

Alienware
Pro Wireless Gaming Headset
AWPRO-HS
User's Guide

A L I E N W A R E 

Regulatory Model: AWPRO-HS

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.

Copyright © 2024 Dell Inc. or its subsidiaries. All rights reserved. Dell Technologies, Dell, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

2024-02

Rev. A00

What's in the box

1	Alienware Pro Wireless Gaming Headset AWPRO-HS	2	USB-A to USB-C cable
3	USB wireless dongle	4	Documents
5	Detachable boom microphone	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.



NOTE: Soft carry pouch is for protecting headset and preventing dust.

Feature

Headset

1	Power slider	2	Indicator LED
3	2.4G/BT/BT pairing switch slider	4	Microphone mute button
5	Volume control wheel	6	ANC control button
7	USB-C Charging port	8	Boom microphone port

Accessories

1. Boom microphone

2. Microphone mute LED

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 off the power switch when the headset is not used.

Battery life

	Fully charged Power on: Power LED light stays green. Power off: Power LED light stays green until charging cable unplugged.
	While charging Power LED light changed between amber and green.
	When battery less than 20% Power LED light slowly blinks in amber.

Turning on/off your headset

Slide down/up the power slider to turn on/off the headset, a voice prompt “power on” will be played.

Auto power off

Headset will automatically turn off after 30mins of inactive use.

Connecting the headset to your device

System requirements

Microsoft Windows 10 or Microsoft Windows 11 64-bit/Mobile/PS4/XboxOne.

Inserting the boom microphone

Inserting the boom microphone firmly into the boom microphone port of the headset.

 **NOTE: Microphone foam shield can be used for better sound quality and keeping the microphone clean.**

Connecting the headset to your device using the USB wireless dongle

1. Plug the USB wireless dongle into the USB-C port on your computer or mobile device directly or use the USB-A to USB-C adaptor, and then connect the adaptor to the USB-A port on your computer or mobile device.
2. Slide the pairing switch slider on the headset to 2.4GHz mode. The headset and the USB wireless dongle are pre-paired.
3. Once the headset is connected, the audio prompt will be played. The power LED lights up white for 3 seconds when connected then slow blinks in white, and the dongle LED lights up teal.

Connecting the headset to your device using Bluetooth

1. Turn on the Bluetooth in your computer before connecting the headset using Bluetooth.
2. Slide the pairing switch slider to the bottom for two seconds. The audio prompt “Bluetooth pairing” will be played and power LED blinks in blue, which indicates pairing mode is on.
3. Connect the headset to computer, laptop, smartphone or tablet and so on. The power LED lights up blue for 3 seconds when connected then slow blinks in white.

Connecting the headset to your device using the USB-A to USB-C cable

1. Connect USB-C end of the USB-A to USB-C cable on your headset, and connect the other end to the USB-A port on your computer or mobile device.
2. When using the USB-A to USB-C cable, the headset will compatible with any device with USB port like mobile, XboxOne, and PS4.

Configuring the headset on your computer

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:

 **NOTE: You will experience limited functionality in AWCC when your device is connected by Bluetooth.**

1. In the FX menu, you can access the following features:
 - View device connection type when it is connected through Bluetooth.
 - 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 Pro Wireless Gaming Headset AWPRO-HS.

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 AWPRO-HS.
2. From the Drivers & Downloads tab, download AWPRO-HS Headset FW update tool.
3. Connect your headset to your computer through the USB cable.
4. Open the downloaded AWPRO-HS 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 AWPRO-HS.
2. From the Drivers & Downloads tab, download **AWPRO-HS Dongle FW update tool**.
3. Connect your dongle to your computer through.
4. Open the downloaded **AWPRO-HS 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. When using boom microphone, position it approximately two centimeters away from your mouth.

Using features on the headset

Volume adjustment

Scroll the volume control wheel to increase or decrease the volume. Scroll up for volume up, scroll down for volume down. Unit volume is 6% for each scroll.

Mute/unmuting the microphone

Press the mute button on the left ear cup to mute or unmute the microphone. The microphone mute indicative light on boom microphone turns red when the microphone is muted.

Active Noise Cancellation (ANC) on/off

Press ANC control button to toggle between ANC on, transparency mode and ANC off, corresponding voice prompt “ANC on”, “Transparency” and “ANC off” will be played.

Game/Chat mode

Switching game/chat mode by computer sound setting

1. On the taskbar, click the speaker icon and click “Select a sound output”.
- * 2. Select “AWPRO-HS Game” for game mode, “AWPRO-HS Chat” for chat mode.
- *

Switching game/chat mode by microphone mute button

Press and hold microphone mute button for three seconds to switch between game mode and chat mode, voice prompt “Gaming mode on” and “Gaming mode off” will be played.

 **NOTE: If user press and hold microphone mute button during USB cable connection, game/chat mode will not be switched since USB cable connection only works when the headset is powered off.**

Replacing the ear pads

To remove the ear pad, hold the ear pad firmly and then pull the ear pad away from the headset.

Regulatory label position

Remove the ear cushion to find the regulatory label.

Troubleshooting

Problems	Possible solutions
Headset has no sound	<ul style="list-style-type: none"> • Ensure that the headset is turned on, and properly connected through the wireless dongle, Bluetooth. • Ensure that you’re not using the headset with USB cable when the headset is powered off. • 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 AWPRO-HS. • Check the headset is within range (10 m) of the wireless dongle or connected mobile devices. (if connected through the wireless dongle or Bluetooth) • 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	<ul style="list-style-type: none"> • 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. • Check the record setting on the computer, and ensure that the default device is set to AWPRO-HS.

	<ul style="list-style-type: none"> Check that the boom microphone is fully inserted into the microphone port. Ensure that the headset is within range (10 m) of the wireless dongle or connected mobile devices (if connected through the wireless dongle or Bluetooth).
Abnormal sound is coming out of the headset	<ul style="list-style-type: none"> 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 or connected mobile devices. (if connected through the wireless dongle or Bluetooth)
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 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.
Wireless range is too short	<ul style="list-style-type: none"> Ensure that the wireless dongle or connected mobile devices with Bluetooth 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.
Microphone mute is not working when connected with USB cable	<ul style="list-style-type: none"> Ensure that the USB cable is well inserted into the headset and computer.
Alienware command center does not recognize the headset	<ul style="list-style-type: none"> Ensure that the headset is turned on and the headset is connected to the computer through the USB cable, wireless dongle or Bluetooth. Reconnect the wireless dongle, pair the headset using the Bluetooth, or restart Alienware Command Center.

Specification

Specifications	Value
Headset weight	330 g
Headset dimensions	Length: 174.15 mm (6.86 inches) Width: 101.04 mm (3.98 inches) Height: 185.5mm (8.26 inches)
Microphones	Noise Reduction microphone
Speaker	50 mm speaker
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 Pro Wireless Gaming Headset AWPRO-HS 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.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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, même 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。