

Alienware Tenkeyless Gaming Keyboard AW420K

User's Guide

Keyboard Model: AW420K
Regulatory Model: AW420K

A L I E N W A R E™ 

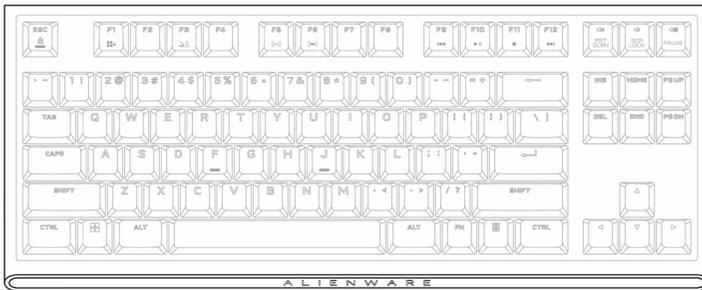
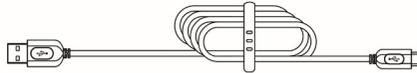
Notes, Cautions, and warnings

-  **NOTE:** A NOTE indicates important information that helps you make better use of your computer.
-  **CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.
-  **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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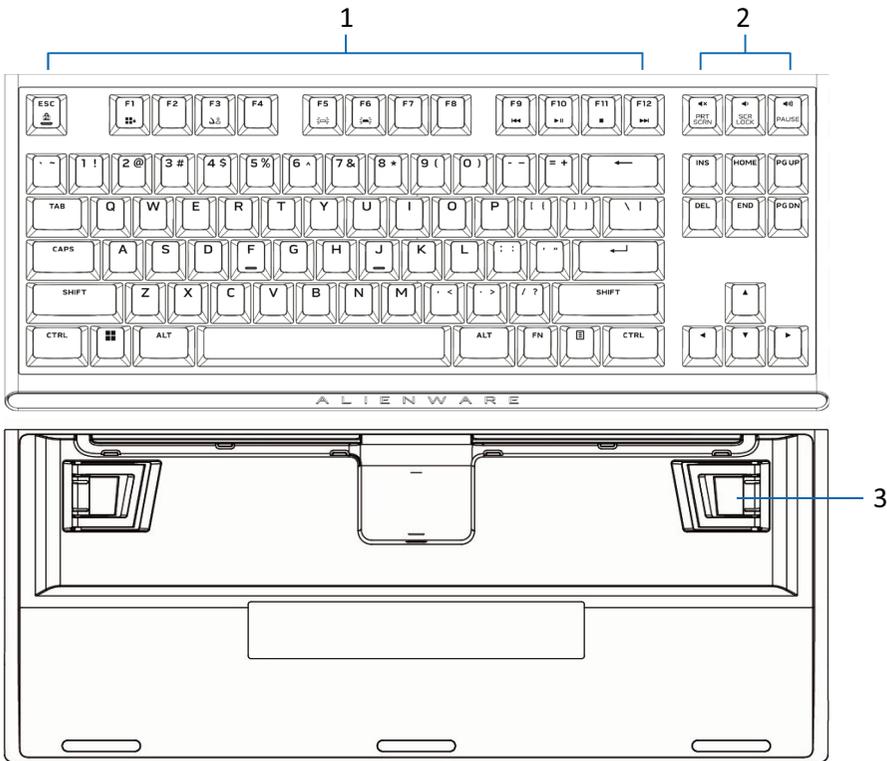
What's in the box



1. USB-A to USB-C cable
2. Alienware 420K Tenkeyless (TKL) Gaming Keyboard
3. CSERI
4. QSG
5. Alienware sticker

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

Features



Callout Features

Description

1	Multimedia key	Enables you to forward/play/stop/backward the movie and music
2	Volume control	<ul style="list-style-type: none"> ■ Press to  mute the speaker ■ Press to  increase volume ■ Press to  decrease volume
3	Three-angle adjustable feet	Enables you to adjust the keyboard feet tilts in three different angles

Features

Alienware 420K Tenkeyless Gaming Keyboard is a compact, minimalist mechanical gaming keyboard in a slim, space-saving tenkeyless layout.

Compact & Portable

- Space-saving Tenkeyless form factor
- Integrated cable routing on the underside of the keyboard (routed left, right or center) for improved comfort
- Detachable USB paracord cable to make travel and storage simpler
- Flip-up risers offer three different keyboard height settings

