Alienware
Wireless Gaming Headset
AW720H
User's Guide

Regulatory Model: AW720H/ UD2202u

ALIENWARE™

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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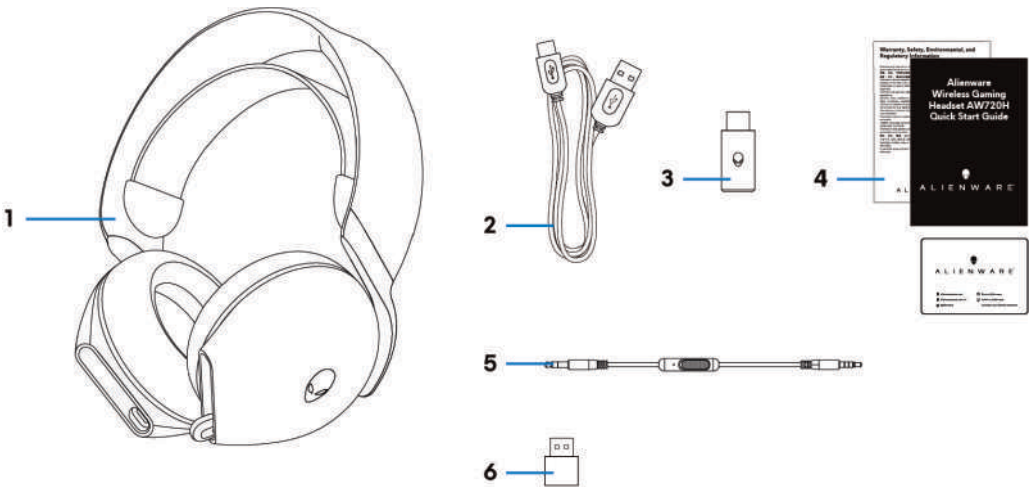
What's in the box



1 Alienware Wireless Gaming Headset AW720H

2 USB-A to USB-C charging cable

3 USB wireless dongle

4 Documents

5 3.5 mm inline audio cable

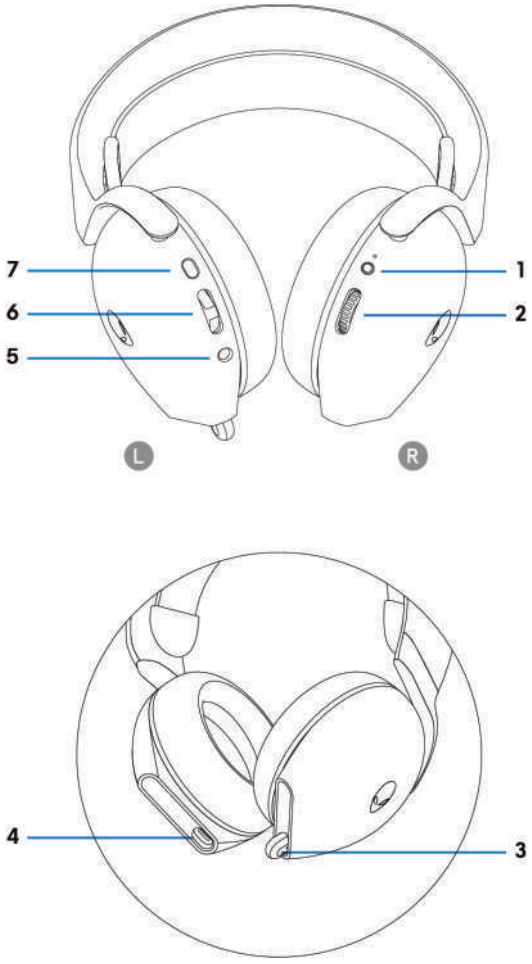
6 USB-A to USB-C adaptor

NOTE: Charge the headset to activate it before turn it on for the first time.

