to maintain storage efficiency.

## 5. TROUBLESHOOTING

This section addresses common issues you might encounter with your Alienware 17 R3.

### 5.1 Power Issues

- **Laptop does not turn on:** Ensure the AC adapter is securely connected to both the laptop and a working power outlet. Check if the power outlet is functional. Try a different power outlet.
- **Battery not charging:** Verify the AC adapter connection. Check the battery status in Windows. If the issue persists, contact support.

### 5.2 Display Problems

- **No image on screen:** Ensure the laptop is powered on. Try connecting an external monitor to check if the issue is with the laptop's display or the graphics card.
- **Incorrect resolution or flickering:** Update your graphics drivers. Adjust display settings in Windows.

### 5.3 Network Connectivity Issues

- **Cannot connect to Wi-Fi:** Ensure Wi-Fi is enabled. Restart your router and modem. Check network adapter drivers.
- **Slow internet speed:** Check your internet service provider. Ensure no other devices are consuming excessive bandwidth.

### 5.4 Performance Issues

- **Laptop is slow:** Close unnecessary applications. Check for background processes consuming high CPU or RAM. Ensure sufficient free space on the SSD.
- **Overheating:** Ensure ventilation grilles are not blocked. Clean dust from vents. Consider using a cooling pad.

## 6. SPECIFICATIONS

Detailed technical specifications for the Alienware 17 R3 (Model 6820HK):

Feature	Specification
Processor	Intel Core i7-6820HK (8M Cache, unlocked up to 4.10 GHz)
Display	17.3-inch UHD (3840x2160) IPS-Panel Anti-Glare Display
Graphics	NVIDIA GeForce GTX 980M with 8GB GDDR5
RAM	32GB Dual Channel DDR4 2133MHz (2 x 16GB)
Storage	256GB PCIe SSD + 1TB 7200rpm SATA 6Gb/s HDD
Operating System	Windows 10 (64Bit) English
Wireless Connectivity	Killer 1535 802.11ac 2x2 WiFi and Bluetooth 4.1
Battery	8 Cell 92W Hour Battery
Power Supply	Alienware 240W AC Adapter
Keyboard	English Keyboard with 6 programmable Macro module keys

Item Weight	Approximately 15 pounds (6.8 kg)
Dimensions	Approximately 7.87 x 6.69 x 1.97 inches (20 x 17 x 5 cm) - Package Dimensions

## 7. WARRANTY AND SUPPORT

### 7.1 Limited Warranty

Your Alienware 17 R3 comes with a **1 Year Limited Warranty**. This warranty covers manufacturing defects and hardware failures under normal use conditions. Please refer to the warranty documentation included with your product for full terms and conditions.

### 7.2 Service and Support

The product includes:

- **In-Home Service after Remote Diagnosis:** Parts and Labor On-Site Response, Initial Year.
- **Dell Hardware Warranty Plus On-Site Service:** Initial Year.
- **Warranty Support:** Initial Year.



For technical assistance, troubleshooting, or to initiate a warranty claim, please visit the official Alienware or Dell support website. You will typically need your service tag or express service code, found on a label on your laptop, to access personalized support resources.


**Note:** No official product videos were available in the provided data for embedding in this manual.



© 2025 Alienware. All rights reserved.  
This manual is for informational purposes only.

### Related Documents - Alienware 17 R3 (Model 6820HK)

	<p><a href="#">P650RA / P651RA Laptop Service Manual - Technical Guide</a></p> <p>Comprehensive service manual for the P650RA and P651RA laptop series, covering specifications, disassembly, reassembly, troubleshooting, and maintenance procedures for technicians.</p>
	<p><a href="#">Alienware 17 R4 Setup and Specifications Guide</a></p> <p>This guide provides setup instructions and detailed specifications for the Alienware 17 R4 laptop, including information on VR headset compatibility, ports, system components, and environmental considerations.</p>

<div><div>Alienware Aurora R12</div><div>Setup and Specifications</div><div><div></div><div></div></div></div>	<div><div><a href="#">Alienware Aurora R12 Setup and Specifications Guide</a></div><div>Comprehensive setup guide and technical specifications for the Alienware Aurora R12 gaming desktop PC, detailing ports, components, performance, and support resources.</div></div>
<div><div>Alienware 17 R4</div><div>Setup and Specifications</div><div><div></div><div></div></div></div>	<div><div><a href="#">Alienware 17 R4 Laptop: Setup and Specifications Guide</a></div><div>Comprehensive setup guide and detailed specifications for the Alienware 17 R4 laptop, covering hardware features, ports, performance, and environmental considerations.</div></div>
<div><div>Alienware X51 R1/R2/R3 RAM Replacement</div><div>The guide will walk you through the steps to replace the RAM modules in your Alienware X51 R1, R2, or R3.</div><div>Written By: Daniel Niles</div><div></div><div><div></div><div></div></div></div>	<div><div><a href="#">Alienware X51 RAM Replacement Guide</a></div><div>Step-by-step instructions for replacing the RAM modules in an Alienware X51 R1, R2, or R3 desktop computer, provided by iFixit.</div></div>
<div><div>Alienware m15 R2</div><div>マートアップと仕様</div><div><div></div><div></div></div></div>	<div><div><a href="#">Alienware m15 R2</a></div><div>Alienware m15 R2</div></div>