Alienware Elite Gaming Mouse AW958

User's Guide
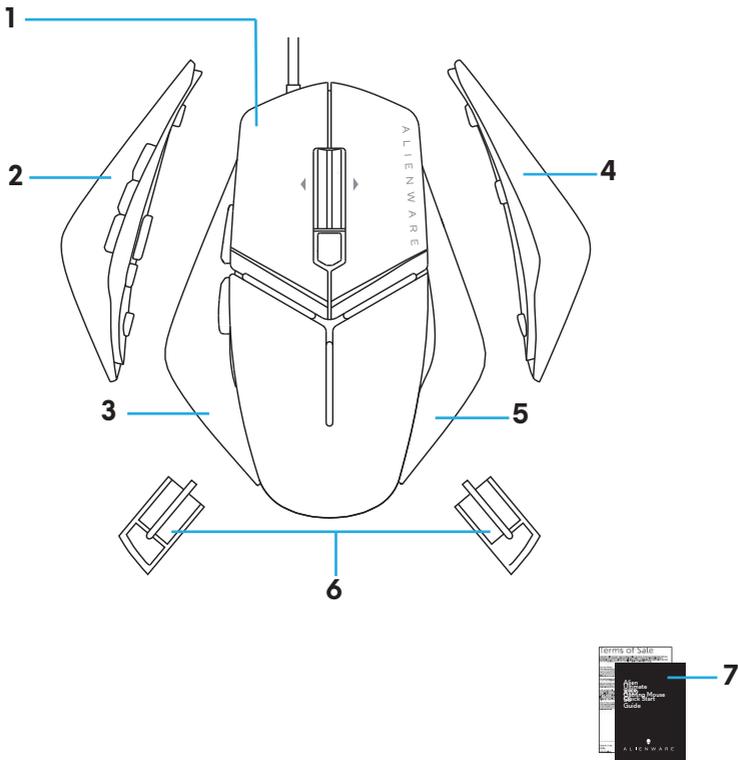
A L I E N W A R E™

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.

Contents

What's in the box

1. Mouse

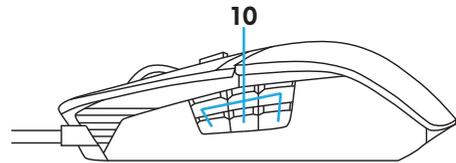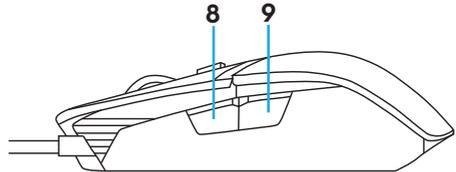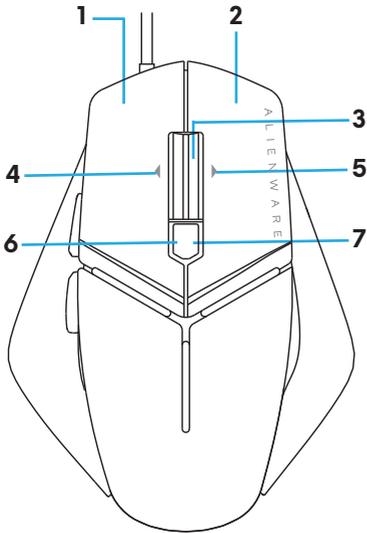**3.** Left grip with 2 buttons

5. Small right grip

7. Documents

2. Left grip with 6 buttons

4. Large right grip

6. 5 gram weight (4x) with carrier casing

Mouse feature

1. Left button

3. Middle/Scroll button

5. Wheel right tilt

7. DPI right (To increase DPI level)

9. Backward

2. Right button

4. Wheel left tilt

6. DPI left (To decrease DPI level)

8. Forward

10. 6 customizable buttons

> 📝 **NOTE: Adjustable DPI (DPI stands for Dots Per Inch)**
> - On-the-fly DPI button allows you to instantly change mouse tracking resolution during game play.
> - Mouse allows setting up to three tracking resolution. (Default resolution setting: 1200, 3600, 5000, 8000 and 12000 DPI)
> - Pushing left side of DPI button reduces the DPI while pushing the right side increases DPI.
> - The LED color for 5 DPI stages.

