Alienware m17
Setup and Specifications
Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.
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Set up your Alienware m17

NOTE: The images in this document may differ from your computer depending on the configuration you ordered.

Connect the power adapter and press the power button.
Create a USB recovery drive for Windows

Create a recovery drive to troubleshoot and fix problems that may occur with Windows. An empty USB flash drive with a minimum capacity of 16 GB is required to create the recovery drive.

⚠️ NOTE: This process may take up to an hour to complete.

⚠️ NOTE: The following steps may vary depending on the version of Windows installed. Refer to the Microsoft support site for latest instructions.

1. Connect the USB flash drive to your computer.
2. In Windows search, type Recovery.
3. In the search results, click Create a recovery drive.
   The User Account Control window is displayed.
4. Click Yes to continue.
   The Recovery Drive window is displayed.
5. Select Back up system files to the recovery drive and click Next.
6. Select the USB flash drive and click Next.
   A message appears, indicating that all data in the USB flash drive will be deleted.
7. Click Create.
8. Click Finish.

For more information about reinstalling Windows using the USB recovery drive, see the Troubleshooting section of your product's Service Manual at www.dell.com/support/manuals.
Views of Alienware m17

Right

1 USB 3.1 Gen 1 ports (2)
Connect peripherals such as external storage devices and printers. Provides data transfer speeds up to 5 Gbps.

Left

1 Security-cable slot (wedge-shaped)
Connect a security cable to prevent unauthorized movement of your computer.

2 Network port
Connect an Ethernet (RJ45) cable from a router or a broadband modem for network or Internet access.

3 USB 3.1 Gen 1 port with PowerShare
Connect peripherals such as external storage devices and printers.
Provides data transfer speeds up to 5 Gbps. PowerShare enables you to charge your USB devices even when your computer is turned off.

NOTE: If your computer is turned off or in hibernate state, you must connect the power adapter to charge your devices using the PowerShare port. You must enable this feature in the BIOS setup program.

NOTE: Certain USB devices may not charge when the computer is turned off or in sleep state. In such cases, turn on the computer to charge the device.

4 Headset port
Connect headphones or a headset (headphone and microphone combo).
Base

1 **Power button (Alienhead)**
   Press to turn on the computer if it is turned off, in sleep state, or in hibernate state.
   Press to put the computer in sleep state if it is turned on.
   Press and hold for 4 seconds to force shut-down the computer.

   **NOTE:** You can customize the power-button behavior in Power Options.

2 **Right-click area**
   Press to right-click.

3 **Left-click area**
   Press to left-click.

4 **Touchpad**
   Move your finger on the touchpad to move the mouse pointer. Tap to left-click and two finger tap to right-click.

Display
1. **Left microphone**
   Provides digital sound input for audio recording and voice calls.

2. **Camera**
   Enables you to video chat, capture photos, and record videos.

3. **Camera-status light**
   Turns on when the camera is in use.

4. **Right microphone**
   Provides digital sound input for audio recording and voice calls.

**Back**

1. **Power-adapter port**
   Connect a power adapter to provide power to your computer and charge the battery.

2. **HDMI port**
   Connect to a TV or another HDMI-in enabled device. Provides video and audio output.

3. **Mini DisplayPort**
   Connect to a TV or another DisplayPort-in enabled device. Provides video and audio output.

4. **Thunderbolt 3 (USB Type-C) port**
   Supports USB 3.1 Gen 2, DisplayPort 1.2, Thunderbolt 3 and also enables you to connect to an external display using a display adapter.
   Provides data transfer rates up to 10 Gbps for USB 3.1 Gen 2 and up to 40 Gbps for Thunderbolt 3.
   
   **NOTE:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

5. **External graphics port**
   Connect an Alienware Graphics Amplifier to enhance the graphics performance.
**Bottom**

1. **Right speaker**
   Provides audio output.

2. **Service Tag label**
   The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.

