

Alienware
Dual Mode Wireless Gaming Headset
AW720H
User's Guide

Regulatory Model: AW720H/ UD2202u

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 computer.

 **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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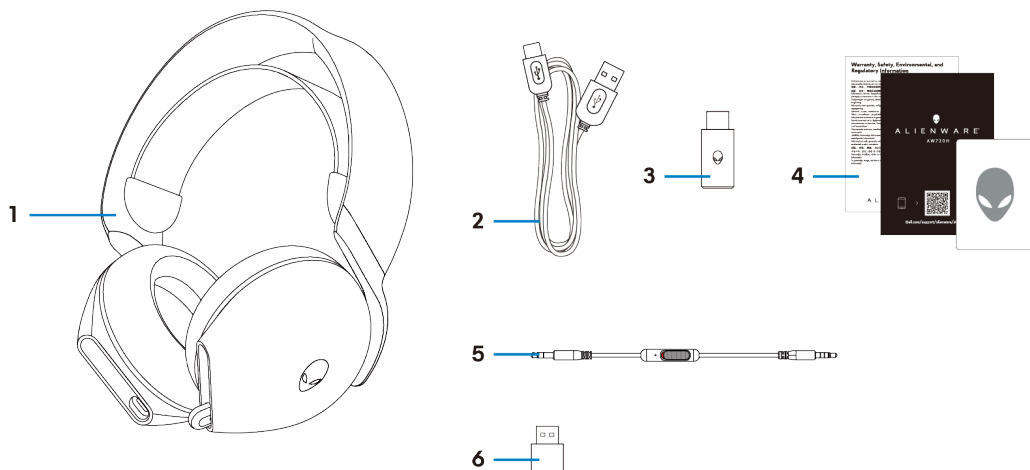
Rev. A01

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What's in the box



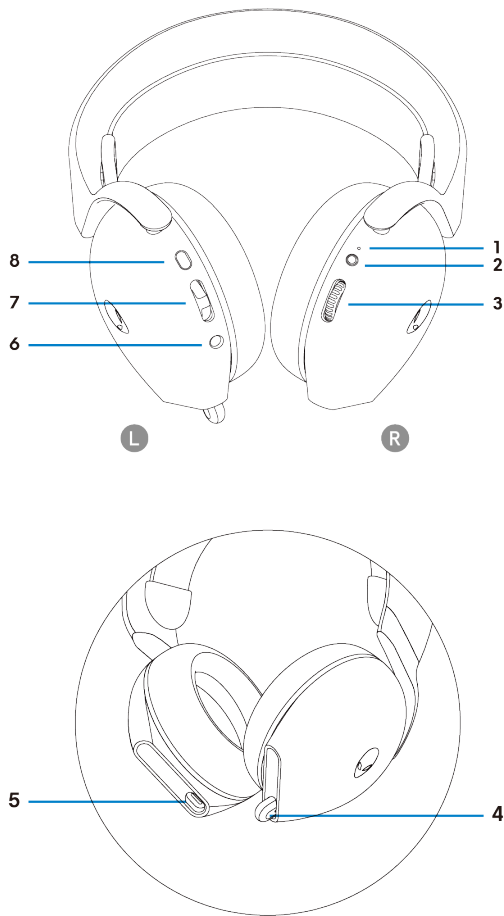
- | | | | |
|---|--|---|-------------------------------|
| 1 | Alienware Dual Mode Wireless Gaming Headset AW720H | 2 | USB-A to USB-C charging cable |
| 3 | USB-C wireless dongle | 4 | Documents |
| 5 | 3.5 mm inline audio cable | 6 | USB-A to USB-C adapter |

 **NOTE:** Headset must be charged prior to first time use.

 **NOTE:** The documents shipped with your headset may vary depending on the region.

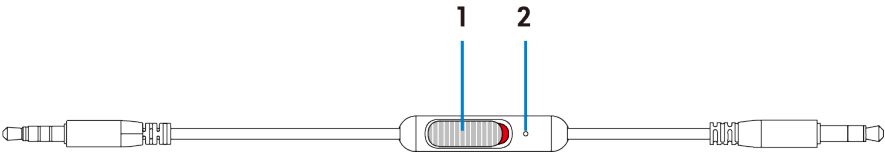
Features

Headset



- | | | | |
|---|--------------------------|---|-------------------------|
| 1 | LED indicator | 2 | Power button |
| 3 | Volume control | 4 | Retractable microphone |
| 5 | USB-C Charging port | 6 | Inline audio cable port |
| 7 | Game/Chat balance button | 8 | Microphone mute button |