High Performance Gaming

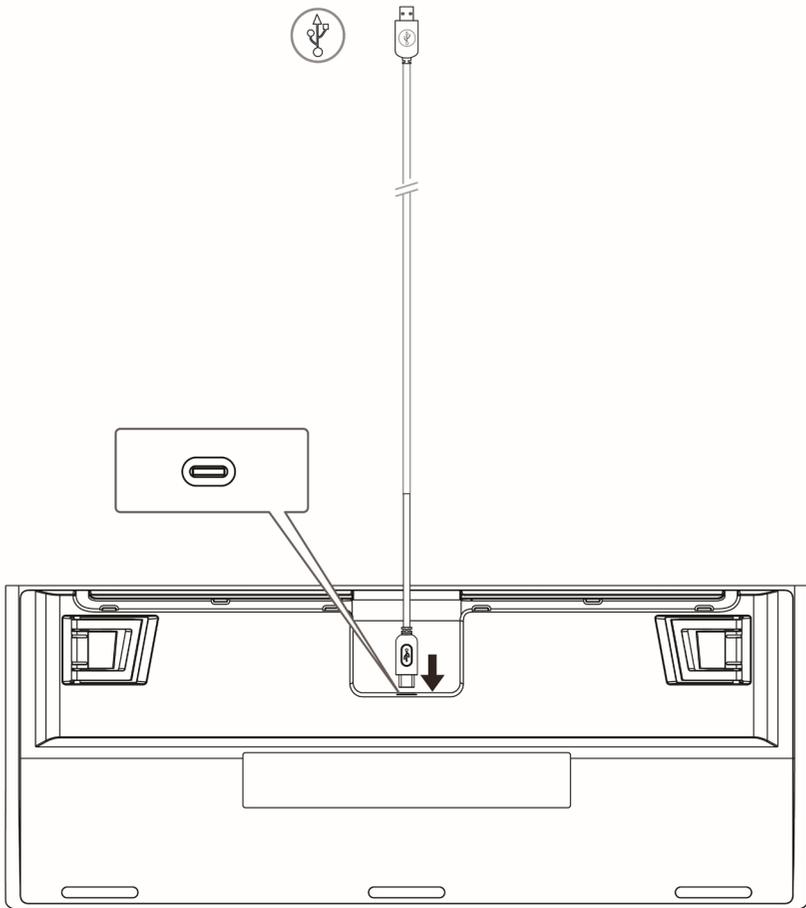
- Cherry MX red mechanical switches with 100 million keystroke life-span
- Double-shot PBT (Polybutylene Terephthalate) keycaps for dependable rigidity and wear resistance
- Fully programmable keys with anti-ghosting and N-key rollover
- Onboard memory for effortless control
- Dedicated audio control allows for distraction free gaming
- 4.0 mm total travel distance
- 1000 Hz (1 ms) polling rate
- Five-profile onboard memory

Premium Experience

- Alien FX per-key RGB lighting configurable with Alienware Command Center with up to 16.8 million colors
- Mechanical Switches mounted directly on smooth metal top plate

Setting up your gaming keyboard

1. Connect the USB cable (USB-C) to your gaming keyboard and connect the USB cable (USB-A) to the USB port on your computer.
 - Connect the USB cable for accessing all the keyboard functions such as typing, macro, or lighting animation.



Setting up your gaming keyboard

2. Steps to download the Alienware Command Center application

1. Go to www.dell.com/support.
2. In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** field, type the model number of your device.
3. Select the product from the results to load the product page.
4. On the product support page, click **Drivers & downloads**.
5. Click **Find drivers**.
6. Select the operating system as Windows 10 or Windows 11 from the **Operating system** drop-down list.
7. Choose the category as **Application** from the **Category** drop-down list.
8. Locate the Alienware Command Center application package.
9. Click **Download**. Turn on your computer.

3. Install Alienware Command Center

Prerequisites

- Download the latest Alienware Command Center application package from www.dell.com/support. See, Download the Alienware Command Center application package.
- Ensure that Microsoft Store updates are turned on before installing Alienware Command Center 5.5 manually.

 **NOTE:** From version 5.5, Alienware Command Center Package Manager is introduced. Alienware Command Center core application, overclocking controls, and peripheral installer packages are installed together using the Alienware Command Center Package Manager. There is no separate package for overclocking profile.

Steps to install

1. Browse to the location where you have downloaded the application package file and double-click the file. The **Dell Update Package** window is displayed.
2. Click **Install**.
The **Alienware Command Center Package Manager** window is displayed.
3. Click **Next >**.
Dell Software License Agreement is displayed.
4. Read through the license agreement and select the **I accept the terms in the license agreement** radio button to continue.

Setting up your gaming keyboard

5. Click **Install**.

The installation of the Alienware Command Center application is initiated. Alienware Command Center core application, overclocking controls, and peripheral installer packages are installed automatically through the Alienware Command Center Package Manager.

 **NOTE:** Alienware overclocking control package is only installed on computers that support overclocking, and you must restart the computer to complete the installation.

6. Click **Finish**.

You can restart now by selecting the check box. Do not select the check box if you prefer to restart the computer later. The Alienware Command Center application is installed successfully.

4. Updating Alienware Command Center from Microsoft Store

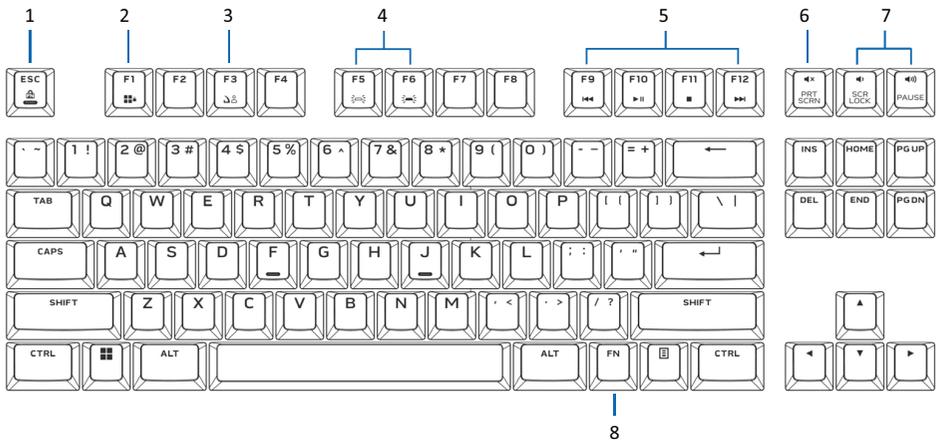
If you have an older version of Alienware Command Center, it gets updated automatically to the latest version from Microsoft Store. You must ensure that the Microsoft Store update is turned on. If there is an update, when you launch the Alienware Command Center application, a message that states **Additional components required** is displayed. The additional components are automatically fetched from Microsoft Store. Wait for the installation to complete and restart the computer if required.

