

Alienware Tri Mode Wireless Gaming Headset

AW725H

User's Guide


Notes, cautions, and warnings

- ① **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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Safety instructions

 Keep the volume at optimal levels while in use. Do not listen at high volume levels for a long period. Prolonged exposure to high volume levels may cause high sound pressure and may run the risk of hearing damage.


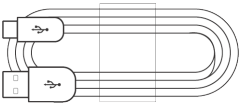




What is in the box

Package contents

The following table provides the list of components that are shipped with your headset.

- ① **NOTE:** The headset must be charged prior to first-time use.
- ① **NOTE:** The documents that are shipped with your headset may vary depending on the region.

Table 1. The following table shows the headset components and description.

Component image	Component description
	Alienware Tri Mode Wireless Gaming Headset AW725H
	USB-A to USB-C charging cable
	USB-C wireless dongle
	3.5 mm inline audio cable
	USB-A to USB-C adapter
	Documents

Headset features

Headset

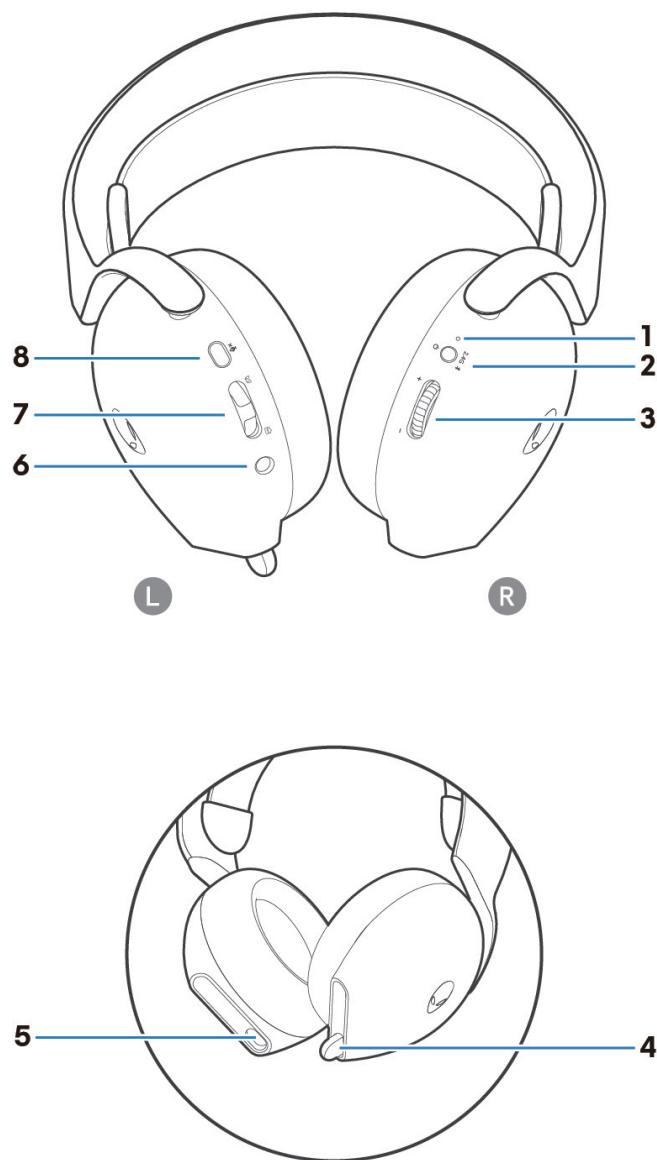


Figure 1. Headset features and controls

Table 2. The following table shows the headset controls and description.

Label	Description
1	LED indicator
2	Power/BT button
3	Volume control wheel
4	Retractable microphone
5	USB-C charging port
6	Inline audio cable port
7	Game/Chat balance button
8	Microphone mute button

Accessories

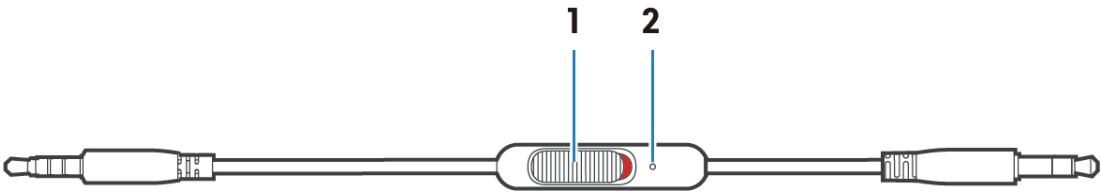


Figure 2. 3.5 mm inline audio cable features and controls

Table 3. The following table shows the accessories controls and description.

Label	Description
1	Microphone mute slider
2	Microphone

Headset specifications

Table 4. The following table provides the headset specifications.

Specifications	Value
Weight	348 g
Dimensions	Length: 183.91 mm (7.24 inches) Width: 111.67 mm (4.40 inches) Height: 214.39 mm (8.44 inches)
Microphones	Noise Reduction microphone
Speaker	40 mm Dynamic PureSound speaker (Hi-Fi)
Speaker maximum input power	50 mW
Speaker frequency range	20 Hz to 40k Hz
Operating temperature	5°C to 40°C (41°F to 104°F)
Storage temperature	-5°C to 45°C (23°F to 113°F)
Operating humidity	5% to 90% relative humidity

Charging the headset

- ① **NOTE:** The European Union (EU) has a mandate for a common charger requirement that applies to wireless products with embedded rechargeable battery. For more information about the EU charging power requirements, see [Charging power requirement](#).

To charge the headset, connect on one end of the USB-A to USB-C cable to the USB-C port on your headset. Connect the USB-A end of the cable to the USB port to your computer.

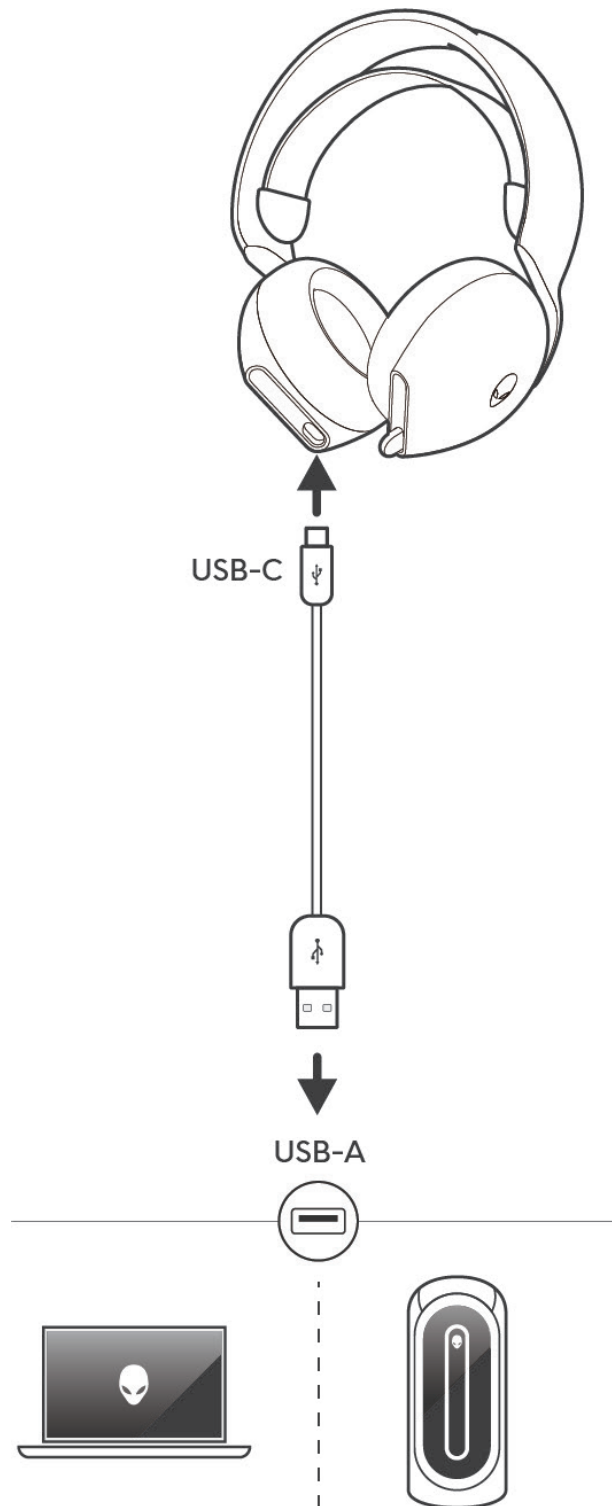


Figure 3. Charging the headset by USB cable

- ① **NOTE:** For best results, ensure that the battery is fully charged before first-time use.
- ① **NOTE:** To improve the battery life, turn off the headset when the headset is not in use.

