

Alienware Tri-Mode Wireless Gaming Keyboard - AW920K

User's Guide

Keyboard Model: AW920K
Regulatory Model: AW920K

A L I E N W A R E™ 

 **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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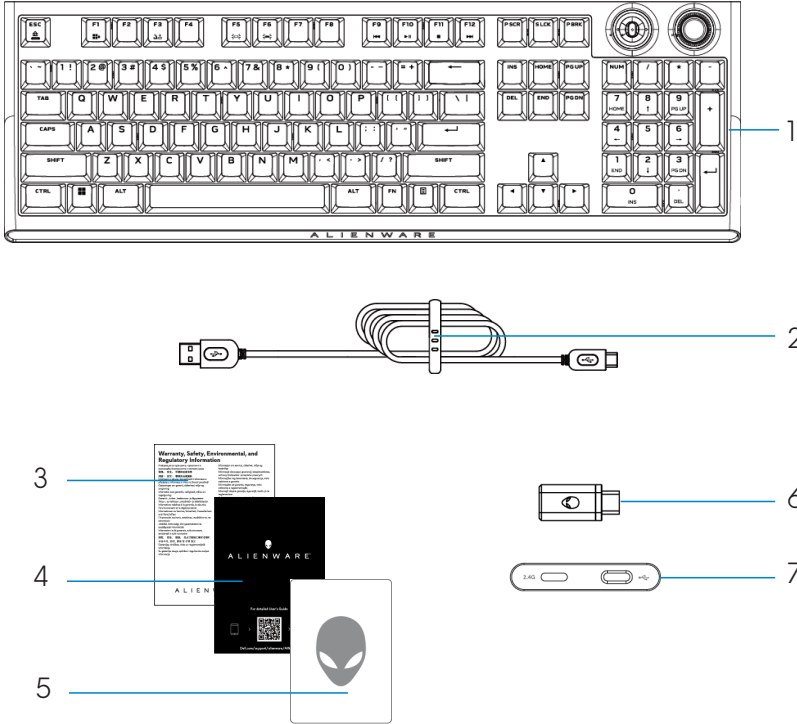
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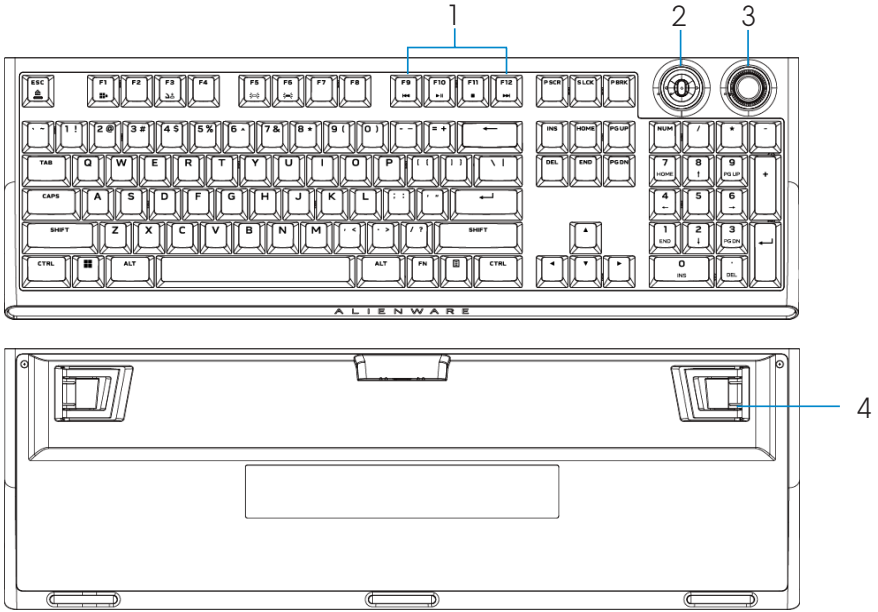
What's in the box



1. Alienware Tri-Mode Wireless Gaming Keyboard - AW920K
2. USB-A to USB-C cable
3. Regulatory document
4. Quick Start Guide
5. Alienware sticker
6. Dongle
7. Dongle Extender with magnetic snap charging

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

Features



Callout	Features	Description
1	Multimedia key	Enables you to forward, play, stop, or backward the movie and music.
2	Multi-functional rocker	Default: Media control - Push Left: Previous track - Push Right: Next track - Push down: Play or Pause track NOTE: Customizable in Alienware Command Center (AWCC).
3	Multi-functional dial knob	Default: System volume control - Clockwise: Increase volume - Counterclockwise: Decrease volume - Push down: Mute or Unmute NOTE: Customizable in Alienware Command Center (AWCC).
4	Three-angle adjustable feet	Enables you to adjust the keyboard feet tilts in three different angles

Features

AW920K is Alienware's first ever Tri-Mode Wireless Gaming Keyboard that offers versatile connection options across a large number of gaming devices.