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

Features

Headset



1 Power button and LED indicator

2 Volume control

3 Retractable Microphone

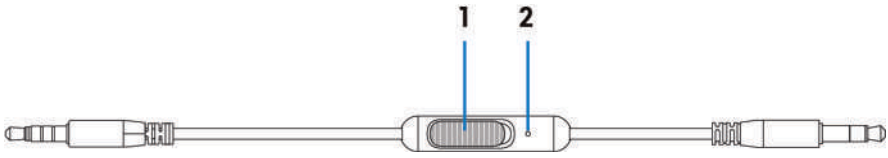
4 USB –C Charging port

5 Inline audio cable port

6 Game/ Chat balance button

7 Microphone mute button

Accessories

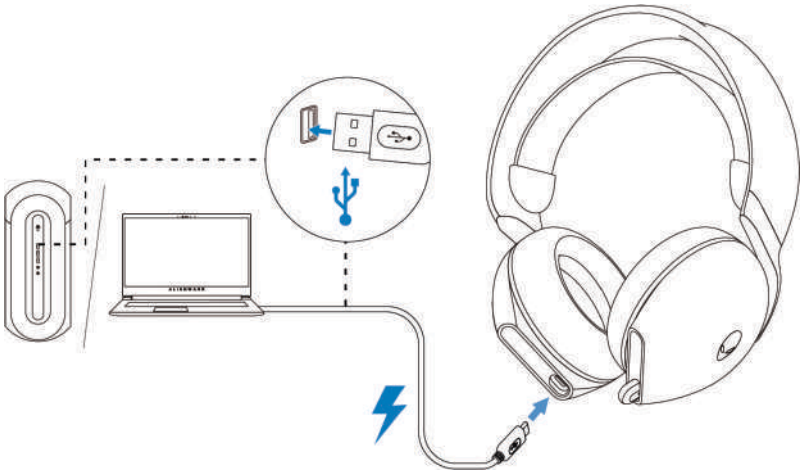


1 Microphone mute slider

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.



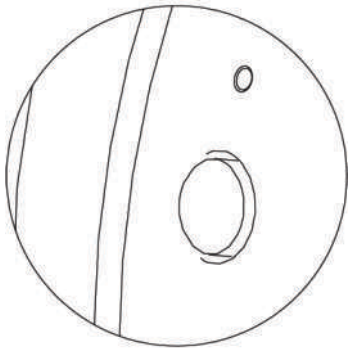
NOTE: For best results, ensure that the battery is fully charged when using it for the first time.

NOTE: To improve battery life, turn the headset off when the headset is not used.

Battery life

The headset battery can last up to 24 hours of gaming/audio playback and 55 hours when Alienhead logo LED turned off. The complete charging of battery may take less than 2.5 hours.

When the headset is turned off and charging, the LED light and Alienhead logo indicates the battery status.

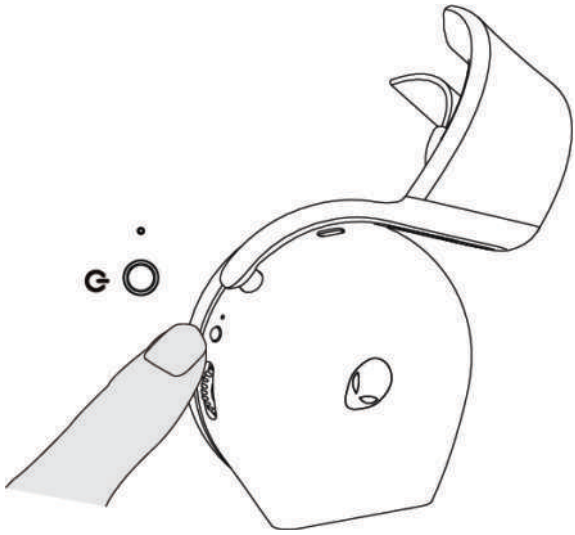


Battery status

	Fully charged Power on: LED light stays green and Alienhead logo go to previous lighting effect. Power off: LED light and Alienhead logo stays green.
	While charging Power on: LED light changed between amber and green, Alienhead logo changed between amber and green for 12 seconds, then go to previous lightening. Power off: Light changed between amber and green.
	When battery less than 20% Power LED: LED light slowly blinks in amber. Alienhead logo: Light fast blinks in amber until battery dead.

Turning on/off your headset

Hold 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 the headset on, press the Power button.