Accessories

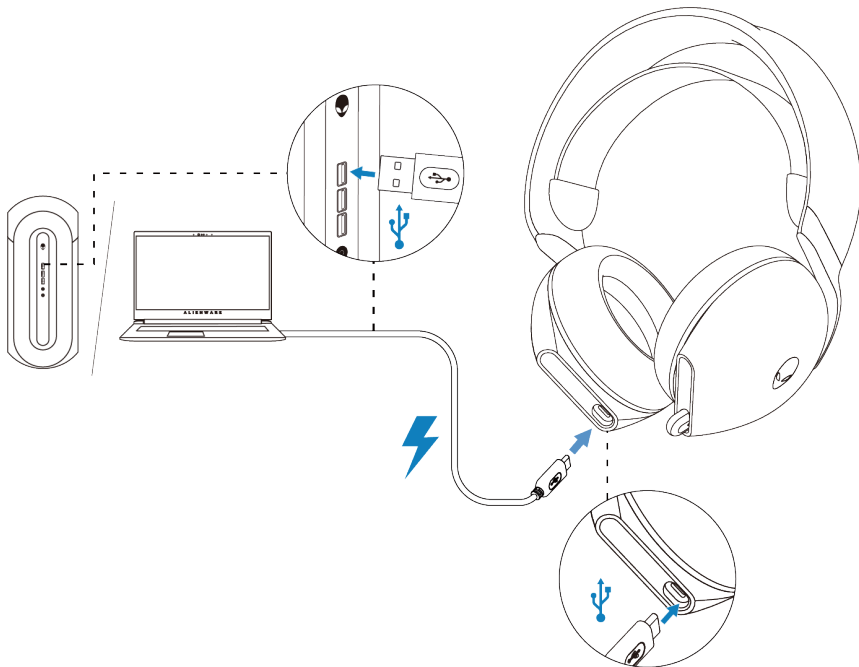


1 Microphone mute slider

2 Microphone

Charging the headset

To charge the headset, connect USB-C end of the USB-A to USB-C cable to the USB-C port on your headset. Connect the other end to the USB port on your computer.



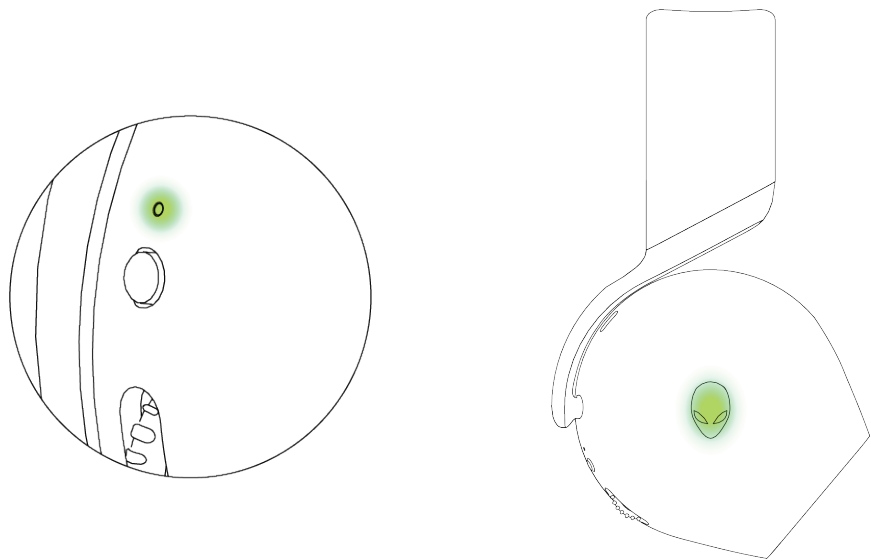
 **NOTE:** For best results, ensure battery is fully charged during first time use.

 **NOTE:** To improve battery life, turn the headset off when the headset is not in use.

Battery life

Complete charging from flat to full may take less than 2.5 hours.

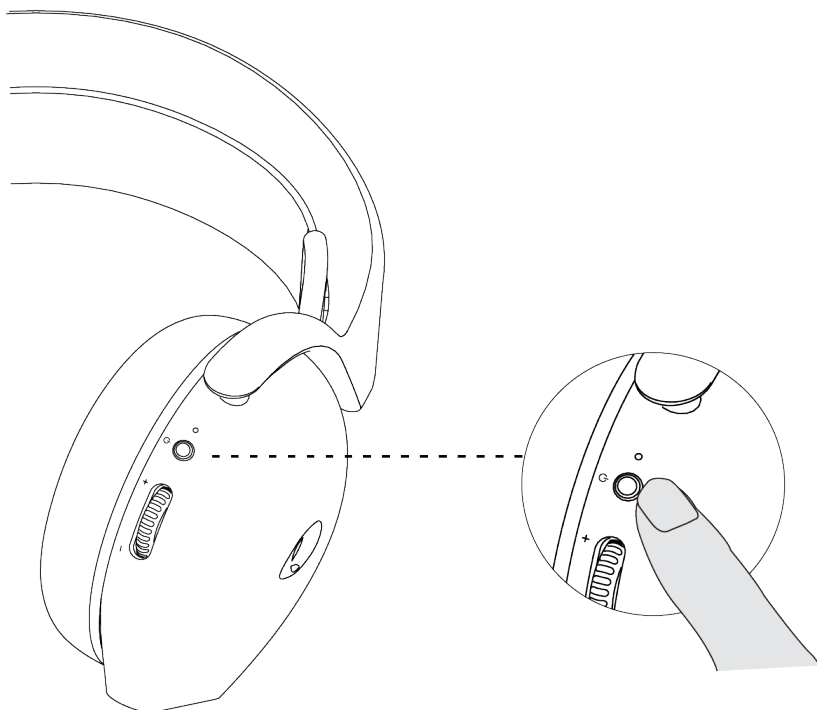
Charging indication can be found on both the power and Alienhead LEDs.