You can enjoy an undisturbed game playing with magnetic snap charging technology.

The new programmable rocker switch and dial knob enables you to perform quick adjustments to control media while keeping you concentrated on the game.

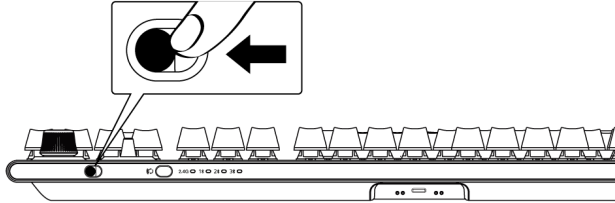
The key features of AW920K include:

- Tri-Mode connections: Wireless 2.4 GHz, Bluetooth 5.1, and Wired USB
- Full-sized layout
- Cherry MX red switches
- Programmable multi-functional dial knob and rocker
- Polybutylene Terephthalate (PBT) double-shot keycaps
- Fully programmable keys with anti-ghosting and N-key rollover capability
- Dongle extender with magnetic snap charging
- AlienFX per-key RGB backlighting
- Detachable paracord cable

Setting up your gaming keyboard

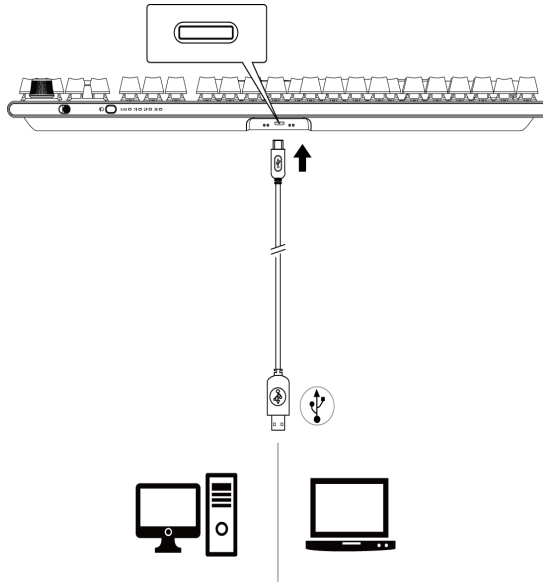
Turning on your AW920K gaming keyboard

Slide the power button on the keyboard as shown in the following image to turn on the keyboard.



Wired Connection Mode

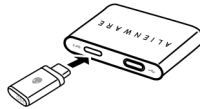
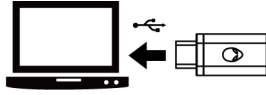
Connect the USB-C side of the cable to your gaming keyboard and connect the USB-A side of the cable to the USB port on your computer.



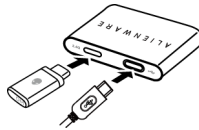
Setting up your gaming keyboard

2.4G Wireless Connection Mode

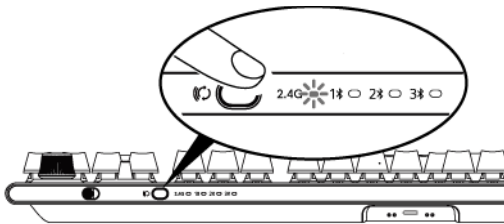
1. Connect the AW920K dongle to your computer or to the dongle extender with magnetic snap charging.



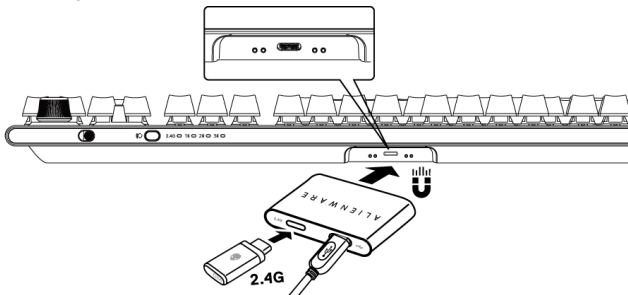
2. Connect the USB-C side of the cable to the dongle extender with magnetic snap charging and USB-A side of the cable to your computer.



