


Alienware Mobile Connect 3.x for iOS User's Guide

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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Introduction

Alienware Mobile Connect enables you to connect your computer to a smartphone and create an integrated experience. You can work on the computer while you answer calls or send text messages. The application uses the keyboard, mouse, touch screen, speakers, and microphone of your computer. The software consists of a computer application that is preinstalled on supported Alienware computers, and a smartphone app that you can download from the App Store. Alienware Mobile Connect uses Bluetooth and Wi-Fi Direct to connect your computer and smartphone.

Alienware Mobile Connect consists of the following three software packages:

- Windows drivers—Preinstalled on your computer and are updated automatically.
- Windows application—Preinstalled on your computer and is updated automatically from the Microsoft Store.
- Mobile app—You must download and install the app on your smartphone from the App Store.

Alienware Mobile Connect application features

iOS 13 and later versions

- You can send and receive text messages on your computer when the Alienware Mobile Connect iPhone app is running in the background.
- You can access notifications on your computer from your iPhone.
- You can make phone calls by Bluetooth pairing.
- You can transfer photos and videos between your iPhone and the computer.
- You can mirror your iPhone to your Alienware Mobile Connect application.

iOS 12 and older versions

 **NOTE:** The iPhone must remain unlocked to use all the supported features.

- You can send and receive text messages but the Alienware Mobile Connect iPhone app must be open and running.
- You can get notifications from your iPhone.
- You can make phone calls by Bluetooth pairing.

Setting up Alienware Mobile Connect

Install Alienware Mobile Connect on your iPhone

Steps

1. Download and install the Alienware Mobile Connect app from the App Store.
2. Open the Alienware Mobile Connect app.



Notifications

iOS native and 3rd party notifications will appear

Let's Start

Note: Permissions are required for app functionality.
No personal information is collected.

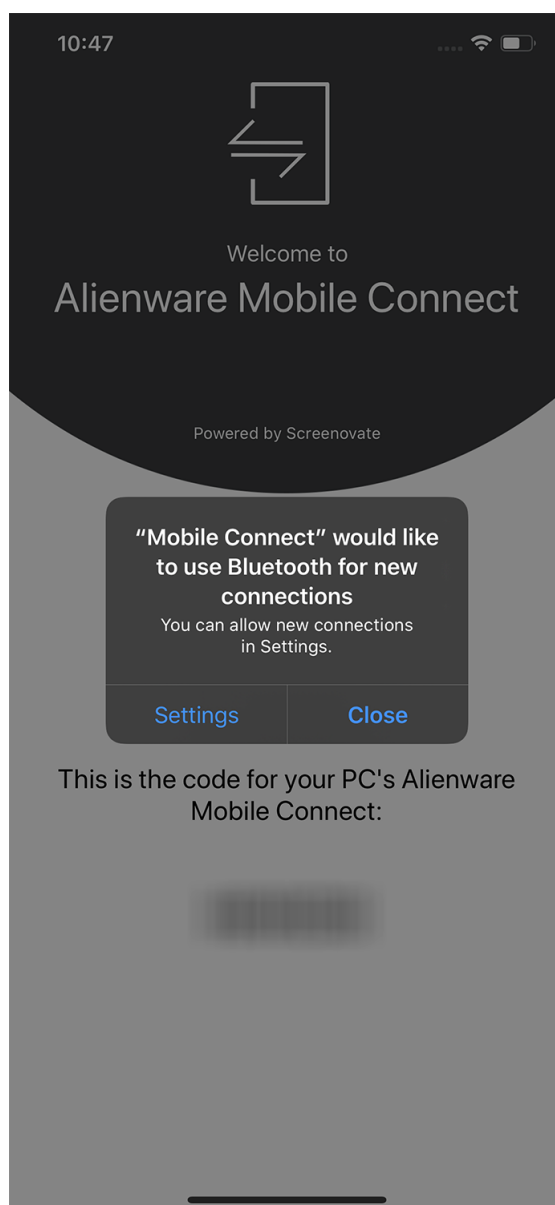
By using the app I agree to the
[Terms of use](#) and [Privacy Policy](#)

3. Tap **LET'S START**.

You are presented with a series of permission requests and the reason behind each permission request. To use the features of the Alienware Mobile Connect application on your computer, you must allow all the permission requests.

4. Tap **NEXT** and allow each permission request.

After you accept all permissions, a seven character authorization code is displayed to pair your iPhone to the Alienware Mobile Connect application on your computer.



You must use this authorization code to pair the iPhone with the Alienware Mobile Connect application on your computer.

Next steps

For pairing your computer to iPhone, see the following topics:

- [For iOS 13 and later versions](#)
- [For iOS 12 and older versions](#)