3. **Left speaker**
   Provides audio output.
Specifications of Alienware m17

Computer model

Alienware m17

Dimensions and weight

Table 1. Dimensions and weight

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height:</td>
<td></td>
</tr>
<tr>
<td>Front</td>
<td>13.97 mm (0.55 in.)</td>
</tr>
<tr>
<td>Rear</td>
<td>21.76 mm (0.86 in.)</td>
</tr>
<tr>
<td>Width</td>
<td>410 mm (16.14 in.)</td>
</tr>
<tr>
<td>Depth</td>
<td>292 mm (11.50 in.)</td>
</tr>
<tr>
<td>Weight (minimum)</td>
<td>2.63 kg (5.79 lbs)</td>
</tr>
</tbody>
</table>

NOTE: The weight of your computer depends on the configuration ordered and the manufacturing variability.

Processors

Table 2. Processor specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>8th Generation Intel Core i5</td>
</tr>
<tr>
<td></td>
<td>8th Generation Intel Core i7</td>
</tr>
<tr>
<td></td>
<td>9th Generation Intel Core i7</td>
</tr>
<tr>
<td>Wattage</td>
<td>45 W</td>
</tr>
<tr>
<td></td>
<td>45 W</td>
</tr>
<tr>
<td></td>
<td>45 W</td>
</tr>
<tr>
<td>Core count</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Thread count</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>12</td>
</tr>
<tr>
<td>Speed</td>
<td>Up to 4 GHz</td>
</tr>
<tr>
<td></td>
<td>Up to 4.1 GHz</td>
</tr>
<tr>
<td></td>
<td>Up to 4.5 GHz</td>
</tr>
<tr>
<td>L2 cache</td>
<td>1 MB</td>
</tr>
<tr>
<td></td>
<td>1.5 MB</td>
</tr>
<tr>
<td></td>
<td>1.5 MB</td>
</tr>
<tr>
<td>L3 cache</td>
<td>9 MB</td>
</tr>
<tr>
<td></td>
<td>9 MB</td>
</tr>
<tr>
<td></td>
<td>9 MB</td>
</tr>
<tr>
<td>Integrated graphics</td>
<td>Intel UHD graphics 630</td>
</tr>
<tr>
<td></td>
<td>Intel UHD graphics 630</td>
</tr>
<tr>
<td></td>
<td>Intel UHD graphics 630</td>
</tr>
</tbody>
</table>

Chipset

Table 3. Chipset specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chipset</td>
<td>HM 370</td>
</tr>
<tr>
<td>Processor</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 8th Generation Intel Core i5/i7</td>
</tr>
<tr>
<td></td>
<td>• 9th Generation Intel Core i7</td>
</tr>
<tr>
<td>Features</td>
<td>Values</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>DRAM bus width</td>
<td>64-bit</td>
</tr>
<tr>
<td>Flash EPROM</td>
<td>16 MB</td>
</tr>
<tr>
<td>PCIe bus</td>
<td>PCIe Gen3</td>
</tr>
<tr>
<td>External bus frequency</td>
<td>8 GT/s</td>
</tr>
</tbody>
</table>

### Operating system

- Windows 10 Home (64-bit)
- Windows 10 Professional (64-bit)

### Memory

**Table 4. Memory specifications**

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slots</td>
<td>Two SODIMM slots</td>
</tr>
<tr>
<td>Type</td>
<td>Dual-channel DDR4</td>
</tr>
<tr>
<td>Speed</td>
<td>2666 MHz</td>
</tr>
<tr>
<td>Maximum memory</td>
<td>32 GB</td>
</tr>
<tr>
<td>Minimum memory</td>
<td>8 GB</td>
</tr>
<tr>
<td>Memory per slot</td>
<td>4 GB, 8 GB and 16 GB</td>
</tr>
<tr>
<td>Configurations supported</td>
<td>• 8 GB DDR4 at 2666 MHz (2 x 4 GB)</td>
</tr>
<tr>
<td></td>
<td>• 16 GB DDR4 at 2666 MHz (2 x 8 GB)</td>
</tr>
<tr>
<td></td>
<td>• 32 GB DDR4 at 2666 MHz (2 x 16 GB)</td>
</tr>
</tbody>
</table>