Battery status	LED indicator behavior
Fully charged	Power on: LED light stays green and Alienhead logo displays last selected lighting effect. Power off: LED light and Alienhead logo stays green.
While charging	Power on: LED light changes between amber and green. Alienhead logo changes between amber and green for 12 seconds, then returns to the previous lighting effect. Power off: LED light changes between amber and green.
When battery is less than 20%	Power LED: LED light slowly blinks in amber. Alienhead logo: Light fast-blinks in amber until the battery is at 0%.

Turning on/off your headset

Press the power button on the right ear cup for two seconds to turn on/off the headset.



Auto power off

When USB wireless dongle connection is lost (either the computer is turned off or the USB wireless dongle is removed from the USB port), the headset automatically turns off after 30 minutes. To turn on the headset, press and hold the power button for two seconds.

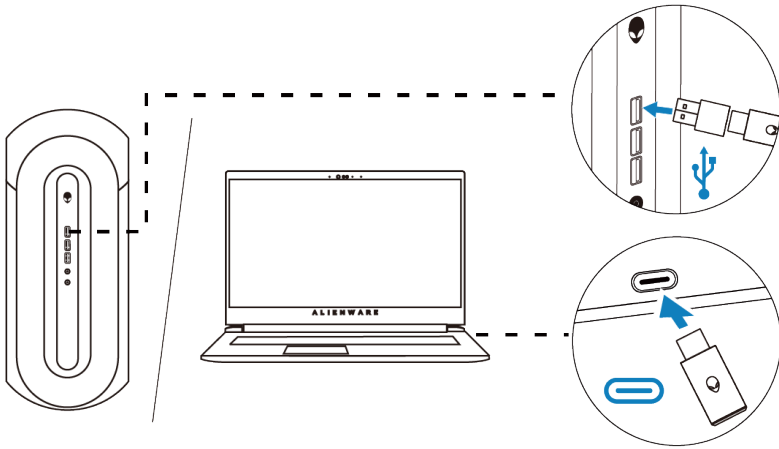
Connecting the headset to your device

System requirements

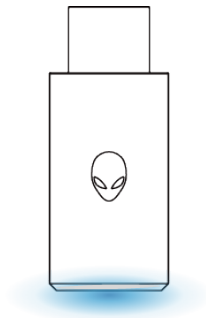
- One USB port for USB wireless dongle
- One USB port for charging (optional)
- Microsoft Windows 10 or Microsoft Windows 11, 64-bit
- PlayStation®/Xbox/Mobile devices with 3.5mm audio port

Connecting the headset to your device using the USB wireless dongle

1. Insert the USB wireless dongle into the USB-A to USB-C adapter, and then connect the adapter to the USB port on your computer.

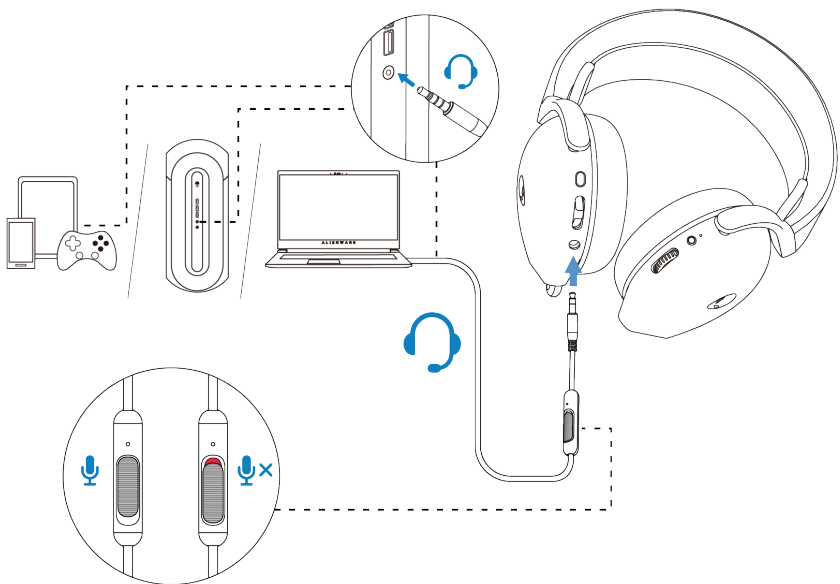


2. The LED lights up blue when connected.



Connecting the headset to your device using the inline audio cable

1. Connect the microphone end of the 3.5 mm inline audio cable to the port on your headset. Connect the other end of the audio cable to the headphone/headset port on your computer or mobile device.
2. Both audio and microphone functions will now be available via the 3.5mm cable. Buttons and LEDs will be disabled if the headset is turned off.
3. Audio and mic functions will automatically be routed to the 3.5mm cable regardless if the headset is powered on or off. 2.4G mode will be restored once audio cable is removed.
4. When using the 3.5mm inline audio cable, headset will be compatible with audio ports like PlayStation, Xbox and mobile phones.



