

# Alienware m17




## Setup and Specifications

Computer Model: Alienware m17  
Regulatory Model: P37E  
Regulatory Type: P37E001

A L I E N W A R E 

# Notes, cautions, and warnings

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-  **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

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 **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

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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.**

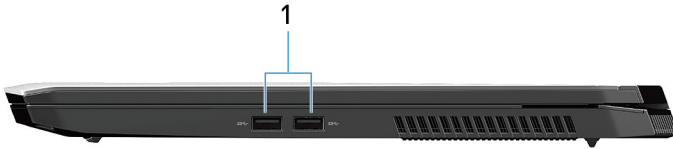
- 1 Connect the USB flash drive to your computer.
- 2 In Windows search, type `Recovery`.
- 3 In the search results, click **Create a recovery drive**.  
The **User Account Control** window is displayed.
- 4 Click **Yes** to continue.  
The **Recovery Drive** window is displayed.
- 5 Select **Back up 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](http://www.dell.com/support/manuals).

# Views of Alienware m17

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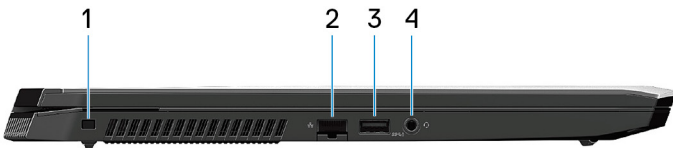
## Right



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.

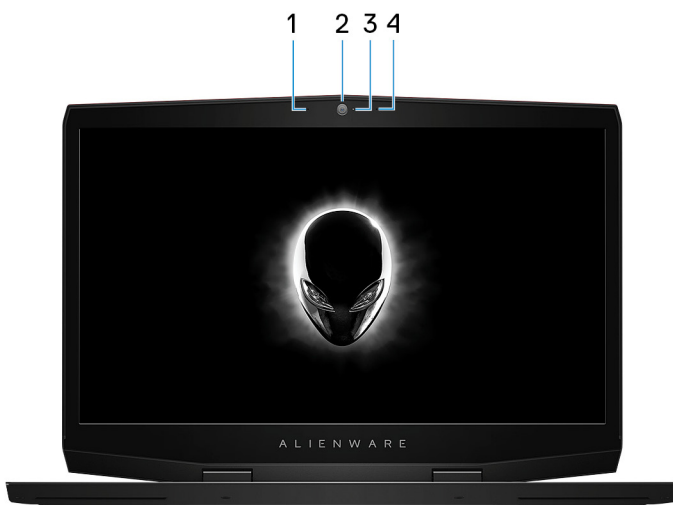
### 3 Left-click area

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.

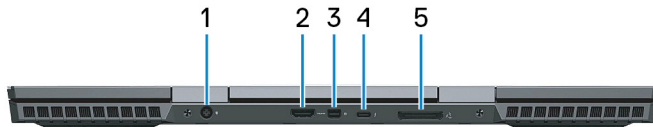
## Display





- 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

Description	Values
Height:	
Front	13.97 mm (0.55 in.)
Rear	21.76 mm (0.86 in.)
Width	410 mm (16.14 in.)
Depth	292 mm (11.50 in.)
Weight (minimum)	2.63 kg (5.79 lbs)

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

## Processors

Table 2. Processor specifications

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

## Chipset

Table 3. Chipset specifications

Features	Values
Chipset	HM 370
Processor	<ul style="list-style-type: none"><li>8<sup>th</sup> Generation Intel Core i5/i7</li><li>9<sup>th</sup> Generation Intel Core i7</li></ul>

Features	Values
DRAM bus width	64-bit
Flash EPROM	16 MB
PCIe bus	PCIe Gen3
External bus frequency	8 GT/s

## Operating system

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

## Memory

**Table 4. Memory specifications**

Features	Values
Slots	Two SODIMM slots
Type	Dual-channel DDR4
Speed	2666 MHz
Maximum memory	32 GB
Minimum memory	8 GB
Memory per slot	4 GB, 8 GB and 16 GB
Configurations supported	<ul style="list-style-type: none"> <li>• 8 GB DDR4 at 2666 MHz (2 x 4 GB)</li> <li>• 16 GB DDR4 at 2666 MHz (2 x 8 GB)</li> <li>• 32 GB DDR4 at 2666 MHz (2 x 16 GB)</li> </ul>

