

# **Alienware Mobile Connect 3.x for Android 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 Google Play 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 Microsoft Store.
- Mobile app—You must download and install the app on your smartphone from the Google Play store.

## Alienware Mobile Connect application features

The key features of the Alienware Mobile Connect application are:

- Make and receive phone calls using the speakers and microphone of your computer.
- Access and display your contact list.
- Send and receive text or multimedia messages using the keyboard, mouse, and touch screen of your computer.
- Display notifications from the integrated and third-party apps on your smartphone.
- Mirror your smartphone to your computer and access the apps using the keyboard, mouse, and touch screen of your computer.
- View and open photos, music, videos, and documents from your smartphone.
- Transfer files between your computer and smartphone.

# Setting up Alienware Mobile Connect

## Install Alienware Mobile Connect on your smartphone

The options and settings that are mentioned in this task may differ depending on your smartphone manufacturer.

### Steps

1. Download and install the Alienware Mobile Connect app from the Google Play store.
2. Open the Alienware Mobile Connect app.



### Phone Calls

Initiate and receive phone calls through your PC's speakers and microphone

LET'S START

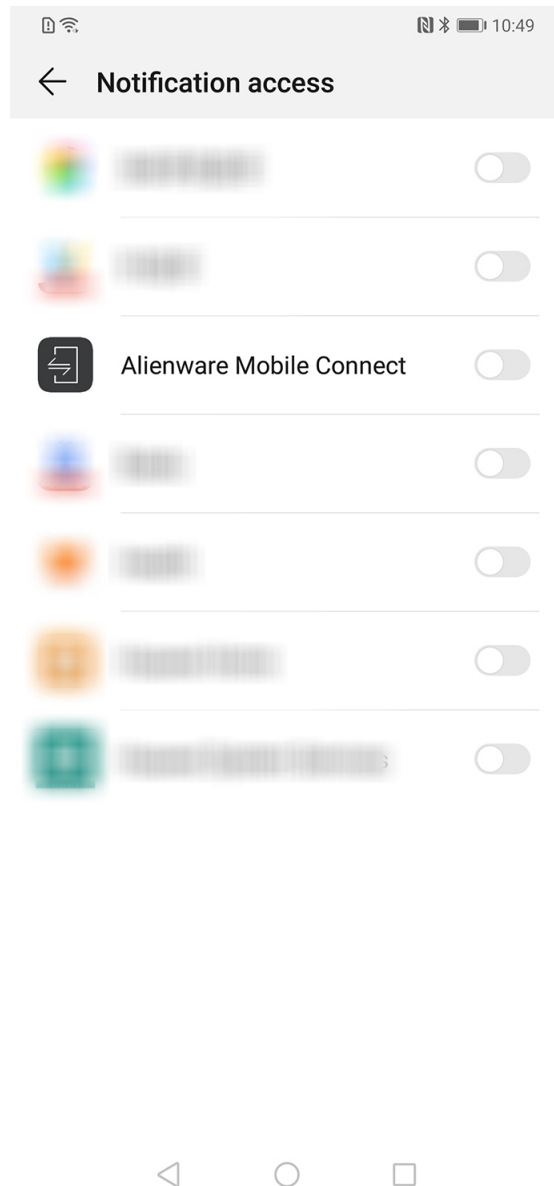
By using the app I agree to the  
[Terms of Use](#) and [Privacy Policy](#)

