Alienware 310M Wireless Gaming Mouse User Guide

ALIENWARE™

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.**

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4. USB wireless dongle (USB 2.0)
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1. Left button	**2.** Scroll wheel
3. DPI/battery indicator	**4.** Right button
5. DPI adjustment slider	**6.** Battery compartment
7. Power button	**8.** USB wireless dongle compartment
9. Battery cover	**10.** Forward button
11. Backward button	

Adjustable DPI

Press the DPI adjustment button to instantly change the mouse sensor resolution. DPI setting is indicated by the DPI indicator color. The three default DPI settings available are as follows:

- 800: Blue (|)
- 1800: Yellow (|) (Out-of-box default)
- 12000: Red (|)

You can change the default DPI settings and customize the DPI stages and LED colors with the Alienware Command Center (AWCC) application.

Setting up your gaming mouse

Installing the battery

1. Turn the mouse over.
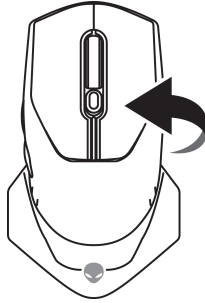
2. Remove the protective sheet.
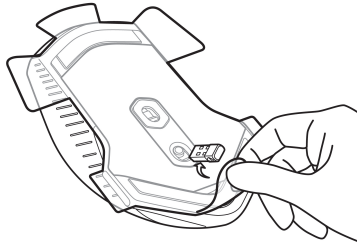
3. Lift the battery cover.
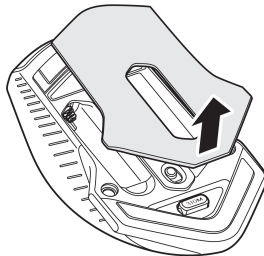
4. Install the AA battery into the battery compartment.
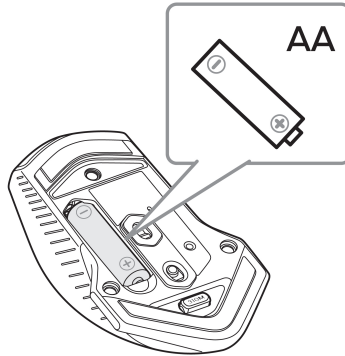
📝 **NOTE: Replace with new battery when the battery LED indicator starts flashing amber (┃).**

5. Place the battery cover back.
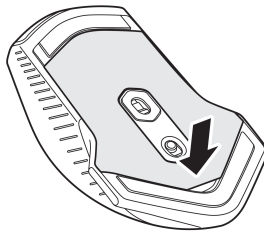
Removing the USB wireless dongle

1. Lift the battery cover.
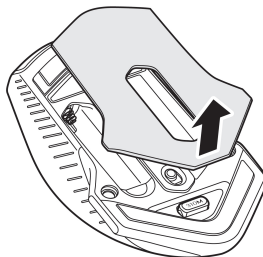
2. Remove the USB wireless dongle from USB wireless dongle compartment.
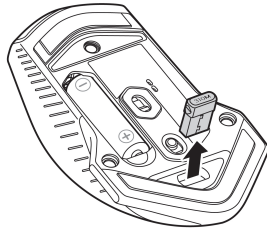
3. Place the battery cover back.
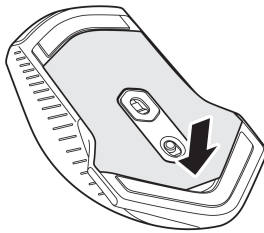
Connecting the USB Wireless Dongle

Laptop

Connect the USB wireless dongle to a USB port on your laptop.
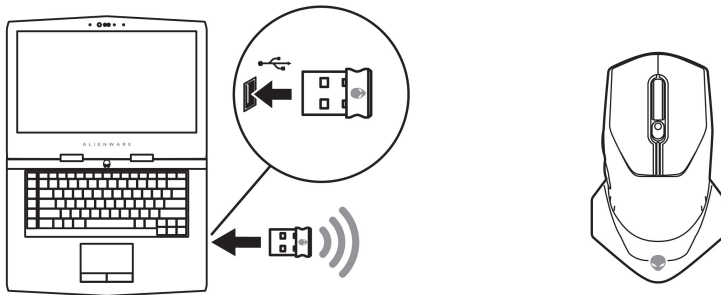
Desktop

1. Connect the USB wireless dongle extension cable to the USB port on your desktop.

2. Insert the USB wireless dongle to the USB-A receptacle.
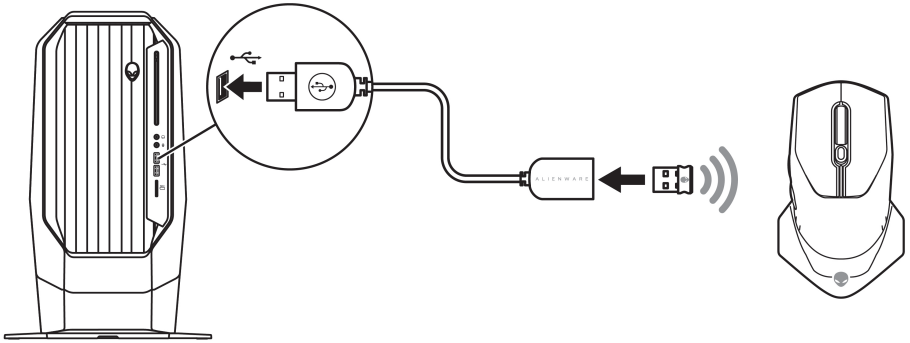
Turning on the mouse

Slide the power button down to turn on the mouse.
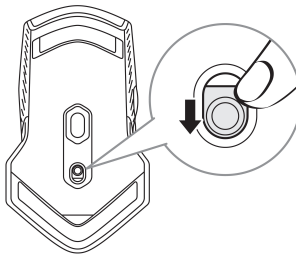
Alienware Command Center (AWCC) Application