 **NOTE:** To enable or disable Microsoft Store updates, click the profile icon at the upper right corner of the Microsoft Store page, and go to **App settings**. Use the App updates toggle switch under **App settings** to enable or disable Microsoft Store updates.

5. Launch the Alienware Command Center application on your computer

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

Using your gaming keyboard



Callout	Function	Function keys	Keyboard behavior
1	FN Lock	+ Esc to toggle	Locks the F1 to F12 media-control functions
2	Win Lock	+ (FN+F1)	Disables the Windows key function
3	Profile switch	+ (FN+F3) (press once to cycle)	Enables you to switch between profiles stored onboard
4	Brightness control	<ul style="list-style-type: none"> ■ + (FN+F5) ■ + (FN+F6) 	<p>Decreases the keyboard-backlight intensity</p> <p>Increases the keyboard-backlight intensity</p>
<p> NOTE: Default keyboard-backlight is at maximum intensity.</p>			
5	Media playback	<ul style="list-style-type: none"> ■ Press + (FN+F9) ■ Press + (FN+F10) ■ Press + (FN+F11) ■ Press + (FN+F12) 	<p>Fast backward</p> <p>Play/Pause</p> <p>Stop</p> <p>Fast forward</p>
6	Mute	The mute key	Mutes the speaker
7	Volume control (computer)	<p>Press to increase</p> <p>Press to decrease</p>	<p>Increases computer volume;</p> <p>Decreases computer volume</p>
8	FN toggle	Press and hold Fn + F1~F12	Toggles different Fn function for F1 to F12

Alienware Command Center

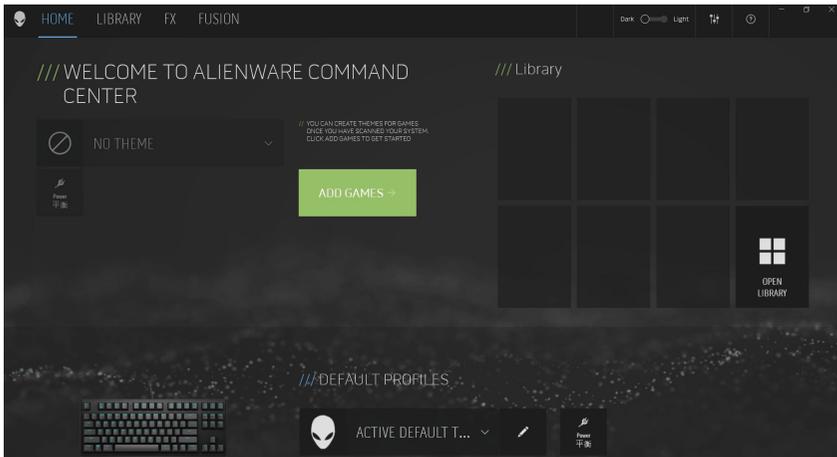
Installing AWCC through Windows Update

1. Navigate to the program folder to ensure that the AWCC installation is complete.
2. Launch AWCC and perform the following steps to download the additional software components:
 - In the **Settings** window, click **Windows Update**, and then click **Check for updates** to check the Alienware driver update progress.
 - If the driver update is not responding in your computer, install AWCC from the Dell Support website.

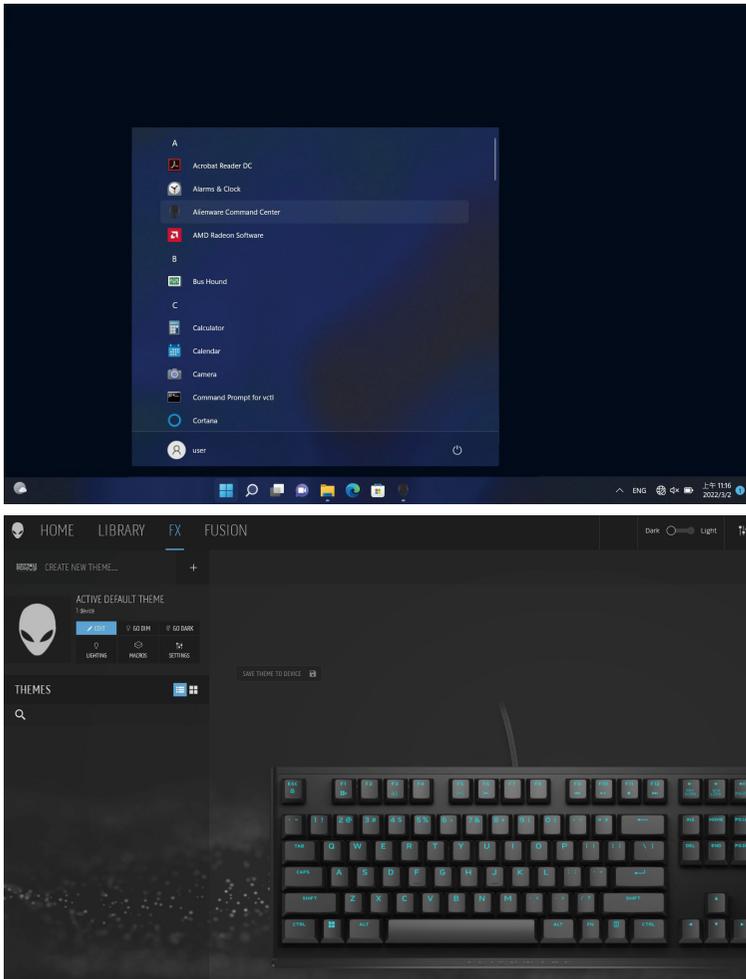
Installing AWCC from the Dell Support website