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

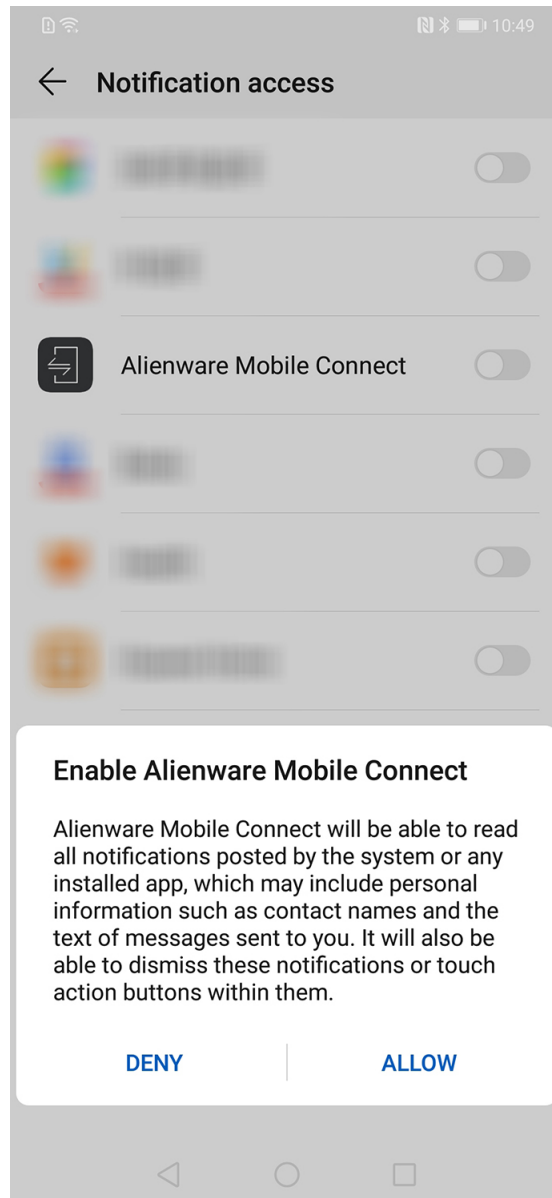
You are presented with a series of permission requests and the reason behind each permission request. To use the features of the Alienware Mobile Connect application on your computer, you must allow all the permission requests.

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

After you accept all permissions, the **Notification access** screen is displayed.

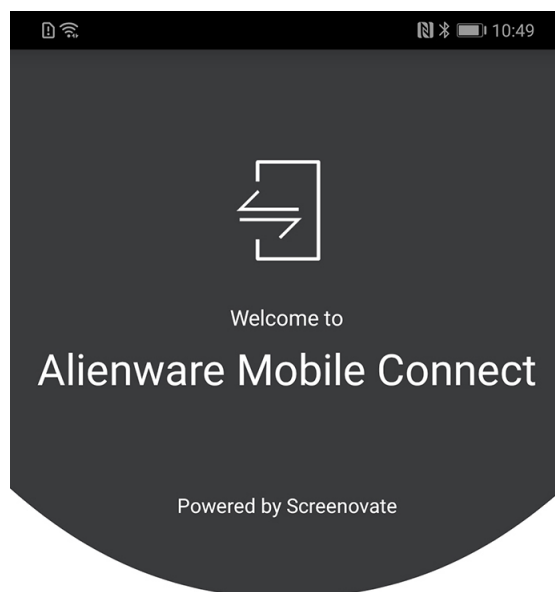


5. Slide the switch for **Alienware Mobile Connect** to allow access to read notifications.



6. Tap **ALLOW** to approve the action.

A seven character authorization code is displayed to pair your smartphone to the Alienware Mobile Connect application on your computer.



We're almost there!

This is the code for your PC's  
Alienware Mobile Connect App:



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

### Next steps

For pairing your computer to smartphone, see [Pairing your smartphone](#).