Pair your iPhone to the computer

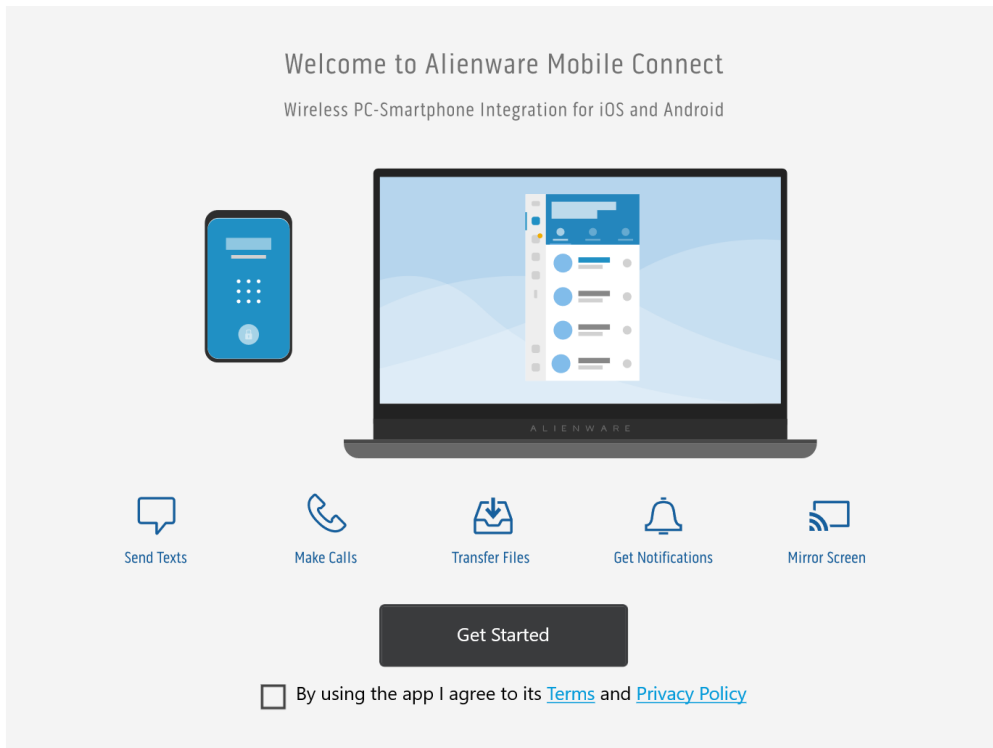
iOS 13 and later versions

Prerequisites

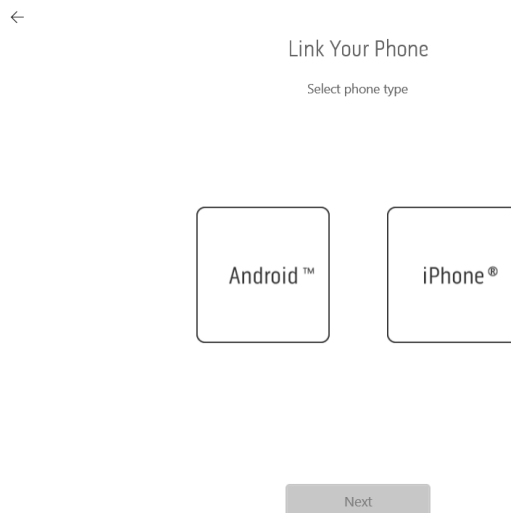
Download and install the Alienware Mobile Connect app on your iPhone—See [Install Alienware Mobile Connect on your iPhone](#).

Steps

1. Open the Alienware Mobile Connect application on your computer.
A welcome screen is displayed.



- NOTE:** You can pair a smartphone to the computer when you open the Alienware Mobile Connect application for the first time on your computer. If you want to pair another smartphone later, go to **Settings > Phones**.
2. Read the terms and privacy policy.
3. Select the check box and click or tap **Get Started**.
A screen is displayed with two tiles **Android** and **iPhone**.



4. Select **iPhone**, and click or tap **Next**.

A window is displayed to enter the authorization code from the Alienware Mobile Connect iPhone app.

i **NOTE:** You can scan the QR code that is displayed on the window to download the app to your iPhone.


←

Connect Your Phone to Your PC

1

Download and install the
Alienware Mobile Connect
iPhone app

Download App



2

Follow on-screen
instructions on phone

Enter phone encryption code

3

Enter the code from your
phone below

* If there is no code on your iPhone app, please update your **Alienware Mobile Connect** mobile app.



Note: Permissions are required for app functionality.
No personal information is collected.

Next

5. Enter the authorization code from the iPhone app to the respective field on the computer screen and click or tap **Next**. The pairing process is initiated, and a Bluetooth pairing code is displayed on your computer and iPhone.

Please wait...

Please wait while we are connecting your mobile device to your PC...
This may take a few minutes.



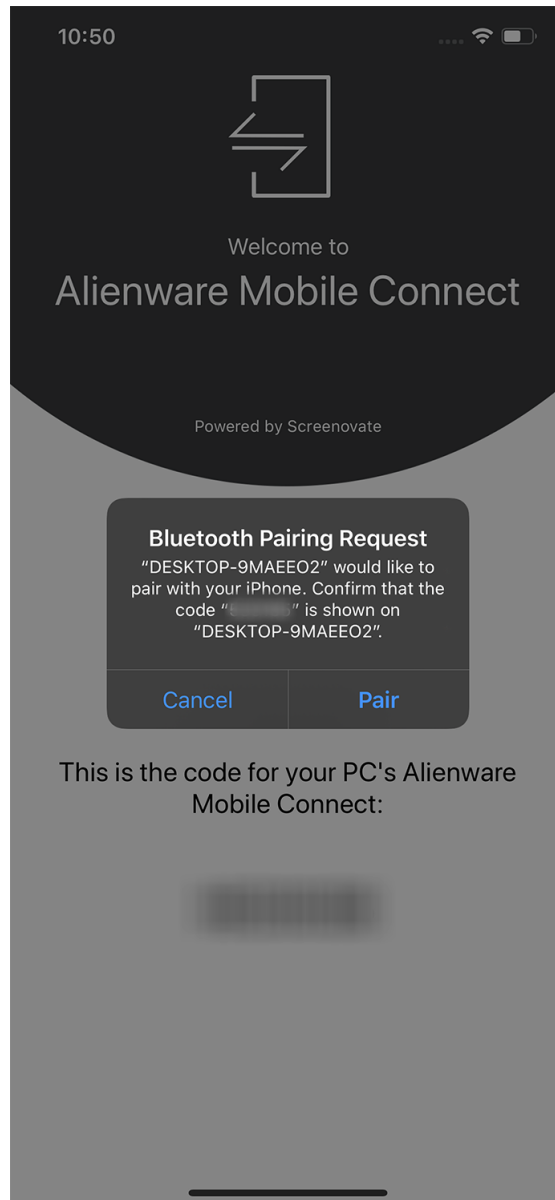


Pairing with iPhoneXS Max

Please approve the pairing request on your phone.

PIN: 5 1 1 1 1 1

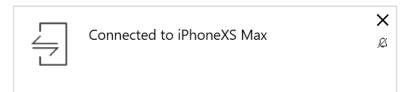
Next



6. Verify the codes, click or tap **Next** on the computer, and tap **Pair** on your iPhone.
The connection is verified and a message is displayed to approve the permission request for accessing notifications on the iPhone.

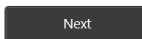
Please wait...

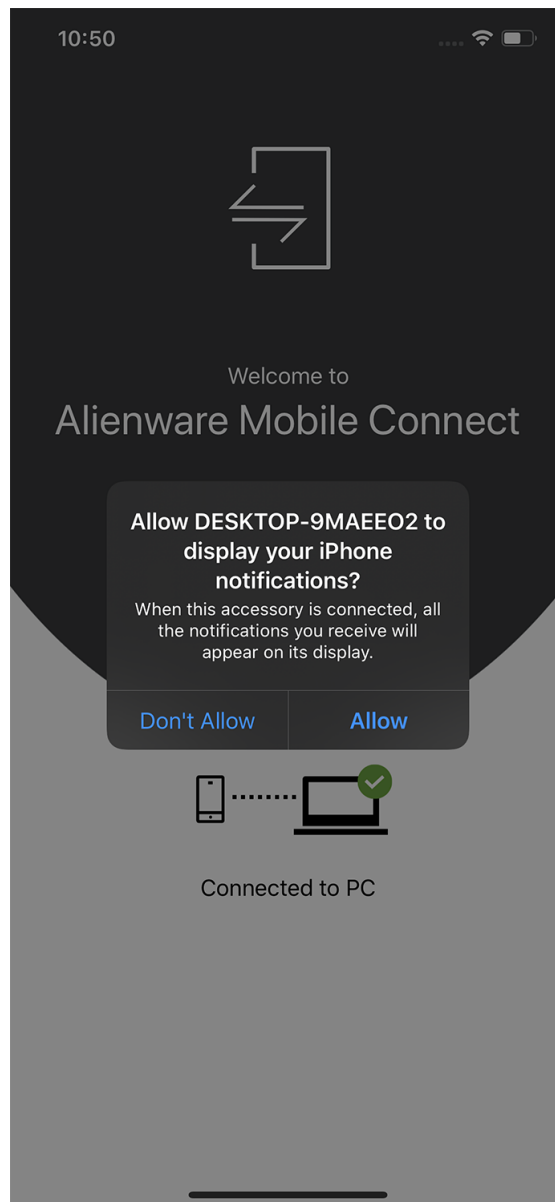
Verifying connection...
This may take a minute.