There are two versions of AWCC: 5.X and 6.X. AWCC 6.X is available for Alienware computers launched from the year of 2022 onward and third-party systems while AWCC 5.X is for all other computers.

1. Download the latest version of the following applications at www.dell.com/support/drivers.
2. Navigate to the folder where you saved the setup files.
3. Double-click the setup file and follow the on-screen instructions to install the application.



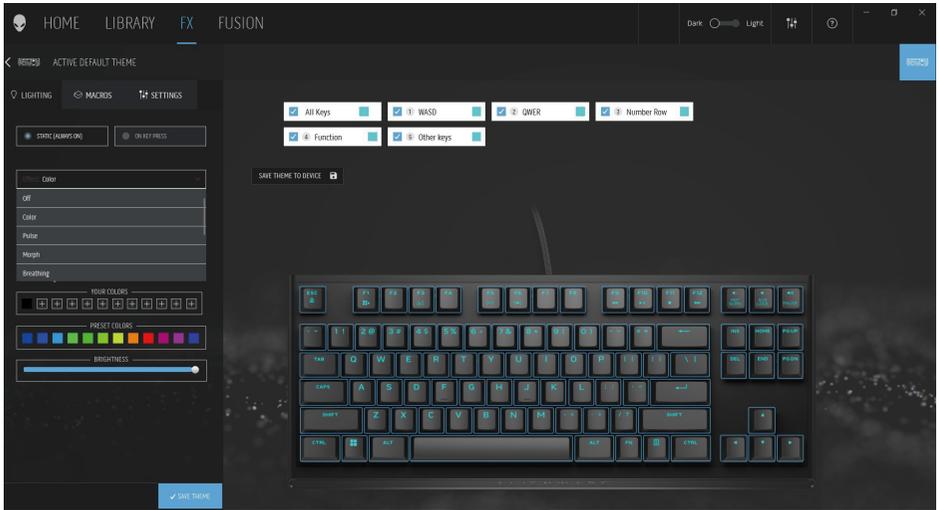
Using Alienware Command Center



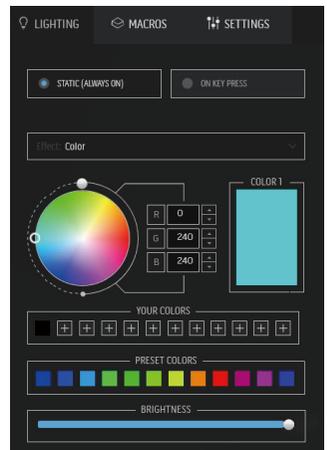
Keyboard basic color function

1. Launch **Alienware Command Center** application from the start menu.
2. Select **FX** and edit **Lighting**.
3. Select **Effect** from the drop-down list.
4. Define the effect of the keyboard LEDs.
5. Adjust the brightness.

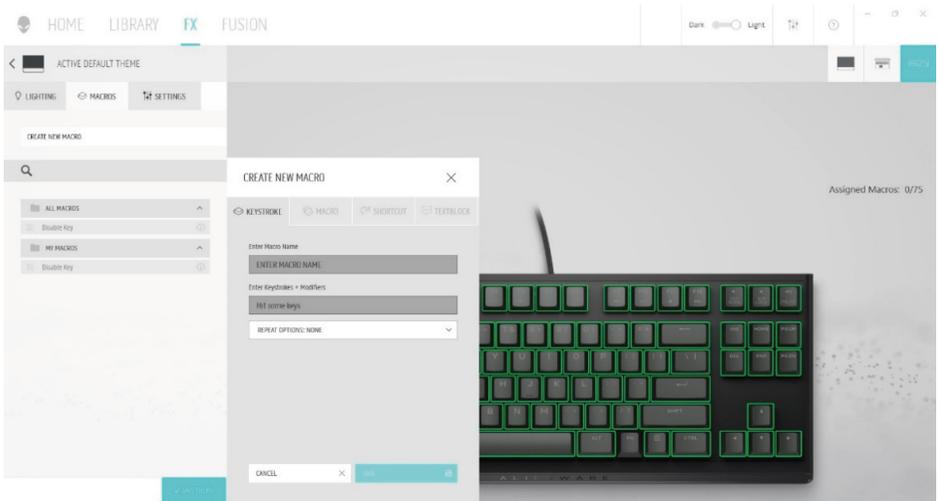
Update firmware and restore factory defaults