## Pair your smartphone to the computer

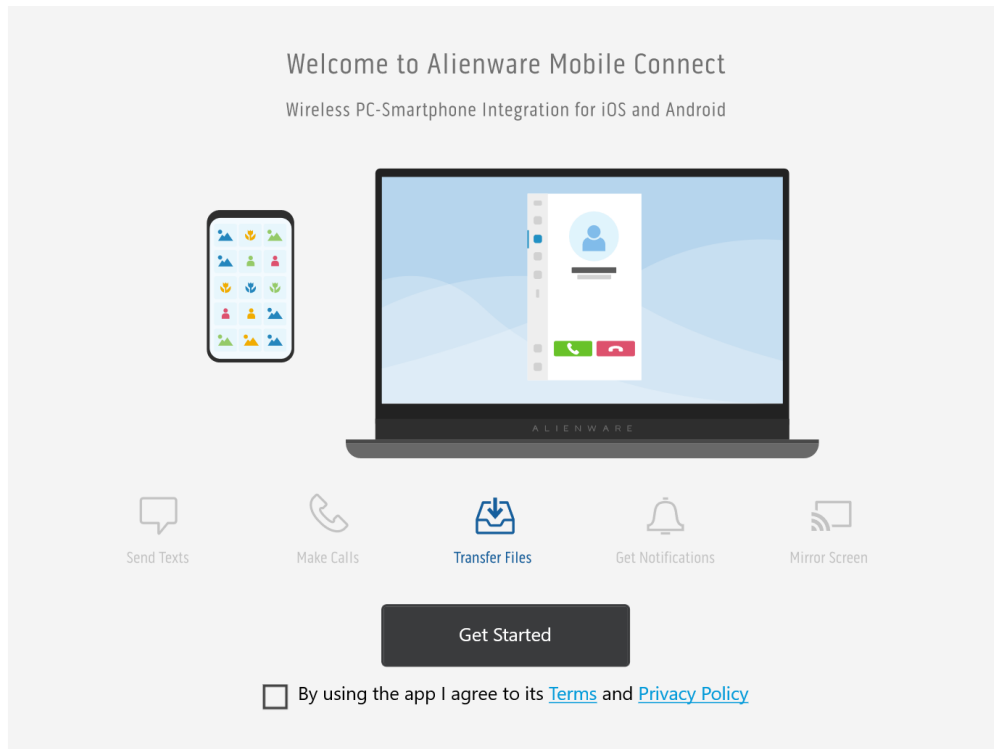
The messages that are displayed on your smartphone and the steps that are mentioned may differ according to your smartphone manufacturer.

### Prerequisites

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

### 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**.



## Link Your Phone

Select phone type

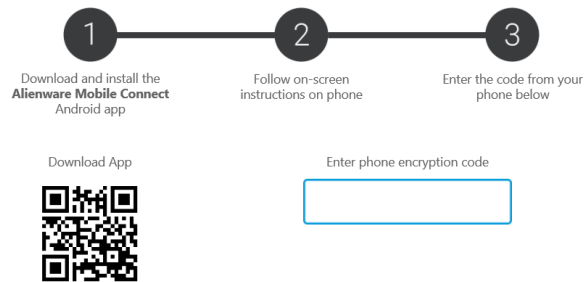


Next

4. Select **Android**, and click or tap **Next**.  
A window is displayed to enter the authorization code from the Alienware Mobile Connect smartphone app.
- NOTE:** You can scan the QR code that is displayed on the window to download the app to your smartphone.



## Connect Your Phone to Your PC



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

Next

5. Enter the authorization code from the smartphone 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 the smartphone.

Please wait...

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



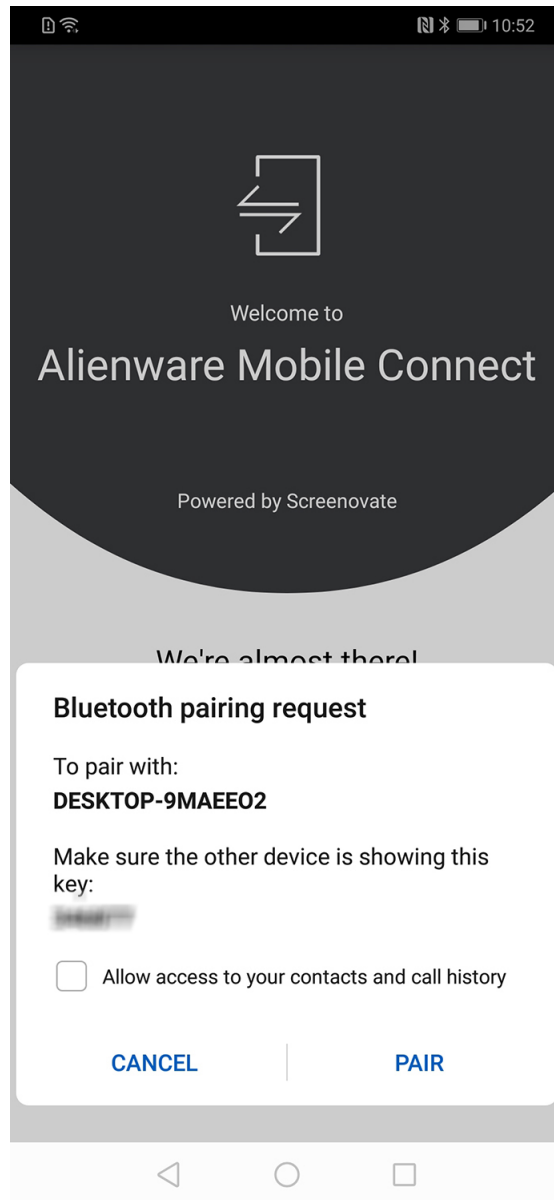


Pairing with [blurred device name]

