

# **Alienware Wireless Gaming Mouse - AW620M**

## **User's Guide**

Mouse Model: AW620M  
Regulatory Model: AW620M/UD2401t

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.

**Copyright © 2023 Dell Inc. or its subsidiaries. All rights reserved.** Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

# Contents

- What's in the box.....5**
- Features .....6**
  - Adjustable Dots Per Inch (DPI) ..... 7
- Setting up your gaming mouse .....8**
  - Connecting the mouse. .... 8
    - Wireless mode (2.40 GHz) ..... 9
    - Wired mode ..... 10
  - Turning on the mouse ..... 11
  - Charging the battery ..... 11
    - Wired mode ..... 11
    - Battery indicator colors ..... 12
- Alienware Command Center (AWCC) application ..13**
  - Installing AWCC through Windows Update ..... 13
  - Installing AWCC from the Dell Support website ..... 13
- Specifications.....14**
  - General .....14
  - Electrical .....14
  - Physical characteristics .....14
  - Environmental .....15
  - Wireless.....15
- Troubleshooting.....16**
- Statutory information .....21**

**Warranty . . . . .21**

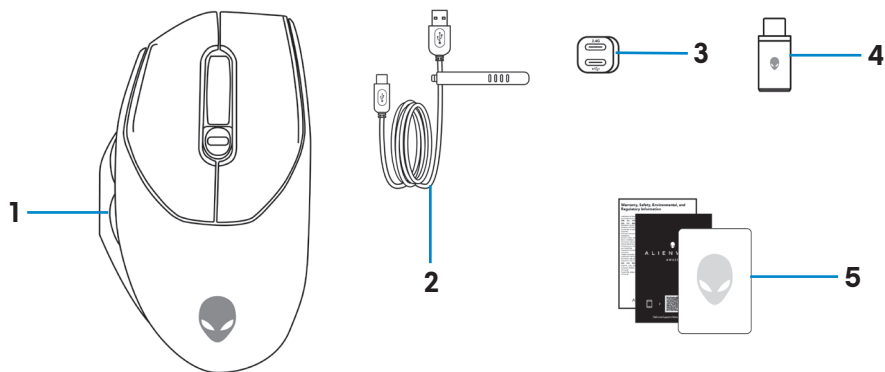
**Limited warranty and return policies. . . . . 21**

**For U.S. customers: . . . . . 21**

**For European, Middle Eastern and African customers:. . . . . 21**

**For non-U.S. customers: . . . . . 21**

# What's in the box



**1.** Mouse

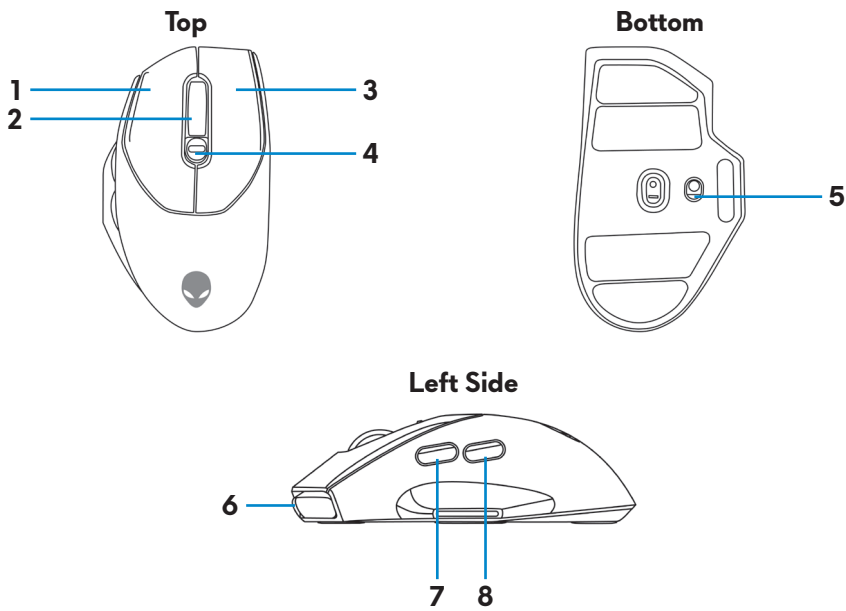
**2.** USB charging cable

**3.** Dongle extender

**4.** USB wireless dongle

**5.** Documents

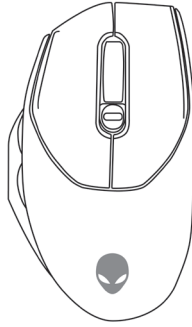
# Features



1. Left button	2. Scroll wheel
3. Right button	4. DPI adjustment button
5. Power button	6. USB-C port
7. Forward button	8. Backward button

## Adjustable Dots Per Inch (DPI)

Slide the DPI adjustment slider to instantly change the mouse tracking resolution.



