

Alienware Pro Wireless Gaming Keyboard

User's Guide

Regulatory Model: PRO-KB/UD2402c

A L I E N W A R E™ 

 **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

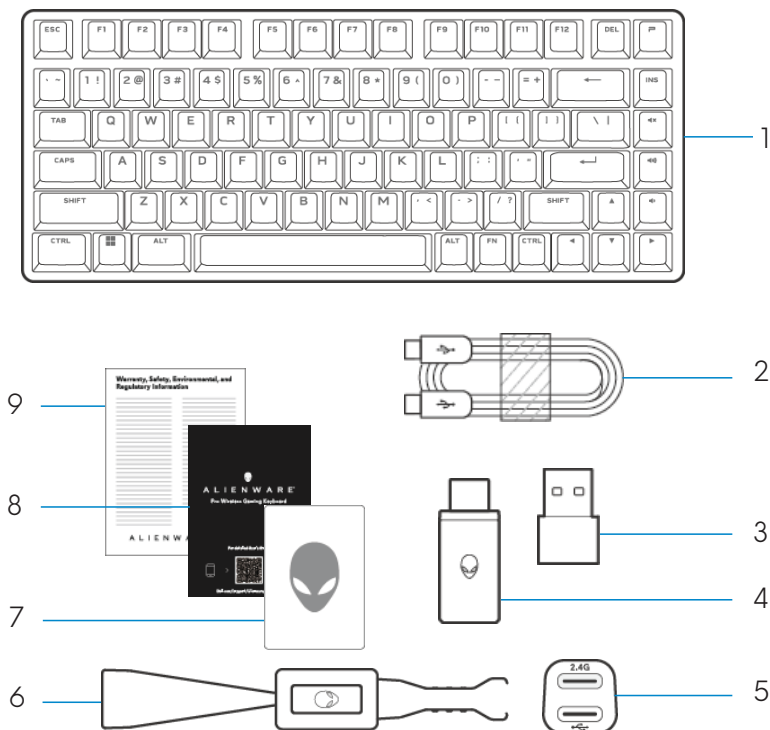
 **CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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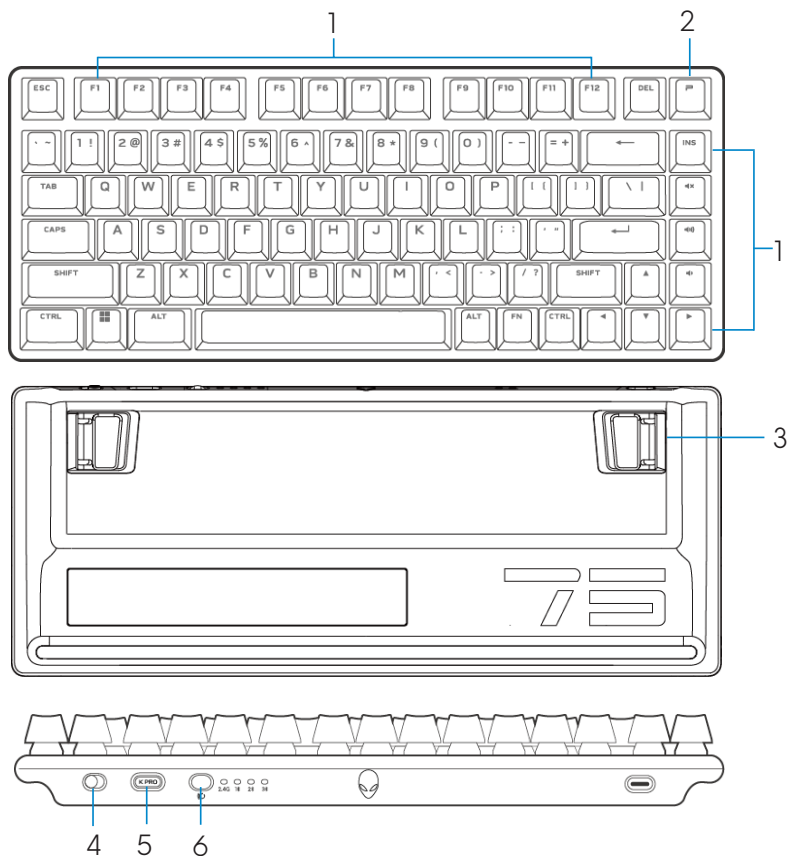
What's in the box



1. Alienware Pro Wireless Gaming Keyboard
2. USB-C to USB-C cable
3. USB-A to USB-C adapter
4. Type-C dongle
5. Dongle extender
6. Keycap and switch puller
7. Alienware sticker
8. Quick Start Guide
9. Regulatory document

 **NOTE:** The documents that are shipped with your keyboard may vary depending on the region.

Product overview



Callout features		Description
1	Function keys	Enables secondary function.
2	Profile key	Toggles between five keyboard lighting effects.
3	Dual-angle adjustable feet	Enables you to adjust the keyboard feet tilts in two different angles.
4	Power slider	Turn on or turn off the keyboard.
5	Type-C dongle storage dongle	Press to take out or place the Type-C dongle in the slot.
6	Mode switch button	Toggle to switch keyboard connection mode.

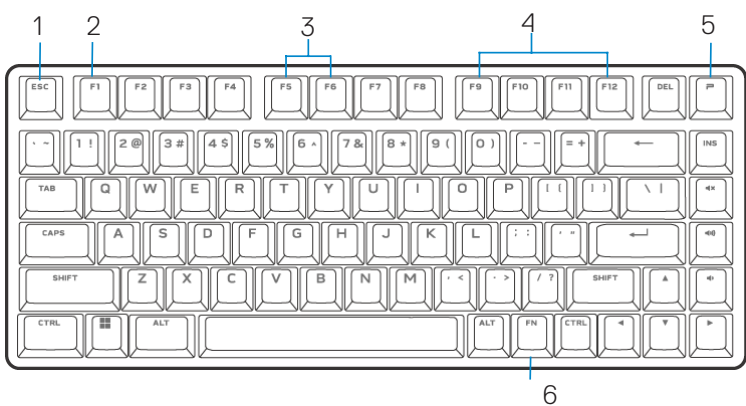
Features

Alienware Pro Wireless Gaming Keyboard is the first Alienware professional-approved gaming keyboard that is designed and engineered for Esports.