## Ports and connectors

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

Features	Values
Network	One RJ-45 port
USB	<ul style="list-style-type: none"> <li>• Two USB 3.1 Gen 1 ports</li> <li>• One USB 3.1 Gen 1 with PowerShare</li> <li>• One Thunderbolt 3 (USB Type-C)</li> </ul>
Audio	One headset port
Video	<ul style="list-style-type: none"> <li>• One HDMI 2.0b port</li> <li>• One mini DisplayPort 1.4</li> <li>• One external graphics port</li> </ul>
Media-card reader	Not supported

Features	Values
Power adapter port	7.4 mm DC-in
Security	One security-cable slot (wedge-shaped)

**Table 7. Internal ports and connectors specifications**

Features	Values
M.2	<ul style="list-style-type: none"> <li>▪ One M.2 slot for Wi-Fi and Bluetooth combo card</li> <li>▪ Two M.2 PCIe/SATA slots for 2230/2280 solid-state drive or 2280 Intel Optane</li> </ul>

## Communications

### Ethernet

**Table 8. Ethernet specifications**

Features	Values
Model number	Killer E2400 PCI-E Gigabit Ethernet Controller
Transfer rate	10/100/1000 Mbps

### Wireless module

**Table 9. Wireless module specifications**

Features	Values	
Model number	Qualcomm QCA61x4A (DW1820)	Killer 1550
Transfer rate	867 Mbps (maximum)	1733 Mbps (maximum)
Frequency bands supported	Dual band 2.4 GHz/5 GHz	Dual band 2.4 GHz/5 GHz
Wireless standards	Wi-Fi 802.11b/g/a/n/ac	Wi-Fi 802.11b/g/a/n/ac
Encryption	<ul style="list-style-type: none"> <li>▪ 64-bit/128-bit WEP</li> <li>▪ AES-CCMP</li> <li>▪ TKIP</li> </ul>	<ul style="list-style-type: none"> <li>▪ 64-bit/128-bit WEP</li> <li>▪ AES-CCMP</li> <li>▪ TKIP</li> </ul>
Bluetooth	Bluetooth 4.2	Bluetooth 5.0

## Audio

**Table 10. Audio specifications**

Features	Values
Type	4 channel High Definition Audio
Controller	Realtek ALC3281-CG
Stereo conversion	Supported
Internal interface	High-definition audio interface

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**

Storage type	Interface type	Capacity
One 2.5-inch hard drive	SATA AHCI, up to 6 Gbps	Up to 1 TB
One M.2 2230/2280 solid-state drive	<ul style="list-style-type: none"> <li>• SATA AHCI, up to 6 Gbps</li> <li>• PCIe Gen3x4 NVMe, up to 32 Gbps</li> </ul>	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**

Features	Values
Type	4-zone RGB backlit keyboard
Layout	QWERTY
Number of keys	<ul style="list-style-type: none"> <li>• United States and Canada: 101 keys</li> <li>• United Kingdom: 102 keys</li> </ul>

Features	Values
Size	<ul style="list-style-type: none"> <li>Japan: 105 keys</li> <li>X = 19.05 mm key pitch</li> <li>Y = 18.05 mm key pitch</li> </ul>
Shortcut keys	<p>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.</p> <p> <b>NOTE: You can define the primary behavior of the function keys (F1–F12) by changing Function Key Behavior in BIOS setup program.</b></p> <p><a href="#">Keyboard shortcuts</a></p>

## Camera

**Table 13. Camera specifications**

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

## Touchpad

**Table 14. Touchpad specifications**

Features	Values
Resolution:	
Horizontal	1229
Vertical	749
Dimensions:	
Horizontal	105 mm (4.13 in.)
Vertical	65 mm (2.56 in.)

### Touchpad gestures

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

# Power adapter

**Table 15. Power adapter specifications**

Features	Values	
Type	130 W	180 W
Diameter (connector)	7.4 mm	7.4 mm
Input voltage	100 VAC-240 VAC	100 VAC-240 VAC
Input frequency	50 Hz-60 Hz	50 Hz-60 Hz
Input current (maximum)	2.34 A	2.34 A
Output current (continuous)	6.70 A	9.23 A
Rated output voltage	19.50 VDC	19.50 VDC
Temperature range:		
Operating	0°C to 40°C (32°F to 104°F)	-40°C to 70°C (-40°F to 158°F)
Storage	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)