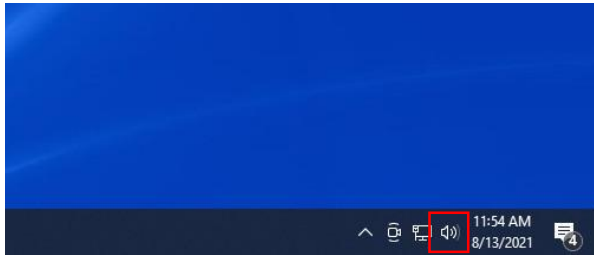
NOTE: Audio from the 3.5 mm inline audio cable is muted when the headset is charging.

NOTE: Make sure that the audio plug closer to the inline microphone is inserted to the headset port.

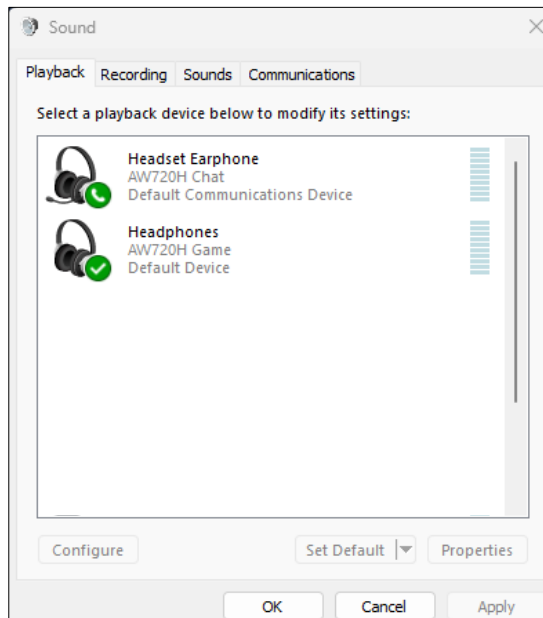
Configuring the headset on your computer

To use your headset for gaming or to listen to music from your computer, it has to be selected as the default playback device and the default recording device in Windows Audio Settings.

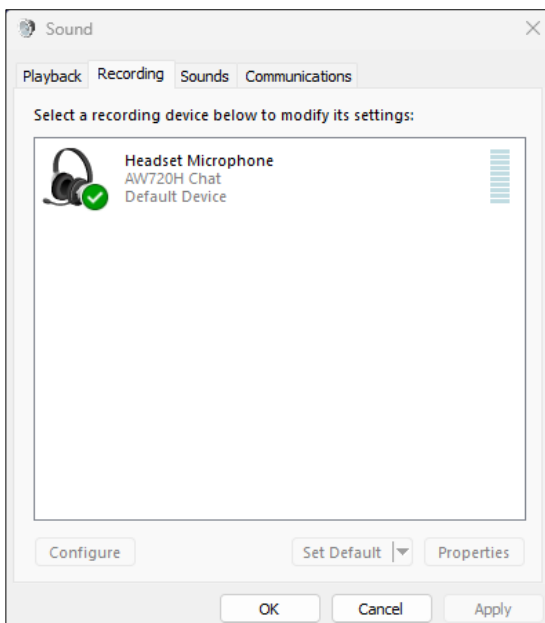
1. On the taskbar, right-click the speaker icon and click **Sounds**. The **Sounds** dialog box appears.



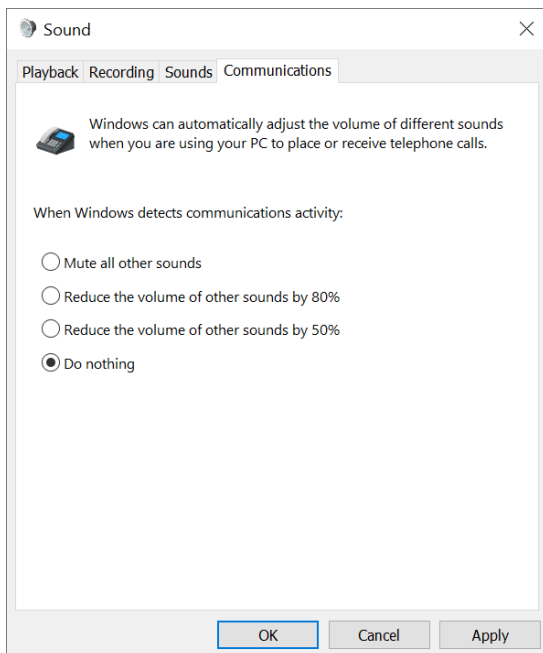
2. Click the **Playback** tab and set the following:
 - Set **AW720H Game** as the default playback device.
 - Set **AW720H Chat** as the default communication device.