Key features include:

- Tri-Mode connections: Wireless 2.4 GHz, Bluetooth 5.1, and Wired USB
- Alienware hot-swappable linear mechanical switches (greater than 100 million switch durability)
- Polybutylene Terephthalate (PBT) double-shot keycaps
- Compact 75% form factor
- Two layers sound dampening pad
- AlienFX per-key RGB backlighting

Function keys



Callout functions

Function keys

Keyboard behavior

1	FN lock	Press  + 	Locks the F1 to F12 secondary functions.
2	Win lock	Press  +  (FN+F1)	Disables the Windows key function.
3	Brightness control	Press  +  (FN+F5) Press  +  (FN+F6)	Decreases brightness. Increases brightness from current intensity or default intensity.
4	Media playback	Press  +  (FN+F9) Press  +  (FN+F10) Press  +  (FN+F11) Press  +  (FN+F12)	Fast backward Play or Pause Stop Fast forward
5	Profile switch	Press 	Switches between lighting setup stored in keyboard
6	FN switch	Press  +  ~ 	Switches between different FN functions from F1 to F12

 **NOTE: Alienware Pro Wireless Gaming Keyboard has 10 brightness levels. The default keyboard-backlight brightness out of the box is at 5.**

Functions

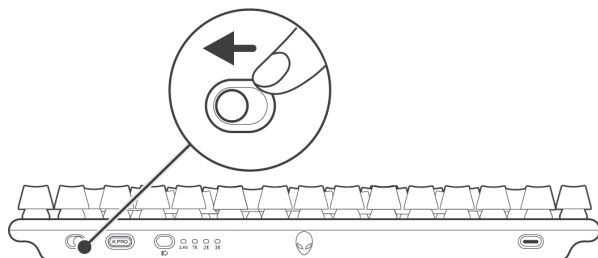
Function key	Secondary function
ESC	Function (FN) lock
F1	Windows lock
F5	Keyboard lighting dim down
F6	Keyboard lighting brightness up
F9	Media control: Back
F10	Media control: Play or Pause
F11	Media control: Stop
F12	Media control: Forward

Primary keys	Secondary function require FN+[primary keys] to run
Mute	Print screen
Volume up	Scroll lock
Volume down	Pause break
Up	Page up
Down	Page down
Left	Home
Right	End

Setting up your keyboard

Turn on your keyboard

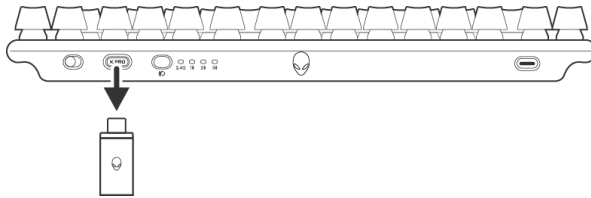
Slide the power slider on the keyboard to turn on the keyboard.



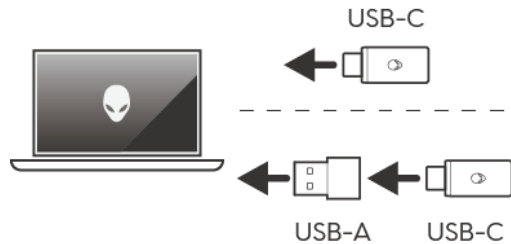
 **NOTE:** You can use your gaming keyboard without installing the Alienware Command Center (AWCC).

2.4G wireless Connection Mode

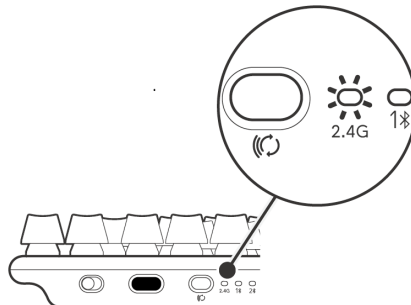
1. Press to remove the Type-C dongle from the keyboard dongle compartment.



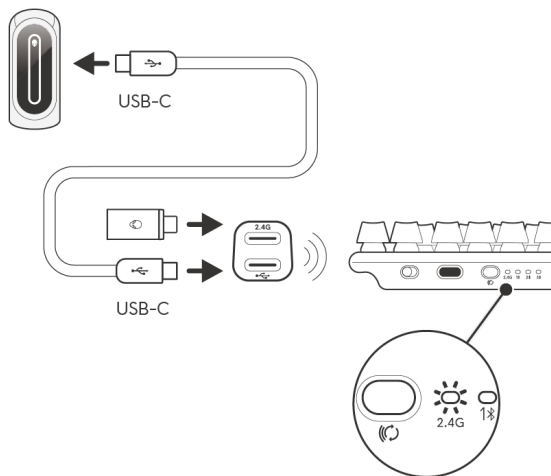
2. Connect the Type-C dongle to your computer or to the USB-A to USB-C adapter.



3. Ensure that the keyboard is in or switched to 2.4G wireless connection mode.



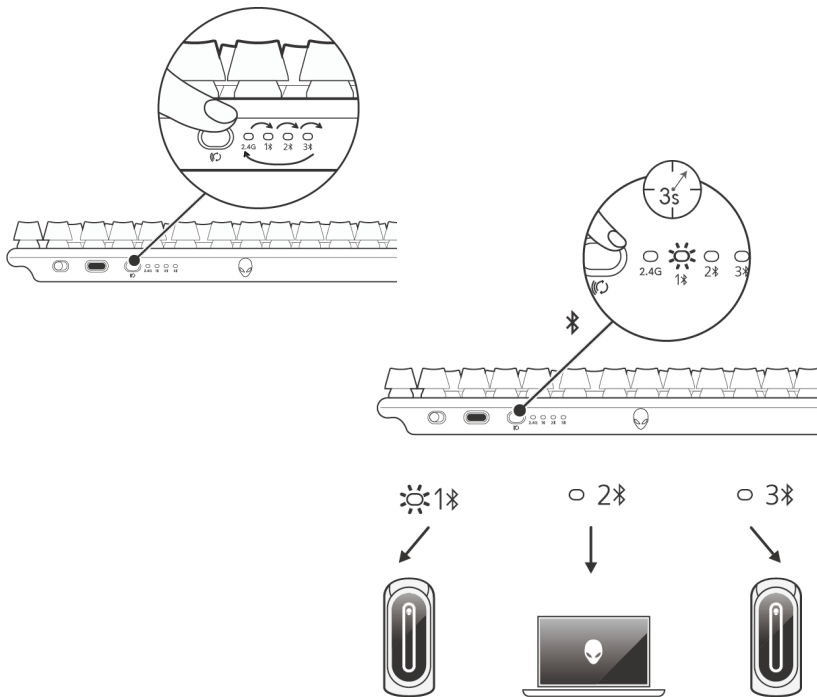
You can also connect the Type-C dongle and USB-C cable to the dongle extender.



NOTE: It is recommended to use a dongle extender to enhance wireless connection stability.