Approve Display of Notifications

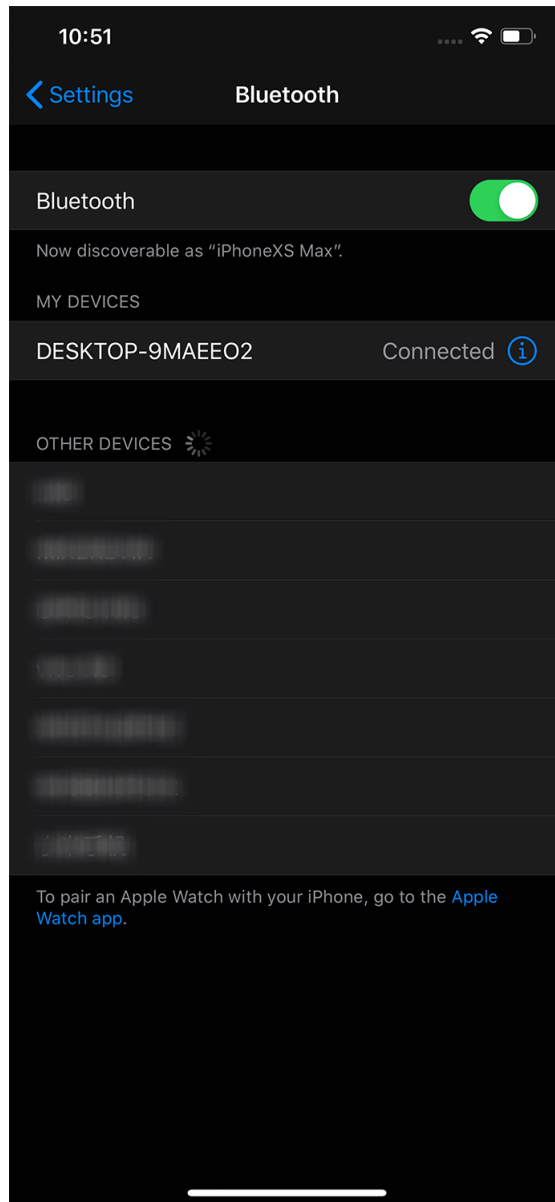
Please approve the 'Display Notifications' request if shown on your iPhone

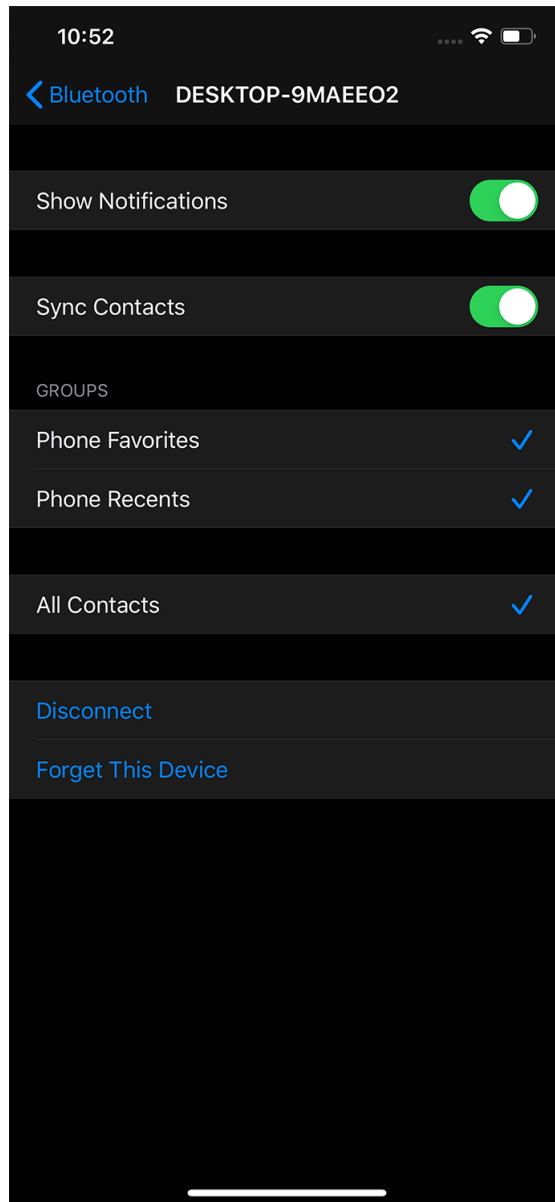




7. Tap **Allow** on the iPhone, and click or tap **Next** on the computer.
8. Go to the Bluetooth settings in your iPhone, tap your computer's name, and enable **Show Notifications** and **Sync Contacts**
NOTE: If you do not allow the system notification access, the notifications from your iPhone are not displayed on the Alienware Mobile Connect application.

You can change the settings later by clicking or tapping **Having trouble seeing notifications?** in the **Notifications** window in the Alienware Mobile Connect application.





Please wait...

Accessing services...



Skip

⚙️ **Setting up a device**
We're setting up 'Bluetooth Peripheral Device'.

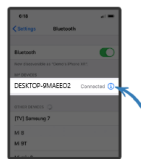
9. Follow the on-screen instructions to allow access to the contacts and messages on your iPhone through Bluetooth. Allowing access helps you to view your contact list and send text messages using Alienware Mobile Connect on your computer. If you skip this step, the steps to allow the access is displayed on the **Messages** and **Contacts** tab in the Alienware Mobile Connect application.

Allow Access to Contacts and Messages

To use SMS and access your contacts, please follow these steps

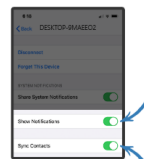
1.

On your iPhone, go to Settings > Bluetooth and click the "i" next to your PC's name



2.