DPI setting is indicated by the scroll wheel LED color. The default five DPI settings available are as follows:

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

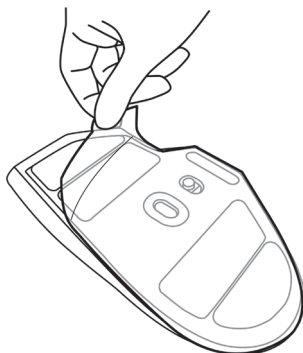
You can change the default DPI settings and customize the DPI stages with the Alienware Command Center (AWCC) application.

# Setting up your gaming mouse

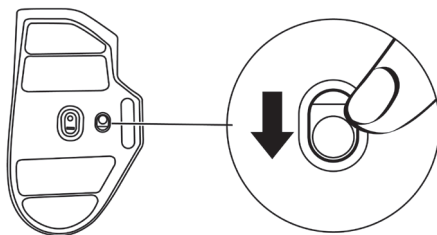
## Connecting the mouse

- 🔌 **NOTE:** Your mouse has a rechargeable battery. For best results, ensure that the battery is fully charged before using it for the first time.
- 🔌 **NOTE:** To improve battery life, turn off the power switch when the mouse is not used.

1. Remove the protective sheet from the mouse.



2. Slide the power button down to turn on the mouse.

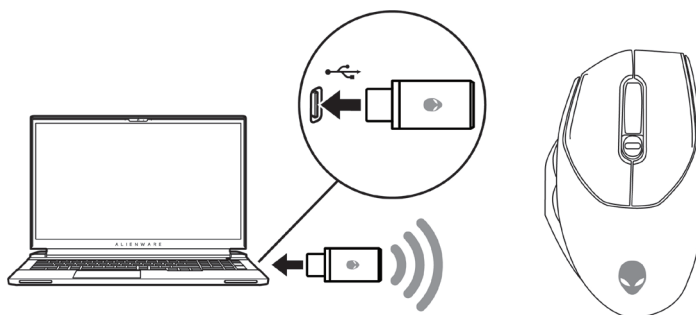




## Wireless mode (2.40 GHz)

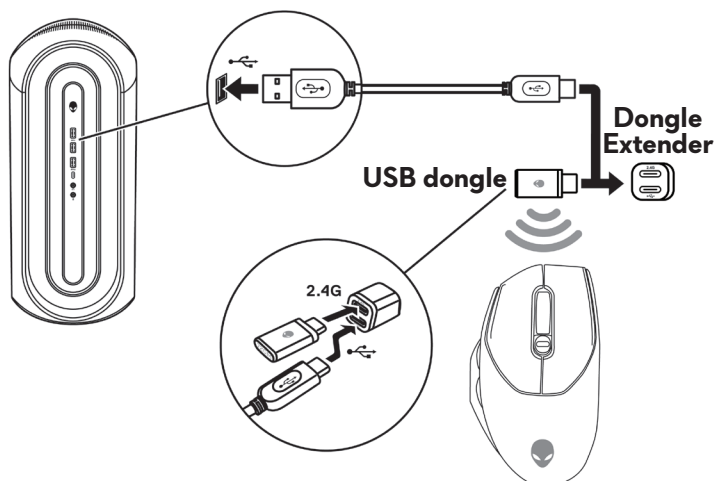
### Laptop

Connect the USB wireless dongle to a USB port on your laptop.