Bluetooth wireless connection mode

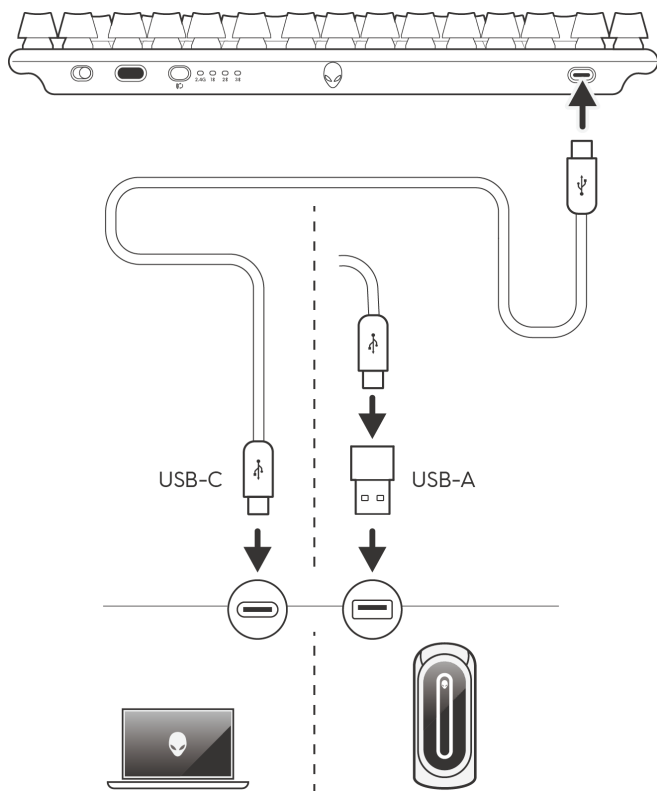
1. Press the connection mode button to switch from 2.4G to Bluetooth 1 (1*). Keyboard RGB blinks to indicate connection mode change.
2. Press and hold the connection mode selection button for three seconds to activate Bluetooth pairing.
3. Check your computer to view the new Bluetooth device. There will be pop-up notification with PIN, enter the PIN to connect to new Bluetooth device.
4. To connect to a different computer, you can switch between Bluetooth 1 (1*), Bluetooth 2 (2*), or Bluetooth 3 (3*), and repeat the above steps for a new connection.



Wired connection mode

Your computer may have a Type-C or Type-A port. If your computer has a Type-C port, connect your keyboard to the computer through the USB-C to USB-C cable (default). If your computer has a Type-A port, connect your keyboard to the computer using the USB-C to USB-C cable through the USB-A to USB-C adapter.

When the keyboard is connected to your computer through the wired cable, the connectivity switches from wireless or Bluetooth to wired connection (USB). Wired mode takes priority and disables the multidevice connectivity..



Charging your keyboard

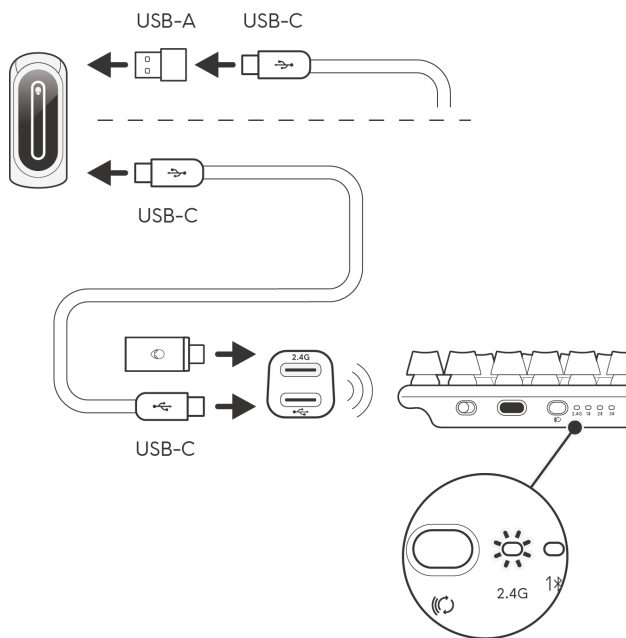
Using USB-A to USB-C adapter

Connect the USB-C end of the cable to the USB-A to USB-C adapter and the USB-A end of the adapter to your computer and the other end of the cable to the keyboard.

Using the USB-C to USB-C cable

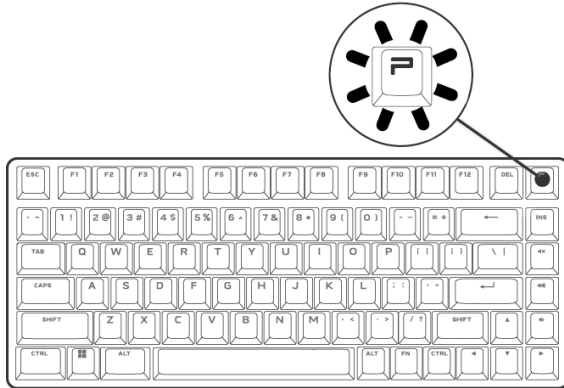
Connect the USB-C end of the cable to your gaming keyboard and connect the USB-C end of the cable to the USB-C port on your computer. When the keyboard is charging, the Profile key lights up in amber color.

- The estimated time to fully charge your keyboard with the cable is 4.5 hours with 1.5 A input current.
- The estimate time to full charge with the cable provided is 7 hours by using standard USB 3.0 ports is seven hours.
- The estimate time to full charge with the cable provide is 12 hours by using standard USB 2.0 ports is 12 hours.



Low battery

When the battery is lower than 10%, the Profile key blinks in amber color. It is highly recommended to charge your keyboard immediately.



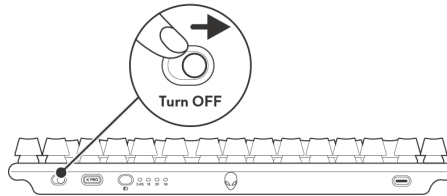
 **NOTE:** In the low battery status, the P key blinks in amber color for five seconds and rests for 20 seconds in a periodic cycle.

 **NOTE:** Sleep mode:

- After 30 min of inactivity, the keyboard will go to sleep mode (if in RF/BT mode).
- In sleep mode, any keyboard activity such as pressing the keyboard button wakes up the keyboard.

Removing keycaps and swapping switches

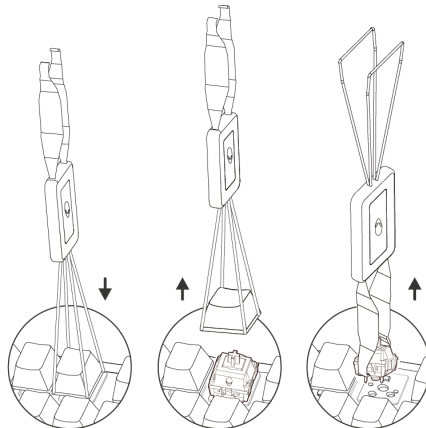
1. It is recommended to turn OFF keyboard. Switch the power slider on the keyboard.