The lowest resolution   Lower resolution   Middle resolution

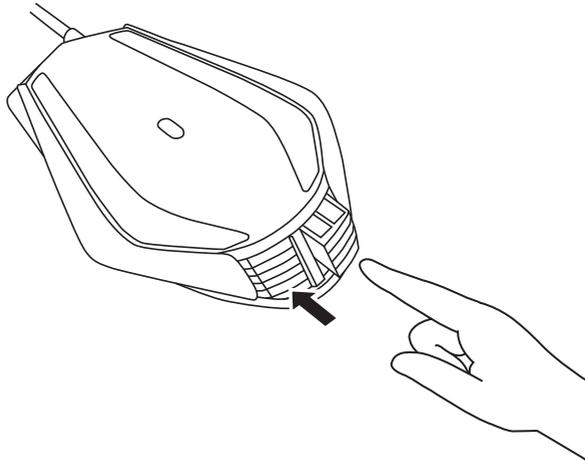Higher resolution   The highest resolution

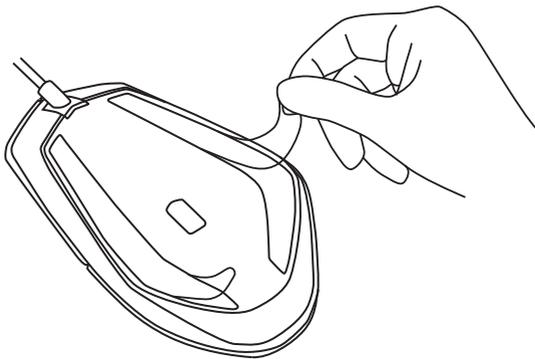# Setting up your gaming mouse

System requirements

- Microsoft Windows 10 and above

Steps to setting up

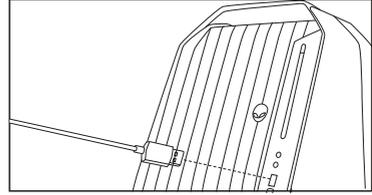**1.** Insert both weight carriers by pushing them into the back opening of the mouse.

2. Remove the footpad protective sheet.

3. Insert mouse USB plug into USB port on your computer.
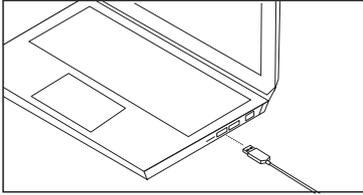
4. Power on your computer.
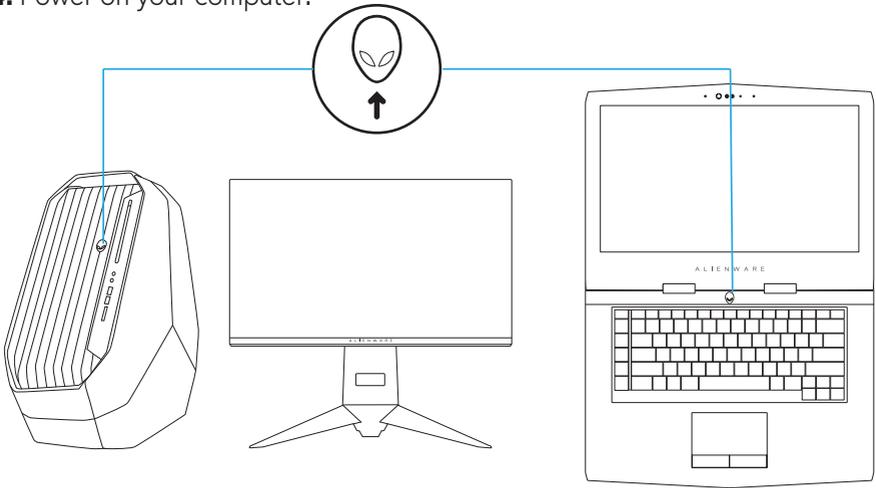
Changing left and right grip