### Ports and connectors

**Table 5. External ports and connectors specifications**

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network</td>
<td>One RJ-45 port</td>
</tr>
<tr>
<td>USB</td>
<td>• Two USB 3.1 Gen 1 ports</td>
</tr>
<tr>
<td></td>
<td>• One USB 3.1 Gen 1 with PowerShare</td>
</tr>
<tr>
<td></td>
<td>• One Thunderbolt 3 (USB Type-C)</td>
</tr>
<tr>
<td>Audio</td>
<td>One headset port</td>
</tr>
<tr>
<td>Video</td>
<td>• One HDMI 2.0b port</td>
</tr>
<tr>
<td></td>
<td>• One mini DisplayPort 1.4</td>
</tr>
<tr>
<td></td>
<td>• One external graphics port</td>
</tr>
<tr>
<td>Media-card reader</td>
<td>Not supported</td>
</tr>
</tbody>
</table>
Table 7. Internal ports and connectors specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power adapter port</td>
<td>7.4 mm DC-in</td>
</tr>
<tr>
<td>Security</td>
<td>One security-cable slot (wedge-shaped)</td>
</tr>
</tbody>
</table>

Communications

Ethernet

Table 8. Ethernet specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model number</td>
<td>Killer E2400 PCI-E Gigabit Ethernet Controller</td>
</tr>
<tr>
<td>Transfer rate</td>
<td>10/100/1000 Mbps</td>
</tr>
</tbody>
</table>

Wireless module

Table 9. Wireless module specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model number</td>
<td>Qualcomm QCA61x4A (DW1820) Killer 1550</td>
</tr>
<tr>
<td>Transfer rate</td>
<td>867 Mbps (maximum) 1733 Mbps (maximum)</td>
</tr>
<tr>
<td>Frequency bands supported</td>
<td>Dual band 2.4 GHz/5 GHz Dual band 2.4 GHz/5 GHz</td>
</tr>
<tr>
<td>Wireless standards</td>
<td>Wi-Fi 802.11b/g/a/n/ac Wi-Fi 802.11b/g/a/n/ac</td>
</tr>
<tr>
<td>Encryption</td>
<td>64-bit/128-bit WEP 64-bit/128-bit WEP</td>
</tr>
<tr>
<td></td>
<td>AES-CCMP AES-CCMP</td>
</tr>
<tr>
<td></td>
<td>TKIP TKIP</td>
</tr>
<tr>
<td>Bluetooth</td>
<td>Bluetooth 4.2 Bluetooth 5.0</td>
</tr>
</tbody>
</table>

Audio

Table 10. Audio specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>4 channel High Definition Audio</td>
</tr>
<tr>
<td>Controller</td>
<td>Realtek ALC3281-CG</td>
</tr>
<tr>
<td>Stereo conversion</td>
<td>Supported</td>
</tr>
<tr>
<td>Internal interface</td>
<td>High-definition audio interface</td>
</tr>
</tbody>
</table>
**Features** | **Values**
--- | ---
External interface | Universal Audio Jack supports Headset/Headphone/Line-out/Microphone/Line-in function
Speakers | Supported
Internal speaker amplifier | Supported
External volume controls | Supported
Speaker output:  
   Average | 2 W
   Peak | 2.5 W
Subwoofer output | Not supported
Microphone | Digital-array microphones in camera assembly

### Storage

Your computer supports one of the following configurations:

- One 2.5-inch hard drive
- One M.2 PCIe solid-state drive
- One M.2 PCIe solid-state drive and one 2.5-inch hard drive
- One M.2 Intel Optane and one 2.5-inch hard drive
- Two M.2 PCIe solid-state drives

**NOTE:** The primary drive of your computer varies depending on the storage configuration.

For computers:

- with a M.2 drive, the M.2 drive is the primary drive.
- without M.2 drive, the 2.5-inch drive is the primary drive.