3. Press the connection mode button to switch to 2.4G wireless mode.

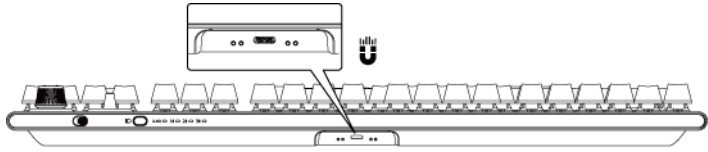


4. Place the dongle extender with magnetic snap charging close to your AW920K for easy access.



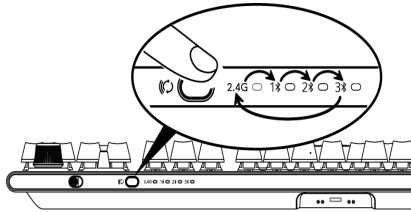
Setting up your gaming keyboard

- When the battery is low, slide the dongle extender with magnetic snap charging closer to your AW920K and it will magnetically attract and start charging.



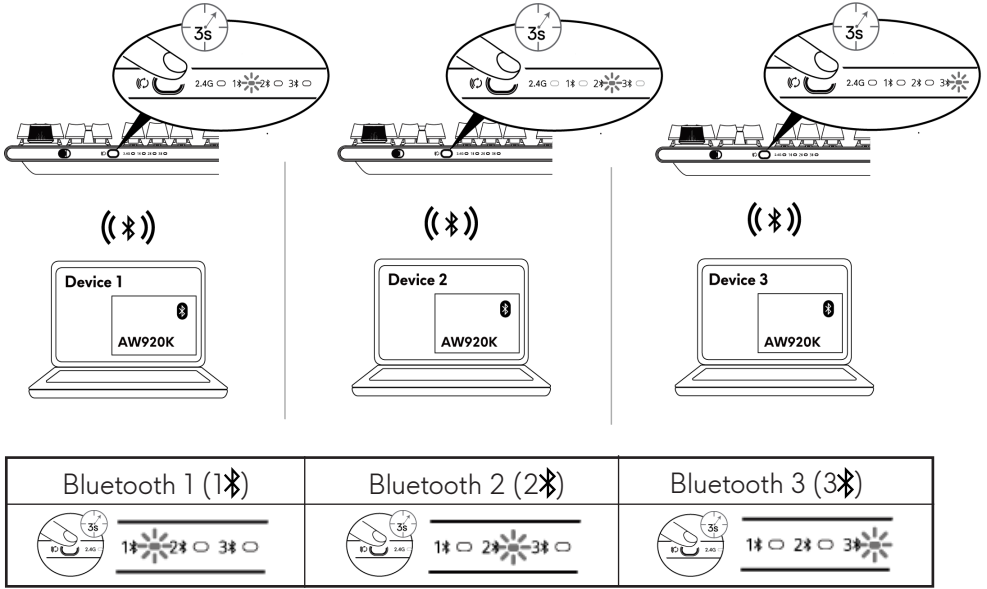
Bluetooth Wireless Connection Mode

- Press the connection mode button to switch from 2.4G to Bluetooth 1(1✂).



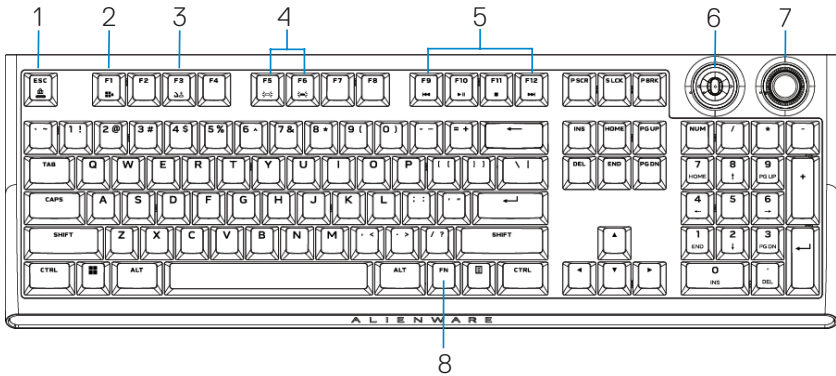
- Press and hold the connection mode selection button for three seconds to activate Bluetooth pairing.
- Check your computer to view the new Bluetooth device. Click the notification and enter the PIN to connect the new Bluetooth device.
- To connect to a different computer, you can switch between Bluetooth 1 (1✂), Bluetooth 2 (2✂) or Bluetooth 3 (3✂) and repeat above steps for new connection.