### Desktop

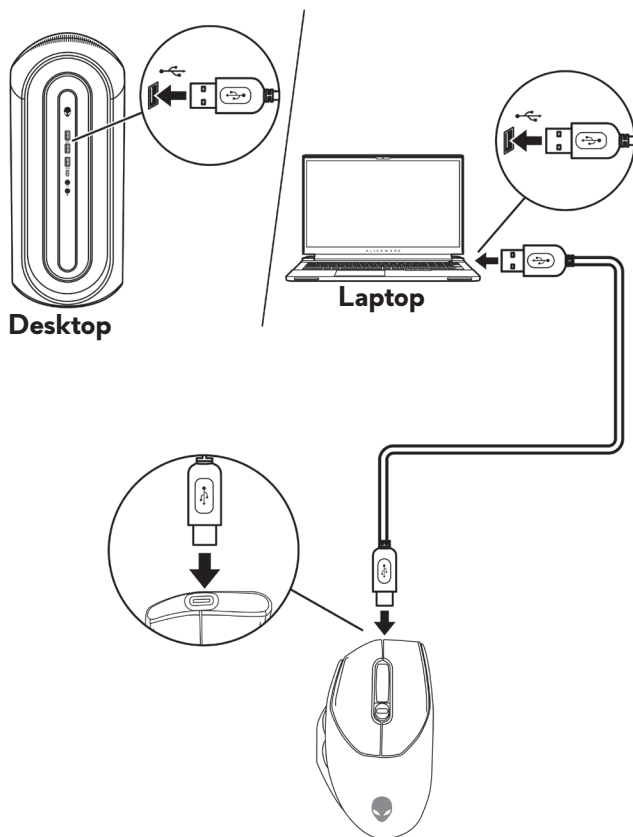
1. Connect the USB-C end of the USB charging cable to the bottom port of the dongle extender. Insert the USB wireless dongle to the top port of the dongle extender.
2. Connect the other end of the USB charging cable to an available port on your computer.



## Wired mode

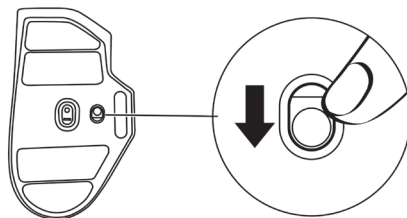
 **NOTE: The battery starts charging automatically in wired mode.**

1. Connect the USB-C end of the USB charging cable to the USB-C port on the mouse.
2. Connect the other end of the USB charging cable to an available USB port on your desktop or laptop.



## Turning on the mouse

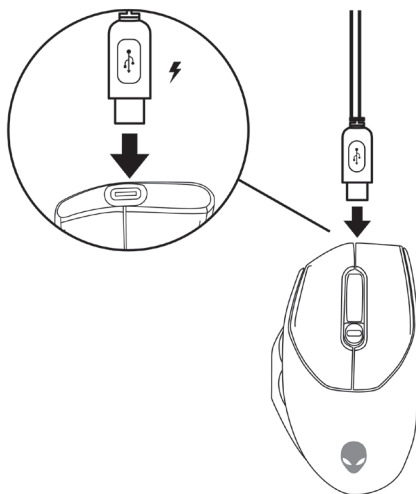
Slide the power button down to turn on the mouse.



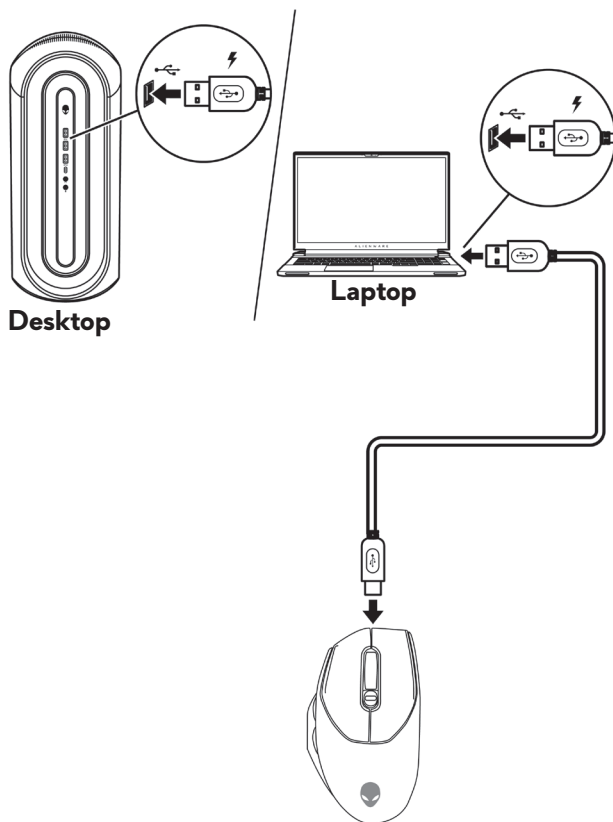
## Charging the battery

### Wired mode

1. Connect the USB-C end of the USB charging cable to the USB-C port on the mouse.



2. Connect the other end of the USB charging cable to an available USB port on your desktop or laptop.




3. When the battery is fully charged, the battery indicator blinks in green for 3 seconds, and then stays static green for 9 seconds. After 12 seconds, it reverts to the user default lighting.