**Table 11. Storage specifications**

<table>
<thead>
<tr>
<th>Storage type</th>
<th>Interface type</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>One 2.5-inch hard drive</td>
<td>SATA AHCI, up to 6 Gbps</td>
<td>Up to 1 TB</td>
</tr>
</tbody>
</table>
| One M.2 2230/2280 solid-state drive | • SATA AHCI, up to 6 Gbps  
• PCIe Gen3x4 NVMe, up to 32 Gbps | Up to 1 TB |
| One M.2 2280 Intel Optane storage | PCIe Gen3x2 NVMe, up to 16 Gbps | Up to 118 GB |

### Keyboard

**Table 12. Keyboard specifications**

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>4-zone RGB backlit keyboard</td>
</tr>
<tr>
<td>Layout</td>
<td>QWERTY</td>
</tr>
</tbody>
</table>
| Number of keys | • United States and Canada: 101 keys  
• United Kingdom: 102 keys |
Features | Values
--- | ---
| Size | • X = 19.05 mm key pitch  
|  | • Y = 18.05 mm key pitch
| Shortcut keys | Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. To type the alternate character, press Shift and the desired key. To perform secondary functions, press Fn and the desired key.

**NOTE:** You can define the primary behavior of the function keys (F1–F12) by changing Function Key Behavior in BIOS setup program.

Keyboard shortcuts

Camera

Table 13. Camera specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of cameras</td>
<td>One</td>
</tr>
<tr>
<td>Type</td>
<td>FHD fixed focus</td>
</tr>
<tr>
<td>Location</td>
<td>Front</td>
</tr>
<tr>
<td>Sensor type</td>
<td>CMOS sensor technology</td>
</tr>
<tr>
<td>Resolution:</td>
<td></td>
</tr>
<tr>
<td>Still image</td>
<td>2.0 megapixel (FHD)</td>
</tr>
<tr>
<td>Video</td>
<td>1920 x 1080 (FHD) at 30 fps</td>
</tr>
<tr>
<td>Diagonal viewing angle</td>
<td>74.9 degrees</td>
</tr>
</tbody>
</table>

Touchpad

Table 14. Touchpad specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution:</td>
<td></td>
</tr>
<tr>
<td>Horizontal</td>
<td>1229</td>
</tr>
<tr>
<td>Vertical</td>
<td>749</td>
</tr>
<tr>
<td>Dimensions:</td>
<td></td>
</tr>
<tr>
<td>Horizontal</td>
<td>105 mm (4.13 in.)</td>
</tr>
<tr>
<td>Vertical</td>
<td>65 mm (2.56 in.)</td>
</tr>
</tbody>
</table>

Touchpad gestures

For more information about touchpad gestures for Windows 10, see the Microsoft knowledge base article [4027871](https://support.microsoft.com) at support.microsoft.com.
Power adapter

Table 15. Power adapter specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>130 W</td>
</tr>
<tr>
<td>Diameter (connector)</td>
<td>7.4 mm</td>
</tr>
<tr>
<td>Input voltage</td>
<td>100 VAC-240 VAC</td>
</tr>
<tr>
<td>Input frequency</td>
<td>50 Hz-60 Hz</td>
</tr>
<tr>
<td>Input current (maximum)</td>
<td>2.34 A</td>
</tr>
<tr>
<td>Output current (continuous)</td>
<td>6.70 A</td>
</tr>
<tr>
<td>Rated output voltage</td>
<td>19.50 VDC</td>
</tr>
<tr>
<td>Temperature range:</td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>0°C to 40°C (32°F to 104°F)</td>
</tr>
<tr>
<td>Storage</td>
<td>−40°C to 70°C (−40°F to 158°F)</td>
</tr>
</tbody>
</table>

NOTE: This computer supports Hybrid power feature during heavy loading. For more information, see Hybrid power.