Battery life

Complete charging from flat to full may take less than 2.5 hours. Charging indication can be found on both the power and Alien head LEDs.

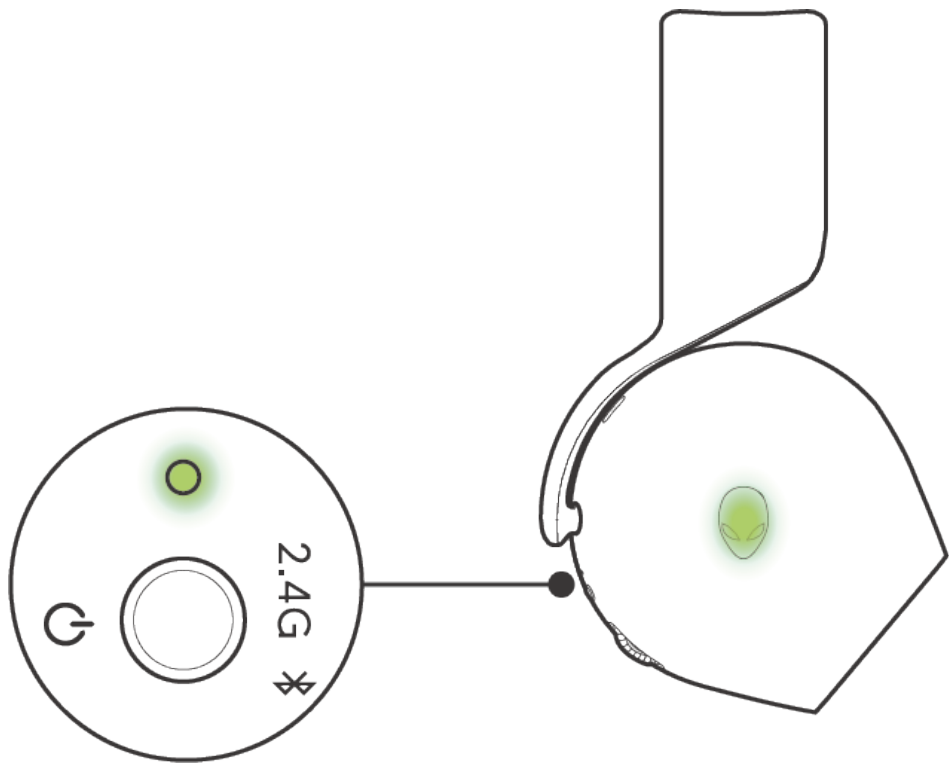


Figure 4. Location of the power LED

Table 5. The following tables provides the battery status and LED behavior.

Battery status	LED behavior
Fully charged	Power on: The power LED stays green, and Alien head LED displays the last selected lighting effect. Power off: Both the power LED and Alien head LED stays green.
While charging	Power on: The power LED changes between amber and green. The Alien head LED changes between amber and green for 12 seconds, then returns to the previous lighting effect. Power off: The power LED changes between amber and green.
When battery is less than 20%	The power LED blinks slowly in amber. The Alien head LED blinks quickly in amber until the battery is at 0%.

Turning your headset on or off

Press and hold the power button on the right-ear cup for one second to turn the headset on or off.

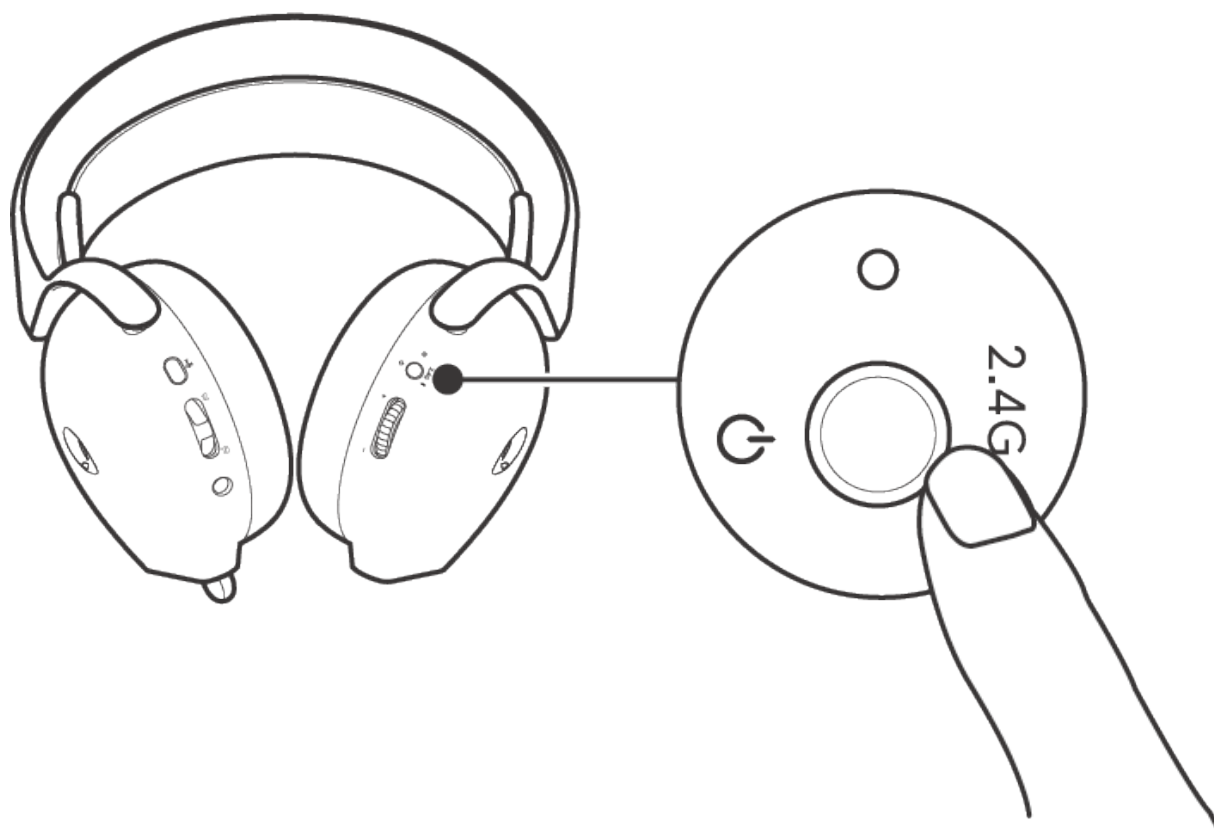


Figure 5. Position of power button

Auto power off

When the USB-C wireless dongle connection is lost (either the computer is turned off or the USB-C wireless dongle is removed from the USB port), the headset automatically turns off after 30 minutes. To turn the headset on, press and hold the power button on the right-ear cup for two seconds.

Connecting the headset to your device

System requirements

- One USB port for USB-C wireless dongle
- One USB port for charging (optional)
- Microsoft Windows 10 or Microsoft Windows 11, 64-bit
- PlayStation®/Xbox/Mobile devices with 3.5 mm audio port

Connecting the headset to your device using Bluetooth

1. Turn on the Bluetooth connection on your device before connecting the headset using Bluetooth.

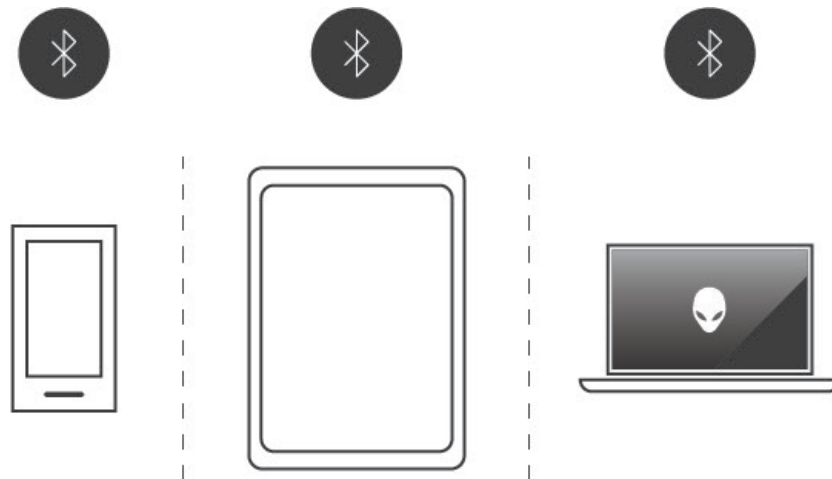


Figure 6. Turn on the Bluetooth on your device

2. To enter Bluetooth pairing mode, user needs to press and hold power button for 3 seconds from the power off state. You will hear "Bluetooth pairing" and the Power LED will blink quickly in blue.