Turn on 'Sync Contacts' and 'Show Notifications'



⊗ Notifications ⊗ Contacts

Skip

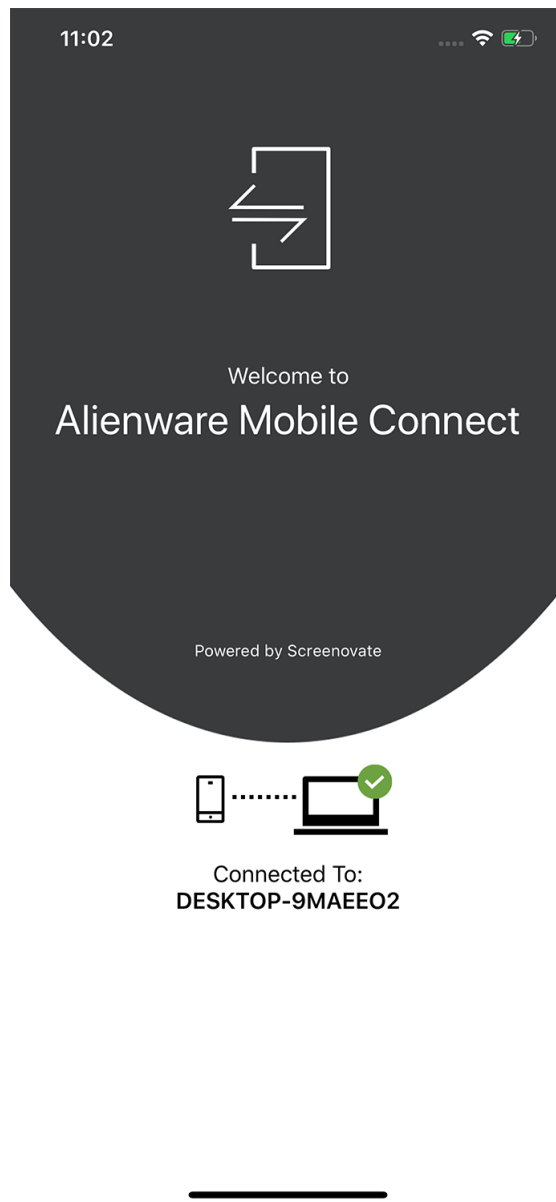
10. Click or tap **Finish**.

Your Device is Connected!

You can now take and make phone calls, send and receive text messages, and access your contacts, all from your PC.



Finish



Results

Your iPhone is now paired with your computer, and you can use all the features that are available on the Alienware Mobile Connect application on your computer.

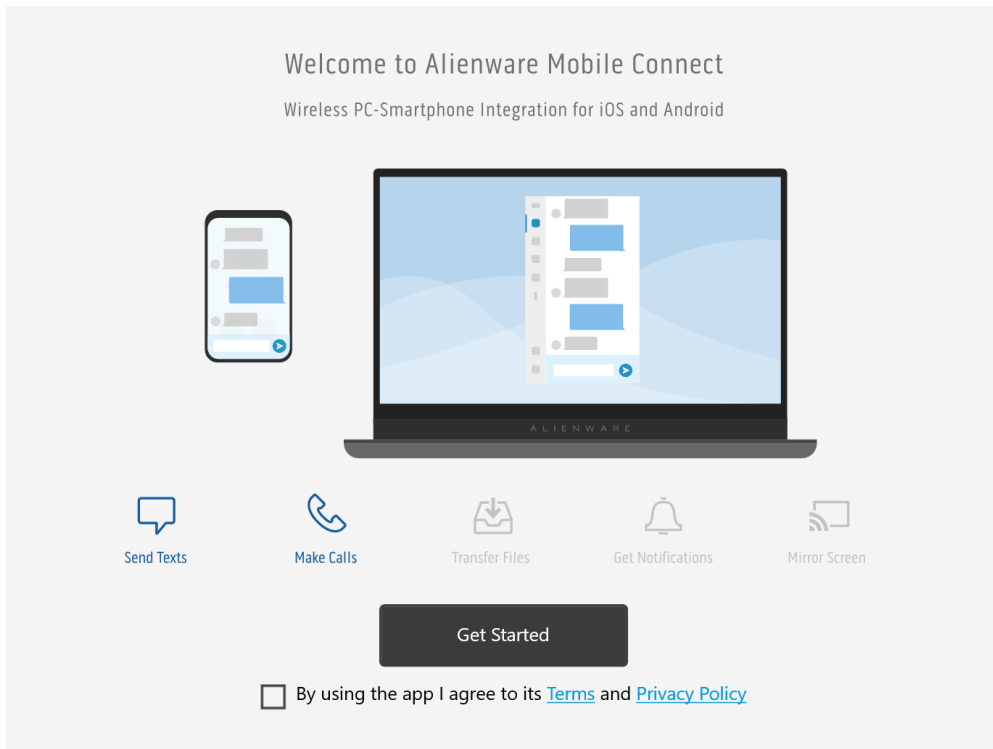
iOS 12 and older versions

Prerequisites

Download and install the Alienware Mobile Connect app on your iPhone—See [Install Alienware Mobile Connect on your iPhone](#).

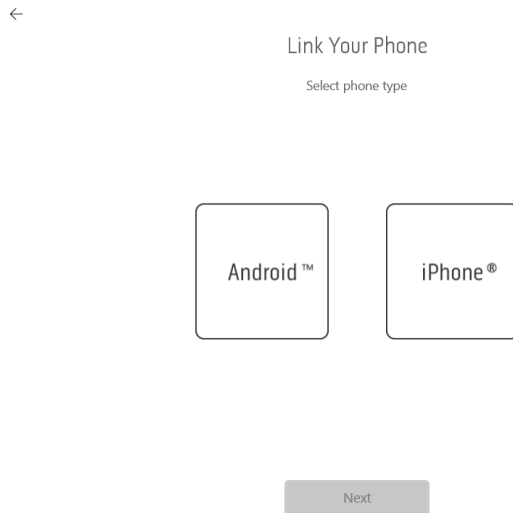
Steps

1. Open the Alienware Mobile Connect application on your computer.
A welcome screen is displayed.



i **NOTE:** You can pair a smartphone to the computer when you open the Alienware Mobile Connect application for the first time on your computer. If you want to pair another smartphone later, go to **Settings > Phones**.

2. Read the terms and privacy policy.
3. Select the check box and click or tap **Get Started**.
A screen is displayed with two tiles **Android** and **iPhone**.

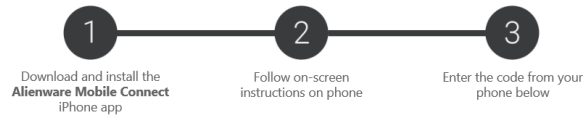


4. Select **iPhone**, and click or tap **Next**.
A window is displayed to enter the authorization code from the Alienware Mobile Connect iPhone app.

i **NOTE:** You can scan the QR code that is displayed on the window to download the app to your iPhone.



Connect Your Phone to Your PC



Download App



Enter phone encryption code

* If there is no code on your iPhone app, please update your **Alienware Mobile Connect** mobile app.

Note: Permissions are required for app functionality.
No personal information is collected.