Battery

Table 16. Battery specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>4-cell “smart” lithium-ion (60 WHr)</td>
</tr>
<tr>
<td>Voltage</td>
<td>15.20 VDC</td>
</tr>
<tr>
<td>Weight (maximum)</td>
<td>0.25 kg (0.56 lb)</td>
</tr>
<tr>
<td>Dimensions:</td>
<td></td>
</tr>
<tr>
<td>Height</td>
<td>11.60 mm (0.46 in.)</td>
</tr>
<tr>
<td>Width</td>
<td>222.20 mm (8.75 in.)</td>
</tr>
<tr>
<td>Depth</td>
<td>74.20 mm (2.92 in.)</td>
</tr>
<tr>
<td>Temperature range:</td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>0°C to 35°C (32°F to 95°F)</td>
</tr>
<tr>
<td>Storage</td>
<td>−40°C to 65°C (−40°F to 149°F)</td>
</tr>
<tr>
<td>Operating time</td>
<td>Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.</td>
</tr>
<tr>
<td>Charging time (approximate)</td>
<td>4 hours (when the computer is off)</td>
</tr>
<tr>
<td>Life span (approximate)</td>
<td>300 discharge/charge cycles</td>
</tr>
<tr>
<td>Coin-cell battery</td>
<td>CR-2032</td>
</tr>
</tbody>
</table>

NOTE: This computer supports Hybrid power feature during heavy loading. For more information, see Hybrid power.
Display

Table 17. Display specifications

<table>
<thead>
<tr>
<th>Features</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Full High Definition (FHD)</td>
</tr>
<tr>
<td>Panel technology</td>
<td>Ultra High Definition (UHD)</td>
</tr>
<tr>
<td>Luminance (typical)</td>
<td>300 nits</td>
</tr>
<tr>
<td>Luminance (typical)</td>
<td>400 nits</td>
</tr>
<tr>
<td>Dimensions (active area):</td>
<td></td>
</tr>
<tr>
<td>Height</td>
<td>214.81 mm (8.46 in.)</td>
</tr>
<tr>
<td>Width</td>
<td>381.89 mm (15.04 in.)</td>
</tr>
<tr>
<td>Diagonal</td>
<td>438.16 mm (17.25 in.)</td>
</tr>
<tr>
<td>Native resolution</td>
<td>1920 x 1080</td>
</tr>
<tr>
<td>Megapixels</td>
<td>2.07</td>
</tr>
<tr>
<td>Pixels Per Inch (PPI)</td>
<td>127</td>
</tr>
<tr>
<td>Contrast ratio (minimum)</td>
<td>500:1</td>
</tr>
<tr>
<td>Response time (maximum)</td>
<td>35 msec rise/fall</td>
</tr>
<tr>
<td>Refresh rate</td>
<td>60 Hz</td>
</tr>
<tr>
<td>Horizontal view angle</td>
<td>+/- 85 degrees</td>
</tr>
<tr>
<td>Vertical view angle</td>
<td>+/- 85 degrees</td>
</tr>
<tr>
<td>Pixel pitch</td>
<td>0.199 mm</td>
</tr>
<tr>
<td>Power consumption (maximum)</td>
<td>8 W</td>
</tr>
<tr>
<td>Anti-glare vs glossy finish</td>
<td>Anti-glare</td>
</tr>
<tr>
<td>Touch options</td>
<td>Not supported</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Video

Table 18. Discrete graphics specifications

<table>
<thead>
<tr>
<th>Discrete graphics</th>
<th>External display support</th>
<th>Memory size</th>
<th>Memory type</th>
</tr>
</thead>
<tbody>
<tr>
<td>NVIDIA GeForce GTX 1050 Ti</td>
<td>• One HDMI 2.0b port</td>
<td>4 GB</td>
<td>GDDR5</td>
</tr>
<tr>
<td></td>
<td>• One mini-DisplayPort 1.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NVIDIA GeForce RTX 2060</td>
<td>• One HDMI 2.0b port</td>
<td>6 GB</td>
<td>GDDR6</td>
</tr>
<tr>
<td></td>
<td>• One mini-DisplayPort 1.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NVIDIA GeForce RTX 2070 Max-Q</td>
<td>• One HDMI 2.0b port</td>
<td>8 GB</td>
<td>GDDR6</td>
</tr>
<tr>
<td></td>
<td>• One mini-DisplayPort 1.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NVIDIA GeForce RTX 2080 Max-Q</td>
<td>• One HDMI 2.0b port</td>
<td>8 GB</td>
<td>GDDR6</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 19. Integrated graphics specifications