Setting up your gaming keyboard



 **NOTE:** You can use your gaming keyboard even without installing the Alienware Command Center (AWCC).

Using your gaming keyboard

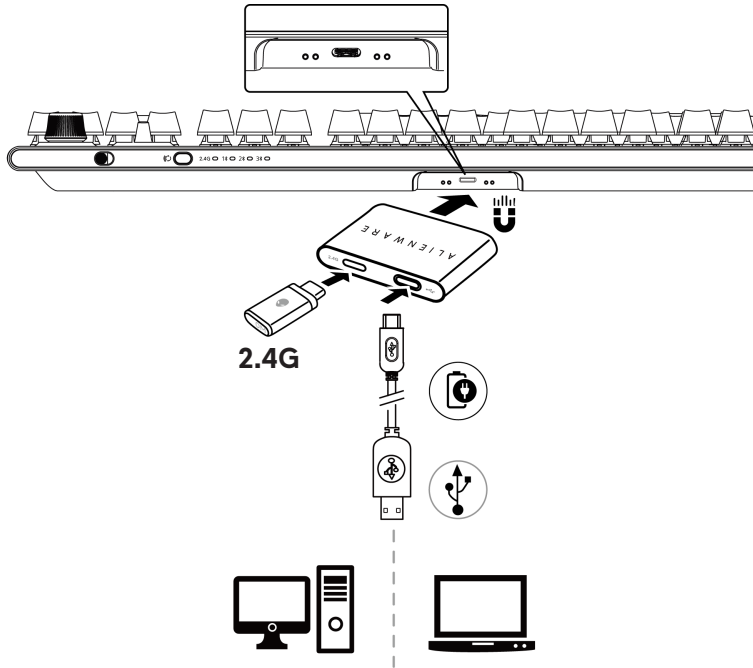


Callout	Function	Function keys	Keyboard behavior
1	FN Lock	<ul style="list-style-type: none"> Press + to toggle 	Locks the F1 to F12 media-control functions
2	Win Lock	<ul style="list-style-type: none"> Press + (FN+F1) 	Disables the Windows key function
3	Profile switch	<ul style="list-style-type: none"> Press + (FN+F3) (press once to cycle) 	Switches between profiles (profile+lighting) stored in keyboard
4	Brightness control	<ul style="list-style-type: none"> Press + (FN+F5) Press + (FN+F6) 	<ul style="list-style-type: none"> Decreases brightness; Increases brightness from current/default intensity
<p>NOTE: AW920K has a total of 10 brightness levels. The default keyboard-backlight brightness level is 5.</p>			
5	Media playback	<ul style="list-style-type: none"> Press + (FN+F9) Press + (FN+F10) Press + (FN+F11) Press + (FN+F12) 	<ul style="list-style-type: none"> Fast backward Play/Pause Stop Fast forward
6	Rocker	<ul style="list-style-type: none"> Push left Push right Press down 	<ul style="list-style-type: none"> Previous track (default) Next track (default) Play/Pause (default)
<p>NOTE: You can remap the function through AWCC.</p>			
7	Dial knob	<ul style="list-style-type: none"> Clockwise Counter clockwise Press down 	<ul style="list-style-type: none"> Increase volume Decrease volume Mute/Unmute
8	FN toggle	<ul style="list-style-type: none"> Press + ~ 	Toggles different FN functions from F1 to F12

Charging your gaming keyboard

Option 1: Charging through dongle extender with magnetic snap charging

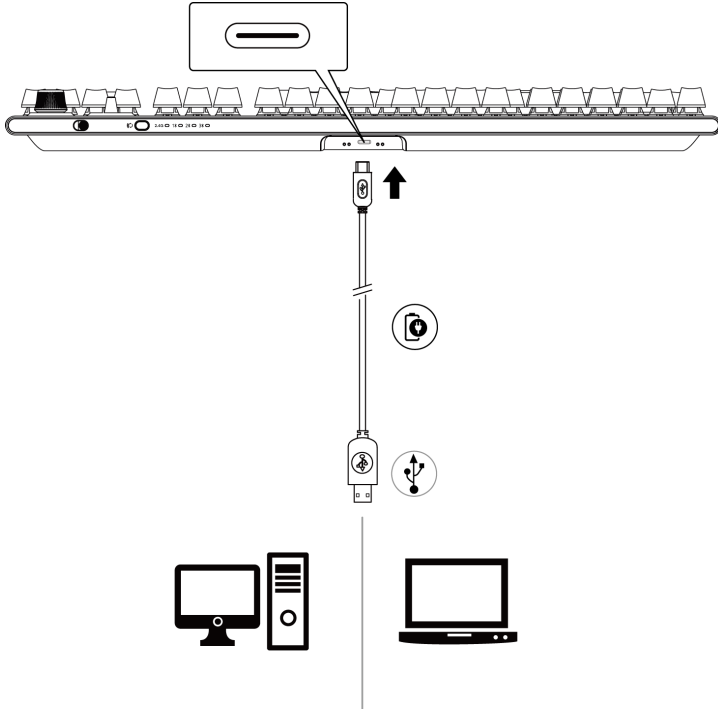
1. Connect the USB-C side of the cable to the dongle extender with magnetic snap charging and USB-A side of the cable to your computer.
2. Place the dongle extender with magnetic snap charging close to your AW920K for easy access.