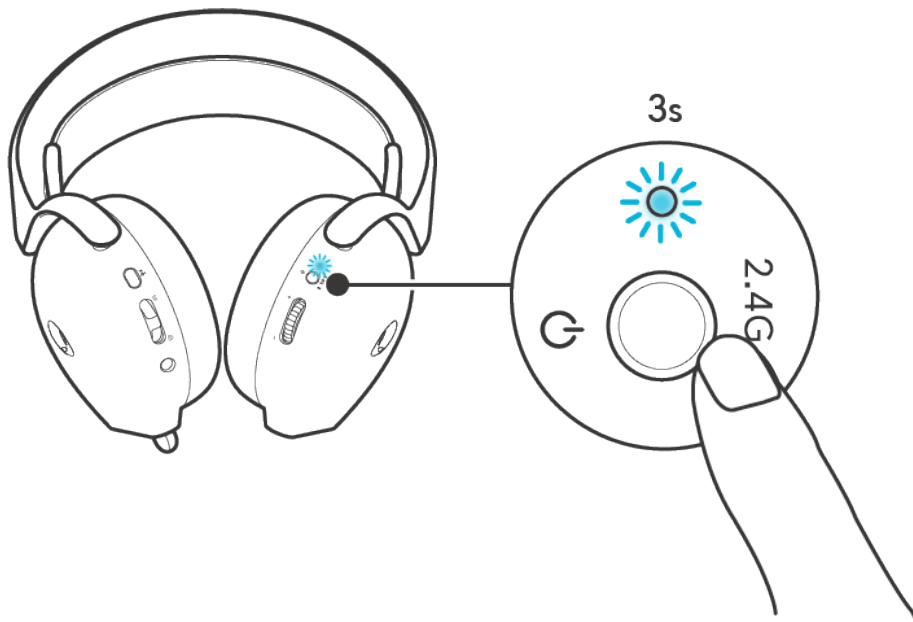


Figure 7. Enter pairing mode on headset

① **NOTE:** You can only enter Bluetooth pairing mode on the headset from a powered-off state.

3. Connect the headset to a computer, laptop, smartphone, or tablet and so on. You will hear "Bluetooth connected", then the LED will light up in blue for 3 seconds and slowly blinks in blue.



Figure 8. Indication when headset is successfully connected

Connecting the headset to your device using the USB-C wireless dongle

1. Insert the USB-C wireless dongle directly into the USB-C port on your computer or insert the USB-C wireless dongle into the USB-A to USB-C adapter, then connect the adapter into the USB port on your computer.

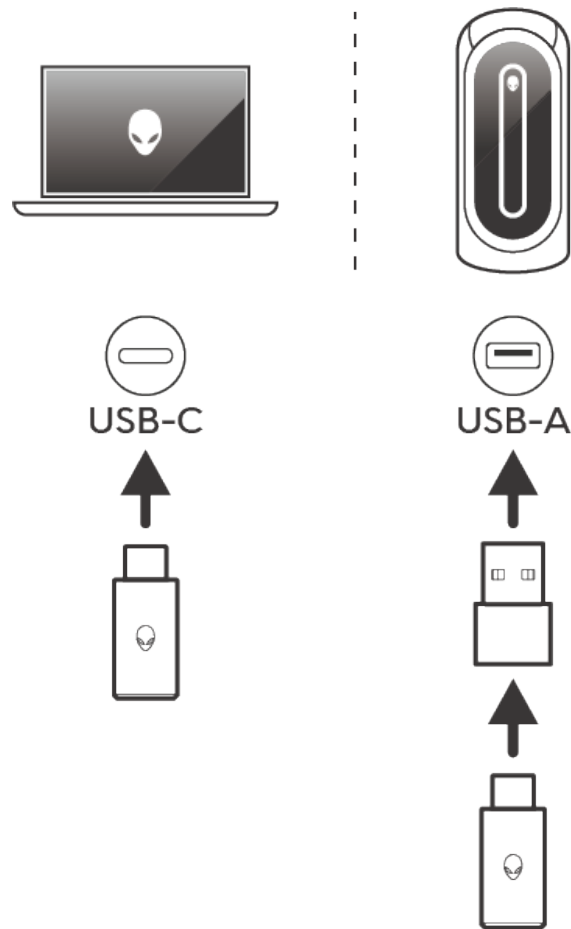


Figure 9. Inserting the USB-C wireless dongle

The LED on the USB-C wireless dongle turns teal when connected.

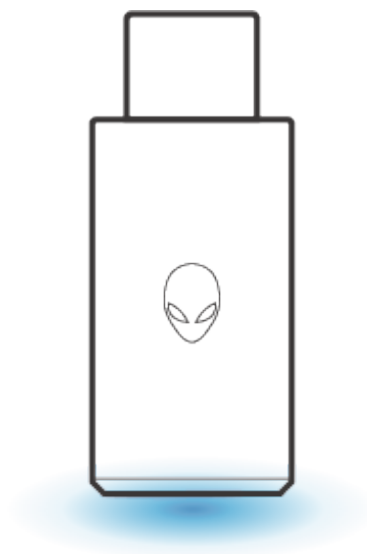


Figure 10. Position of USB-C wireless dongle LED

Connecting the headset to your device using the inline audio cable

1. Connect the microphone end of the 3.5 mm inline audio cable to the port on your headset. Connect the other end of the audio cable to the headphone/headset port on your computer or mobile device.
2. Both audio and microphone functions will now be available through the 3.5 mm inline audio cable. The buttons and LEDs are disabled if the headset is turned off.
3. The audio and mic functions will automatically be routed to the 3.5 mm cable regardless if the headset is powered on or off. 2.4G mode is restored once audio cable is removed.
4. When using the 3.5 mm inline audio cable, the headset is compatible with audio ports like PlayStation, Xbox and mobile phones.

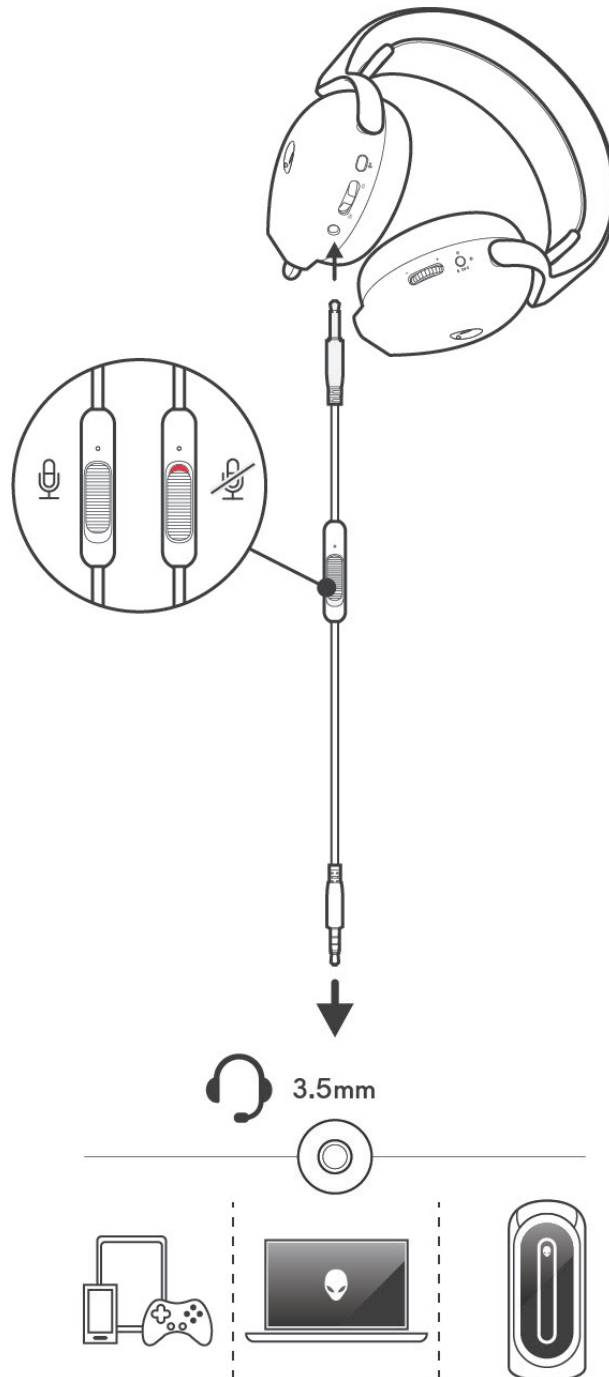


Figure 11. Inserting the inline audio cable

- ① **NOTE:** The audio from the 3.5 mm inline audio cable is muted when the headset is charging.
- ① **NOTE:** Ensure that the audio plug closer to the inline microphone is inserted to the headset port.