3. Click the **Recording** tab, set Alienware **AW720H Chat** as the default device.



4. Click the **Communications** tab, select **Do nothing**. Click **OK**.



Alienware Command Center (AWCC)

Alienware Command Center (AWCC) provides a single interface to transform your Windows computer into an enhanced gaming environment. This application enables you to perform the following functions:

1. In the **FX** menu, you can access the following features:
 - View the battery level and charging status.
 - Change the lighting color and animation in the **Lighting** tab.
2. In the **Settings** tab, you can access the following settings:
 - View the firmware version and upgrade the device firmware to the latest version under the **Update** tile.
 - Reset the device settings to factory default.

 **NOTE:** For more information, please see the **AWCC application Online Help**.

Installing AWCC

To use the AWCC features, uninstall Alienware Headset Center (AWHC) if you have already installed AWHC on your computer. You need to install AWCC to configure the features available in Alienware Wireless Gaming Headset AW720H.

Before installing AWCC on your computer, ensure that your computer is connected to internet. If your computer is preinstalled with AWCC 5.0 or later, you can configure your Alienware gaming headset through FX available in AWCC. If your computer is not pre-installed with AWCC 5.0 or later, install AWCC through Windows Update or from the Dell Support website at **<https://www.dell.com/support>**. AWCC requires Windows 10 version 16299 or later and Windows 11.

Installing AWCC through Windows Update

1. Connect your Alienware USB wireless dongle to your computer through USB port. The AWCC application is downloaded and installed automatically.
2. The AWCC installation may take up to 10 minutes to complete.
3. Go to the program folder to ensure that the AWCC installation is complete. Launch the AWCC application and perform the following steps to download additional software:
 - In the **Settings** window, click **Windows Update**.
 - Click **Check for updates** to check the Alienware driver update progress. If the driver update is not responding on 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 at **<https://www.dell.com/support/drivers>**
 - Alienware Command Center
 - Alienware Gaming Headset driver
2. Go 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 headset features and lighting effects by using the AWCC application.

Activating Dolby Atmos for Headphones

The headset automatically activates Dolby Atmos when connected to Microsoft Windows 10 or Microsoft Windows 11 computer by following the steps below:

1. Go to the Microsoft Store.
2. Download the free Dolby Access app.
3. Connect the headset to the computer.
4. Once connected, Dolby Access will detect your device and activate Dolby Atmos for Headphones.

Updating the firmware

For best performance, update your headset and USB wireless dongle firmware to the latest version.

Updating the headset firmware manually

1. Go to **<http://www.dell.com/support>** and search for AW720H.
2. From the **Drivers & Downloads** tab, download **AW720H Headset FW update tool**.
3. Connect your headset to your computer through the USB cable.
4. Open the downloaded **AW720H Headset FW update tool** file.
5. Click on the **Update** button. Once the firmware update is complete, the "**Update Complete! OK**" message is displayed.
6. Close the window.

 **CAUTION: Disconnecting the USB cable from the computer, closing the AWCC software, or shut down of computer during firmware update may damage the headset.**

Updating the USB wireless dongle firmware manually

1. Go to **<http://www.dell.com/support>** and search for AW720H.
2. From the **Drivers & Downloads** tab, download **AW720H Dongle FW update tool**.
3. Connect your dongle to your computer through.
4. Open the downloaded **AW720H Dongle FW update tool** file.
5. Click on the **Update Dongle** button. Once the firmware update is complete, the "**Update Complete! OK**" message is displayed. Close the window.

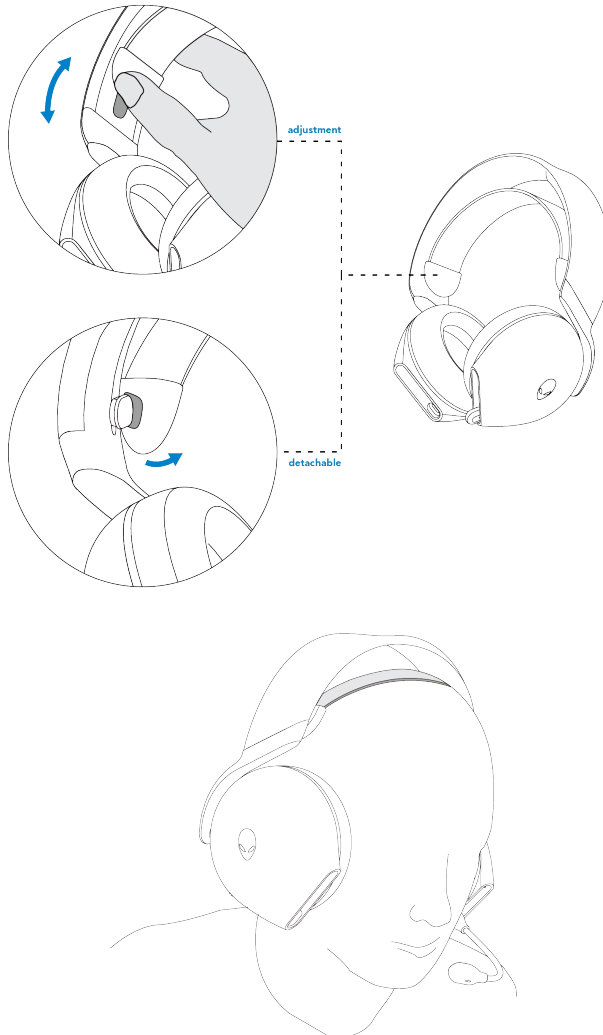
 **CAUTION: Disconnecting the USB wireless dongle, closing the AWCC software, or shut down of computer during firmware update may damage the USB wireless dongle.**

 **NOTE: Make sure to update both Headset and Dongle Firmware.**

Using the headset

Adjusting the headset

Adjust the headband to find your optimal fit. The elastic band can be shifted up and down for the best fit. It is also detachable. When using the microphone, position it approximately two centimeters away from your mouth.