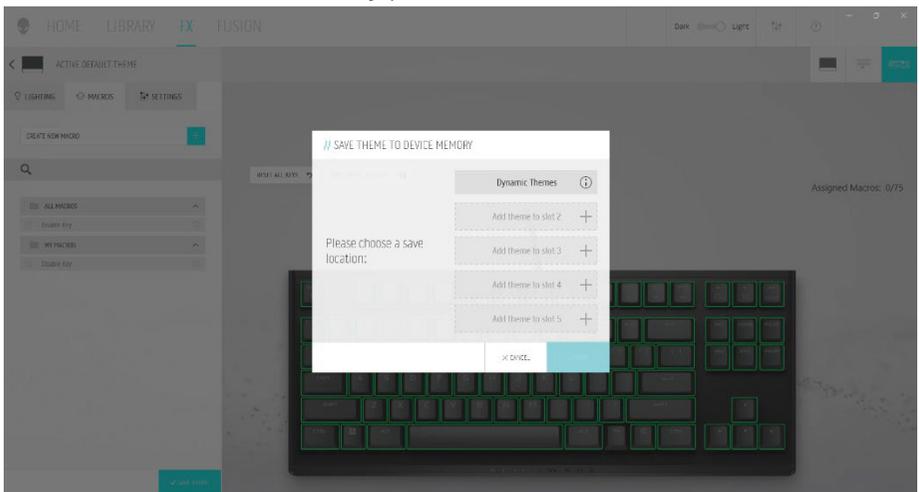
1. Select **Effect** from the dropdown list for Static or On Key Press modes.
2. Select Standard key groupings.
3. From the menu of supported animations: **Color, Pulse, Breathing, Morph, Spectrum, Single Color Wave, Scanner, Rainbow Wave, and Static Default Blue.**
4. Adjust the tempo of the animation effect.
5. Choose color using the color wheel bubble.
6. Define the color of the keyboard animation effect.
7. Adjust the brightness.



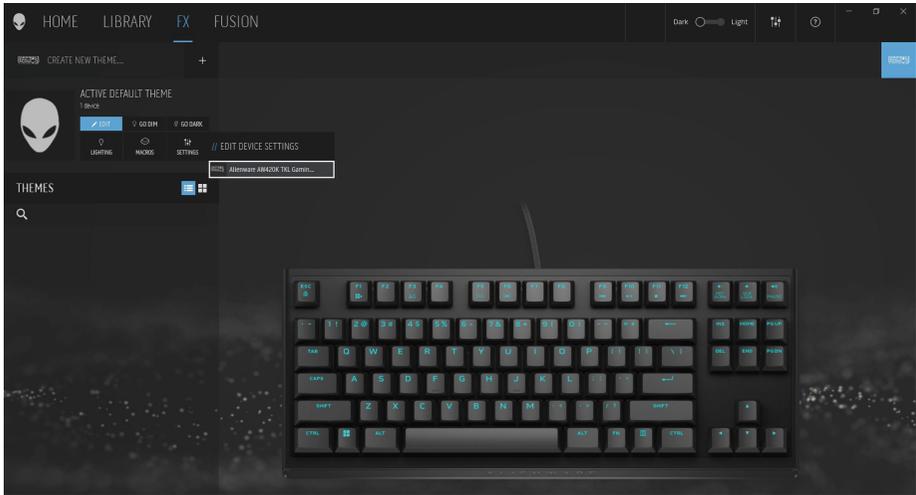
Create and Assign Macro



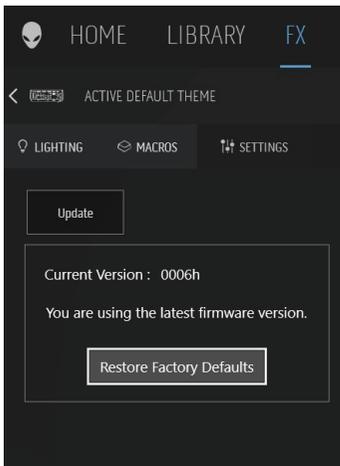
1. Click **FX** menu and select **Macro** tab, then choose the AW420K keyboard device.
2. Keystroke, Macro, Shortcut, Text block can be created and assigned to any key on the keyboard
3. Allowed to save the themes/presets (lighting, macros) created in AWCC, to the device onboard memory profiles



Update firmware and restore factory defaults

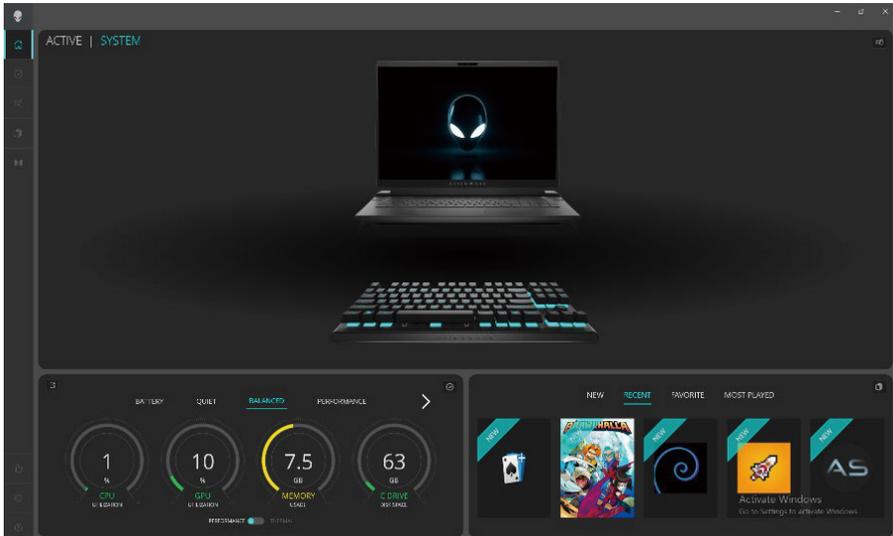


1. Click **FX** menu and select **Settings** tab, then choose the AW420K keyboard device.
2. Click **Update** to view the firmware version and check if any new firmware is available. Or you can click **Restore Factory Defaults** button to reset the device to the manufacturing state.