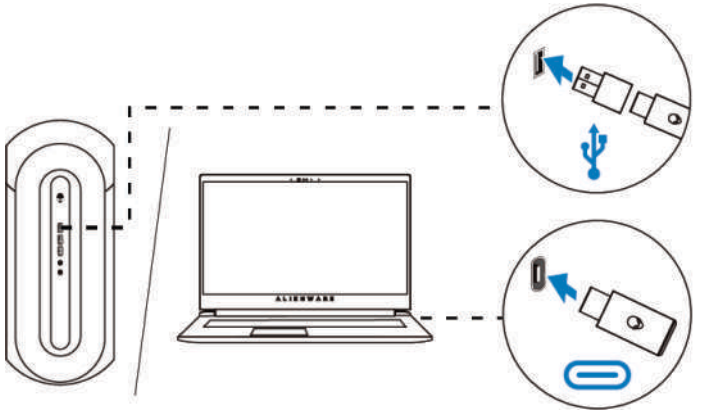
Connecting the headset to your device

System requirements

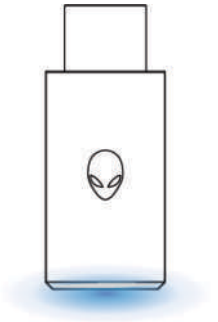
- One USB port for USB wireless dongle
- One USB port for charging (optional)
- Microsoft Windows 10 or Microsoft Windows 11 64-bit/Mobile/PS4/XboxOne

Connecting the headset to your device using the USB wireless dongle

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



2. The LED lights up blue when connected.



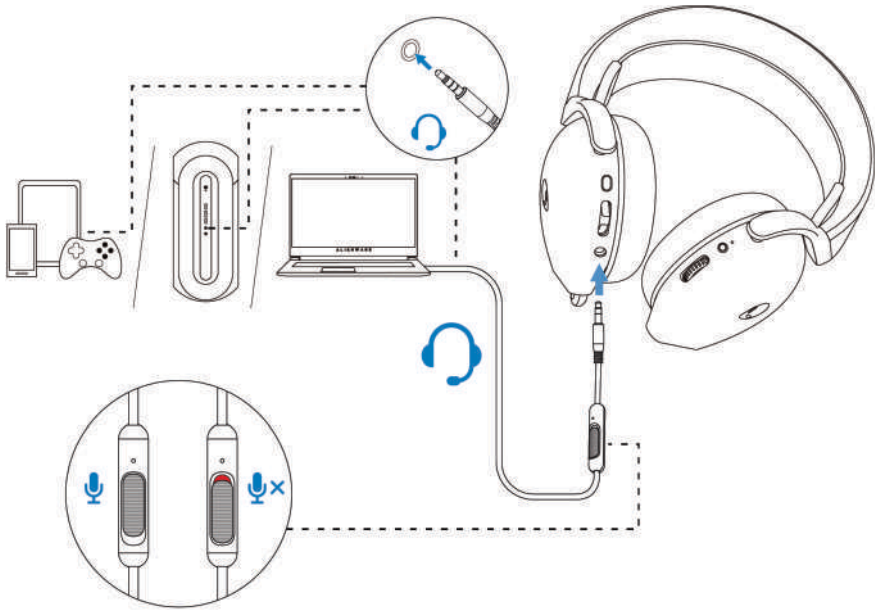
Connecting the headset to your device using the Inline audio cable

1. Connect one end of the 3.5 mm inline audio cable to the port on your headset, and connect the other end to the audio/headset port on your computer or mobile device.

2. The headset speakers and the microphone on the cable continue to work even when the headset is turned off, as long as the headset is connected to a 3.5 mm inline audio cable. The buttons and LEDs stop functioning if the headset is turned off.

3. While using the 3.5 mm inline audio cable, the audio source will be provided only by the Inline cable. The 2.4G mode still continue to work even after removing the audio cable.

4. When using the 3.5 mm inline audio cable, the headset will compatible with any device with audio jack port like mobile, XboxOne, and PS4.