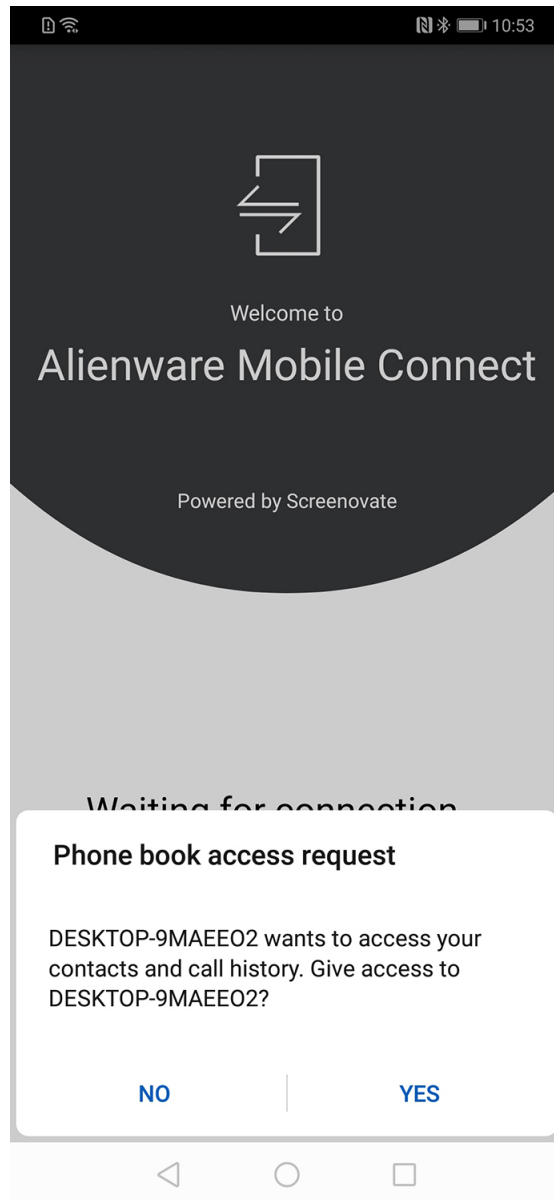
Please approve the pairing request on your phone.  
To enjoy the full Alienware Mobile Connect experience, allow your PC to access contacts and call history.

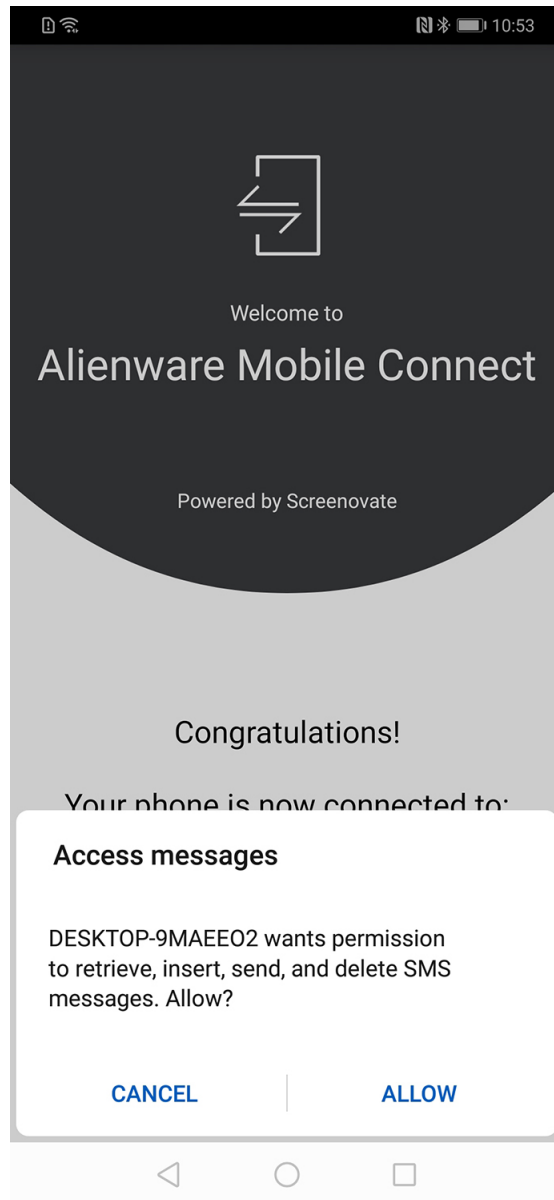
PIN: 3 [blurred PIN]