2. It is recommended to unplug cable from the keyboard before removing switches.



3. It is recommended to use an antistatic or ESD wrist band while working on switch replacement..
4. Use the keycap puller to clamp on a keycap and gently pull upwards to detach the keycap from the switch.
5. Use the switch puller to clamp on a switch and gently pull upwards to remove the switch from the keyboard.
6. Align the switch pins to respective sockets and gently press new switches into the printed circuit board (PCB). Ensure that they are aligned correctly, and snap into place.



 **NOTE: Handle the keycaps and the switches gently (keycaps and switches not covered by warranty).**

Alienware Command Center (AWCC)

Installing AWCC through Windows update

Connect your Alienware peripheral to your computer using the USB port. A prompt appears informing you that AWCC installation is initiated.

The AWCC application is downloaded and installed automatically. AWCC installation takes up to ten minutes to complete.

Installing AWCC from the Dell Support website

1. Download AWCC 6.1 or later versions of the application by following the steps below:
 - a. Go to **www.dell.com/driver**.
 - b. Type "Pro Wireless Gaming Keyboard" in **Identify your product or search support** text box then click **Search**.
 - c. Select Windows 11 under the operating system.
 - d. Download the appropriate software type for your computer.



NOTE:

- If you have a non-Alienware or a non-Dell computer, click the **Download button of the Alienware Command Center Application for third-party computer**.
- If your computer already has AWCC preinstalled, and you want to reinstall the software, click the **Download button of the Alienware Command Center Application**.

2. Browse 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.

You will see the **Alienware Command Center** under **All apps** in **Start** menu after the application is installed successfully. Launch **Alienware Command Center** to start the application from the **Start** menu.

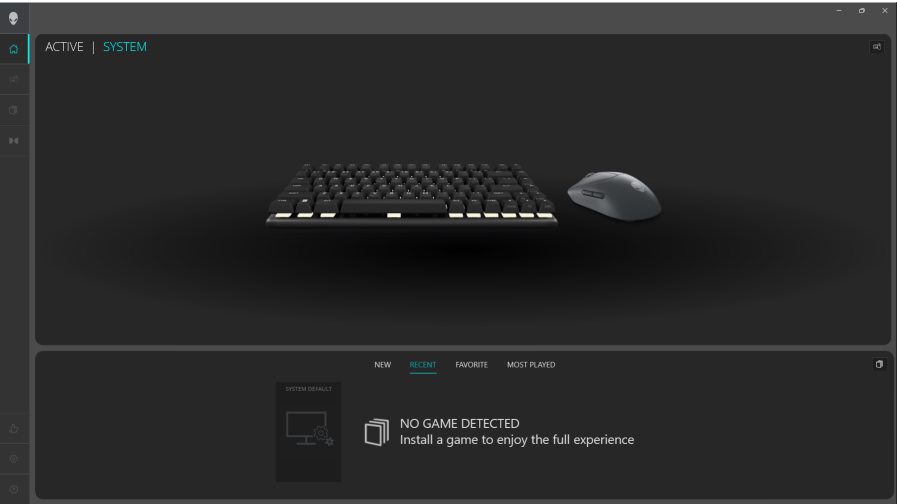
Using Alienware Command Center 6.1 and later

Alienware Command Center is an application to configure supported Dell gaming devices.

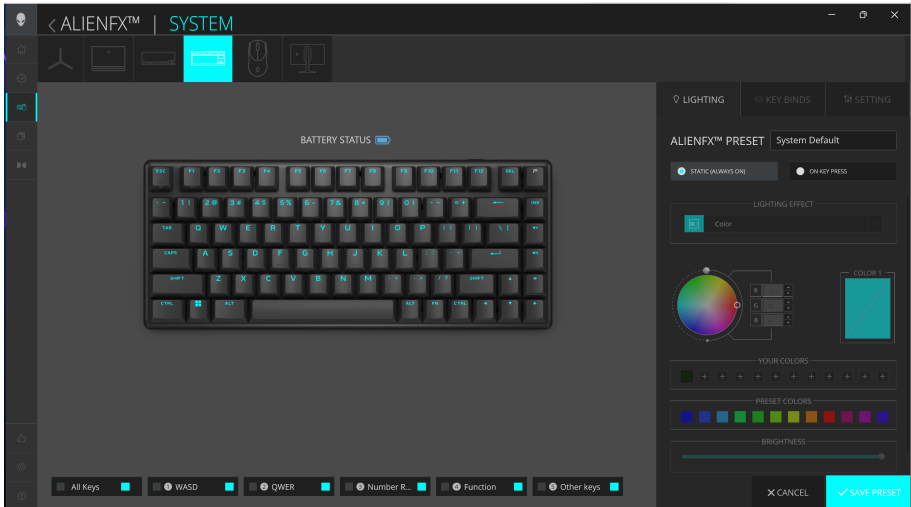
Dashboard screen



Dashboard screen on non-Alienware and non-Dell computers



Key features



1. Click the Pro Wireless Gaming Keyboard image on the **DASHBOARD** to go to **ALIENFX**.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. You can perform the following functions:
 - a. **LIGHTING**: Configure the lighting of the keyboard.
 - b. **KEY BINDS**: Reassign the function of keys.
 - c. **SETTING**: Configure the device settings.

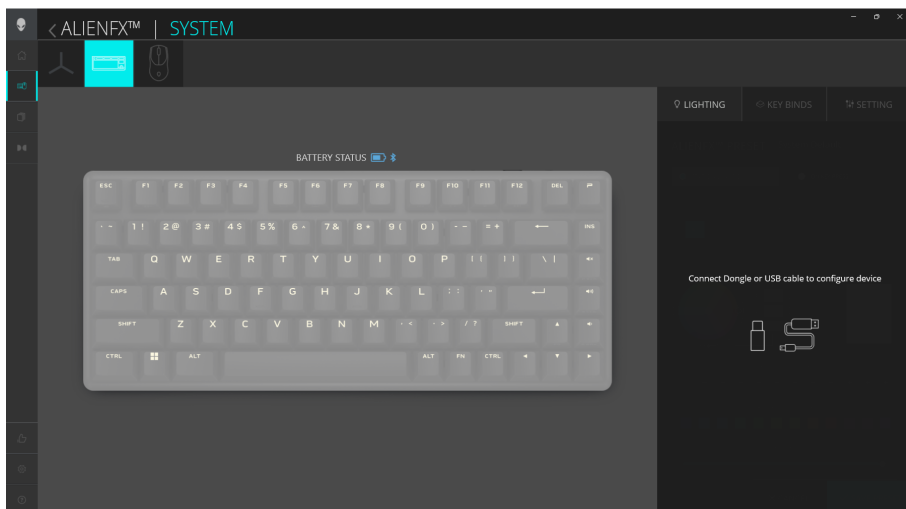
Battery level indicator –The battery level and the battery level indicator icon are shown in the keyboard image upon hovering the mouse pointer over the battery icon. The indicator is shown in blue color when the battery level is Normal. The indicator turns yellow color when the battery level is low and red color when the battery level is critically low.