Using features on the headset

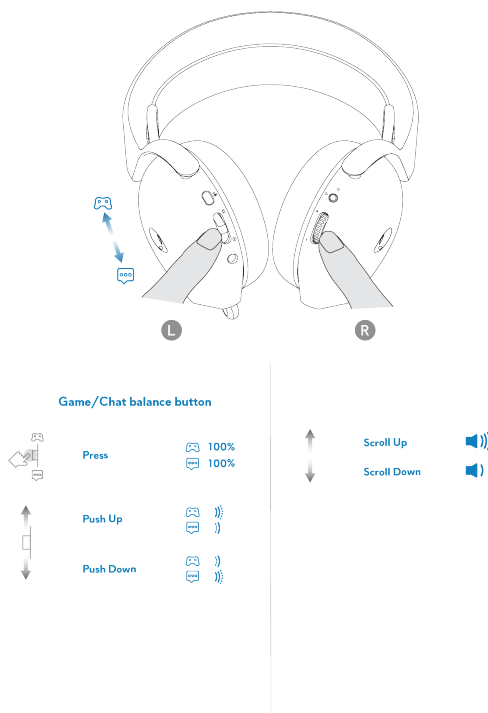
Adjusting the volume

Scroll the volume control wheel to increase or decrease the volume. Scroll up for volume up, scroll down for volume down.

Adjusting Game/Chat balance control

The volume balance of game and chat is 100% for each mode when using the headset for the first time.

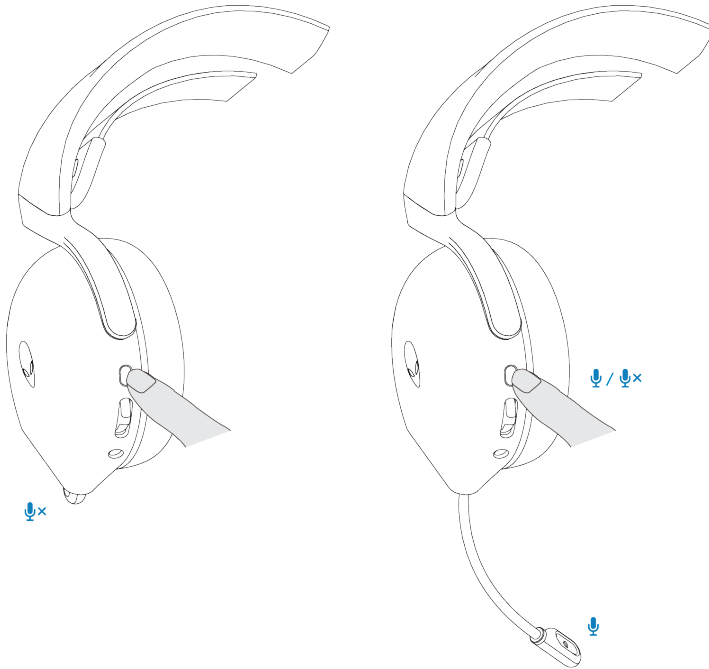
- Push **up** the game chat balance button to increase **game** volume or decrease **chat** volume.
- Push **down** the game chat balance button to increase **chat** volume or decrease **game** volume.



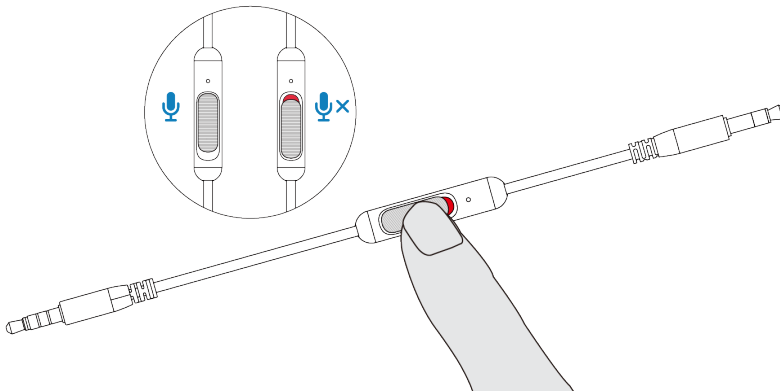
NOTE: We recommend keeping game and chat device volume on Windows at 100%, and adjusting volume via the volume dial on right ear cup.

Muting/unmuting the microphone

When the microphone is retracted fully into the headset, the microphone will be muted and the mic mute button will be disabled. When the microphone is extended, user can mute or unmute by pressing the microphone mute button. Mic mute LED lights up red when the microphone is muted.