Next



6. Click or tap **Next** on the computer.
7. Tap **Pair** on your smartphone.

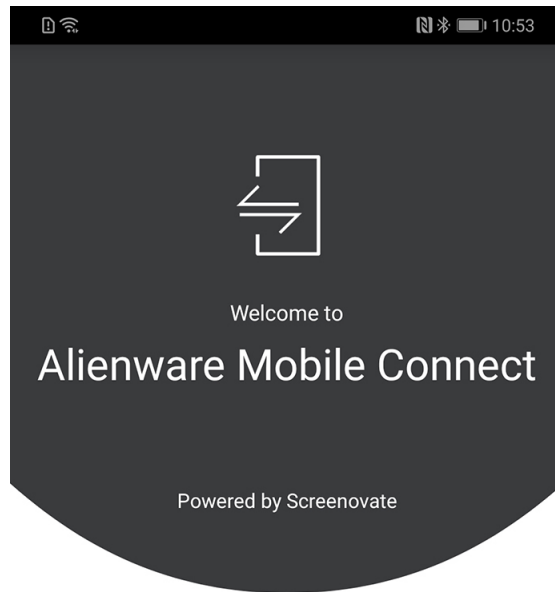




8. Allow the permission requests on your smartphone to pair and access the content.

If the pairing process is successful, a message **Congratulations! Your phone is now connected to:** is displayed on the screen of your smartphone.

**NOTE:** The permission requests may differ according to your smartphone manufacturer. On some smartphones, the permission requests are part of the Bluetooth pairing message.



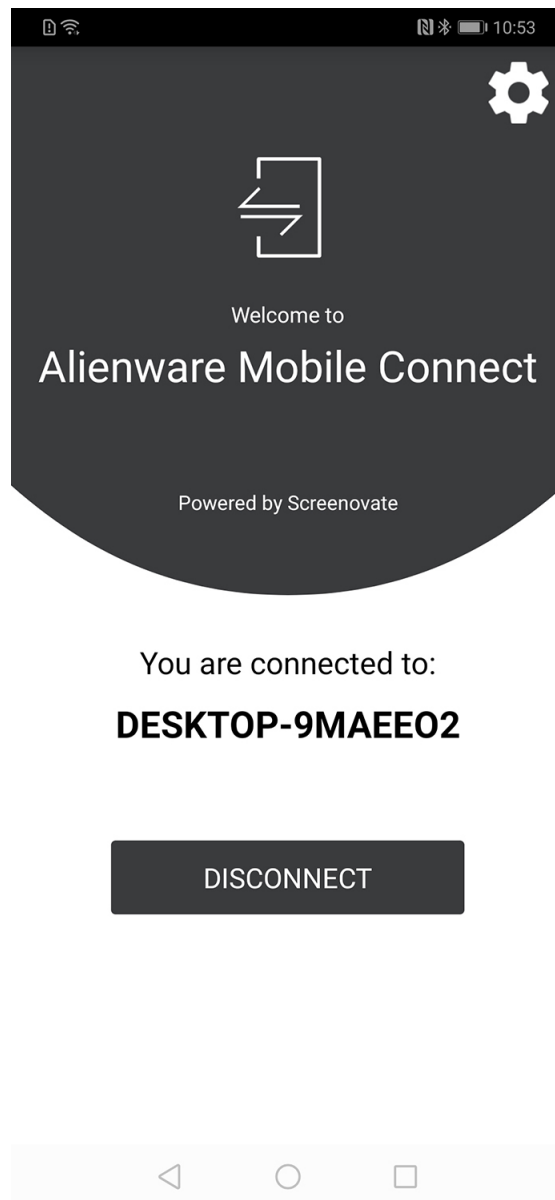
Congratulations!