<table>
<thead>
<tr>
<th>Controller</th>
<th>External display support</th>
<th>Memory size</th>
<th>Processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel UHD Graphics 630</td>
<td>One Thunderbolt 3 (USB Type-C)</td>
<td>Shared system memory</td>
<td>• 8th Generation Intel Core i5/i7</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• 9th Generation Intel Core i7</td>
</tr>
</tbody>
</table>

Computer environment

Airborne contaminant level: G1 as defined by ISA-S71.04-1985

Table 20. Computer environment

<table>
<thead>
<tr>
<th></th>
<th>Operating</th>
<th>Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature range</td>
<td>0°C to 35°C (32°F to 95°F)</td>
<td>–40°C to 65°C (–40°F to 149°F)</td>
</tr>
<tr>
<td>Relative humidity (maximum)</td>
<td>10% to 90% (non-condensing)</td>
<td>0% to 95% (non-condensing)</td>
</tr>
<tr>
<td>Vibration (maximum)</td>
<td>0.66 GRMS</td>
<td>1.30 GRMS</td>
</tr>
<tr>
<td>Shock (maximum)</td>
<td>110 G†</td>
<td>160 G‡</td>
</tr>
<tr>
<td>Altitude (maximum)</td>
<td>–15.2 m to 3,048 m (–50 ft to 10,000 ft)</td>
<td>–15.2 m to 10,668 m (–50 ft to 35,000 ft)</td>
</tr>
</tbody>
</table>

* Measured using a random vibration spectrum that simulates user environment.
† Measured using a 2 ms half-sine pulse when the hard drive is in use.
‡ Measured using a 2 ms half-sine pulse when the hard-drive head is in parked position.
Hybrid power

The Hybrid power feature enables your computer to function optimally during the following instances of heavy loading. Examples of heavy loading include:

- Graphics and processor-intensive applications and/or gaming
- External power loading from devices relying on your computer as a power source such as gaming mice, keyboards, external speakers, and headsets

When during instances of heavy loading, system performance is maintained through hybrid power. Hybrid power coordinates the power drawn from the power adapter and battery, allowing power to be drawn from the battery for up to five percent per hour with the power adapter plugged in. This feature is disabled when the battery falls below 20 percent charge.

The following table shows the different scenarios and benefits of hybrid power:

**Table 21. Hybrid power feature description**

<table>
<thead>
<tr>
<th>Battery capacity</th>
<th>Feature description</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%~20%</td>
<td>When the battery charge reaches 100 percent and the power adapter is plugged in, battery stops charging to avoid lithium-ion degradation. Under heavy loading, hybrid power is enabled and battery charge will deplete to maintain system performance. If your computer is no longer under heavy load, battery will resume charging.</td>
</tr>
<tr>
<td>&lt;20%</td>
<td>Hybrid function is disabled. Computer will throttle during heavy loading and may encounter performance issues.</td>
</tr>
</tbody>
</table>
Keyboard shortcuts

NOTE: Keyboard characters may differ depending on the keyboard language configuration. Keys used for shortcuts remain the same across all language configurations.

NOTE: You can define the primary behavior of the function keys (F1–F12) by changing Function Key Behavior in BIOS setup program.