Next

5. Enter the authorization code from the iPhone app to the respective field on the computer screen and click or tap **Next**. The pairing process is initiated, and a Bluetooth pairing code is displayed on your computer and iPhone.

Please wait...

Please wait while we are connecting your mobile device to your PC...
This may take a few minutes.





Pairing with iPhone 8


Please approve the pairing request on your phone.


PIN: 800047

Next

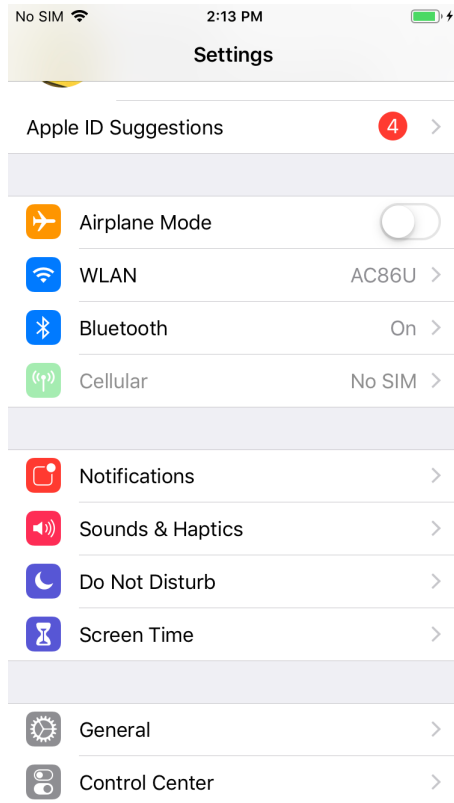
6. Click or tap **Next**.
7. Go to **Settings > Bluetooth** on your iPhone, and verify the codes.

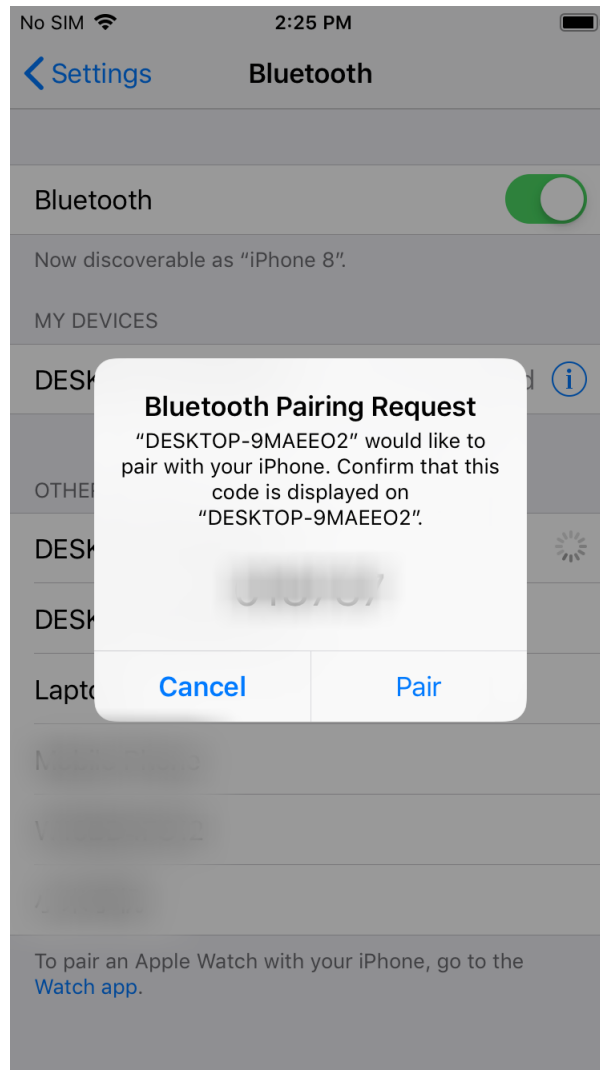
Pairing for calls and Messages

Make your phone discoverable by going to **Settings -> Bluetooth** and toggling the Bluetooth switch to "On" 

 Stay on the **Bluetooth screen** on your phone for this step to work
Then, click on the Next button here below

Next





8. Click or tap **Next**.
An additional pairing code is displayed on both the computer and iPhone.



Pairing with iPhone 8

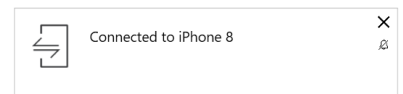
Please approve the pairing request on your phone.

PIN: 000000

Please confirm the PIN displayed on your phone.

Next

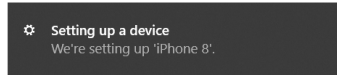
- 9. Verify the codes and, click or tap **Next** on the computer.
- 10. Tap **Pair** on your iPhone.
The connection is verified.



Please wait...
Accessing services...



Skip



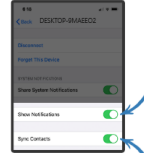
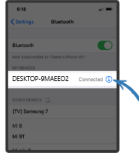
- 11. Follow the on-screen instructions to allow access to the messages and contacts on your iPhone through Bluetooth.
Allowing access helps you to view your contact list and send text messages using Alienware Mobile Connect on your computer. If you skip this step, the steps to allow the access is displayed on the **Messages** and **Contacts** tab in the Alienware Mobile Connect application.

NOTE: There are two entries with the name of your computer that you must access and allow permissions on your iPhone.

Allow Access to Contacts and Messages

To use SMS and access your contacts, please follow these steps

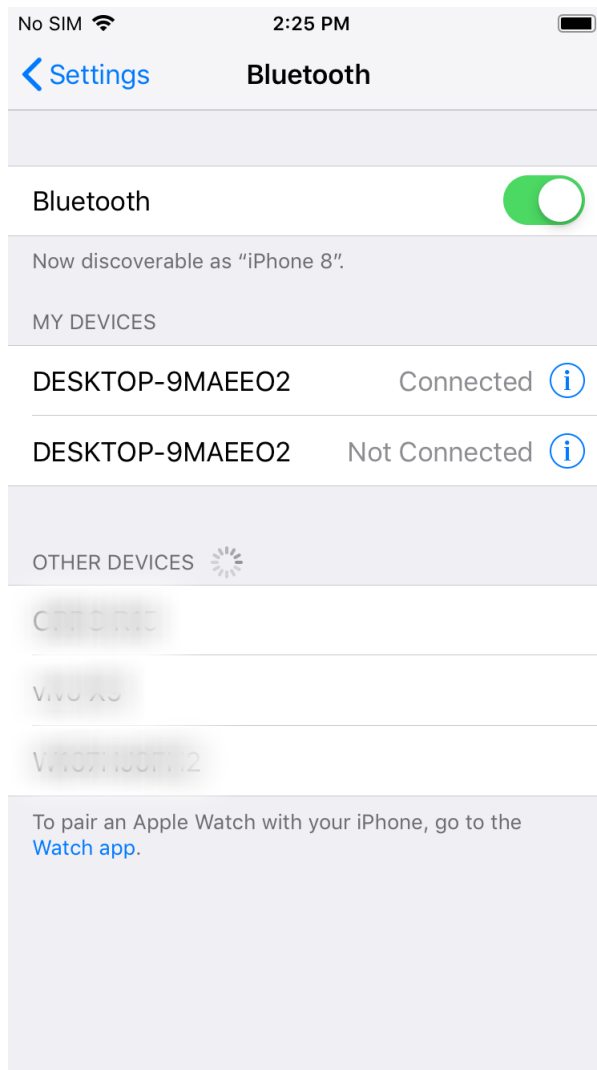
1. On your iPhone, go to Settings > Bluetooth and click the "i" next to your PC's name
2. Turn on 'Sync Contacts' and 'Show Notifications'