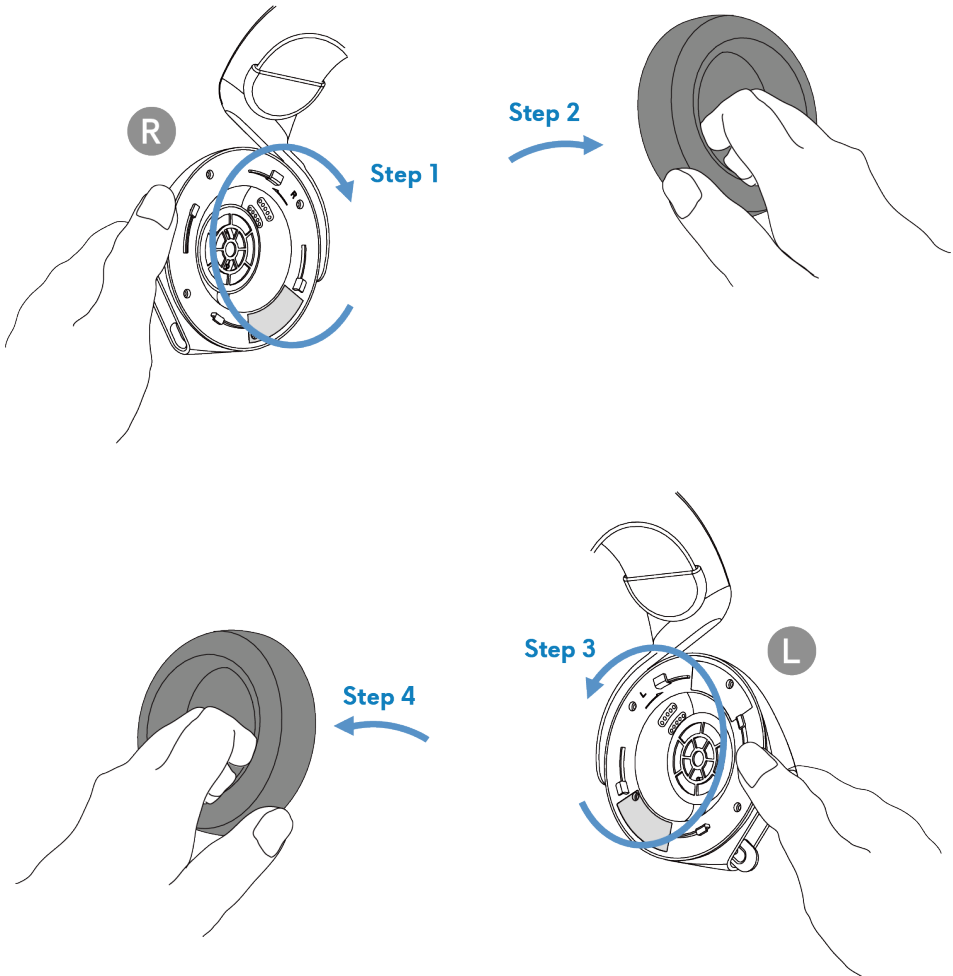


If the headset is connected to your device using the 3.5 mm inline audio cable, use the mute slider on audio cable to mute or unmute the microphone.



Replacing the ear pads

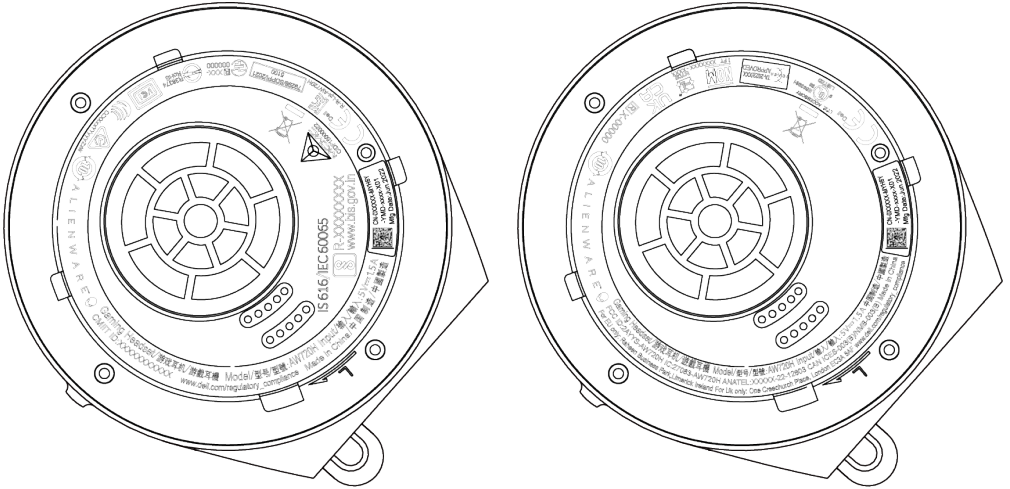
To remove ear pads, hold the ear pad firmly, twist toward the back of the headset and pull straight out. Note that left and right ear pads are different. Match the arrow marks on the ear pad and the ear cup to replace the ear pad.