Your phone is now connected to:

**DESKTOP-9MAEE02**

OK





9. Tap **OK** on your smartphone.

10. Click or tap **Finish** on the computer.

## You Are Connected!

You can now use your PC to make and receive phone calls, send and receive messages, and run your Android apps.



Finish

### Results

Your Android smartphone 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.

**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 smartphone is paired using the Alienware Mobile Connect application and if it is within the Bluetooth range, the smartphone is connected automatically to the computer. You need not run the application on the phone or the computer for the features to work. If you manually disconnect your smartphone 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 smartphone, 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 notifications are grouped into a single stack per app.

The following features and settings are available:

- You can modify the size of the popup notifications from **Settings > Notifications**.
- You can open or reply to messages from popup notifications.
- You can answer or reject incoming calls from popup notifications. You can also reject the call with a text message.
- 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.
- You can reply to a notification message from within the notification.
- You can click or tap the popup notification and interact with a third-party app using the screen mirroring window.
- You can mute all the notifications of a specific app.
- You can clear a notification from both your smartphone and the computer using Alienware Mobile Connect application.

 **NOTE:** The popup window for a notification on the upper right corner of the screen is only available for high priority notifications.

## 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 smartphone 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 smartphone. 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 smartphone 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 smartphone. **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 smartphone. **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.  
 **NOTE:** If you connect your smartphone to the Alienware Mobile Connect application during a call, the application enters private mode by default.

# Messaging

You can use your Alienware Mobile Connect application to view and send text messages or Multimedia Messaging Service (MMS) from your computer. Alienware Mobile Connect can display messages on a dual pane.

-  **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.

## Send a text or multimedia 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.  
You can attach an image or a video with the text message that you are sending, and make it a multimedia message. The size limit for the video and image is 300 KB by default but it can vary according to your mobile carrier.
-  **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** feature can be used to access photos, videos, music, and documents from your smartphone.

You can copy files from your computer to the smartphone. 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 smartphone 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 smartphone

### 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.
4. Select the files 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 files from your computer to the smartphone by dragging and dropping them into the **Files** tab.

## Copy files from smartphone to computer

### Steps

1. Click or tap the **Files** icon.
2. Go to the **Photos** to transfer images, **Videos** tab to transfer videos, **Music** tab to transfer music, or **Docs** tab to transfer documents.  
If the file is not fetched from the smartphone, **Get** is displayed on the thumbnail.
3. Hover your mouse pointer over the thumbnail.
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 file to a location on your computer to copy.  
The Alienware Mobile Connect application checks periodically for new files 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 smartphone to your computer and control it with your keyboard, mouse, or touchscreen using Alienware Mobile Connect application. The screen brightness is reduced when the mirroring is active. Alienware Mobile Connect only plays the audio from your smartphone during a phone call.

The following icons are available in screen mirroring feature:

- **Rotate**—You can choose between Auto-Rotate, Portrait, and Landscape view for the mirrored smartphone. The setting on the smartphone for rotation behavior does not change. However, changing the view on the application tab may rotate the smartphone screen accordingly.
- **Change the language**—You can change the input language when you type inside the mirrored smartphone window.
- **Share**—You can share files from the computer using the mirroring tab. You can either click or tap the share icon to choose a file, or you can drag and drop the file to the application window. The file gets copied onto your smartphone after a file is selected, or dragged and dropped. The sharing menu is displayed on the smartphone to select a sharing app and complete the action.

## Start the screen mirroring

### Steps

1. Click or tap the **Mirroring** icon on the Alienware Mobile Connect application.  
If you are starting the screen mirroring for the first time, a permission request is displayed on your smartphone.
2. Tap **Start now** on your smartphone to allow the permission request.  
Choosing **Don't show me again** before allowing saves your choice and the permission request is not displayed in the future.

## 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 on your phone to stop screen mirroring.

# 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, group messaging, and MMS size.
- **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.
- LG phones—Contacts are saved on the SIM card.