Switch connection mode between Bluetooth and USB-C wireless dongle

Double-click the power button to switch the connection mode between Bluetooth and USB-C wireless dongle.

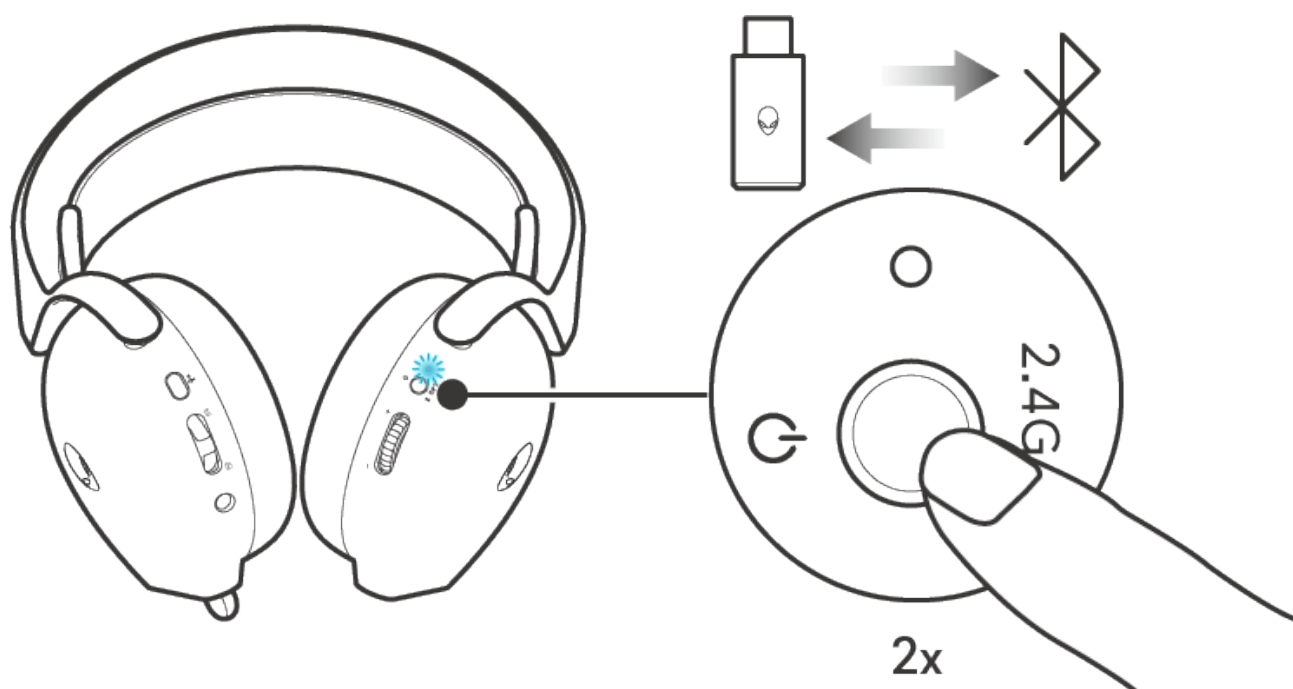


Figure 12. Switching connection mode

Configuring the headset on your computer

To use your headset for gaming or to listen to music from your computer, it has to be selected as the default playback device and the default recording device in Windows Audio Settings.

1. On the taskbar, right-click the speaker icon and click **Sounds setting**. Then click **More sound setting**, the **Sound** dialog box appears.

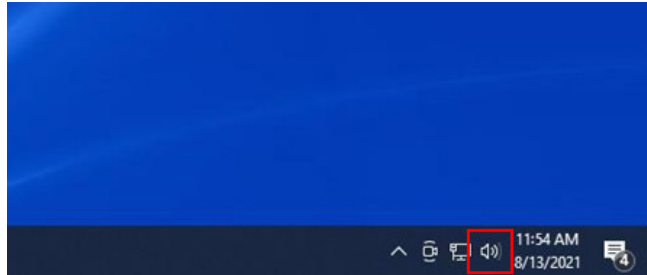


Figure 13. Position of the speaker icon

2. Click the **Playback** tab:
 - Set following device name as the default playback device.
 - When using the USB-C wireless dongle, select **AW725H Game**
 - Set following device name as the default communication device.
 - When using the USB-C wireless dongle, select **AW725H Chat**.

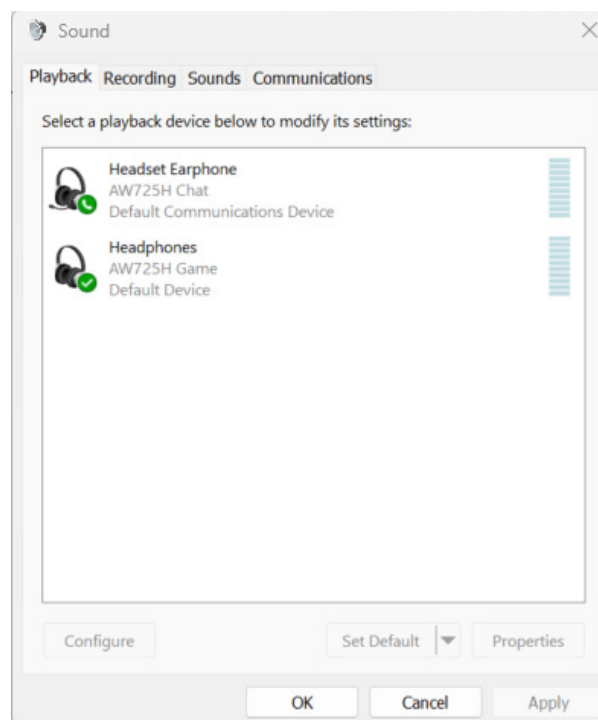


Figure 14. Image of **Playback** settings page

3. Click the **Recording** tab:
 - Set following device name as the default communication device.
 - When using USB-C wireless dongle, select **AW725H Chat**.

