

## Alienware AW920H

# Alienware AW920H Tri-Mode Wireless Gaming Headset

User Manual

### PRODUCT OVERVIEW

The Alienware AW920H Tri-Mode Wireless Gaming Headset offers an immersive audio experience with its advanced features and versatile connectivity. Designed for comfort during extended use, it incorporates high-quality sound drivers and noise-cancelling technology to enhance your gaming and communication.



The Alienware AW920H headset, featuring its detachable boom microphone and included USB-C wireless dongles for versatile connectivity.



A direct front view of the Alienware AW920H headset, highlighting its sleek design and ear cup shape.



An angled view of the headset, focusing on the left earcup with the Alienware logo illuminated.





A side profile of the headset, illustrating the adjustable headband and ear cup articulation.



Diagram showing the dimensions of the Alienware AW920H headset for proper fit and storage.

## SETUP

Follow these steps for initial setup and connection of your Alienware AW920H headset:

1. **Charging the Headset:** Before first use, fully charge the headset using the provided USB-C cable. Connect the USB-C end to the headset's charging port and the other end to a compatible USB power source. The LED indicator will show charging status.
2. **Attaching the Boom Microphone:** Align the detachable boom microphone with the port on the left earcup and firmly insert it until it clicks into place.
3. **Connecting via 2.4 GHz Wireless (PC):**
  - Insert the USB-C wireless dongle into an available USB-C port on your PC. If your PC only has USB-A ports, use the included USB-C to USB-A adapter.
  - Power on the headset. It should automatically pair with the dongle. The LED indicator will confirm connection.
4. **Connecting via Bluetooth 5.2 (Laptop, Phone, Tablet):**
  - With the headset powered on, press and hold the Bluetooth pairing button (refer to the controls section for location) until the LED indicator blinks rapidly, indicating pairing mode.
  - On your device, go to Bluetooth settings and select "Alienware AW920H" from the list of available devices.

- Once connected, the LED indicator on the headset will show a solid light.

#### 5. Connecting via 3.5mm Audio Cable (PC, Consoles, Mobile Devices):

- Connect one end of the 3.5mm braided audio cable to the headset's 3.5mm port.
- Connect the other end to the 3.5mm audio jack on your desired device.
- This connection is wired and does not require battery power.

## OPERATING INSTRUCTIONS

The Alienware AW920H headset is equipped with intuitive controls and advanced audio features for an optimized experience.

### Audio Features:

- **Dolby Atmos Virtual Surround Sound:** Provides crystal-clear audio with three-dimensional precision, allowing for accurate spatial awareness in games.
- **40mm Hi-Res Certified Drivers:** Delivers a wide frequency range for rich, clear, and immersive audio, capturing detailed in-game sounds.
- **Active Noise Cancelling (ANC):** Four integrated microphones work to cancel out external noise, helping you focus on your audio.

### Microphone Features:

- **AI-driven Noise-Cancelling Microphone:** Filters ambient noise to improve communication clarity during chat or calls, available via both the detachable boom mic and integrated microphone.
- **Detachable Boom Mic:** Provides flexible communication options, easily attachable or removable based on your needs.

### Controls:

The headset features various controls located on the earcups for easy access:

- **Volume Control:** Adjust audio levels using the intuitive controls on the earcup.
- **ANC Button:** Toggle Active Noise Cancelling on or off.
- **Microphone Mute:** Mute or unmute the microphone.
- **Power Button:** Turn the headset on or off.
- **Bluetooth Pairing Button:** Initiate Bluetooth pairing mode.

## MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Alienware AW920H headset.

- **Cleaning:** Use a soft, dry cloth to wipe down the earcups and headband. For stubborn dirt, a slightly damp cloth with mild soap can be used, ensuring no moisture enters the speaker grilles or ports. Avoid harsh chemicals or abrasive materials.
- **Storage:** Store the headset in a cool, dry place away from direct sunlight and extreme temperatures. Utilize

the included carrying case for protection when traveling or not in use. The earcups swivel for easier storage.

- **Battery Care:** To preserve battery life, avoid fully discharging the headset frequently. Charge it regularly, even if not in constant use.
- **Cable Management:** When using the wired connection, avoid sharp bends or excessive pulling on the cable to prevent internal damage.