Charging your gaming keyboard

Option 2: Charging through USB cable

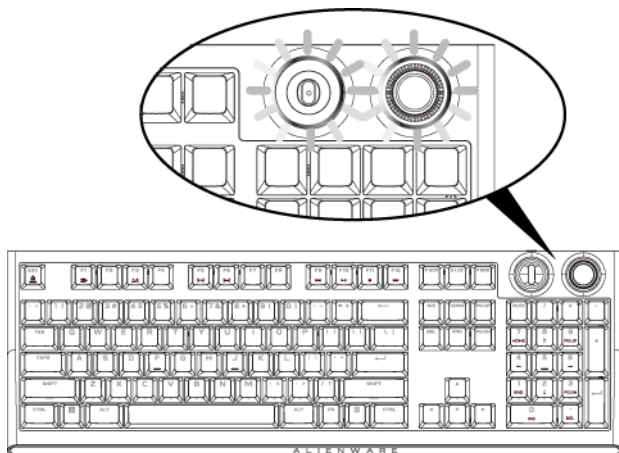
Connect the USB-C side of the cable to your gaming keyboard and connect the USB-A side of the cable to the USB port on your computer.



Charging your gaming keyboard

Low battery

When the battery of AW920K is lower than 15%, the rocker and dial knob blinks in amber color. It is highly recommended to charge your keyboard immediately.



 **NOTE:** Under low battery status, the dial knob and rocker blinks in amber color for five seconds and rest for 20 seconds in periodic cycle.

Alienware Command Center

Installing AWCC through Windows Update

1. Navigate to the program folder to ensure that the AWCC installation is complete.
2. 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

There are two versions of AWCC: 5.5 and 6.0. AWCC 6.0 is available for Alienware computers from the year 2023 while AWCC 5.5 is for any other computers.

1. Download the latest version of the following applications at <https://www.dell.com/support/home/en-us?app=drivers>
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.

AWCC 5.5 FX screen:



Alienware Command Center

AWCC 6.0 system screen:

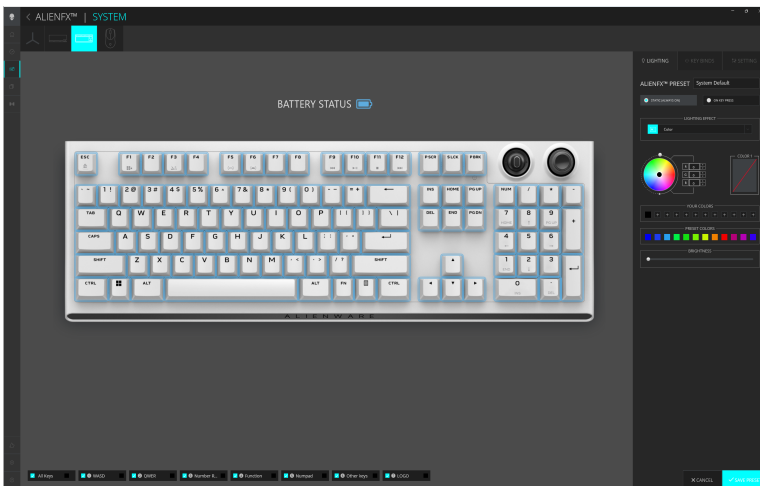


Using Alienware Command Center

Basic color function in AWCC 5.5:



Basic color function in AWCC 6.0:



Keyboard basic color function

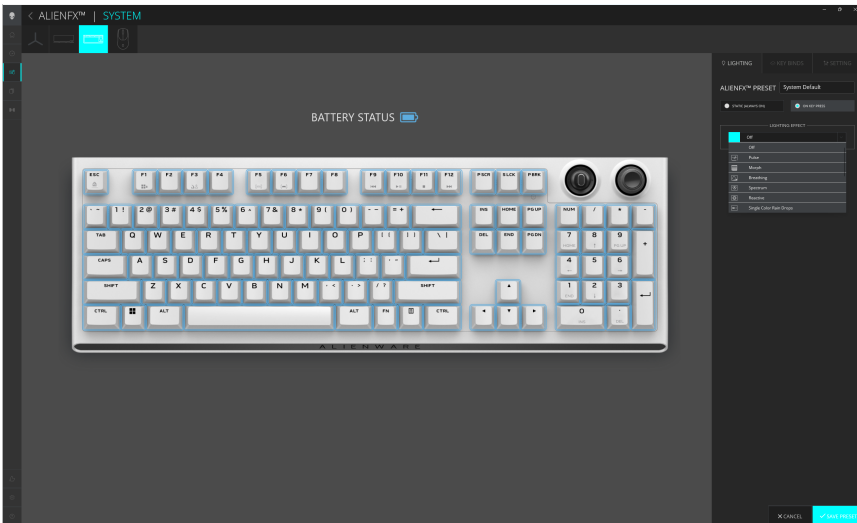
1. Launch **Alienware Command Center** application from the **Start** menu.
2. Select **FX**. In the **ACTIVE DEFAULT THEME** section, select **EDIT > LIGHTING**.
3. Select **Effect** from the drop-down list.
4. Define the effect of the keyboard LEDs.
5. Adjust the brightness.