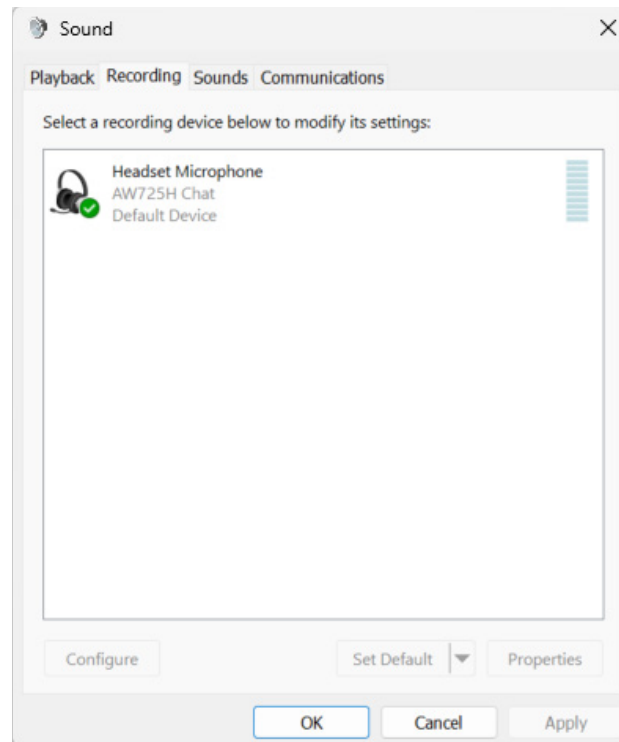


Figure 15. Image of **Recording** setting page

4. Click the **Communications** tab, select **Do nothing**. Click **OK**.

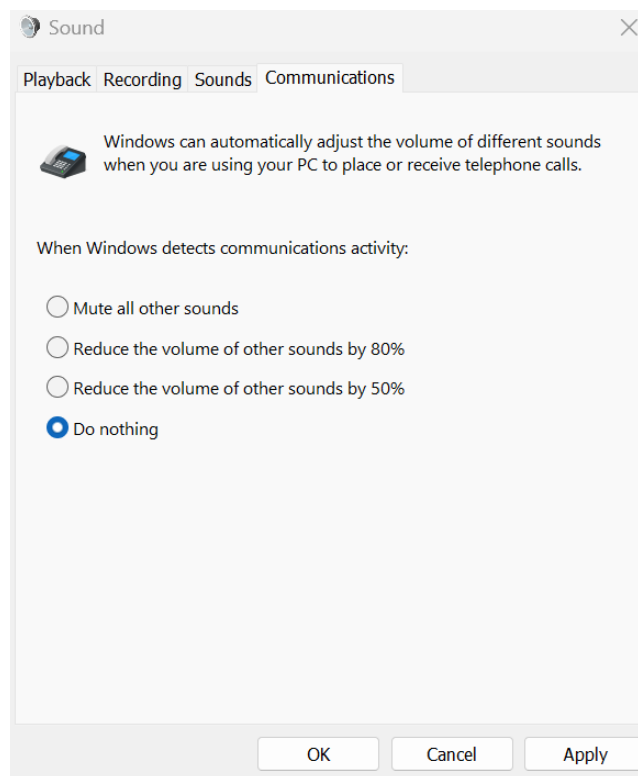


Figure 16. Image of **Communications** setting page

Alienware Command Center (AWCC)

Alienware Command Center (AWCC) provides a single interface to transform your Windows computer into an enhanced gaming environment. This application enables you to perform the following functions:

① **NOTE:** You will not be able to experience the functions in AWCC when your device is connected by Bluetooth.

1. In the **ALIENFX** menu, you can access the following features:

- View device connection type when it is connected through USB cable or wireless audio receiver.
- View the battery level and charging status.

2. In the **Settings** tab, you can access the following settings:

- View the firmware version and upgrade the device firmware to the latest version, or reset the device settings to factory default under the **Update** tile.

① **NOTE:** For more information, search for Online Help at the Documentation tab of your device at the [Dell Support Site](#).

Installing AWCC

To use the AWCC features, uninstall Alienware Headset Center (AWHC) if you have already installed AWHC on your computer. You need to install AWCC to configure the features available in Alienware Wireless Gaming Headset AW725H.

Before installing AWCC on your computer, ensure that your computer is connected to the Internet. If your computer is preinstalled with AWCC 6.4 or later, you can configure your Alienware gaming headset through FX available in AWCC.

If your computer is not pre-installed with AWCC 6.4 or later, install AWCC through Windows Update or from the Dell Support website at [Dell Support Site](#). AWCC requires Windows 10 version 16299 or later and Windows 11.

Installing AWCC through Windows Update

1. Connect the Alienware USB-C wireless dongle to the USB port on the computer. The AWCC application is downloaded and installed automatically.
2. The AWCC installation may take up to 10 minutes to complete.
3. Go to the program folder to ensure that the AWCC installation is complete. Launch the AWCC application and perform the following steps to download additional software:
 - In the **Settings** window, click **Windows Update**.
 - Click **Check for updates** to check the Alienware driver update progress. If the driver update is not responding on 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 [Dell Support Site](#).
 - Alienware Command Center
 - Alienware Gaming Headset driver
 2. Go 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.
- ① **NOTE:** You can customize the headset features and lighting effects by using the AWCC application.

Activating Dolby Atmos for headphones

The headset automatically activates Dolby Atmos when connected to Microsoft Windows 10 or Microsoft Windows 11 computer by following the steps below:

1. Go to the Microsoft Store.
2. Download the Dolby Access app.
3. Connect the headset to the computer.
4. Once connected, Dolby Access will detect your device and activate **Dolby Atmos for Headphones**.

Updating the firmware

△ **CAUTION:** Disconnecting the USB-C wireless dongle, closing the AWCC software, or shut down of computer during firmware update may damage the USB-C wireless dongle.

For best performance, update your headset and USB-C wireless dongle firmware to the latest version.

Updating the headset firmware manually

1. Go to the [Dell Support Site](#) and search for AW725H.
2. From the **Drivers & Downloads** tab, download **AW725H Headset FW update tool**.
3. Connect your headset to your computer through the USB cable, and plug in the wireless audio receiver to the USB port of your computer.
4. Open the downloaded **AW725H Headset FW update tool** file.
5. Click on the **Upgrade** button. Once the firmware update is complete, the "**Upgrade successful**" message is displayed.
6. Close the window.

① **NOTE:** Ensure that you update both the headset and dongle firmware.

Using the headset

Adjusting the headset

Adjust the headband to find your optimal fit. The elastic band can be shifted up and down for the best fit. It is also detachable.

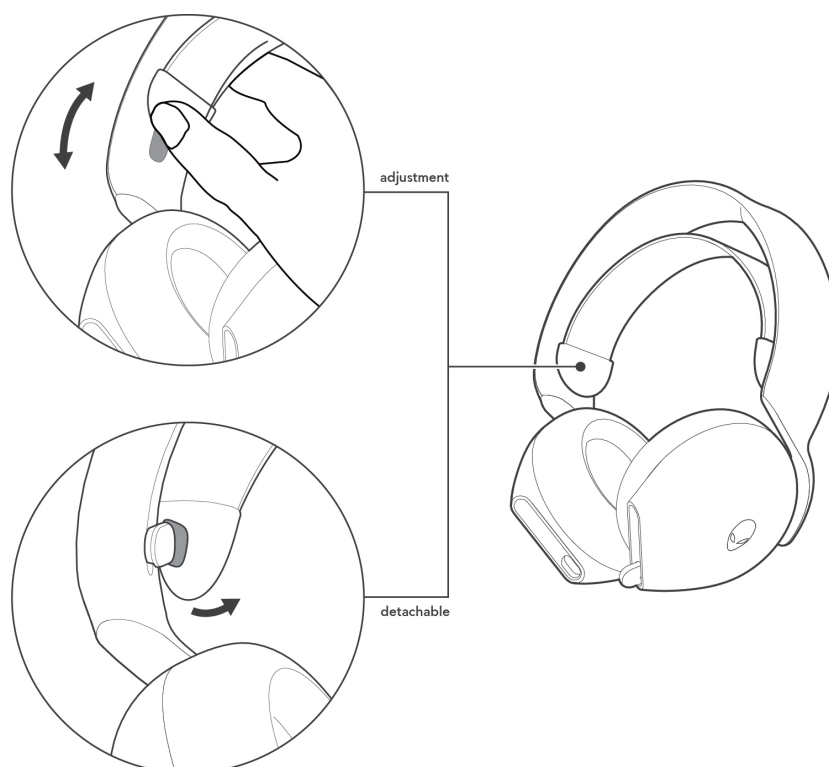


Figure 17. Adjustable elastic headband

When using the boom microphone, position it approximately two centimeters away from your mouth.



Figure 18. Bendable boom microphone

Using features on the headset

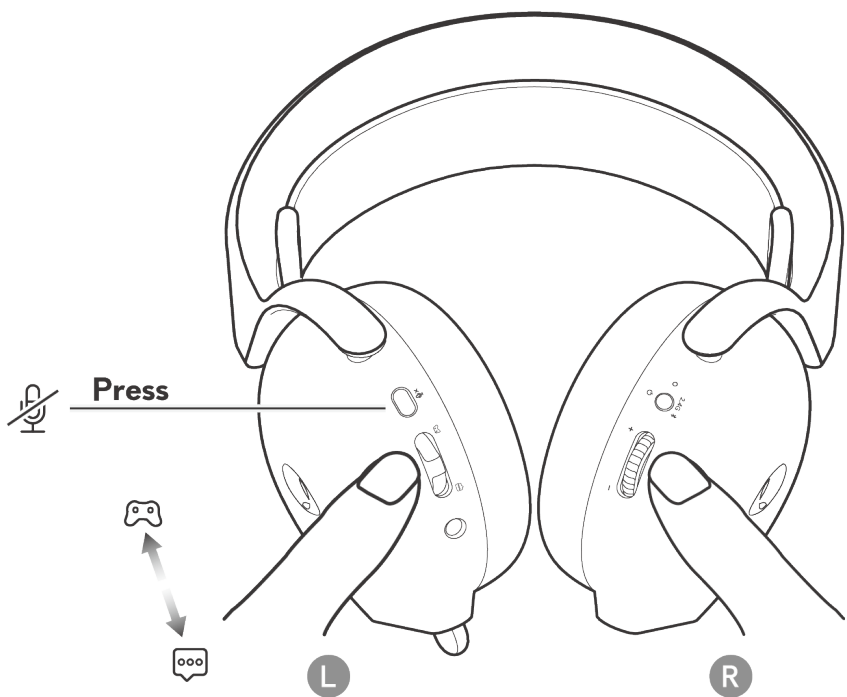
Adjusting the volume

Scroll the volume control wheel to increase or decrease the volume. Scroll up for volume up, scroll down for volume down.