Alienware Command Center (AWCC) application provides a single interface to customize and enhance the gaming experience.

✎ **NOTE: For more information, see the Alienware Command Center (AWCC) application 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 from 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 the mouse features and lighting effects by using the Alienware Command Center (AWCC) application.**

Troubleshooting

Problems	Possible solutions
Mouse is not functioning	1. Check if the battery is inserted in the correct orientation.
	2. The battery "+" and "−" ends should be placed as indicated on the battery compartment.
	3. Replace the battery.
	4. Slide the power button to turn off the mouse and then turn on again.
	5. When using a desktop, connect the USB wireless dongle extension cable to another USB A port. A notification may appear indicating that the driver installation is in progress. If so, wait until a notification to appear indicating that the driver installation is complete before you use the mouse.
	6. When using a laptop, connect the USB wireless dongle to another USB A port. A notification may appear indicating that the driver installation is in progress. If so, wait until a notification to appear indicating that the driver installation is complete before you use the mouse.

Problems	Possible solutions
Mouse lights do not turn on	1. Press any button to wake the mouse from sleep mode. 2. When using a desktop, connect the USB wireless dongle adapter extension cable to another USB A port. A notification may appear indicating that the driver installation is in progress. If so, wait until a notification to appear indicating that the driver installation is complete before you use the mouse. 3. When using a laptop, connect the USB wireless dongle to another USB A port. A notification may appear indicating that the driver installation is in progress. If so, wait until a notification to appear indicating that the driver installation is complete before you use the mouse. 4. Restart the computer.
Mouse is not running based on the configuration selected in the Alienware Command Center (AWCC) application.	1. Ensure that the Alienware Command Center (AWCC) application is installed on your computer. 2. Open the Alienware Command Center (AWCC) application and ensure that the selected configuration is set up and saved.

Problems	Possible solutions
Resolving cursor issues	1. When using a desktop, connect the USB wireless dongle extension cable to another USB A port. A notification may appear indicating that the driver installation is in progress. If so, wait until a notification to appear indicating that the driver installation is complete before you use the mouse.
	2. When using a laptop, connect the USB wireless dongle to another USB A port. A notification may appear indicating that the driver installation is in progress. If so, wait until a notification to appear indicating that the driver installation is complete before you use the mouse.
	3. Ensure that the sensor is not obstructed or dirty.
	4. Glass or very smooth glossy surfaces are not suitable for the mouse sensor to capture movement. Using a dark colored fabric mouse pad can improve the tracking.
	5. Save any data, close any open program(s), and then restart the laptop/desktop. 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 off the laptop/desktop. You may lose any data that is not saved.

Problems	Possible solutions
Resolving mouse button issues	**1.** Ensure that there is nothing preventing the mouse buttons from moving. Most mouse buttons make a clicking noise when pressed down.
	2. When using a desktop, connect the USB wireless dongle extension cable to another USB A port. A notification may appear indicating that the driver installation is in progress. If so, wait until a notification to appear indicating that the driver installation is complete before you use the mouse.
	3. When using a laptop, connect the USB wireless dongle to another USB A port. A notification may appear indicating that the driver installation is in progress. If so, wait until a notification to appear indicating that the driver installation is complete before you use the mouse.
	4. Save any data, close any open program(s), and then restart the laptop/desktop. 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 laptop/desktop off. You may lose any data that is not saved.

Problems	Possible solutions
Troubleshooting a slow moving cursor	**1.** Ensure that the sensor is not obstructed or dirty.
	2. Glass or very smooth glossy surfaces are not suitable for the mouse sensor to capture movement. Using a dark colored fabric mouse pad can improve the tracking.
	3. Change the mouse settings to adjust the pointer speed.
	Click on the tab that matches the Operating System (OS) installed on your laptop/desktop and perform the steps within that section to change the settings.
	• In the **Search** box, type `main.cpl`.
	• Click or tap `main.cpl` in the list of programs.
	• Click or tap the **Pointer Options** tab.
	• Move the slider under **Select a Pointer Speed** to adjust the cursor speed to the desired level.
	• Click or tap **OK**.
Troubleshooting cursor lagging	Cursor lagging might be due to wireless interference on the USB wireless dongle. Use the USB wireless extension adapter to connect the USB wireless dongle to the laptop/desktop.
Troubleshooting lift off distance (LOD) surface calibration issues	The LOD surface calibration depends on the surface characteristics and may not work on all surfaces.
	Using a dark colored fabric mouse pad might improve LOD calibration.