Charging indicator – The battery level indicator is overlaid with a lightning symbol during battery charging.

3. Click **SAVE PRESET** to save your changes.

Keyboard in Bluetooth mode:

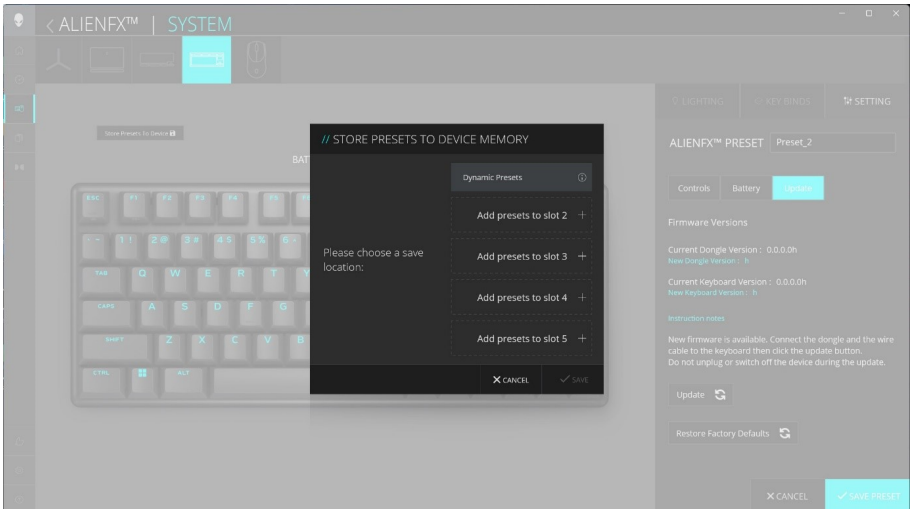
LIGHTING, KEY BINDS and **SETTING** features are not accessible in AWCC when the keyboard is connected to the computer in Bluetooth mode. The battery level indicator and the charging indicator are shown in the grayed-out keyboard image.



Connect the keyboard in wired mode or 2.4G wireless mode to access the full feature of the keyboard.

Save Preset

Pro Wireless Gaming keyboard allows the user to save the themes/presets (lighting, macros, settings) created in AWCC, to the device onboard memory profiles, then the profiles can be switched using Profile key (P-key) in the device.

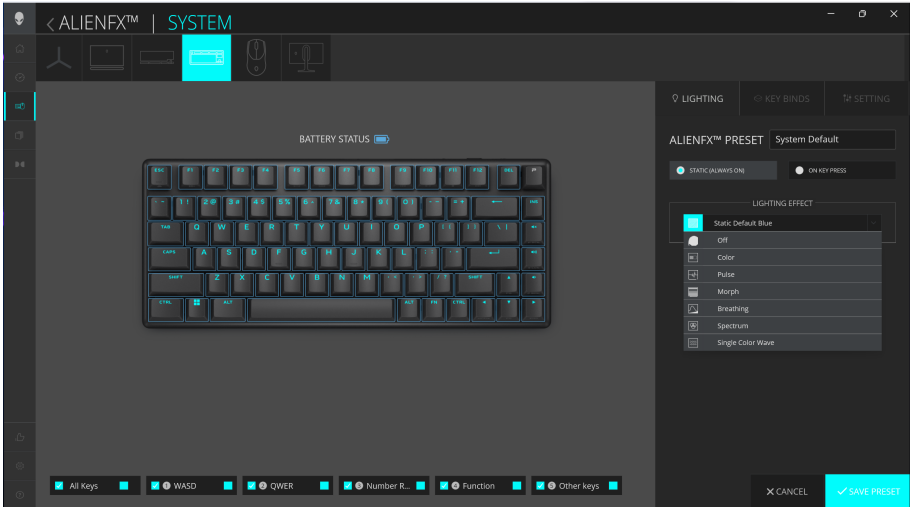


1. Click the **ALIENFX** icon.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. Click **LIGHTING** from the right panel.
3. Select **Effect** from the drop-down list for **STATIC (ALWAYS ON)** or **ON KEY PRESS** modes.
4. For **STATIC (ALWAYS ON)**, select the section of the keys or all sections that you want to apply the animation above the keyboard image.
5. From the menu of supported animations, select one of the following:
Off, Color, Pulse, Morph, Breathing, Spectrum, Single Color Wave, Rainbow Wave, Scanner, Static Default Blue
6. All these applied lightings can be stored in specific profile by clicking **Save Preset to Device** button .
7. Same steps will be repeated to store in other available profiles.

Setting up lighting and animation

Pro Wireless Gaming Keyboard enables you to change the lighting effect of the keyboard except the **Profile Key** through AWCC and store it in the device.

Dashboard screen



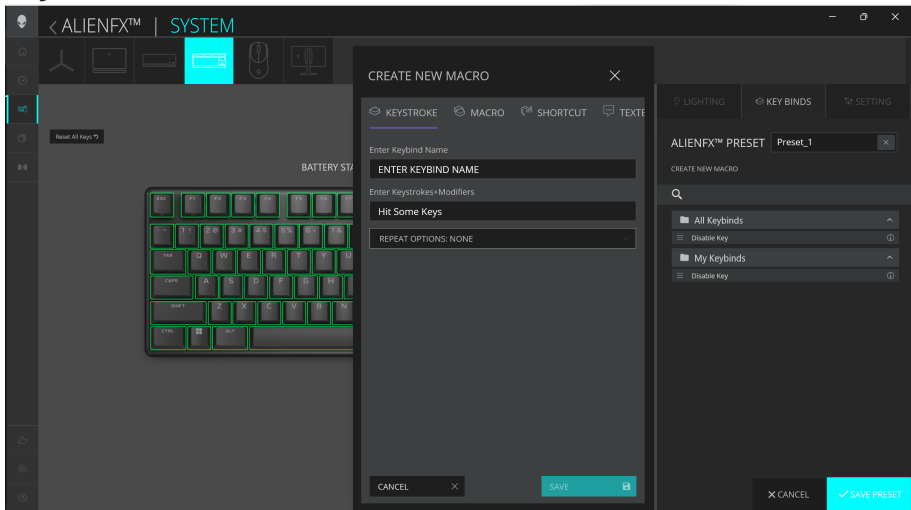
1. Click the **ALIENFX** icon.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. Click **LIGHTING** from the right panel.
3. Select the lighting effect from the drop-down list for **STATIC (ALWAYS ON)** or **ON KEY PRESS** modes.
4. For **STATIC (ALWAYS ON)**, select the section of the keys or all sections that you want to apply the animation above the keyboard image.
5. From the menu of supported animations, select one of the following:
Off, Color, Pulse, Morph, Breathing, Spectrum, Single Color Wave, Rainbow Wave, Scanner, or Static Default Blue.
6. For **Color** animation, define the color of the keyboard animation effect by following these steps:
 - a. Choose color using the color wheel bubble or enter the RGB value of the required color or select from the **PRESET COLORS**.
 - b. Adjust the brightness.
 - c. Adjust the tempo of the animation effect.