Adjusting Game/Chat balance control

The volume balance of game and chat is 100% for each mode when using the headset for the first time.

- Push up the game chat balance button to increase game volume or decrease chat volume.
- Push down the game chat balance button to increase chat volume or decrease game volume.
- Press the game chat balance button to reset game and chat volume to 100%.



Game/Chat balance button

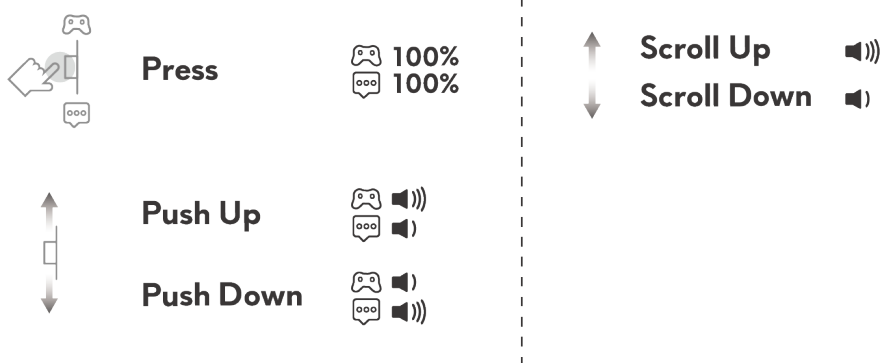


Figure 19. Adjusting volume and control Game/Chat balance

NOTE: We recommend keeping game and chat device volume on Windows at 100%, and adjusting volume via the volume dial on right ear cup.

Muting or unmuting the microphone

When the microphone is retracted fully into the headset, the microphone will be muted and the microphone mute button is disabled. When the microphone is extended, user can mute or unmute by pressing the microphone mute button. The microphone mute LED lights up red, and the microphone is muted.

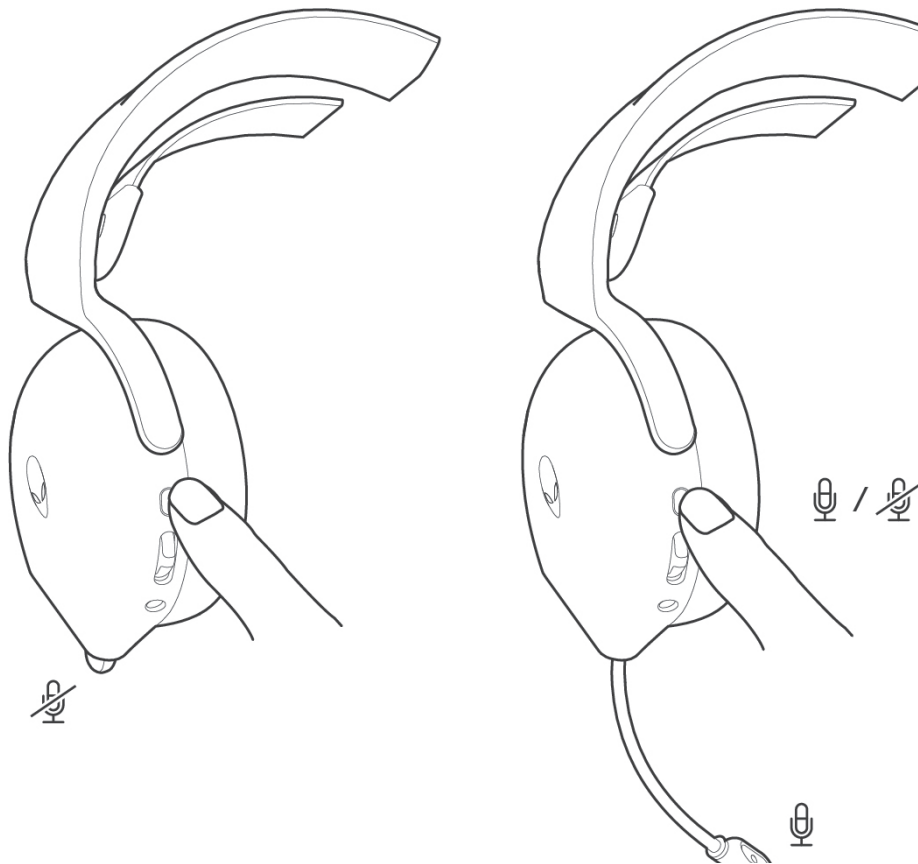


Figure 20. Position of microphone mute button

If the headset is connected to your device using the 3.5 mm inline audio cable, use the mute slider on audio cable to mute or unmute the microphone.

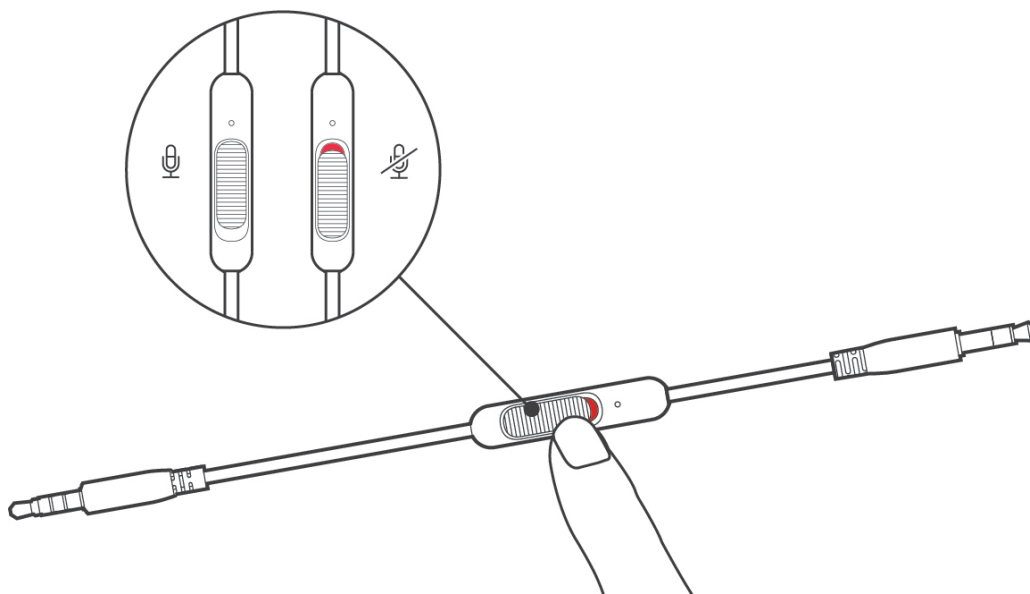


Figure 21. Microphone mute slider on the inline cable

Replacing the ear pads

To remove ear pads, hold the ear pad firmly, twist toward the back of the headset and pull straight out. Note that the left and right ear pads are different. Match the arrow marks on the ear pad and the ear cup to replace the ear pad.