 **NOTE:** This computer supports Hybrid power feature during heavy loading. For more information, see [Hybrid power](#).

# Battery

**Table 16. Battery specifications**

Features	Values	
Type	4-cell "smart" lithium-ion (60 WHr)	6-cell "smart" lithium-ion (90 WHr)
Voltage	15.20 VDC	11.40 VDC
Weight (maximum)	0.25 kg (0.56 lb)	0.37 kg (0.81 lb)
Dimensions:		
Height	11.60 mm (0.46 in.)	11.60 mm (0.46 in.)
Width	222.20 mm (8.75 in.)	332.65 mm (13.09 in.)
Depth	74.20 mm (2.92 in.)	74.20 mm (2.92 in.)
Temperature range:		
Operating	0°C to 35°C (32°F to 95°F)	0°C to 35°C (32°F to 95°F)
Storage	-40°C to 65°C (-40°F to 149°F)	-40°C to 65°C (-40°F to 149°F)
Operating time	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	
Charging time (approximate)	4 hours (when the computer is off)	4 hours (when the computer is off)
Life span (approximate)	300 discharge/charge cycles	300 discharge/charge cycles
Coin-cell battery	CR-2032	CR-2032

 **NOTE:** This computer supports Hybrid power feature during heavy loading. For more information, see [Hybrid power](#).



# Display

**Table 17. Display specifications**

Features	Values	
Type	Full High Definition (FHD)	Ultra High Definition (UHD)
Panel technology	Wide Viewing angle (WVA)	Wide Viewing angle (WVA)
Luminance (typical)	300 nits	400 nits
Dimensions (active area):		
Height	214.81 mm (8.46 in.)	214.94 mm (8.46 in.)
Width	381.89 mm (15.04 in.)	382.12 mm (15.04 in.)
Diagonal	438.16 mm (17.25 in.)	438.42 mm (17.26 in.)
Native resolution	1920 x 1080	3840 x 2160
Megapixels	2.07	8.29
Pixels Per Inch (PPI)	127	255
Contrast ratio (minimum)	500:1	800:1
Response time (maximum)	35 msec rise/fall	35 msec rise/fall
Refresh rate	60 Hz	60 Hz
Horizontal view angle	+/- 85 degrees	+/- 85 degrees
Vertical view angle	+/- 85 degrees	+/- 85 degrees
Pixel pitch	0.199 mm	0.0995 mm
Power consumption (maximum)	8 W	14 W
Anti-glare vs glossy finish	Anti-glare	Anti-glare
Touch options	Not supported	Not supported

# Video

**Table 18. Discrete graphics specifications**

Discrete graphics			
Controller	External display support	Memory size	Memory type
NVIDIA GeForce GTX 1050 Ti	<ul style="list-style-type: none"> <li>▪ One HDMI 2.0b port</li> <li>▪ One mini-DisplayPort 1.4</li> </ul>	4 GB	GDDR5
NVIDIA GeForce RTX 2060	<ul style="list-style-type: none"> <li>▪ One HDMI 2.0b port</li> <li>▪ One mini-DisplayPort 1.4</li> </ul>	6 GB	GDDR6
NVIDIA GeForce RTX 2070 Max-Q	<ul style="list-style-type: none"> <li>▪ One HDMI 2.0b port</li> <li>▪ One mini-DisplayPort 1.4</li> </ul>	8 GB	GDDR6
NVIDIA GeForce RTX 2080 Max-Q	<ul style="list-style-type: none"> <li>▪ One HDMI 2.0b port</li> </ul>	8 GB	GDDR6

<b>Discrete graphics</b>			
<b>Controller</b>	<b>External display support</b>	<b>Memory size</b>	<b>Memory type</b>
	<ul style="list-style-type: none"> <li>One mini-DisplayPort 1.4</li> </ul>		

**Table 19. Integrated graphics specifications**

<b>Controller</b>	<b>External display support</b>	<b>Memory size</b>	<b>Processor</b>
Intel UHD Graphics 630	One Thunderbolt 3 (USB Type-C)	Shared system memory	<ul style="list-style-type: none"> <li>8<sup>th</sup> Generation Intel Core i5/i7</li> <li>9<sup>th</sup> Generation Intel Core i7</li> </ul>

## Computer environment

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

**Table 20. Computer environment**

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

\* 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

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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**

<b>Battery capacity</b>	<b>Feature description</b>
100%~20%	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.
<20%	Hybrid function is disabled. Computer will throttle during heavy loading and may encounter performance issues.

# 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















Keys	Description
	Disable/enable wireless
	Mute audio
	Decrease volume
	Increase volume
	Switch to external display
	Decrease brightness
	Increase brightness
	Disable/enable touch pad
	Disable/enable AlienFX

Table 23. List of Macro keys

Keys	Description
	Macro keys  <b>NOTE:</b> You can configure modes and assign multiple tasks for the macro keys on the keyboard.
	
	
	

# Alienware Command Center

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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**

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

## Contacting Alienware

To contact Alienware for sales, technical support, or customer service issues, see [www.alienware.com](http://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.**