7. For **Rainbow Wave** animation, you can select the direction of the lighting effect and the tempo:
Left to Right, Right to Left, Bottom to Top, or Top to Bottom.
8. For **ON KEY PRESS** modes, from the menu of supported animations select one of the following options:
Off, Pulse, Morph, Breathing, Spectrum, Reactive, Single Color Rain Drops, Rainbow Rain Drops, Arrows, Fireworks, Single Color Wave, Rainbow Wave, Scanner, or X-Ray.
9. Click **SAVE PRESET** to save your changes.

Assign and create Keybind

Keybind is a feature to reassign the original function of any keys except the **Profile Key**.

Keybind creation

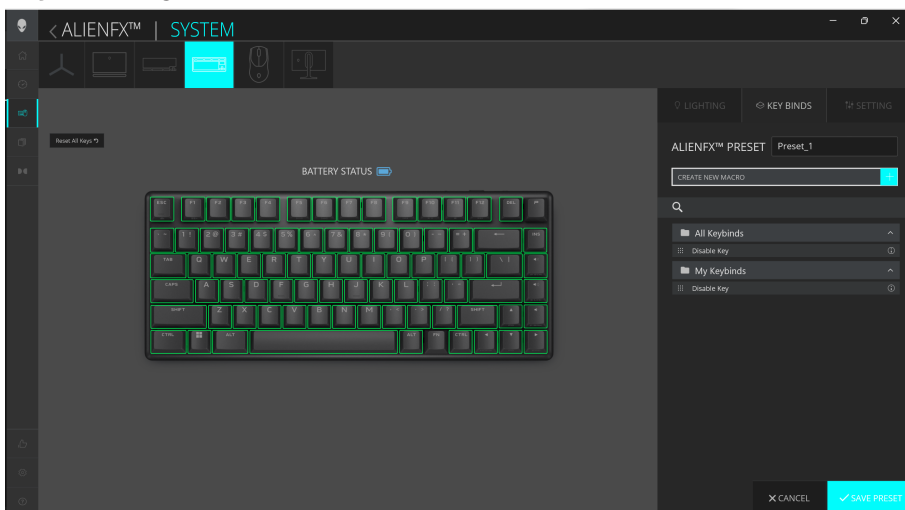


1. Click the **ALIENFX** icon.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. Click **KEY BINDS** from the right panel.
3. Click **CREATE NEW MACRO** to create a new keybind of the following types and map the keybind to any key except the **Profile Key**:
 - a. **KEYSTROKE** – Select a keystroke by pressing a key on the keyboard.
 - b. **MACRO** – Record a series of keystroke.

 **NOTE: KEYSTROKE and MACRO keybinds can repeat the keystroke once, repeat by switching the keystroke, repeat the keystroke while key is pressed, or to repeat the keystroke for several times.**

 - c. **SHORTCUT** – Open a program file, a folder, a computer, or an Internet address.
 - d. **TEXTBLOCK** – Record a block of text.
4. Click **RESET ALL KEYS** to clear all the keybind assignment.
5. Click **SAVE PRESET** to save your changes.

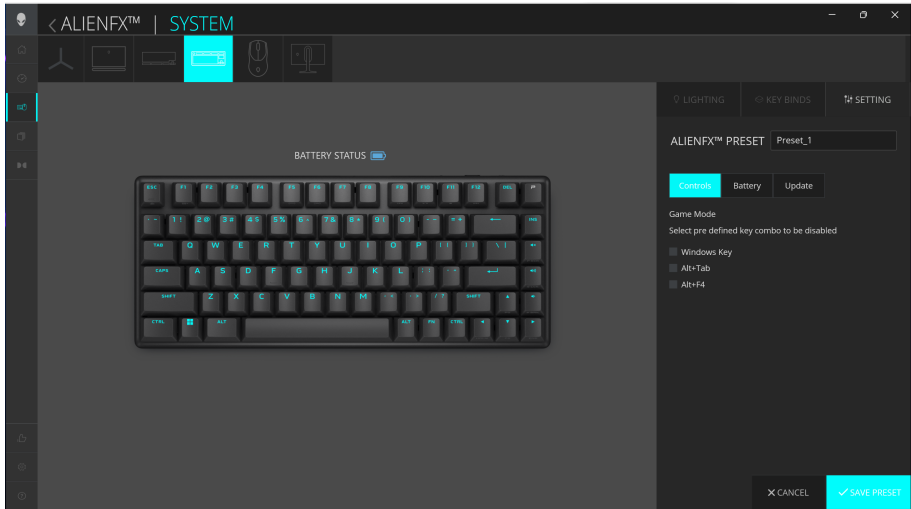
Keybind assignment



1. Click the **ALIENFX** icon.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. Click **KEY BINDS** from the right panel.
3. Drag an existing Keybind from the **All Keybinds** or **My Keybinds** folder and drop it on any of the keys except the Profile key. There is one predefined keybind that cannot be customized:
 - a. **Disable key**– Disable the function of a key.
4. Click **SAVE PRESET** to save your changes.

Controls

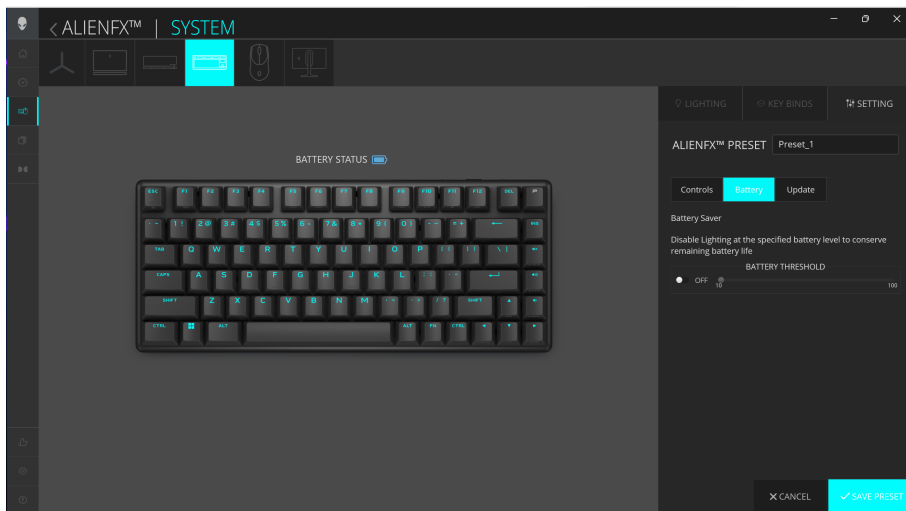
Pro Wireless Gaming Keyboard enables you to disable the Win key and other key combinations.