Setting up lighting and animation

Setting up lighting effect in AWCC 5.5:



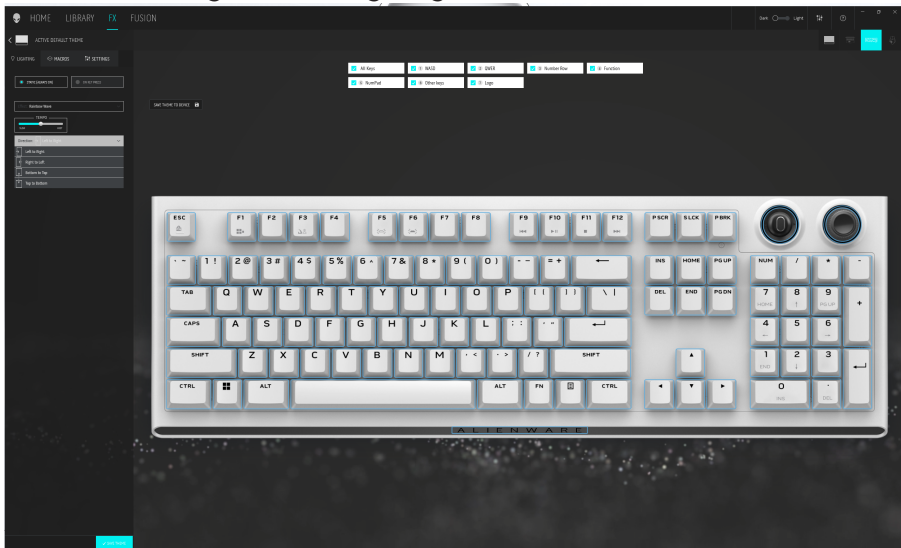
Setting up lighting effect in AWCC 6.0:



Setting up lighting and animation

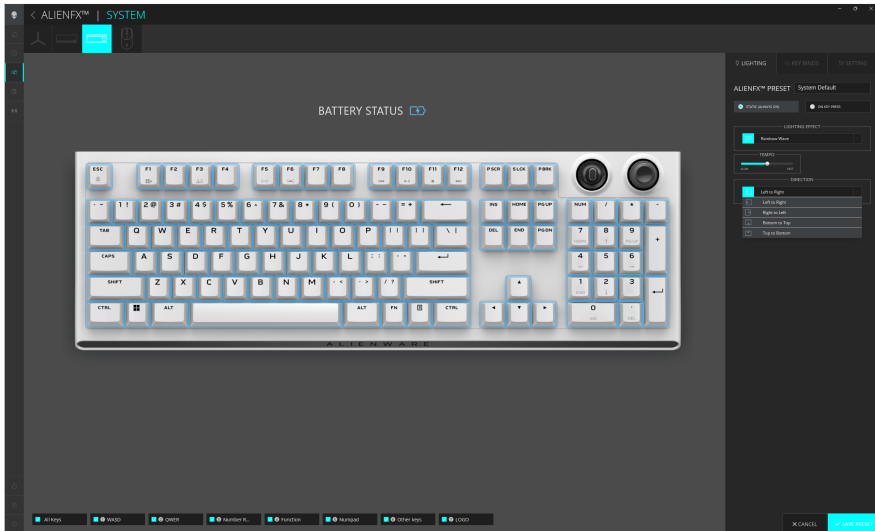
1. Select **Effect** from the drop-down list for **STATIC (ALWAYS ON)** or **ON KEY PRESS** modes.
2. For **STATIC (ALWAYS ON)**, select the section of the keys or all sections that you want to apply the animation above the keyboard image.
3. From the menu of supported animations, select one of the following: **Off, Color, Pulse, Morph, Breathing, Spectrum, Single Color Wave, Rainbow Wave, Scanner, and Static Default Blue.**
4. For Color animation, define the color of the keyboard animation effect by:
 - Choose color using the color wheel bubble or enter the RGB value of the desired color or select from the **PRESET COLORS**.
 - Adjust the brightness.
 - Adjust the tempo of the animation effect.