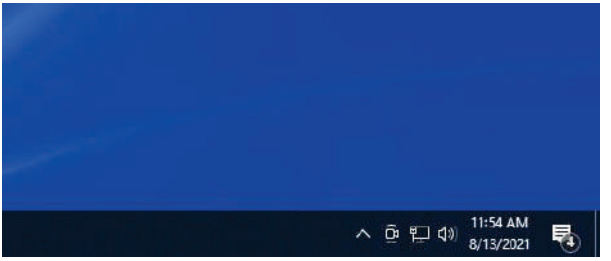


NOTE: Inline cable won't respond while charging.

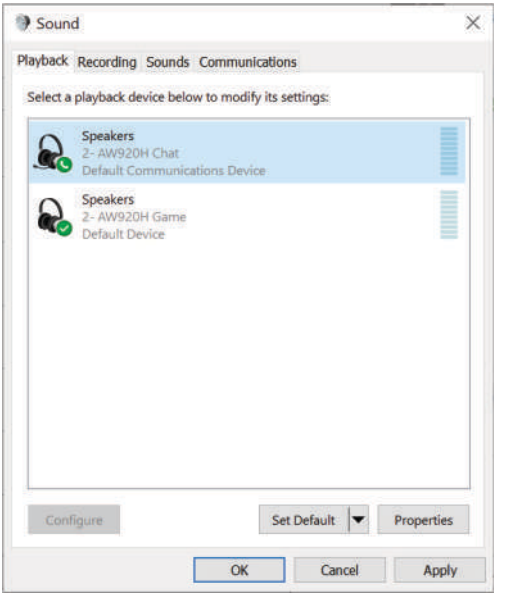
Configuring the headset on your computer

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.

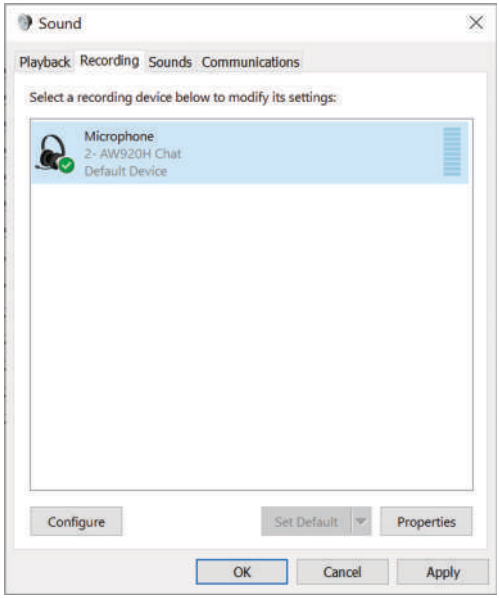
1. On the taskbar, right-click the speaker icon and click **Sounds**. The **Sounds** dialog box appears.



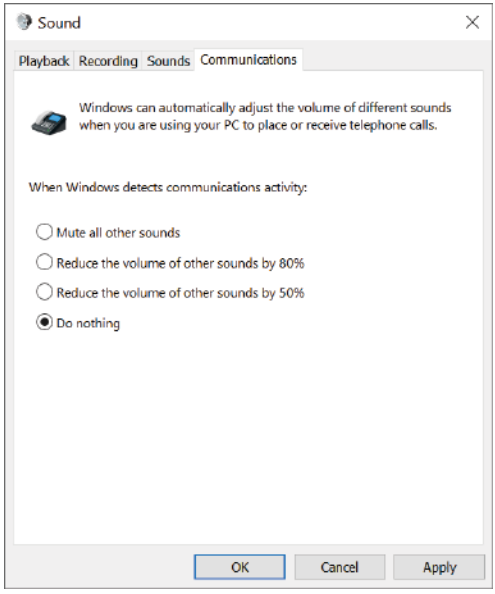
2. Click the **Playback** tab and set the following:
   - Set **AW720H Game** as the default playback device.
   - Set **AW720H Chat** as the default communication device.



3. Click the **Recording** tab, set the 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 battery level and charging status.
   - Change lighting color and animation in the **Lighting** tab.

2. In the **Settings** tab, you can access the following settings:
   - View 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 preinstalled 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. AWCC installation may take up to 10 minutes to complete.
3. Go to the program folder to ensure that the AWCC installation is complete. Then launch AWCC. 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.