1. Click the **ALIENFX** icon.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. Click **SETTING** from the right panel, and then click **Controls**.
3. Select the Win key or a key combination to disable:
 - a. **Windows Key** – Disable the key that opens the Windows **Start** menu.
 - b. **Alt+Tab** – Disable the key combination shortcut to open the task view.
 - c. **Alt+F4** – Disable key combination shortcut to close the current application.
4. Click **SAVE PRESET** to save your changes.

Battery Saver mode

Pro Wireless Gaming Keyboard enables you to adjust the Battery Saver mode where the keyboard disables the lighting at the specified battery level to reduce battery consumption.



1. Click the **AlienFX** icon.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. Click **SETTING** from the right panel, and then click **Battery**.
3. Click the **ON** button to enable **Battery Saver mode** at the battery level set on the slider.
4. Move the slider to select the battery level to enable the **Battery Saver** mode.
5. Click **SAVE PRESET** to save your changes.

 **NOTE:** The default battery threshold at 10% in Battery Saver mode. Keyboard lighting is switched OFF automatically when battery level falls below the battery level threshold.

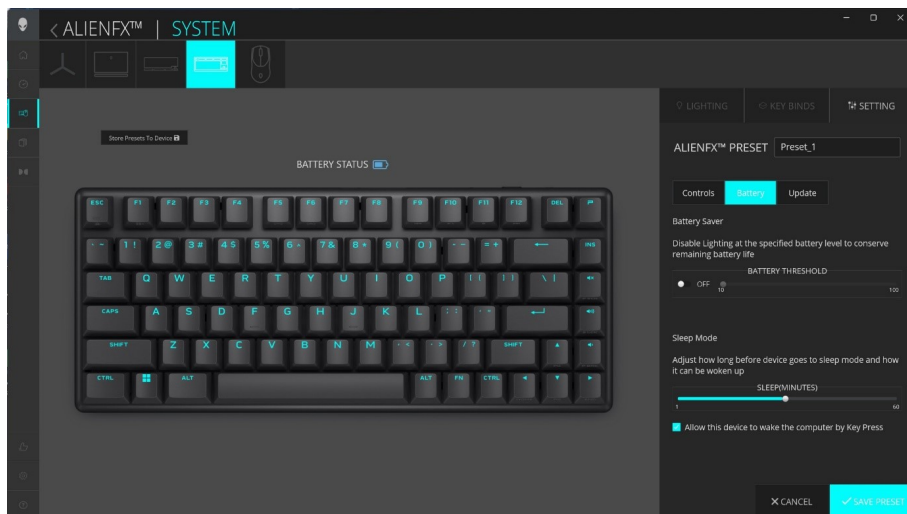
The battery threshold is adjustable based on your preference.

You can manually increase the lighting brightness with FN+F6. After manual lighting change, note that battery saver mode is enabled, and lighting is turned OFF under the following conditions:

- Keyboard power is switched from OFF to ON
- Connectivity mode change

Sleep & Wakeup mode

Pro Wireless Gaming keyboard allows the user to control on how soon their device should go to sleep mode and wakeup to reduce battery consumption when device is not in use .



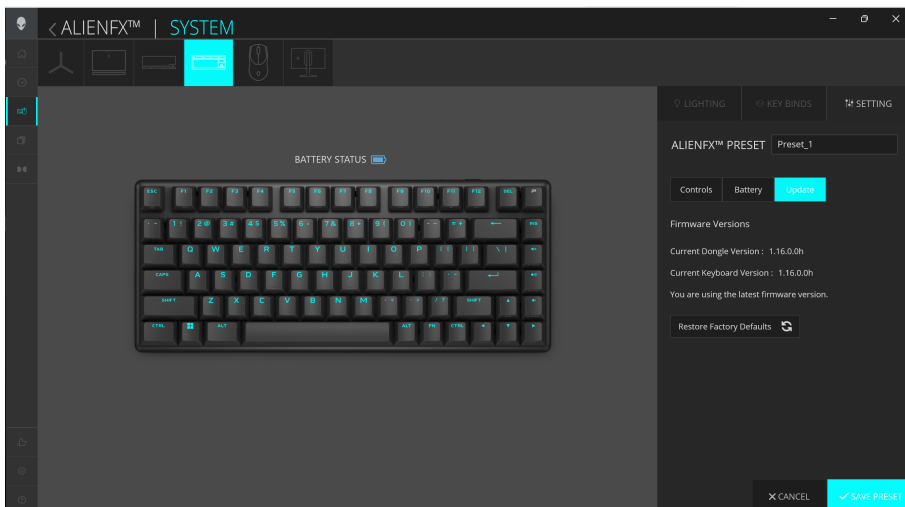
1. Click the **ALIENFX** icon.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. Click **SETTING** from the right panel, and then click **Battery**.
3. Move the sleep mode slider to adjust the time when the keyboard has to go to sleep mode.
4. Use checkbox to allow the keyboard to wake up by any key press.
5. Click **SAVE PRESET** to save your changes

 **NOTE:** The default sleep time is set at 30mins in which the keyboard will go to sleep mode automatically. The user may increase or decrease the time by adjusting the slider upto 60mins.

Updates

You can update the firmware of the Type-C dongle and the keyboard when a new version is available. In addition, you can also reset the keyboard setting to its factory settings with a single click.

Update firmware and restore factory defaults



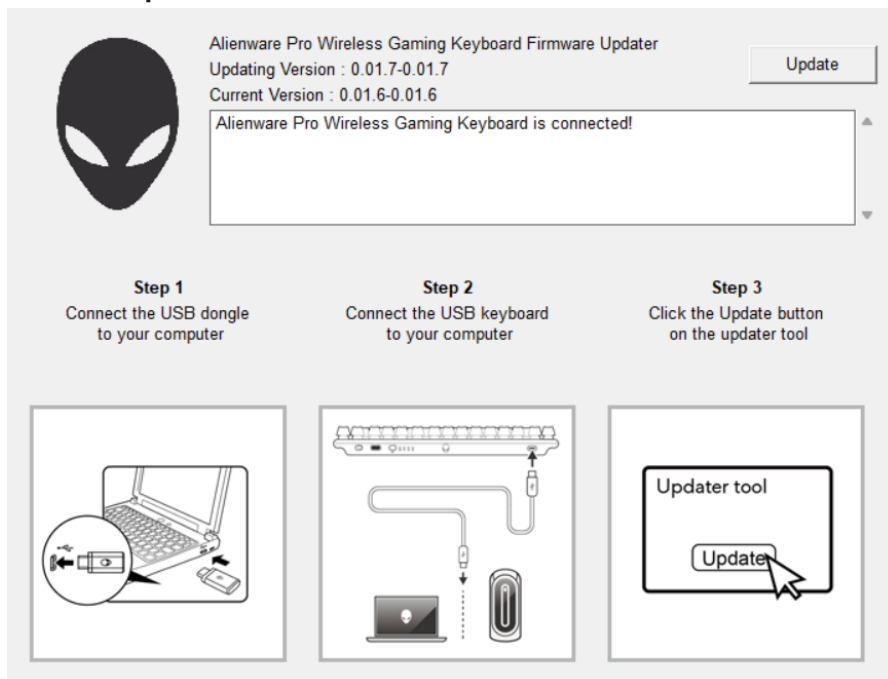
1. Click the **ALIENFX** icon.
2. In the **SYSTEM** tab, select **ALIENFX PRESET**. Click **SETTING** from the right panel, and then click **Update**.
3. View the firmware version and check if any new firmware is available. You must connect the Type-C dongle to the USB port and the keyboard with the USB cable to upgrade your device firmware. Follow the on-screen instructions.
4. Click **Restore Factory Defaults** to reset the device to the manufacturing state.