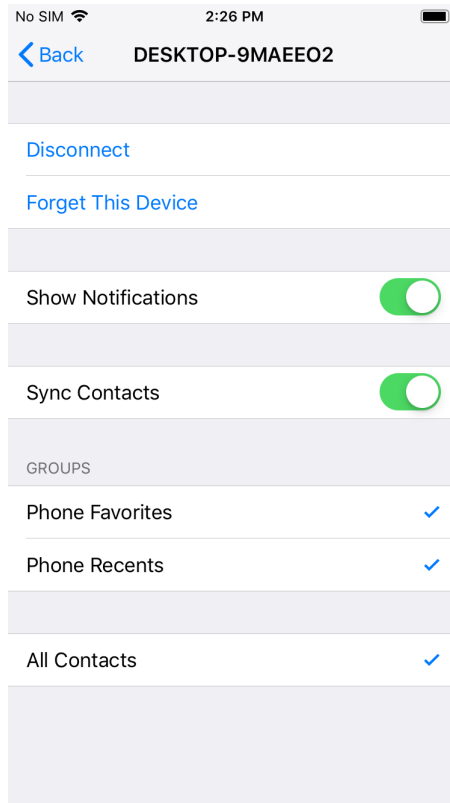


ⓧ Notifications ⓧ Contacts

Skip

⚙️ **Device is ready**
"iPhone 8" is set up and ready to go.





12. Click or tap **Finish**.

Your Device is Connected!

You can now take and make phone calls, send and receive text messages, and access your contacts, all from your PC.



Finish



To send text messages from your PC:

- Your iPhone screen must remain unlocked.

[Why does my phone need to be unlocked?](#)

Results

Your iPhone is now paired with your computer, and you can use all the features that are available on the Alienware Mobile Connect application on your computer.

Connection states

There are three connection states for Alienware Mobile Connect application.

- Paired—After the pairing process is complete, your smartphone and computer are paired by Bluetooth. The pairing is a one-time procedure for each smartphone to enable future connections automatically. The paired state is retained in the following scenarios:
 - The smartphone is not in the Bluetooth range.
 - The Alienware Mobile Connect application is inactive.
 - You have manually disconnected the smartphone.
- Connected—The smartphone and your computer is within the Bluetooth range, the Alienware Mobile Connect application is running, and the smartphone is connected.
- Disconnected—To disconnect the smartphone, right-click (press and hold) the **systray** icon on the taskbar and select **Disconnect**. Alternatively, you can go to **Settings > Phone** and disconnect the smartphone. You can also disconnect the smartphone by opening the app on your smartphone. You can choose to unpair the phone when you disconnect by selecting the **Also unpair phone from Bluetooth devices** check box.

(i) NOTE: After you disconnect the smartphone, it is not connected automatically. You must go to **Settings > Phone** and connect it manually.

Using Alienware Mobile Connect

You can click or tap the hamburger icon to extend the left pane to display the names of all the icons. Use the back arrow icon to go to the previous screen.

Launch the Alienware Mobile Connect application on your computer

You can launch the Alienware Mobile Connect application from the **Start** menu. If you have a Alienware Mobile Connect desktop icon, you can also launch the application by double-clicking or tapping the icon.

Alienware Mobile Connect application is configured to start automatically when you turn on your computer. If your iPhone is paired using the Alienware Mobile Connect application and if it is within the Bluetooth range, the iPhone is connected automatically to the computer. You need not run the application on the iPhone or the computer for the features to work. If you manually disconnect your iPhone from the computer, it is not connected back automatically.

You can also prevent the Alienware Mobile Connect application from launching automatically on the computer by going to **Settings > Startup**.

Notifications

Alienware Mobile Connect can display the notifications that appear on your iPhone, such as social media, traffic, or weather updates. The notifications are displayed on your computer as a popup on the upper-right corner of the screen. You can also click or tap the **Notifications** icon to view them.

The following settings are available:

- You can modify the size of the popup notifications from **Settings > Notifications**.
- You can control the privacy level of the notifications from **Settings**.
- You can select the **Hide notifications' content (reveal on mouse hover)** check box to keep the content of notifications private. The notification content is displayed when you hover your mouse pointer over the notification.

Phone


You can use the **Phone** icon to make and receive phone calls from your computer. The call is routed from the phone in the same way as with Bluetooth headsets. Alienware Mobile Connect uses the default microphone and speakers that are connected to your computer. Your iPhone must be within the Bluetooth range to use this feature. You have the following two tabs in **Phone**:

- **Dialer**—Displays a keypad that you can use to dial a phone number. You can view suggestions in the dual pane window from your contact list when you start typing the name of a saved contact.
- **Contacts**—Displays the contact list from your iPhone. In the dual pane window, you can either click or tap the call button to call the contact or click or tap the message icon to send a text message.

Make a call

Steps

1. Click or tap the **Phone** icon.
2. Select a contact from your iPhone using the **Contacts** tab or click or tap the **Dialer** tab to dial a phone number.
You can view suggestions in the dual pane window from your contact list when you start typing the name of a saved contact.
3. Click or tap the call icon to make the call.

 **NOTE:** You can also click or tap the message icon to send a text message.

4. You can click or tap the following icons after your call is connected:

- Mute icon—Mutes the call.
- Keypad icon—Opens the keypad to dial another phone number.
- Private icon—Moves the call to your iPhone.

 **NOTE:** The Private icon is only available in the Alienware Mobile Connect application on your computer.

5. Click or tap the end call icon to end the call.

Receive a call

Steps

1. You can click or tap the following icons when there is an incoming call:

- Answer icon—Receives the call.
- Reject icon—Rejects the call.
- Message icon—Rejects the call with a text message.

2. You can click or tap the following icons after you answer the call:


- Mute icon—Mutes the call.
- Keypad icon—Opens the keypad to dial another phone number.
- Private icon—Moves the call to your iPhone.