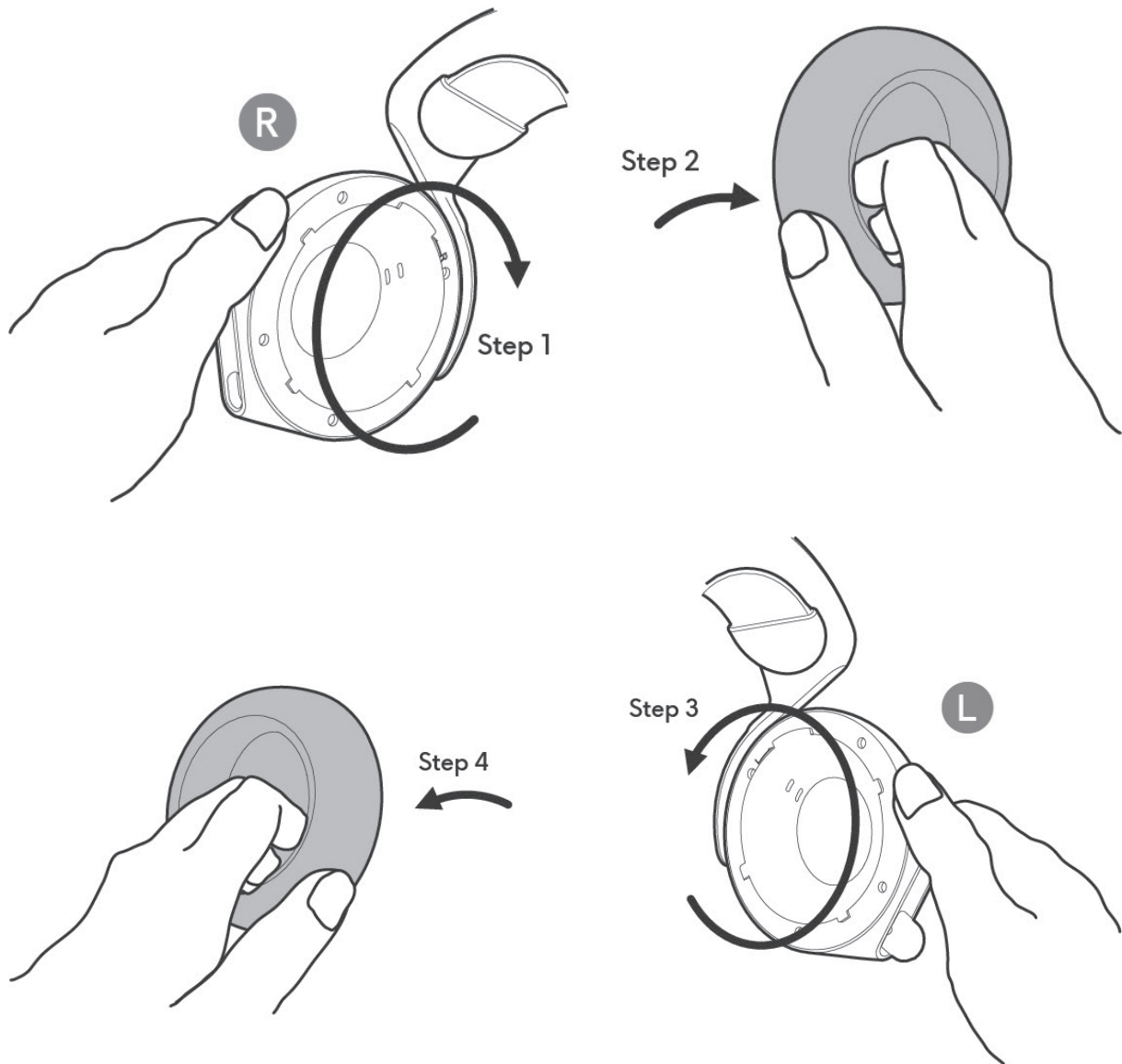


Figure 22. Steps to replace ear pads

Regulatory label position

The regulatory labels are on the left ear cup. Remove the ear pad to locate their positions.

Left ear cup

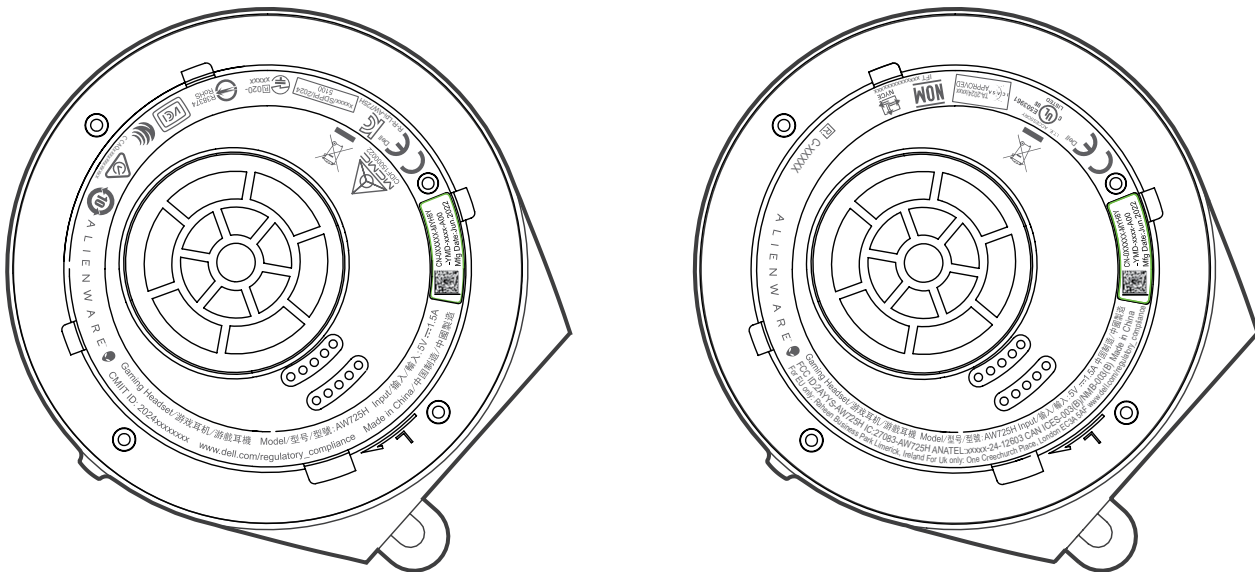


Figure 23. Regulatory labels on left ear cup

Right ear cup

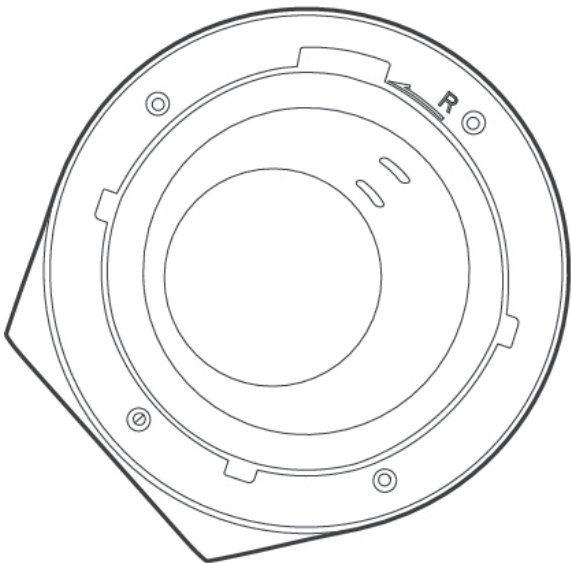


Figure 24. Right ear cup

Troubleshooting

Table 6. Possible problems and solutions

Problems	Possible solutions
Headset has no sound	<ul style="list-style-type: none"> • Ensure that the headset is turned on, and properly connected through the USB-C wireless dongle or inline audio cable. • Ensure that you are not using the headset with inline audio connection while charging. • Ensure that the device/media player is not muted. • Check the playback setting on the computer, and ensure that the default device is set to AW725H Game. • Check the headset is within range (10 m) of the USB-C wireless dongle • We recommend using the headset in dongle mode when gaming on your computer.
The person on the other end cannot hear me	<ul style="list-style-type: none"> • Ensure that the microphone is positioned 2 cm away to the mouth. • Ensure the microphone is not muted by checking the microphone mute LED. It should be turned off. If the headset is connected using the inline audio cable, ensure that the mute slider on the inline audio cable is not muted. • Check the recording tab in Sounds settings, and ensure that the default device is set to AW725H Chat. • Ensure that the headset is within range (10 m) of the USB-C wireless dongle. • If the headset is connected using the inline audio cable, ensure that the plug closer to the inline microphone is inserted to the headset port, and the other end to your device.
Abnormal sounds coming out of the headset	<ul style="list-style-type: none"> • Check if something is obstructing the headset. • Adjust the volume level up and down, and check if the abnormal sound changes. • Ensure that the headset is within range (10 m) of the USB-C wireless dongle. • If the headset is connected using the inline audio cable, ensure that the inline audio plug is fully inserted into the audio port of your device.
Unbalanced sound in the headset	<ul style="list-style-type: none"> • Check that the computer volume balance is set correctly. <ul style="list-style-type: none"> • Right-click on the headset icon. • Click Sound settings. • Click More sound settings. • Right-click on the default playback devices, and select Properties. • Select Levels, and click Balance. Ensure that the L and R values are the same.
Headset LEDs do not light up	<ul style="list-style-type: none"> • Ensure that the headset is turned on. • RGB LED does not work in inline mode. • Open Alienware Command Center, and ensure that the LEDs are turned on.