 **NOTE:** Reset Factory Defaults feature resets all the keyboard settings and configurations to the factory defaults. AWCC applies the existing Lighting and Macro settings to the keyboard when it is connected to the computer.

Firmware update

You can update the firmware of your Pro Wireless Gaming Keyboard without using AWCC.

Firmware update tool



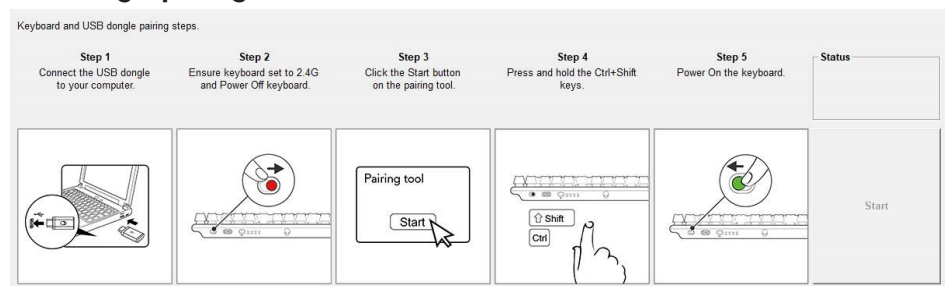
1. Go to **www.dell.com/drivers**.
2. Type "**Pro Wireless Gaming Keyboard**" in **Identify your product or search support** text box, and then click **Search**.
3. Click the **Download** button of the application **Pro Wireless Gaming Keyboard Firmware Update Tool**.
4. Browse to the folder where you saved the setup files.
5. Double-click the **FirmwareUpdate** file and follow the on-screen instructions to update the firmware of your Pro Wireless Gaming Keyboard.

 **NOTE:** You cannot update the firmware until you have connected both the Type-C dongle to a USB port and the Pro Wireless Gaming Keyboard by the cable to another USB port.

USB dongle pairing

You can pair the Type-C dongle or repeat the dongle pairing with your Alienware Pro Wireless Gaming Keyboard.

USB dongle pairing tool



1. Go to **www.dell.com/drivers**.
2. Type "**Pro Wireless Gaming Keyboard**" in **Identify your product or search support** text box then click **Search**.
3. Click the **Download** button of the application **USB Dongle Pairing**.
4. Browse to the folder where you saved the setup files.
5. Double-click the **PairingWizard** file and follow the on-screen instructions to pair your Type-C dongle with your Alienware Pro Wireless Gaming Keyboard.



NOTE: You cannot start pairing until you have connected both the dongle to a USB port and the Pro Wireless Gaming keyboard by the cable to another USB port.

Disabling the modified keys temporarily

Query

Working behavior of modified keys

Solution

When a key is programmed with a macro, it continues to send macro commands during normal usage.

Disabling the modified keys

Press FN + any key (except Function keys).

Example:

Q key was programmed to "ABCD" and for the Q key to output "Q", press FN + Q.

Using modified keys

Password entry for login.

Specifications

General

Model number	Alienware Pro Wireless Gaming Keyboard
Connection type	Tri-Mode (Wireless 2.4 GHz, Bluetooth and Wired)
Supported operating systems (2.4 GHz)	Microsoft Windows 10 – RS3 or later.
Supported operating systems (Bluetooth)	Microsoft Windows 10 – RS3 or later.

Electrical

Operating voltage	5 V
Charging current	Maximum up to 1.5 A

Physical characteristics

Keyboard weight	824 kg (1.8 lb) (± 15 g)
Keyboard dimensions	314 mm (12.4 lb) (L) x 128 mm (5.0 lb) (W) x 42 mm (1.7 lb) (H)(± 0.50 mm)
Cable weight	56 g (0.1 lb) (± 5 g)
Type-C dongle weight	2 g (0.004 lb) (± 1 g)
USB-A to USB-C adapter weight	4 g (0.008 lb) (± 1 g)
Extender weight	3 g (0.006 lb) (± 1 g)
Key puller weight	9 g (0.02 lb) (± 1 g)

Environmental

Operating temperature	0°C to 40°C (32°F to 104°F)
Storage temperature	-40°C to 65°C (-40°F to 149°F)
Operating humidity	90% maximum relative humidity, non-condensing
Storage humidity	95% maximum relative humidity, non-condensing

Troubleshooting

Problems

Possible solution

The keyboard is not functioning

- Disconnect the keyboard and connect it back to the USB port on your computer.
- Connect the keyboard to another USB port.
- Restart the computer.

The keyboard lighting is off

- Ensure that the light is not turned off, press FN+F6 to light up the keyboard.
- Disconnect the keyboard and connect it back into the USB port on your computer.
- Connect the keyboard to another USB port.
- Restart the computer.
- Adjust keyboard brightness by **Alienware Command Center (AWCC)**.

For more information about the AWCC features

- Open the **Alienware Command Center**.
- Click the Help  icon. The **Alienware Command Center** Online Help is displayed.
- Click the **Contents** tab.
- From the **Contents** tab, click the required topic to find more details in **Alienware Command Center** features.

The selected configuration is not working in Alienware Command Center.

- Ensure that the Alienware Command Center is running on your computer.
- Open the Alienware Command Center and ensure that the configuration of your gaming keyboard is set properly and saved.

Statutory information

Warranty

Limited warranty and return policies

Alienware-branded products carry a two-year limited hardware warranty. If purchased together with a Dell computer, it will follow the computer 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 www.dell.com/terms. This document contains a binding arbitration clause.

For European, Middle Eastern, and African customers:

Alienware-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 www.dell.com, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link for the end user terms or the "support" link for the warranty terms.

For non-U.S. customers:

Alienware-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 by going to www.dell.com/terms, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link or the "support" link for the warranty terms.