1. Both left and right grip can be removed by pulling outwards as shown.
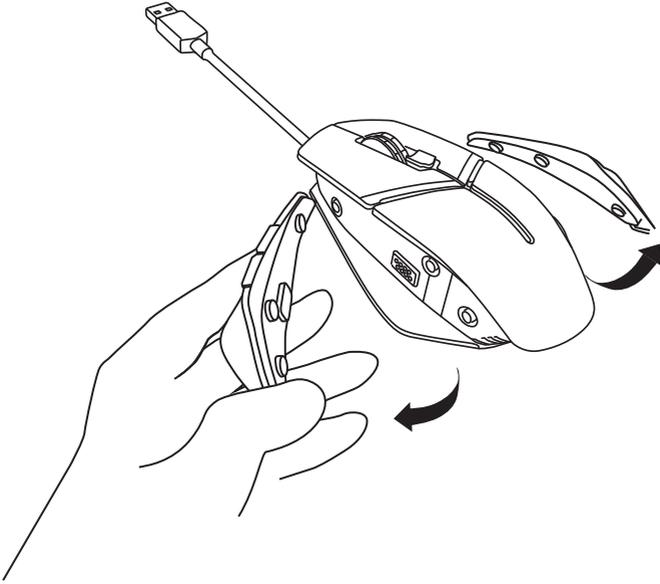
2. Optional left and right grip can be attached magnetically as shown.
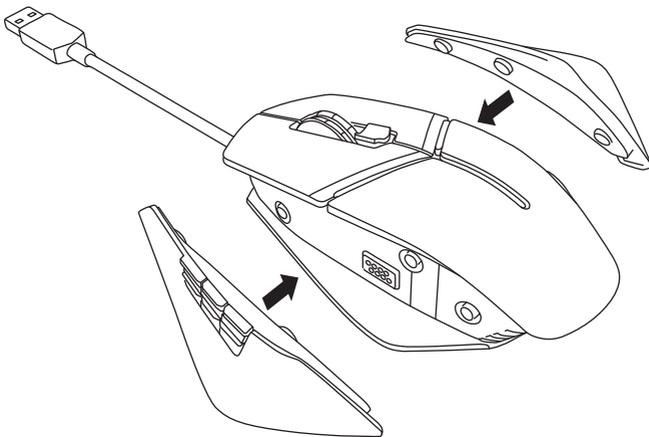
Adjusting carrier weights

1. Push inwards on the weight carrier casing to release it as shown.
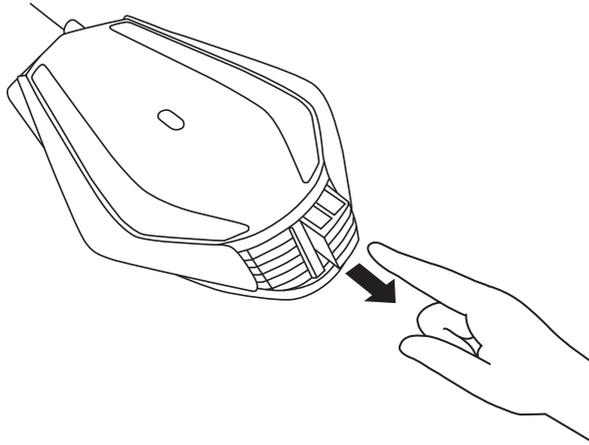
2. Each 5 gram weight (4 pieces in total) can be removed by sliding it out from the carrier casing
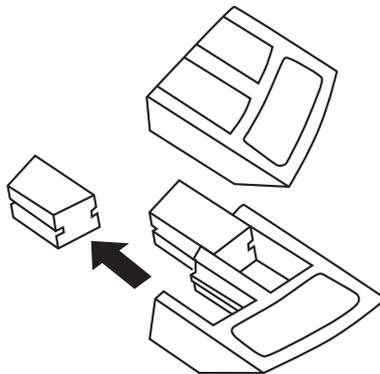
Adjusting mouse palm rest

1. Push the release button silver bar located below the palm rest and hold it down as shown.

1. Push Release Button
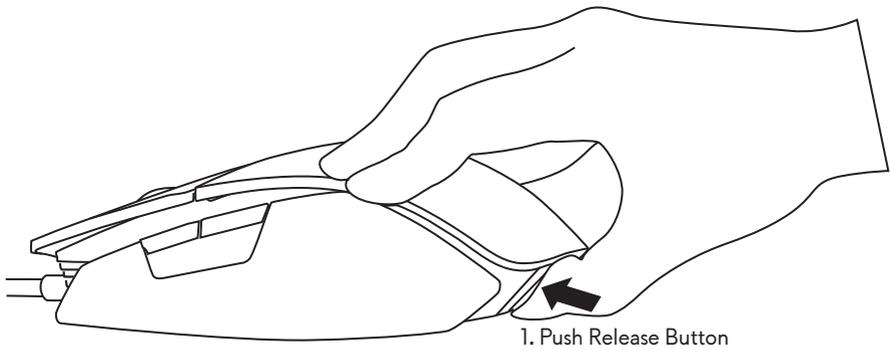
2. While holding down the release button, slide the palm rest backwards either 1 notch or 2 notches to suit your palm size.