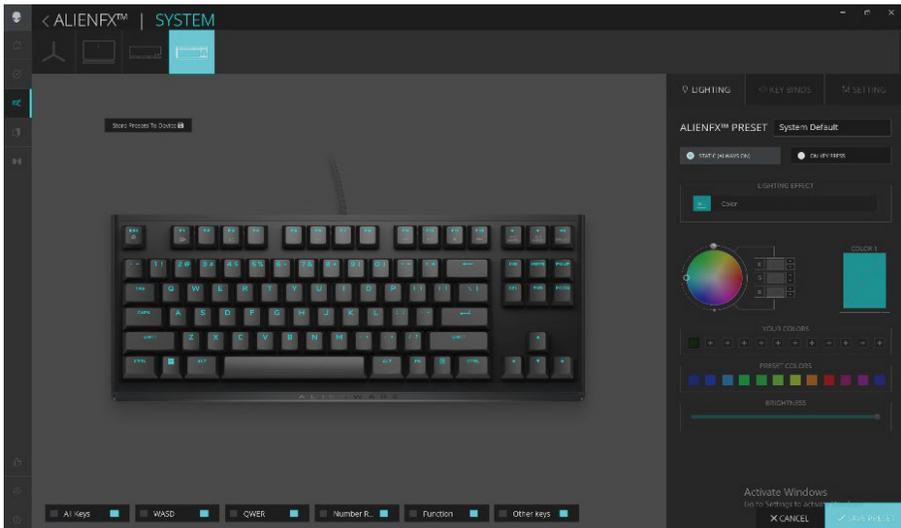


Using Alienware Command Center 6.X

Dashboard Screen



Key features:

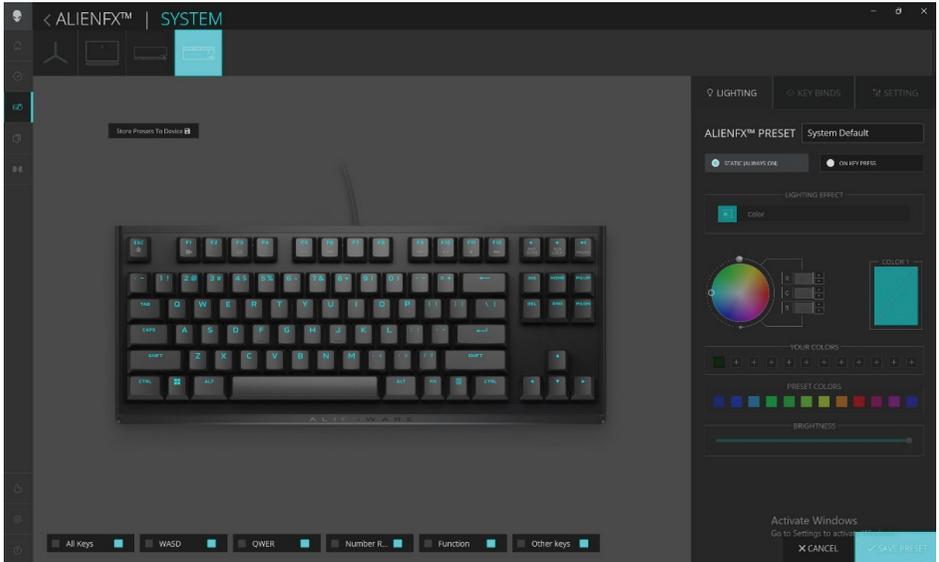


Using Alienware Command Center 6.X

1. Click on the Alienware Tenkeyless Gaming Keyboard image in the **DASHBOARD** to go to **ALIENFX**.
2. Under **ALIENFX PRESET** in **SYSTEM**, you may perform the following functions:
 - a. **LIGHTING**: Configure Lighting of the keyboard.
 - b. **KEY BINDS**: Re-assign the function of keys.
 - c. **SETTING**: Configure the device settings.
3. **Save Preset to Device** – To save the themes/presets (lighting, macros) created in AWCC, to the device onboard memory profiles.
4. **Button Remapping** – Ability to reassign the essential functions of most keys. Also includes ability to click directly on the keyboard key to create macros.

Setting up Lighting and Animation

Alienware Tenkeyless Gaming Keyboard allows the user to change the Lighting effect of the through AWCC and store it in the device.



1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **LIGHTING** from the Top Right menu bar.
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.