 **NOTE:** The Private icon is only available in the Alienware Mobile Connect application on your computer.

3. Click or tap the end call icon to end the call.

Messaging

You can use your Alienware Mobile Connect application to view and send text messages from your computer. Alienware Mobile Connect can display messages on a dual pane. The iOS shows only the messages that are received during the current Alienware Mobile Connect session and not the past messages. If you are using iOS version 12 or an earlier version, you must keep the Alienware Mobile Connect iPhone app open to use the text messaging feature.

 **NOTE:** You cannot delete text messages or conversations using Alienware Mobile Connect application. Use your smartphone for this task.


Receive a text message

Steps

1. Click or tap the **Messages** icon.

2. Click or tap **New Message**.

You are alerted with a pop-up notification when there is a new message. You can also click or tap this notification to view the message.

 **NOTE:** If the messages app is open on your iPhone, new messages are not displayed on the Alienware Mobile Connect application.

Send a text message

Steps


1. Click or tap the **Message** icon.

2. Click or tap **New Message** to start a new conversation, or click or tap an ongoing conversation to reply.

You can also go to the **Contacts** tab and click or tap the message icon to compose a message.


3. Type your message, and click or tap the send icon.

If you send a text message during an ongoing phone call, the message is kept in queue and is sent after the call ends.

 **NOTE:** You can respond to an incoming message from the text message notification and also reject an incoming call with a text message.

Files

The **Files** tab can be used to access photos and videos from your iPhone.

 **NOTE:** Your iPhone must have iOS 13 or later to use this feature.

You can copy photos and videos from your computer to the iPhone. The process occurs in the background, and you can use the Alienware Mobile Connect application for other tasks while the files are being copied. You can also copy the files from your iPhone to the computer. When you drag and drop a file from or to the computer, while the files are being copied, the new file joins the existing copy queue.

Copy files from computer to iPhone

Steps

1. Click or tap the **Files** icon.
2. Click or tap the three dots at the upper-right corner.
3. Click or tap **Copy to phone**.
A browser window is displayed to select the photos or videos.
4. Select the photos or videos to copy.
5. Click or tap **Open**.

The files are copied in a queue and you can see the progress bar at the bottom. You can also copy photos and videos from your computer to the iPhone by dragging and dropping the photos or videos into the **Files** tab.


Copy files from iPhone to computer

Steps

1. Click or tap the **Files** icon.
2. Go to the **Photos** to transfer images or the **Videos** tab to transfer videos.
If the file is not fetched from the iPhone, **Get** is displayed on the thumbnail.
3. Hover your mouse pointer over the thumbnail of the photo or video.
4. Click or tap **Get**.
The status of the image changes to **Ready** and a green dot is displayed on the thumbnail when the photo or video is ready to be transferred.
5. Drag and drop the photo or video to a location on your computer to copy.
The Alienware Mobile Connect application checks periodically for new photos or videos that are added to the phone. You can manually refresh the list by clicking or tapping the three dots at the upper right corner and selecting **Refresh**.

Mirroring

Screen mirroring enables you to mirror your iPhone to your computer and control it with your keyboard, mouse, or touchscreen using Alienware Mobile Connect application. Your iPhone must have iOS 13 or later to use this feature.

 **NOTE:** Your iPhone must have iOS 13 or later to use this feature.

The following icons are available in screen mirroring feature:

- Change the language—You can change the input language when you type inside the mirrored smartphone window.
- Mouse pointer—You can click or tap the mouse pointer icon to use the mouse pointer while mirroring.

Start the screen mirroring

Steps

1. Click or tap the **Mirroring** icon on the Alienware Mobile Connect application.
The mirroring option is displayed on the Alienware Mobile Connect iPhone app.
2. Go to the Alienware Mobile Connect iPhone app and tap the **Mirroring** button.
The broadcast screen of your iPhone is displayed to mirror the device.
3. Select **Mobile Connect**.
4. Click or tap **Start Broadcast**.
Screen mirroring is initiated.

Stop the screen mirroring

You can stop the screen mirroring by clicking or tapping the **Mirroring** icon on Alienware Mobile Connect. You can also click or tap the **Mirroring** button in the Alienware Mobile Connect iPhone app, and click or tap **Stop Broadcast** on the Broadcast menu.

Click or tap the red clock on the upper area of your iPhone to open a message box that enables you to stop the screen mirroring.





Unlock your iPhone using screen mirroring

You can use your computer keyboard to enter the pin to unlock your phone. The virtual keyboard is not displayed on the iPhone due to the on-going screen mirroring session.

Use the mouse pointer on your iPhone when mirroring

You can also click or tap the mouse pointer icon on the Alienware Mobile Connect application to view the instructions on how to use the mouse pointer when mirroring.

Steps

1. Go to **Settings** in your iPhone,
2. Enable **AssistiveTouch** and adjust the opacity to decrease or increase the visibility of **AssistiveTouch** when it is not in use.
The AssistiveTouch icon is now activated on your iPhone screen.
 **NOTE:** If your screen is being mirrored, you can see a mouse pointer instead of the AssistiveTouch icon.
3. Enable **Show Onscreen Keyboard** in the AssistiveTouch settings page.
 **NOTE:** This option must be enabled to display the virtual keyboard.
4. Disable **Always Show Menu**.
 **NOTE:** Disabling this option ensures that only the mouse pointer is visible during screen mirroring and the AssistiveTouch icon is disabled.
5. Set **TRACKING SPEED** to minimum
 **NOTE:** This option helps to synchronize the mouse pointer of your computer and the mouse pointer on the iPhone screen.

Do not disturb

You can deactivate the screen notifications using the **Do not disturb** icon.

Enable Do not disturb option

1. Click or tap the **Do not disturb** icon.

2. Select **Turn on Do not disturb**.

The icon turns red.

Disable Do not disturb option

Click or tap the **Do not disturb** icon. The icon reverts to its original color.

Settings

You can click or tap the **Settings** icon to open settings and change the functionality.

The following tabs are available in the **Settings** window:

- **Phones**—Displays the list of paired devices. You can disconnect or connect each device from this screen.
- **Startup**—You can select the behavior of the Alienware Mobile Connect application when you turn on the computer.
- **Notifications**—You can choose the notification size and behavior from this screen.
- **Apps**—Displays the list of apps that are installed on your smartphone. You can choose the apps for which you want to enable notifications.
- **Mirroring**—You can change the settings for mirroring from this screen.
- **Advanced**—You can change advanced settings such as SMS delivery reports and group messaging.
- **Feedback**—You can provide feedback about the application.
- **About**—The Alienware Mobile Connect application version is displayed on this screen. You can choose whether to send crash reports and usage statistics by selecting the check box. You can also click or tap **Terms of Use** and **Privacy Policy** to open the link for the respective document.