Problems	Possible solutions
Wireless range is too short	<ul style="list-style-type: none"> • Ensure that the USB-C wireless dongle is not covered or blocked by metal or electronic objects. • Try connecting the USB-C wireless dongle to the USB port on the side of your computer, rather than the USB port at the back of your computer. • Ensure that no other USB device is connected adjacent to the USB-C wireless dongle.
Microphone picks up too much background noise	<ul style="list-style-type: none"> • Ensure that the microphone is positioned close to the mouth. • Open Alienware Command Center, and reduce the microphone volume.
Microphone mute is not working when connected with inline audio cable	<ul style="list-style-type: none"> • Ensure that audio plugs on both ends are fully inserted into the headset and audio device ports. • Ensure that the red portion of the microphone mute button is covered.
Alienware command center does not recognize the headset	<ul style="list-style-type: none"> • Ensure that the headset is powered on and connected to the computer via the USB-C wireless dongle. • Reconnect the USB-C wireless dongle or restart Alienware Command Center.

Charging power requirement:

① **NOTE:** The information in this section is only applicable to the computers shipped to the European Union (EU) countries.

Charging power requirement:

The power delivered by the charger must be between minimum 2.5 W required by the radio equipment, and maximum 7.5 W in order to achieve the maximum charging speed.

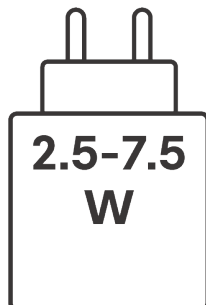


Figure 25. Charging power requirement

Изискване за мощност на зареждане:

Мощността, осигурявана от зарядното устройство, трябва да е между минимум 2.5 W, изисквана от радиооборудването, и максимум 7.5 W, за да се постигне максимална скорост на зареждане.

Požadavek na nabíjecí výkon:

Aby bylo dosaženo maximální rychlosti nabíjení, musí být výkon dodávaný nabíječkou mezi minimem 2.5 W požadovaným rádiovým zařízením a maximem 7.5 W.

Strømkrav til opladning:

Den effekt, der leveres af opladeren, skal være mellem de minimale 2.5 W, der kræves af radioudstyret, og maksimaleffekten på 7.5 W for at opnå den maksimale opladningshastighed.

Charging power requirement:

The power delivered by the charger must be between minimum 2.5 W required by the radio equipment, and maximum 7.5 W in order to achieve the maximum charging speed.

Laadimisvõimsuse nõue:

maksimaalse laadimiskiiruse saavutamiseks peab laadija tarnitav võimsus jääma raadioseadmete nõutava minimaalse võimsuse 2.5 W ja maksimaalse võimsuse 7.5 W vahele.

Lataustehovaatimus:

Laturin tuottaman tehon on oltava radiolaitteen vaatiman minimin 2.5 W ja maksimin 7.5 W välillä maksimilatausnopeuden saavuttamiseksi.

Puissance requise pour le chargement :

L'alimentation fournie par le chargeur doit être comprise entre la puissance minimale requise par l'équipement radio (2.5 W) et la puissance maximale autorisée (7.5 W) afin d'atteindre la vitesse maximale de chargement.

Ladeanforderungen:

Die vom Ladegerät bereitgestellte Leistung muss zwischen mindestens 2.5 W für die Funkgeräte und maximal 7.5 W liegen, um die maximale Ladegeschwindigkeit zu erreichen.

Απαίτηση ισχύος φόρτισης:

Η ισχύς που παρέχει ο φορτιστής πρέπει να κυμαίνεται μεταξύ των ελάχιστων 2.5 W που απαιτούνται από τον ραδιοεξοπλισμού και των μέγιστων 7.5 W, προκειμένου να επιτευχθεί η μέγιστη ταχύτητα φόρτισης.

Töltési teljesítményigény:

A maximális töltési sebesség eléréséhez a töltő által leadott teljesítménynek a rádióberendezés által megkövetelt minimális 2.5 W és a maximális 7.5 W között kell lennie.

Requisiti di alimentazione per la ricarica:

L'alimentazione fornita dal caricabatterie deve essere compresa tra i 2.5 W minimi richiesti dall'apparecchiatura radio e i 7.5 W massimi, al fine di raggiungere la velocità di ricarica massima.

Uzlādes jaudas prasība.

Lādētāja nodrošinātajai jaudai jābūt no min. 2.5 W, kas nepieciešama radio aprīkojumam, un maks. 7.5 W, lai sasniegtu maksimālo uzlādes ātrumu.

Įkrovimo galios reikalavimai.

Kad būtų pasiektas didžiausias įkrovimo greitis, įkroviklio galia pagal radijo įrangos reikalavimus turi būti ne mažesnė kaip 2.5 W ir ne didesnė kaip 7.5 W.

Rekwizit dwar il-potenza tal-iċċarġjar:

Il-potenza pprovduta miċ-ċarġer trid tkun bejn il-minimu ta' 2.5 W meħtieġ mit-tagħmir tar-radju tiegħek, u l-massimu ta' 7.5 W biex tinkiseb il-veloċità massima tal-iċċarġjar.

Vereiste oplaadstroom:

De stroom die door de oplader wordt geleverd, moet tussen minimaal 2.5 W, vereist door de radioapparatuur, en maximaal 7.5 W zijn om de maximale oplaadsnelheid te bereiken.

Wymaganie dotyczące zasilania:

Zasilanie dostarczane przez ładowarkę musi znajdować się w zakresie od wartości minimalnej 2.5 W wymaganej przez urządzenie radiowe po wartość maksymalną 7.5 W zapewniającą ładowanie z maksymalną szybkością.

Requisito de potência de carregamento:

A potência fornecida pelo carregador deve situar-se entre o mínimo de 2.5 W exigido pelo equipamento de rádio e o máximo de 7.5 W, a fim de atingir a velocidade máxima de carregamento.

Cerință de alimentare pentru încărcare:

Alimentarea furnizată de încărcător trebuie să fie între minimum 2.5 W, valoare impusă de echipamentul radio, și maximum 7.5 W pentru a obține viteza maximă de încărcare.

Požiadavky na napájanie:

Na dosiahnutie maximálnej rýchlosti nabíjania musí byť výkon dodávaný nabíjačkou medzi minimom 2.5 W požadovaným rádiovým zariadením a maximom 7.5 W.

Zahteve glede moči napajanja:

Za najhitrejšę polnjenje mora napajalnik dovajati moč med najmanj 2.5 W (kar zahteva radijska oprema) in največ 7.5 W.

Requisito de carga:

La potencia suministrada a través del cargador debe de ser de entre 2.5 W y 7.5 W para obtener la velocidad de carga máxima en equipos de radio.

Strömförsörjningskrav för laddning:

Den ström som levereras av laddaren måste vara mellan minst 2.5 W och högst 7.5 W enligt radioutrustningens krav för att uppnå maximal laddningshastighet.

Требования к мощности для зарядки

Зарядное устройство должно подавать мощность в диапазоне от 2.5 Вт, согласно минимальному требованию для радиооборудования, до 7.5 Вт для достижения максимальной скорости зарядки.

Warranty information

Limited warranty and return policies

The Alienware Tri Mode Wireless Gaming Headset AW725H carries a 2-years limited hardware warranty. If purchased together with a Dell computer, it will follow the system warranty.

For U.S. customers:

This purchase and your use of this product are subject to Dell's end user agreement, which you can find at the [Dell Support Site](#). This document contains a binding arbitration clause.

For European, Middle Eastern and African customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's end user contract terms.

Dell may also provide an additional hardware warranty – full details of the Dell end user contract and warranty terms can be found by going to [Dell Support Site](#), select your country from the list at the bottom of the "home" page, and then click the "terms and conditions" link for the end user terms or the "support" link for the warranty terms.

For non-U.S. customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty – full details of Dell's warranty terms can be found at the [Dell Support Site](#), select your country from the list at the bottom of the "home" page, and then click the "terms and conditions" link or the "support" link for the warranty terms.