Setting up Lighting and Animation

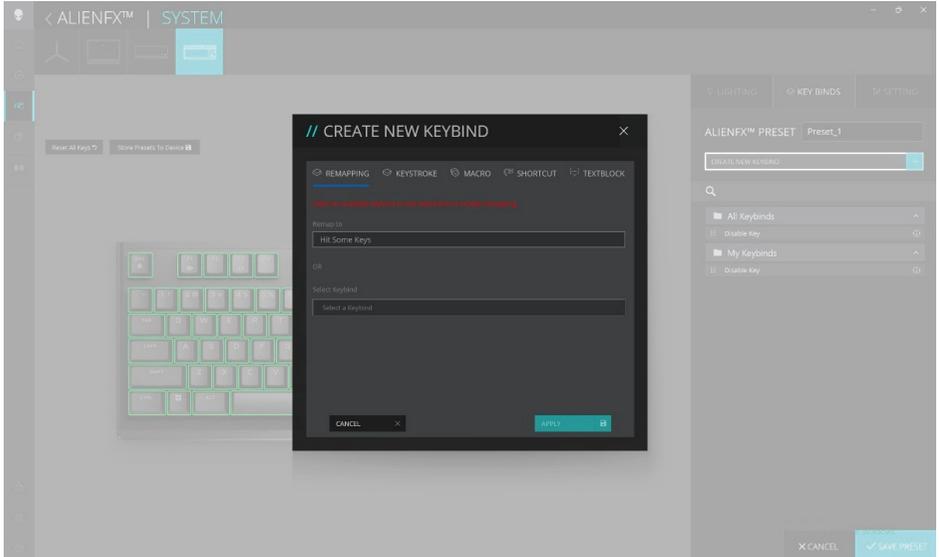
5. From the menu of supported animations, select one of the following:
Off, Color, Pulse, Morph, Breathing, Spectrum, Single Color Wave, Rainbow Wave, Scanner, Static Default Blue
6. For Color animation, define the color of the keyboard animation effect by:
 - a. Choose color using the color wheel bubble or enter the RGB value of the desired 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, 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, X-Ray

Create and Assign Key bind

Key bind is a feature for the user to re-assign the original function of any keys except.

Key bind Creation:

Key binds can be assigned in two ways. One is to create key binds first and then drag & drop into the specific key. Second way is to click directly on the keyboard key in AWCC to create & assign macros in one go.



Create and Assign Key bind

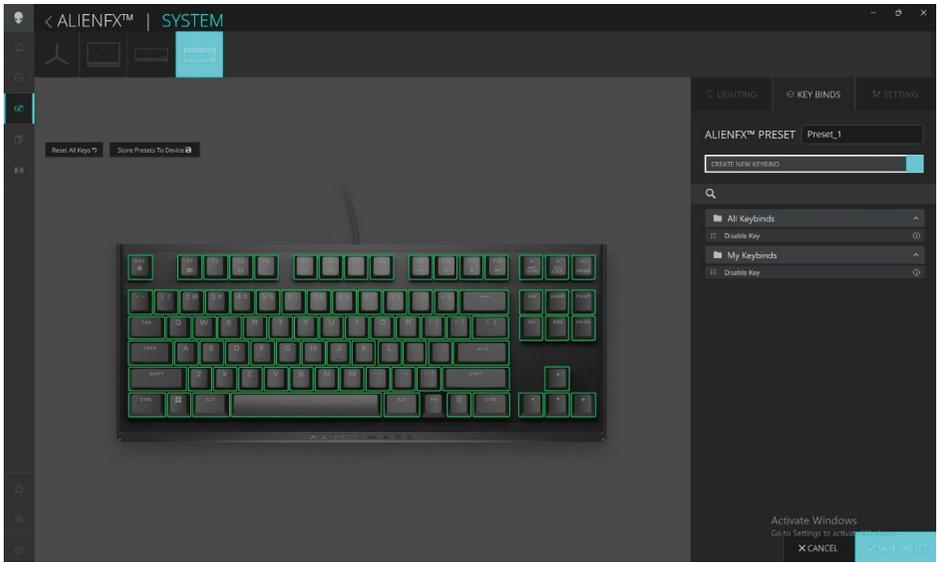
1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **KEY BINDS** from the Top Right menu bar.
3. Click on the **CREATE NEW MACRO** or Select any key to create a new key bind of the following types and map the key bind to any key
 - a. **REMAPPING** – Button Remapping can be done by selecting any key on the keyboard in AWCC. Remapping cannot be done by using Create new Macro Option .
 - b. **KEYSTROKE** – select a key stroke by pressing a key on the keyboard.
 - c. **MACRO** – record a series of key stokes.

NOTE: KEYSTROKE and **MACRO** key binds can repeat the key stroke once, repeat by toggling the key stroke, repeat the keystroke while the key is pressed or to repeat the key stroke for several times

 - d. **SHORTCUT** – launch a program file, launch a folder, a computer or an internet address.
 - e. **TEXTBLOCK** – record a block of text.
4. User can Right click on the key to edit / delete assigned Key bind to the keys.
5. User may click on the **RESET ALL KEYS** button to clear all the key bind assignment.