Table 22. List of keyboard shortcuts

<table>
<thead>
<tr>
<th>Keys</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FN + F2</td>
<td>Disable/enable wireless</td>
</tr>
<tr>
<td>FN + F3</td>
<td>Mute audio</td>
</tr>
<tr>
<td>FN + F4</td>
<td>Decrease volume</td>
</tr>
<tr>
<td>FN + F5</td>
<td>Increase volume</td>
</tr>
<tr>
<td>FN + F6</td>
<td>Switch to external display</td>
</tr>
<tr>
<td>FN + F9</td>
<td>Decrease brightness</td>
</tr>
<tr>
<td>FN + F10</td>
<td>Increase brightness</td>
</tr>
<tr>
<td>FN + F11</td>
<td>Disable/enable touch pad</td>
</tr>
<tr>
<td>FN + F12</td>
<td>Disable/enable AlienFX</td>
</tr>
</tbody>
</table>

Table 23. List of Macro keys

<table>
<thead>
<tr>
<th>Keys</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Macro keys</td>
</tr>
</tbody>
</table>

NOTE: You can configure modes and assign multiple tasks for the macro keys on the keyboard.
Alienware Command Center

Alienware Command Center (AWCC) provides a single interface to customize and enhance the gaming experience. The AWCC dashboard displays most recently played or added games, and provides game-specific information, themes, profiles, and access to computer settings. You can quickly access settings such as game-specific profiles and themes, lighting, macros, and audio that are critical to the gaming experience.

AWCC also supports AlienFX 2.0. AlienFX enables you to create, assign, and share game-specific lighting maps to enhance the gaming experience. It also enables you to create your own individual lighting effects and apply them to the computer or attached peripherals. AWCC embeds Peripheral Controls to ensure a unified experience and the ability to link these settings to your computer or game.

AWCC supports the following features:

- **FX**: Create and manage the AlienFX zones.
- **Fusion**: Includes the ability to adjust game-specific Power Management, Sound Management, and Thermal Management features.
- **Peripheral Management**: Enables peripherals to appear in and be managed in Alienware Command Center. Supports key peripheral settings and associates with other functions such as profiles, macros, AlienFX, and game library.

AWCC also supports Sound Management, Thermal Controls, CPU, GPU, Memory (RAM) monitoring. For more information about AWCC, see the *Alienware Command Center Online Help*. 


Getting help and contacting Alienware

Self-help resources

You can get information and help on Alienware products and services using these online self-help resources:

Table 24. Alienware products and online self-help resources

<table>
<thead>
<tr>
<th>Self-help resources</th>
<th>Resource location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information about Alienware products and services</td>
<td><a href="http://www.alienware.com">www.alienware.com</a></td>
</tr>
<tr>
<td>My Dell</td>
<td></td>
</tr>
<tr>
<td>Tips</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Contact Support</td>
<td>In Windows search, type <strong>Contact Support</strong>, and press <strong>Enter</strong>.</td>
</tr>
<tr>
<td>Online help for operating system</td>
<td><a href="http://www.dell.com/support/windows">www.dell.com/support/windows</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.dell.com/support/linux">www.dell.com/support/linux</a></td>
</tr>
<tr>
<td>Troubleshooting information, user manuals, setup</td>
<td><a href="http://www.alienware.com/gamingservices">www.alienware.com/gamingservices</a></td>
</tr>
<tr>
<td>instructions, technical help blogs, drivers, software</td>
<td></td>
</tr>
<tr>
<td>updates, and so on</td>
<td></td>
</tr>
<tr>
<td>VR Support</td>
<td><a href="http://www.dell.com/VRsupport">www.dell.com/VRsupport</a></td>
</tr>
<tr>
<td>Videos providing step-by-step instructions to service your</td>
<td><a href="http://www.youtube.com/alienwareservices">www.youtube.com/alienwareservices</a></td>
</tr>
<tr>
<td>computer</td>
<td></td>
</tr>
</tbody>
</table>

Contacting Alienware

To contact Alienware for sales, technical support, or customer service issues, see www.alienware.com.

● **NOTE:** Availability varies by country/region and product, and some services may not be available in your country/region.

● **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.