Activate Dolby Atmos for Headphone

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 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.

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

Updating USB wireless dongle firmware manually

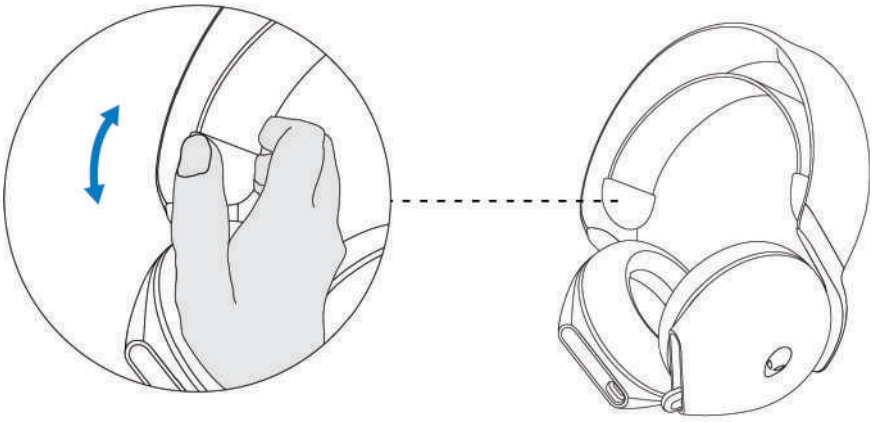
1. Go to **http://www.dell.com/support** and search for AW720H.
2. From the **Drivers & Downloads** tab, download **AW720H Dongle FW update tool**.
3. Connect your dongle to your computer through.
4. Open the downloaded **AW720H Dongle FW update tool** file.
5. Click on the **Update Dongle** button.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

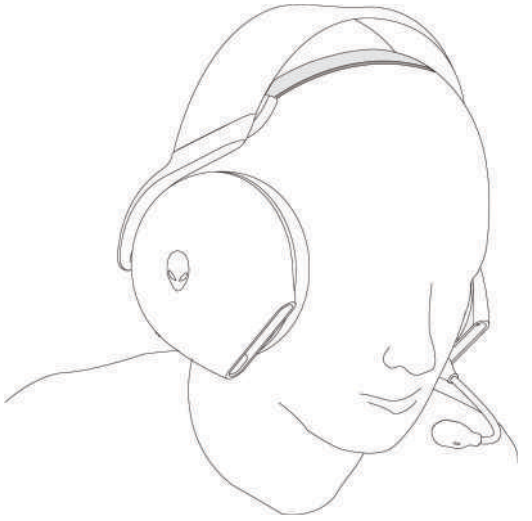
NOTE: Disconnecting the USB wireless dongle, closing the AWCC software, or shut down of computer during firmware update may damage the USB wireless dongle.

Using the headset

Adjusting the headset

Adjust the headband and ear pads to find the optimal fit for your head. The elastic band can be shift up and down for the best fit. When using boom microphone, position it approximately two centimeters away from your mouth.





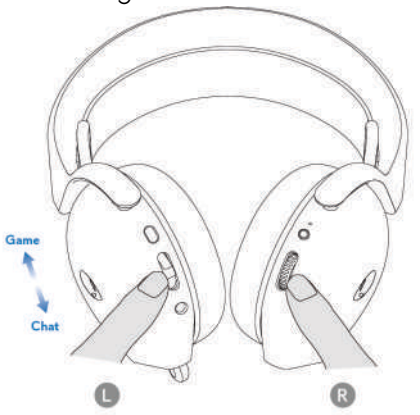
Using features on the headset

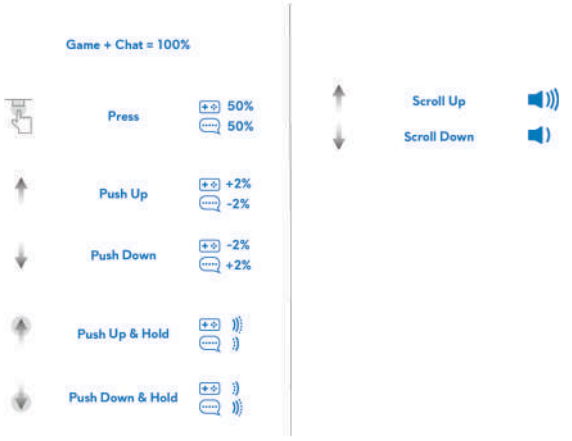
Volume Controls

Scroll volume control wheel for volume increment or decrement. Scroll up for volume up, scroll down for volume down.