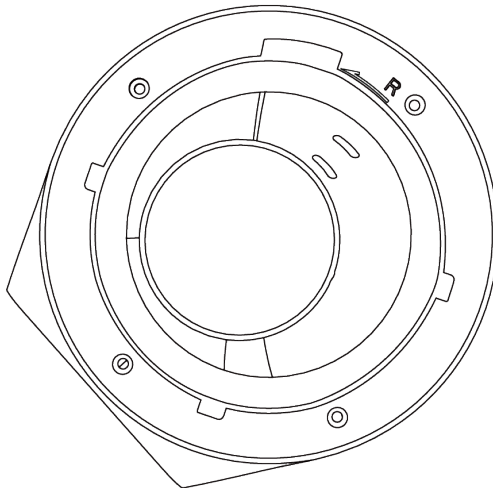
Regulatory label position

The regulatory labels are on the left ear cup. Remove the ear pad to find their positions.

Left ear cup



Right ear cup



Troubleshooting

Problems	Possible solutions
Headset has no sound	<ul style="list-style-type: none">• Ensure that the headset is powered on, and properly connected through the wireless dongle or inline audio cable.• Ensure that you are not using the headset with inline audio connection while charging.• Ensure that the device/media player is not muted.• Check the playback setting on the computer, and ensure that the default device is set to AW720H Game.• Check the headset is within range (10 m) of the wireless dongle.• We recommend using the headset in wireless mode when gaming on your computer.
The person on the other end cannot hear me	<ul style="list-style-type: none">• Ensure that the microphone is positioned 2 cm away to the mouth.• Ensure the microphone is not muted by checking the mic mute LED. It should be turned off. If the headset is connected using the inline audio cable, ensure that the mute slider on the inline audio cable is not muted.

Problems

Possible solutions

- Check the recording tab in Sounds settings, and ensure that the default device is set to AW720H Chat.
 - Ensure that the headset is within range (10 m) of the wireless dongle.
 - If the headset is connected using the inline audio cable, ensure that the plug closer to the inline microphone is inserted to the headset port, and the other end to your device.
-

Abnormal sounds coming out of the headset

- Check if something is obstructing the headset.
- Adjust the volume level up and down, and check if the abnormal sound changes.
- Ensure that the headset is within range (10 m) of the wireless dongle.
- If the headset is connected using the inline audio cable, ensure that the inline audio plug is fully inserted into the audio port of your device.

Problems	Possible solutions
Unbalanced sound in the headset	<ul style="list-style-type: none"> • Check the computer volume balance is set correctly. <ul style="list-style-type: none"> – Right-click on the headset icon. – Select playback devices. – Right-click on the default playback devices, and select Properties. – Select Levels, and click Balance. Ensure that the L and R values are the same.
Headset lights do not light up	<ul style="list-style-type: none"> • Ensure that the headset is turned on. • Inline cable connection won't show lighting. • Open Alienware Command Center, and ensure that the lights are turned on.
Wireless range is too short	<ul style="list-style-type: none"> • Ensure that the wireless dongle is not covered or blocked by metal or electronic objects. • Try connecting the wireless dongle to the USB port on the side of your computer, rather than the USB port at the back of your computer. • Ensure that no other USB device is connected adjacent to the wireless dongle.
Microphone picks up too much background noise	<ul style="list-style-type: none"> • Ensure that the microphone is positioned close to the mouth. • Open Alienware Command Center, and reduce the microphone volume.

Problem	Possible solutions
Microphone mute is not working when connected with inline audio cable	<ul style="list-style-type: none"> •Ensure that audio plugs on both ends are inserted properly into the headset and audio device ports. •Ensure that the red portion of the microphone mute button is covered.
Alienware command center does not recognize the headset	<ul style="list-style-type: none"> •Ensure that the headset is powered on and connected to the computer via the wireless dongle. •Reconnect the wireless dongle or restart Alienware Command Center.

Specifications

Specifications	Value
Headset weight	348 g
Headset dimensions	Length: 183.91 mm (7.24 inches) Width: 111.67 mm (4.40 inches) Height: 214.39 mm (8.44 inches)
Microphones	Noise Reduction microphone
Speaker	40 mm Dynamic PureSound speaker (Hi-Fi)
Speaker maximum input power	50 mW
Speaker frequency range	20Hz to 40kHz
Operating temperature	5°C to 40°C (41°F to 104°F)
Storage temperature	-5°C to 45°C (23°F to 113°F)
Operating humidity	5% to 90% relative humidity

Warranty information

Limited warranty and return policies

The Alienware Dual Mode Wireless Gaming Headset AW720H carries a 2-years limited hardware warranty. If purchased together with a Dell computer, 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>, select your country from the list at the bottom of the "home" page, and then click the "terms and conditions" link for the end user terms or the "support" link for the warranty terms.

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Safety information

 Keep the volume at optimal levels while in use. Do not listen at high volume levels for a long period. Prolonged exposure to a high volume may cause a high sound pressure and may cause a risk of hearing damage.