Additional settings for some lighting effect in AWCC 5.5:



Setting up lighting and animation

Additional settings for some lighting effect in AWCC 6.0:



5. For **Rainbow Wave** animation, you can select the direction of the lighting effect and the tempo: **Left to Right**, **Right to Left**, **Bottom to Top**, **Top to Bottom**.
6. For **ON KEY PRESS** mode, from the menu of supported animations select one of the following option: **Off**, **Pulse**, **Morph**, **Breathing**, **Spectrum**, **Reactive**, **Single Color Rain Drops**, **Rainbow Rain Drops**, **Arrows**, **Fireworks**, **Single Color Wave**, **Rainbow Wave**, **Scanner**, **X-Ray**.

Configuring Macros on Keyboard

1. Click **FX** menu, select **Settings** tab, and then choose the AW920K keyboard device.
2. Click **Macros** by dragging from the **All Macros** list and dropping your selection to the key on the keyboard you wish to assign macros.
3. Assign the macro or keybind of the key on the keyboard by dragging the macro or keybind from the list and dropping it on the key of the keyboard image.



NOTE: The macros or keybinds of any key on the keyboard can only be assigned in Wired mode.

Configuring Dial knob and Rocker switch functions

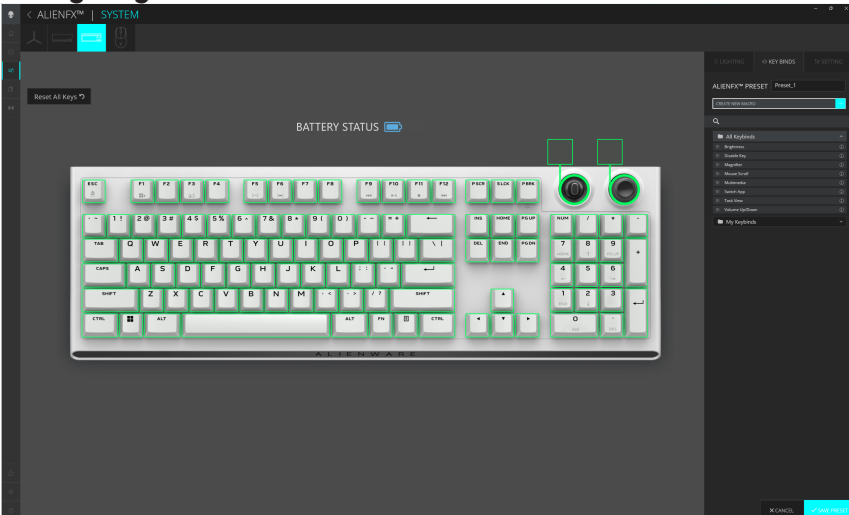
AW920K keyboard has configurable dial knob and rocker switches. You can change the functions of these switches in AWCC. The default functions of the dial knob and rocker switches are:

- Dial knob: System volume control and mute/unmute
- Rocker switch: Multimedia (previous track, next track, play and pause)

Configuring dial knob and rocker switch function in AWCC 5.5:




Configuring dial knob and rocker switch function in AWCC 6.0:



Configuring Dial knob and Rocker switch functions

1. Click **FX** menu, select **Settings** tab, and then choose the AW920K keyboard device.
2. Click **Macros** by dragging from the **All Macros** list and dropping your selection to the image of the Dial or Rocker switch of the keyboard. The macros for the dial knob and rocker switch cannot be assigned to any other keys on the keyboard.
3. Assign the macro or keybind of the dial knob and/or rocker switch by dragging the macro or keybind from the list and dropping it on either the dial knob or rocker switch on the keyboard image.

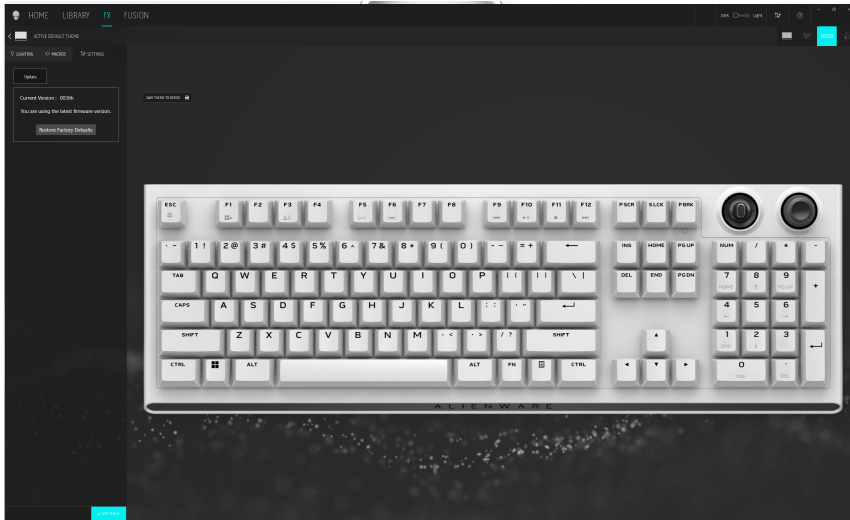
 **NOTE: The macros or keybinds of the dial knob and rocker switch cannot be assigned to any other keys on the keyboard.**