Game/Chat Balance Control

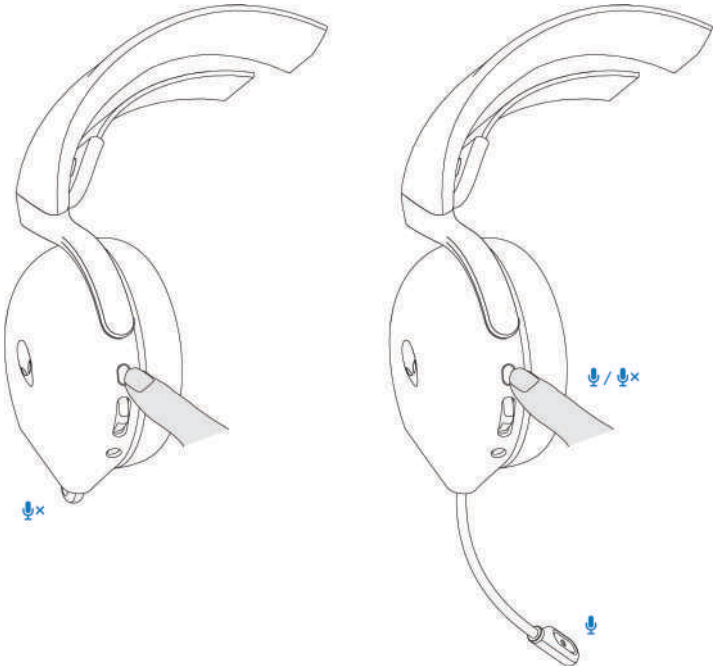
The volume balance of game and chat is 50% each when using the headset for the first time. Push up the game chat balance button to increase game volume, push down the game chat balance button to increase chat volume. For each push, it will result in 2% volume change (for example, if user pushes up, game becomes 52%, chat becomes 48%), overall volume should still maintain the same. User also push and hold for continuous volume change. Also, press the game chat balance button can reset the volume balance of game and chat to 50% each.



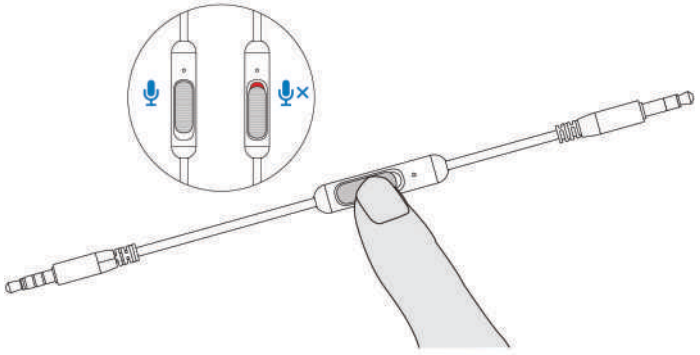


Muting/unmuting the microphone

When the boom microphone is retracted back to the headset, the microphone will be muted and the mic mute button on the left ear cup will not respond. When the boom microphone is pulled out, user can mute and unmute the microphone by pressing mic mute button, and the mic mute LED lights up red when the microphone is muted.