2.Pull backwards 1 or 2 notches
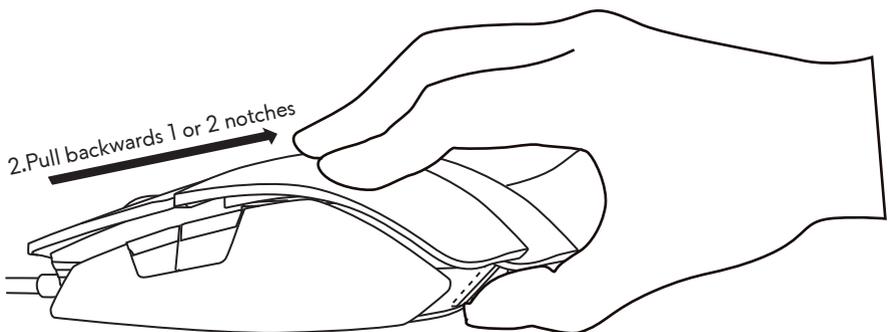
Alienware Command Center

Alienware Command Center provides a single interface to customize and enhance the gaming experience.

NOTE: For more information, see Alienware Command Center Online Help.

Installing AWCC through Windows Update

1. Connect your Alienware peripheral to your computer through the USB port. The AWCC application is downloaded and installed automatically. AWCC installation may take up to 10 minutes to complete.

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

3. 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

1. Download the latest version of the following applications at www.dell.com/support/drivers.
   – Alienware Command Center
   – Alienware Gaming Peripheral driver

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.

NOTE: You can customize mouse feature and lighting effects by using Alienware Command Center.

Troubleshooting

Problems	Possible solutions
Mouse is not functioning	1. Unplug the mouse and plug it back into the USB port on your computer. 2. Plug the mouse to another USB port. 3. Restart the system.
Mouse lighting is off	1. Press any button to wake up the mouse from sleep mode. 2. Unplug the mouse and plug it back into the USB port on your computer. 3. Plug the mouse to another USB port. 4. Restart the system.
Mouse is not running based on the selected configuration in Alienware command center	1. Ensure the Alienware Command Center is installed on your computer. 2. Open the Alienware Command Center and ensure the selected configuration has been set up and saved.

Problems	Possible solutions
How to connect a wired mouse to your computer	**1.** Look for the connector at the end of the USB mouse cable. **2.** Look for a USB port on your computer.
Resolving cursor issues	**1.** Reseat the wired USB mouse cable into the USB port. **2.** Make sure the optical opening at the bottom of the mouse is clean. **3.** Make sure the surface you are using has enough of a pattern in it that the mouse can tell when it has been moved (a mouse pad is best, since the mouse judges movement by reflections, a uniform surface is harder for the mouse to tell when it has been moved) **4.** Try the wired USB mouse in another USB port on the computer. A notice that drivers are being installed may appear; if so, wait until a message that the drivers were installed before you use the mouse. **5.** Try another wired USB mouse, when available. A notice that drivers are being installed may appear, if so, wait until a message that the drivers were installed before you use the mouse. **6.** Save any data, close any open program(s) and restart the computer. When you do not have another mouse or touchscreen, you may have to hold the power button down for at least 15 seconds to turn the computer off and you will lose any data not saved.

Problems	Possible solutions
Resolving Mouse Button Issues	1. Make sure there is nothing preventing the mouse buttons from moving. Most mouse buttons make a clicking noise when pressed down all the way. 2. Reseat the wired USB mouse cable into the USB port. 3. Try the wired USB mouse in another USB port on the computer. A notice that drivers are being installed may appear, if so, wait until a message that the drivers were installed before you use the mouse. 4. Try another wired USB mouse, when available. A notice that drivers are being installed may appear, if so, wait until a message that the drivers were installed before you use the mouse. 5. Save any data, close any open program(s) and restart the computer. When you do not have another mouse or touchscreen, you may have to hold the power button down for at least 15 seconds to turn the computer off and you will lose any data not saved.
Troubleshooting a Slow Moving Cursor	1. Make sure the optical opening on the bottom of the mouse is clean. 2. Make sure the surface you are using has enough of a pattern in it that the mouse can tell when it has been moved (a mouse pad is best, since the mouse judges movement by reflections, a uniform surface is harder for the mouse to tell when it has been moved).

Problems	Possible solutions
Troubleshooting a Slow Moving Cursor	**3.** Change the mouse settings to adjust the pointer speed. Click on the tab that matches the Operating System (OS) installed on your computer and perform the steps within that section to change the settings.

- In the Search box, type main.cpl.
- Touch or click main.cpl in the list of programs.
- Touch or click the Pointer Options tab.
- Move the slider under Select a Pointer Speed to adjust the cursor speed to the desired level.
- Touch or click OK.