**Suggested steps**—Try any of the following methods:

- Alienware Mobile Connect does not show contacts that are saved on the SIM card for LG phones. There is no workaround.
- Uninstall and reinstall the mobile app to initiate the setup process.
- Newly created contacts while viewing the Contacts tab only appears after you reconnect the smartphone or refresh the **Contacts** tab. To refresh the **Contacts** tab, switch to another tab and switch back to the **Contacts** tab.

## 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 smartphone.

- Go to the **Settings** tab on your Alienware Mobile Connect application and disconnect any other smartphones that are connected.
- Turn off and turn on Bluetooth on both your computer and smartphone.
- 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 the name of your phone, 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 the name of your computer, 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

### 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 smartphone and the computer are connected. Go to Bluetooth settings on your smartphone 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.
- You can also go to permissions for the Alienware Mobile Connect app in the Settings to enable the permission.
- 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

### Smartphone Notifications does not appear on the computer

### Possible causes

- You have not given permission to share contacts during the initial setup.
- Notifications are muted in the Alienware Mobile connect smartphone app.

**Suggested step**—Go to your smartphone settings and ensure that the Alienware Mobile Connect app has permission to export messages, and the notifications are not muted.

## Audio

### Other caller cannot hear me

**Possible causes**

- Microphone is muted.
- The call is in private mode.
- No microphone on the computer
- Microphone volume is set to low.
- Bluetooth headset issue

**Suggested steps**

- Adjust the microphone volume.
- Exit private mode.
- 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 party

**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 Skype Calls

Skype calls are not supported.

### Cannot hear phone audio on the computer

Alienware Mobile Connect supports only the audio from phone calls.

## Mirroring

### Mirroring quality is poor

**Probable cause**

- Poor Wi-Fi Direct connection
- Wireless channels mismatch

**Suggested steps**—Try any of the following solutions:

- Bring the phone closer to your computer.
- Restart the Alienware Mobile Connect windows application to reset the wireless channel selection.

- Connect the smartphone to the same wireless network as your computer.
- Exit the application, ensure that your computer and the smartphone are connected to the same router and relaunch the application.

## Black screen while mirroring

**Probable cause**—You have not given permission to capture screen during the initial setup.

**Suggested steps**—Try any of the following solutions:

- Launch the screen mirroring again. Approve the permission request to capture screen.
- Ensure that the firewall on your computer is not blocking the Alienware Mobile Connect application.

## White screen while mirroring with a message that states allow 2 minutes

**Probable cause**—Wi-Fi Direct or other connectivity issue.

**Suggested steps**—Try any of the following solutions:

- Ensure that the firewall on your computer is not blocking the Alienware Mobile Connect application.
- If the computer is connected to a 5G network, change it to 2.4G.
- Turn off and turn on the wireless on your computer and your smartphone.
- Restart your smartphone and the computer.

## White screen while mirroring with a message that states connecting to services

**Probable causes**

- Out of Bluetooth range
- An app is blocking the Alienware Mobile Connect on your phone when it is running in the background.

**Suggested steps**—Try any of the following solutions:

- If there is an app that is blocking Alienware Mobile Connect on your smartphone, identify and remove it.
- Disconnect and reconnect the phone.

## Unable to control the smartphone using keyboard, mouse, or touchscreen while mirroring

**Probable causes**

- Poor Bluetooth connection or failure to establish input Bluetooth profile.
- Smartphone is paired with many other Bluetooth devices.

**Suggested steps**—Try any of the following solutions:

- Bring the phone closer to your computer.
- Restart the Alienware Mobile Connect windows application to reset the wireless channel selection.
- Unpair the smartphone and pair it again using the **Add New Phone** option in the Alienware Mobile Connect application.
- Unpair other Bluetooth devices from the smartphone.

## Unable to type in another language while mirroring

**Probable cause**—Android settings are not configured correctly.

**Suggested step**—Open the Android settings using the mirrored window and select **Physical keyboard while mirroring** from **Language and input**. Before adding the second language, ensure that the name of your computer appears in the settings. The settings may differ depending on your smartphone. You cannot use the languages on the computer in the mirroring window. The languages are defined on the Android smartphone.

## Unable to hear audio from the smartphone on the computer

Mirroring audio is not supported. Only the audio from phone calls can be heard on the computer.