### Battery indicator colors

- **Low power:** Amber pulsing (■).
- **Charging:** Morphing between amber (■) and green (■) for 12 seconds. After 12 seconds, it reverts to the user default lighting.
- **Fully charged:** Blinks in green for 3 seconds, and then stays static green (■) for 9 seconds. After 12 seconds, it reverts to the user default lighting.

# Alienware Command Center (AWCC) application

Alienware Command Center (AWCC) application provides a single interface to customize and enhance the gaming experience.

 **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 **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.**

# Specifications

## General

Model number	AW620M
Connection type	Wireless (2.40 GHz); Wired for charging the battery
System requirement	<ul style="list-style-type: none"><li>▪ Windows 10 RS3 and above, 32/64 bit (with Intrepid feature support)</li><li>▪ Windows 11 (with Alienware/Archon features support)</li><li>▪ SteamOS (without Intrepid feature support)</li></ul>

## Electrical

Operating voltage	5 V
Battery type	Polymer Li-ion Rechargeable Battery 500 mAh
Battery life (with LED off)	140 hours

## Physical characteristics

Weight	100 g (0.22 lb)
Dimensions:	
Length	131.50 mm (5.177 in.)
Width	77.80 mm (3.062 in.)
Height	41.50 mm (1.633 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

**Wireless**

RF transmission	2.40 GHz
Operation distance	Up to 10-meter

# Troubleshooting

Problems	Possible solutions
Mouse is not functioning	<p>Turn ON the power switch on the bottom of the mouse and try again.</p> <ol style="list-style-type: none"><li>1. In wireless mode, ensure that the battery has sufficient battery power.</li><li>2. Slide the power button to turn off the mouse, and then turn on again.</li><li>3. In wired mode, connect the USB charging cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li><li>4. In 2.40 GHz wireless mode, connect the USB wireless dongle to another USB port or connect the USB wireless dongle and USB charging cable to the dongle extender. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.</li><li>5. Restart your computer.</li></ol>



## Problems

## Possible solutions

Mouse lights do not turn on

1. Press any button to wake the mouse from sleep mode.
2. In wireless mode, ensure that the battery has sufficient battery power.
3. In wired mode, connect the USB charging cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
4. In 2.40 GHz wireless mode, connect the USB wireless dongle to another USB port or connect the USB wireless dongle and USB charging cable to the dongle extender. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
5. Restart your computer.

Mouse is not running based on the configuration selected in the Alienware Command Center (AWCC) application

1. Ensure that the Alienware Command Center (AWCC) application is installed on your computer.
2. Open the Alienware Command Center (AWCC) application and ensure that the selected configuration is set up and saved.

## Problems

## Possible solutions

---

Resolving cursor issues

1. In wired mode, connect the USB charging cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
  2. In 2.40 GHz wireless mode, connect the USB wireless dongle to another USB port or connect the USB wireless dongle and USB charging cable to the dongle extender. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
  3. Ensure that the sensor is not obstructed or dirty.
  4. 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.
  5. 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. All unsaved data will be lost.
-

## Problems

## Possible solutions

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. In wired mode, connect the USB charging cable to another USB port. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
3. In wireless mode, connect the USB wireless dongle to another USB port or connect the USB wireless dongle and USB charging cable to the dongle extender. Wait until a notification appears indicating that the driver installation is complete before you use the mouse.
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. All unsaved data will be lost.

Problems	Possible solutions
Troubleshooting a slow moving cursor	<ol style="list-style-type: none"> <li>1. Ensure that the sensor is not obstructed or dirty.</li> <li>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.</li> <li>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. <ul style="list-style-type: none"> <li>▪ In the <b>Search</b> box, type <code>main.cpl</code>.</li> <li>▪ Click or tap <code>main.cpl</code> in the list of programs.</li> <li>▪ Click or tap the <b>Pointer Options</b> tab.</li> <li>▪ Move the slider under <b>Select a Pointer Speed</b> to adjust the cursor speed to the desired level.</li> <li>▪ Click or tap <b>OK</b>.</li> </ul> </li> </ol>
Troubleshooting cursor lagging	Cursor lagging might be due to wireless interference on the USB wireless dongle. Use the dongle extender to connect the USB dongle to the laptop/desktop.
Troubleshooting Lift Off Distance (LOD) surface calibration issues	<p>The LOD surface calibration depends on the surface characteristics.</p> <p>Using a dark colored fabric mouse pad might improve LOD calibration.</p>

# 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 **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 **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 **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.