4. You can configure the dial knob or the rocker switch to one of the following functions:
 - Brightness: Adjust brightness of the keyboard
 - Magnifier: Zoom-in
 - Mouse Scroll: Vertical scroll on the window
 - Multimedia: Previous track, Next track, Play/Pause
 - Switch App: Switch between apps
 - Task View: Switch between tasks
 - Volume: System volume increase or decrease, mute/unmute

 **NOTE: The macros or keybinds of the dial knob and rocker switch can only be assigned in Wired mode.**

Updating firmware and restoring factory defaults

Updating firmware and restoring factory defaults in AWCC 5.5:



Updating firmware and restoring factory defaults in AWCC 6.0:



1. Click **FX** menu, select **Settings** tab, and then choose the AW920K keyboard device.

Updating firmware and restoring factory defaults

2. Click **Update** to view the firmware version and check if any new firmware is available. You can connect the dongle to the USB port and the keyboard with the USB cable to upgrade your device firmware. Follow the on-screen instructions to upgrade the device firmware.
3. Click **Restore Factory Defaults** button to reset the device to the manufacturing state.



NOTE: Reset Factory Defaults feature resets all the keyboard settings and configurations to the factory defaults, and then AWCC applies the existing Lighting and Macro settings to the keyboard when it is connected to the system.

Disabling the modified keys temporarily

Query

Working behavior of modified keys

Solution

When a key is programmed with macro, it continues to send macro commands during normal usage.

Disabling the modified keys

Press FN + any key (except Function keys).

Example:

Q key was programmed to "ABCD" and in order for Q key to output "Q", press FN + Q.

Using modified keys

Password entry for log in.

Specifications

General

Model number	AW920K
Connection type	Tri-Mode Technology (USB, Wireless 2.4 GHz, and Bluetooth 5.1)
Supported operating systems (2.4 GHz)	Microsoft Windows 10 – RS3 and higher.
Supported operating systems (Bluetooth)	Microsoft Windows 10 – RS3 and higher.

Electrical

Operating voltage	5 V
Charging current	Maximum up to 3 A

Physical characteristics

Keyboard weight	1068 g (± 15 g)
Keyboard dimensions	451 mm (L) x 148 mm (W) x 40 mm (H) (± 0.50 mm)
Cable weight	52.30 g (± 5 g)
Dongle weight	2 g (± 1 g)
Dongle Extender weight	15 g (± 1 g)

Environmental

Operating temperature	0°C to 40°C (32°F to 104°F)
Storage temperature	-40°C to 65°C (-40°F to 149°F)
Operating humidity	90% maximum relative humidity, non-condensing
Storage humidity	95% maximum relative humidity, non-condensing

Troubleshooting

Problems

Possible solution


Keyboard is not functioning

- Disconnect the keyboard and connect it back to the USB port on your computer.
- Connect the keyboard to another USB port.
- Restart the computer.

Keyboard lighting is off

- Ensure that the light is not dimmed off, press FN+F6 to light up the keyboard.
- Disconnect the keyboard and connect it back in to the USB port on your computer.
- Connect the keyboard to another USB port.
- Restart the computer.
- Adjust keyboard brightness by **Alienware Command Center (AWCC)**.

For more information about the AWCC features

- Open the **Alienware Command Center**.
- Click the Help  icon. The **Alienware Command Center** Online Help is displayed.
- Click the Contents tab.
- From the Contents tab, click the required topic to find more details in **Alienware Command Center** features.

The selected configuration is not working in Alienware Command Center.

- Ensure that the Alienware Command Center is running on your computer.
- Open the Alienware Command Center and ensure that the configuration of your gaming keyboard is set properly and saved.

Statutory information

Warranty

Limited warranty and return policies

Alienware-branded products carry a two-year limited hardware warranty. If purchased together with a Dell computer, it will follow the computer 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 www.dell.com/terms. This document contains a binding arbitration clause.

For European, Middle Eastern, and African customers:

Alienware-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 www.dell.com, 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:

Alienware-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 www.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.