Start menu tiles

A few Start menu tiles are available for Alienware Mobile Connect. The size of the tile is set as medium by default and you can change it to small. Small tile is static, and it only displays the name and logo of the application. The medium-sized tile is live and when you open the Start menu, five icons are displayed in random order on the tile, before it stops. The following are the icons that are displayed:

- **Alienware Mobile Connect**
- **Take & make calls**
- **Get phone notifications**
- **Transfer files**
- **Send & receive messages**

A number at the lower-left corner of the tile indicates pending number of notifications, and a green dot indicates an ongoing call. These indications are also displayed on the systray icon of the Alienware Mobile Connect application.

Close the Alienware Mobile Connect application on your computer

Clicking or tapping the **X** at the upper-right corner of the Alienware Mobile Connect application window does not close the application. The application continues to run in the background.

You can close the application completely by using the **Quit** option from the **systray** icon on the **taskbar**. Right-click (press and hold) the Alienware Mobile Connect icon on the **systray**, and select **Quit**.


Feedback

You can rate the Alienware Mobile Connect application and give feedback. You can click or tap the icon to open the **Feedback** tab. The feedback window is automatically displayed when you perform the following tasks:

- A call is dialed or answered five times successfully

- Messages are successfully sent five times
- If you are using screen mirroring for the first time and the session goes above 10 seconds with Wi-Fi direct being used by the application.
- If the Alienware Mobile Connect application is used for 5 days.

The feedback box appears on the **Notifications** tab. You can choose your feedback and submit. If you select a positive feedback, you are given the options to either rate the application on the app store or send a written feedback. If you select a negative feedback, you are given the choice to send a written feedback to the team for improvement.

 **NOTE:** If you choose to rate on store, you are redirected to Microsoft Store or the app store.

Troubleshooting

Phone and Bluetooth

Poor audio quality

Probable cause—Poor Bluetooth connection, invalid Bluetooth connection, or other handsfree Bluetooth devices are connected to the phone.

Suggested steps—Try any of the following solutions:

- Check for Bluetooth driver updates.
- Bring the phone closer to the computer.
- Restart the Alienware Mobile Connect windows application.

No audio on calls when a Bluetooth headset is connected

Probable cause—Two Bluetooth devices connected simultaneously.

Suggested steps—Try any of the following solutions:

- If the headset includes a USB dongle, connect the dongle to the computer for using the Bluetooth headset.
- If there is no USB dongle included, two Bluetooth devices that are connected directly to the computer cannot work simultaneously. A workaround is to output the audio to the computer speakers.

Contacts

Unable to search a contact by the phone number

Alienware Mobile Connect only supports search by name.

Unable to see contacts list in the Contacts tab

Possible causes

- You have not given permission to share contacts during the initial setup.
- **Sync Contacts** is not enabled.

Suggested steps—Try any of the following methods:

- Alienware Mobile Connect does not show contacts that are saved on the SIM card. This feature is not supported.
- Ensure that **Sync Contacts** is enabled and **Phone favorites**, **Phone recents**, and **All contacts** are selected.
- Ensure that the iPhone and the computer are connected. Go to Bluetooth settings on your iPhone and click or tap the icon next to your computer's name and turn on the access for contacts. On the Alienware Mobile Connect windows application, move out of the **Contacts** tab and back in to refresh messages.
- If you cannot use other features, uninstall and reinstall the mobile app to initiate the setup process.

Initial setup

Cannot pair the phone to computer

Probable cause—Bluetooth pairing failure

Suggested steps—Try any of the following methods:

- Ensure that the Bluetooth is enabled on your computer and iPhone.
- Turn off and turn on Bluetooth on both your computer and iPhone.
- Disconnect additional Bluetooth devices from the phone.
- Do the following, and try pairing again:
 1. Go to the Bluetooth settings on your computer and locate your phone in the list of paired devices.
 2. Click or tap your phone's name, and unpair it.
 3. Go to the Bluetooth settings on your phone and locate your computer in the list of paired devices.
 4. Click or tap your computer's name, and unpair it.
 5. Restart the Alienware Mobile Connect app on your phone.
 6. Restart the pairing process.

NOTE: To isolate Bluetooth issues, try pairing the computer and the phone without using the Alienware Mobile Connect application.

Cannot launch the Alienware Mobile Connect computer application

Probable cause—Another instance of the Alienware Mobile Connect application is active in the background.

Suggested steps

1. Open **Task Manager**.
2. End the Alienware Mobile connect process.
3. Relaunch the application.

Messages

Not all messages on my iPhone appear on the Alienware Mobile Connect application

Possible cause—The messages app is open on the iPhone. If the messages app is open, the iPhone does not notify regarding a new message that is received.

Suggested step—Close the messages app on your iPhone.

Text messages are not visible in the Messages tab

Possible cause—You have not given permission to share messages during the initial setup.

Suggested steps

- Ensure that the iPhone and the computer are connected. Go to Bluetooth settings on your iPhone and click or tap the icon next to your computer's name and turn on the access for messages. On the Alienware Mobile Connect windows application, click any other tab and then click the **Messages** tab again to refresh messages.
- If you cannot use other features, uninstall and reinstall the mobile app to initiate the setup process.

Launch the Alienware Mobile Connect application

Alienware Mobile Connect application does not launch automatically, even after selecting the option to launch on startup.

If you select the option to launch the Alienware Mobile Connect application on startup, the application launches at startup but it runs in the background. You can click the systray icon on the taskbar to view the application.

Notifications

iPhone Notifications does not appear on the computer

Probable cause—Pairing issue

Suggested steps—Try the following steps:

1. Go to the **Notifications** tab and follow the steps shown on the screen to activate notifications.
2. If the problem persists, remove your iPhone from the list of paired phones in the Alienware Mobile Connect application. Ensure that you select the **Also unpair from bluetooth devices** box.
3. Go to the Bluetooth settings on your iPhone and click or tap the **(i)** button next to each entry with your computer's name.
4. Select **Forget this device**.
5. Restart your iPhone.

Audio

Other caller cannot hear me

Possible causes

- Microphone is muted.
- No microphone on the computer
- Microphone volume is set to low.
- Bluetooth headset issue

Suggested steps

- Adjust the microphone volume.
- Ensure that the microphone is present, connected, and working with other applications.
- If you are facing Bluetooth issues, see [Phone and Bluetooth](#)

Cannot hear the other caller

Possible causes

- Speakers are muted.
- No speakers on the computer
- Speaker volume is set to low.
- Bluetooth headset issue

Suggested steps

- Increase the volume.
- Ensure that the speakers are present, connected, and working with other applications.
- If you are facing Bluetooth issues, see [Phone and Bluetooth](#)

Unable to hear audio during WhatsApp and Skype Calls

WhatsApp and Skype calls are not supported.

Cannot hear phone audio on the computer

Alienware Mobile Connect supports only the audio from phone calls.