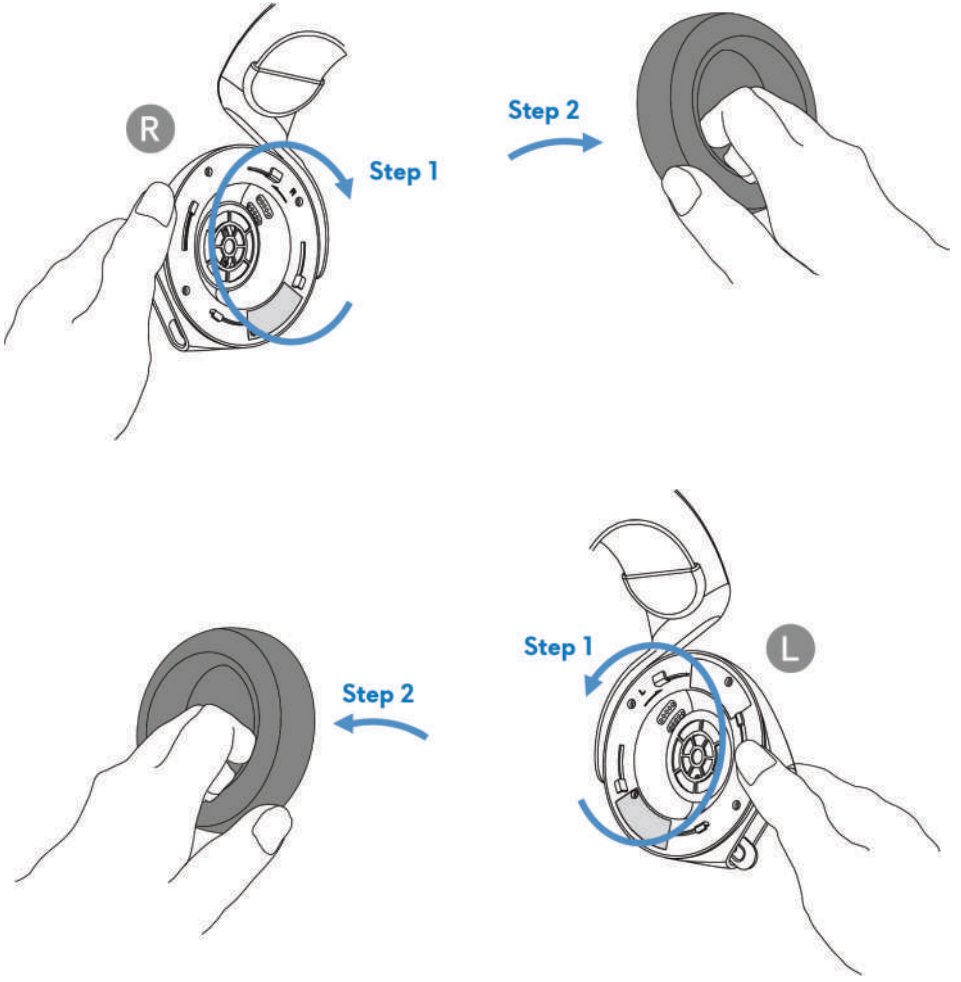


Alternatively, use the mute slider on the 3.5 mm inline audio cable to mute or unmute the microphone when the inline audio cable is connected.



Replacing the ear pads

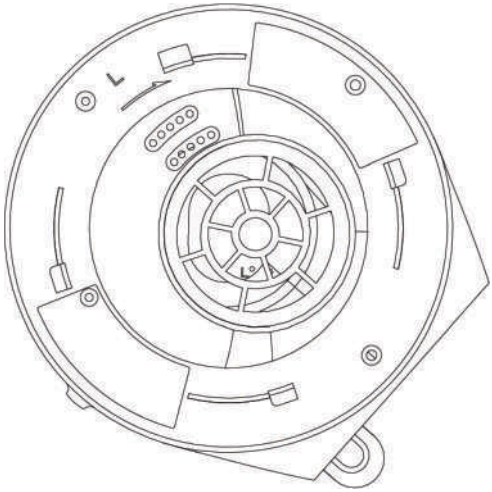
To remove the ear pad, hold the ear pad firmly, twist toward back of the headset and pull straight out. Note that left and right ear pads are different. Fit the arrow marks on the ear pad and the ear cup to place the ear pad back.