## TROUBLESHOOTING

If you encounter issues with your Alienware AW920H headset, refer to the common problems and solutions below:

Problem	Possible Solution
No audio or low volume	<ul style="list-style-type: none"><li>• Ensure the headset is powered on and charged.</li><li>• Check volume levels on both the headset and the connected device.</li><li>• Verify the correct audio output device is selected in your device's sound settings.</li><li>• For wireless connections, ensure the dongle is properly inserted and paired.</li><li>• For wired connections, ensure the 3.5mm cable is fully inserted into both the headset and the device.</li></ul>
Microphone not working or poor quality	<ul style="list-style-type: none"><li>• Ensure the boom microphone is securely attached.</li><li>• Check if the microphone is muted on the headset or in your device's settings.</li><li>• Verify the correct microphone input device is selected in your device's sound settings.</li><li>• Adjust microphone sensitivity in your device's sound settings.</li></ul>
Wireless connection drops frequently	<ul style="list-style-type: none"><li>• Ensure the headset is within range of the wireless dongle or Bluetooth device.</li><li>• Minimize interference from other wireless devices (e.g., Wi-Fi routers, cordless phones).</li><li>• Try re-pairing the headset with the dongle or Bluetooth device.</li><li>• Ensure the headset firmware is up to date (check Alienware support website).</li></ul>
Inaccurate battery level display	<ul style="list-style-type: none"><li>• Fully charge and discharge the headset a few times to recalibrate the battery sensor.</li><li>• Check for any available firmware updates for the headset.</li></ul>

Problem	Possible Solution
Headset not switching audio output back to speakers	<ul style="list-style-type: none"><li>Manually select your desired audio output device in your computer's sound settings after disconnecting the headset.</li><li>Restart your computer or audio application.</li></ul>
Physical damage (e.g., earcup connection)	<ul style="list-style-type: none"><li>Handle the headset with care, especially when adjusting or storing.</li><li>If damage occurs within the warranty period, contact Alienware support for assistance.</li></ul>

### SPECIFICATIONS

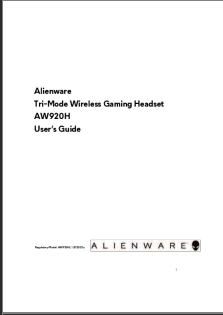


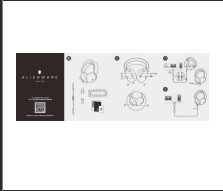
Feature	Detail
Model Name	AW920H
Connectivity Technology	Bluetooth 5.2, 2.4 GHz Wireless (via USB-C Dongle), 3.5 mm Jack
Noise Control	Active Noise Cancellation
Frequency Response	40 KHz
Drivers	40mm Hi-Res Certified
Microphone	AI-driven Noise-Cancelling (Detachable Boom Mic & Integrated)
Battery Life	Up to 55 Hours
Material	Leather (earcups)
Item Weight	10.6 ounces
Product Dimensions (LxWxH)	10.39 x 10.81 x 3.54 inches
Included Components	Headset, USB-C Dongle, Documentation

### WARRANTY AND SUPPORT

For detailed warranty information and technical support, please refer to the official Alienware documentation or visit the Dell support website.

You can also download the full User Guide in PDF format here [Alienware AW920H User Guide \(PDF\)](#)

Related Documents - AW920H

	<p><a href="#">Alienware AW920H Tri-Mode Wireless Gaming Headset User Guide</a></p> <p>Comprehensive user guide for the Alienware AW920H Tri-Mode Wireless Gaming Headset. Covers setup, features, connectivity options (2.4GHz, Bluetooth, wired), Active Noise Cancellation (ANC), touch controls, Alienware Command Center (AWCC) software, firmware updates, troubleshooting, specifications, and warranty information.</p>
	<p><a href="#">Alienware Pro Wireless Gaming Headset User's Guide</a></p> <p>This user guide provides essential information for the Alienware Pro Wireless Gaming Headset, covering setup, operation, and troubleshooting. Learn about its features, connectivity options, and software integration for an optimal audio experience.</p>
	<p><a href="#">Alienware Tri Mode Wireless Gaming Headset AW725H User's Guide</a></p> <p>Comprehensive user guide for the Alienware Tri Mode Wireless Gaming Headset AW725H, covering setup, features, connectivity, software configuration, troubleshooting, and warranty information.</p>
	<p><a href="#">Alienware Pro Wireless Gaming Headset AWP-PRO-HS User's Guide</a></p> <p>Comprehensive user guide for the Alienware Pro Wireless Gaming Headset AWP-PRO-HS, covering setup, features, connectivity, configuration with Alienware Command Center, firmware updates, troubleshooting, specifications, warranty, and regulatory information.</p>
	<p><a href="#">Alienware AW725H Tri-Mode Wireless Gaming Headset Quick Start Guide</a></p> <p>Get started with your Alienware AW725H Tri-Mode Wireless Gaming Headset. This guide provides essential setup, connection, and usage information for optimal gaming audio.</p>
	<p><a href="#">Alienware AW725H Wireless Gaming Headset Quick Start Guide</a></p> <p>Get started quickly with the Alienware AW725H Tri Mode Wireless Gaming Headset. This guide covers connections via 3.5mm, 2.4G wireless, and USB-C, along with headset controls like power, volume, and game/chat balance.</p>