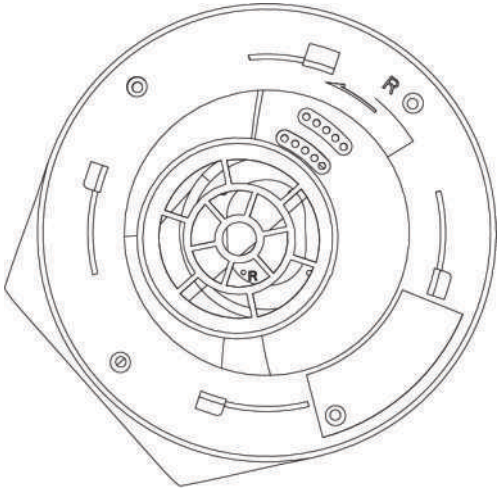
Regulatory label position

There are three regulatory labels attached to the headset. One is on the right ear cup and two are on the left ear cup. Remove the cushion to find their positions.

Left earcup



Right earcup



Troubleshooting

Problems	Possible solutions
Headset has no sound	•Ensure that the headset is turned on, and properly connected through the wireless dongle or Inline audio cable. • Ensure that you're not using the headset with Inline audio connection while charging. •Ensure that the audio player is playing music, and that the computer volume and media player volume are on and not muted. •Click the volume icon on your computer. Adjust the volume level on the volume bar. •Check the playback setting on the computer, and ensure that the default device is set to DEVICE NAME. •Check the headset is within range (10 m) of the wireless dongle. •Check wireless connection is good. •Check that the headset is connected to wireless dongle (recommended mode) on your computer during game.
The person on the other end cannot hear me	•Ensure that the microphone is positioned close to the mouth. •Ensure that the microphone is not muted. The mute light on boom microphone should be off.

Problems	Possible solutions
	• Check the record setting on the computer, and ensure that the default device is set to DEVICE NAME. • Ensure that the headset is within range (10 m) of the wireless dongle. • Ensure that the audio plug end is well inserted into the port on your headset and computer respectively (if connected through the Inline audio cable). • Ensure that the mute slider on the inline audio cable is not muted.
Abnormal sound is 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. • Ensure that the inline audio plug is fully inserted into the audio port of the computer or mobile devices. (if connected through the Inline audio cable)

Problems	Possible solutions
Unbalanced sound in the headset	• Check the computer volume balance is set correctly. – Right-click the headset icon. – Select playback devices. – Right-click 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	• Ensure that the headset is turned on. • Open Alienware Command Center, and ensure that the lights are turned on.
Wireless range is too short	• 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	• Ensure that the microphone is positioned close to the mouth. • Open Alienware Command Center, and reduce the microphone volume.

Problem	Possible solution
Microphone mute is not working when connected with inline audio cable	• Ensure that the audio plug end is well inserted into the port on your headset and computer respectively. • Ensure that the microphone mute button on the inline audio cable is set to MUTE OFF. • Ensure that the audio plug end with 3 poles is inserted to the headset port, and the end with 4 poles is inserted to your computer or mobile.
Alienware command center does not recognize the headset	• Ensure that the headset is turned on and the headset is connected to the computer through the Inline cable or wireless dongle. • Reconnect the wireless dongle or restart Alienware Command Center.

Specifications

Specifications	Value
Headset weight	300 g
Headset dimensions	Length: 174.15 mm (6.86 inches) Width: 101.04 mm (3.98 inches) Height: 209.73 mm (8.26 inches)
Microphones	Noise Reduction microphone
Speaker	40 mm Dynamic PureSound speaker (Hi-Fi)
Speaker maximum input power	50 mW
Speaker frequency range	20Hz – 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 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.

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: **https:/www.dell.com/terms**, select your country from the list at the bottom of the "home" page, and then click the "terms and conditions" link or the "support" link for the warranty terms.

NOTE: Warranty for soft carry pouch is not covered.

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.

Federal Communication Commission Interference Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

RF exposure statements

This product is based on SAR assessment and the user manual must have the following warnings "This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.
The exposure standard employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the EUT transmitting at the specified power level in different channels. The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid."

Industry Canada statement:

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions:
1) This device may not cause interference, and
2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) l’appareil ne doit pas produire de brouillage;
2) l’utilisateur de l’appareil doit accepter tout brouillage radioélectrique subi, meme si le brouillage est susceptible d’en compromettre le fonctionnement.

Radiation Exposure Statement:
This EUT is compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209.
This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 d'Industrie Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209.

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前述合法通信，指依電信管理法規定作業之無線電通信。低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。