Create and Assign Key bind

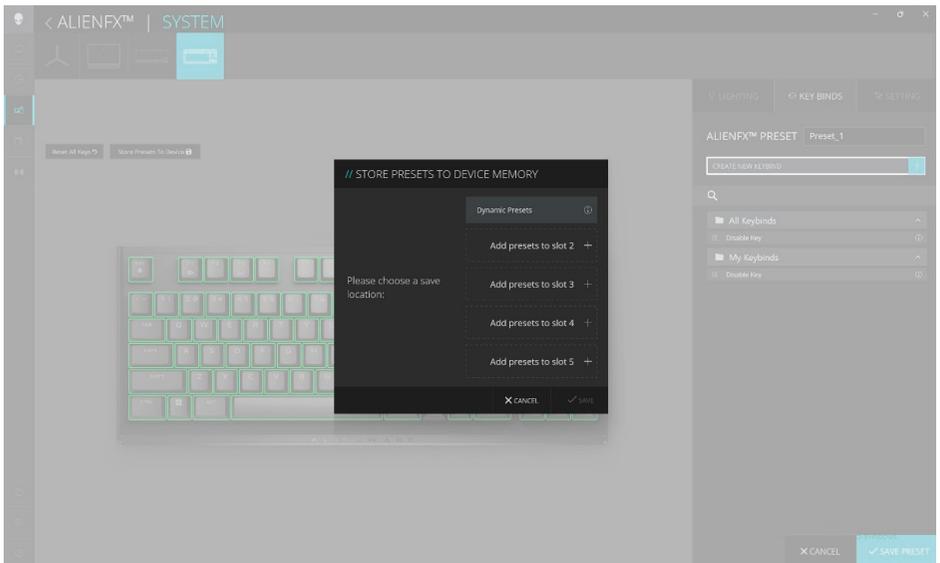
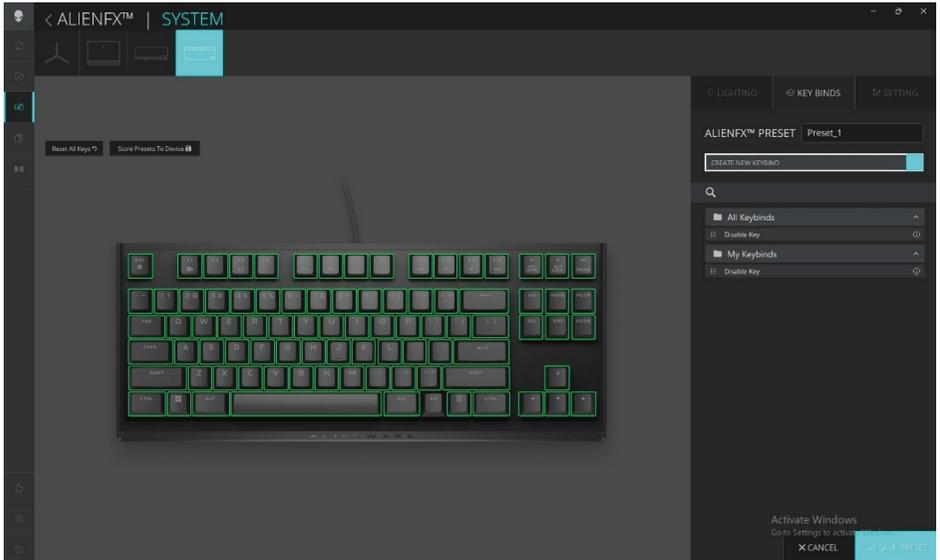
Keybind Assignment



1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **KEY BINDS** from the Top Right menu bar.
3. Drag an existing Keybind from the **ALL KEYBINDS** or **MY KEYBINDS** folder and drop it on any of the keys . There is a predefined keybind that cannot be customized:
 - a. **Disable Key** – disable the function of a key.

Save Preset To Device

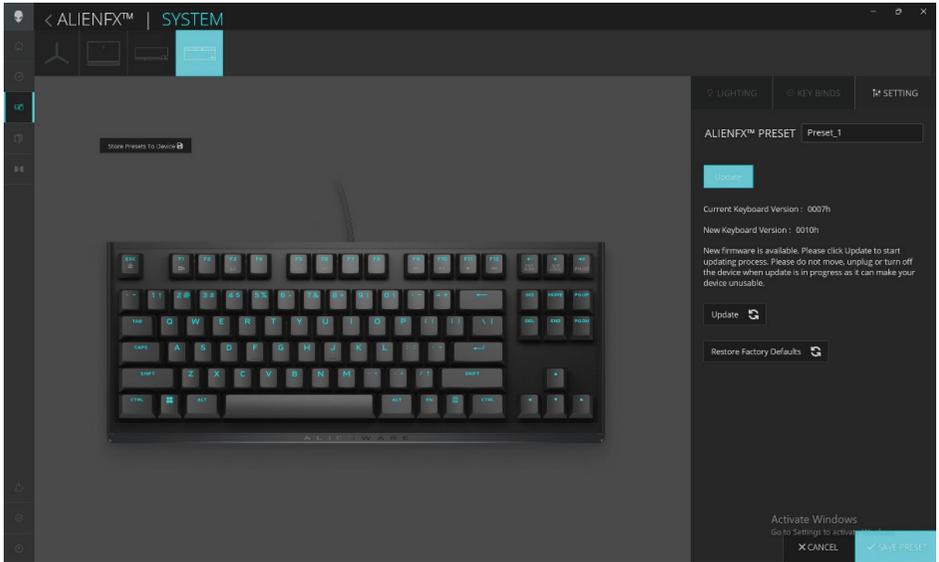
Alienware Tenkeyless Gaming Keyboard allows the user to save the themes/presets (lighting, macros) created in AWCC, to the device onboard memory profiles. Users can switch the profiles by using Fn+F3 in the device.



SETTING

You may update the firmware of the keyboard when a new version is available. In addition, you may also reset the keyboard setting to its factory default on a single click.

Update firmware and restore factory defaults:



1. Click **AlienFX** icon.
2. Under **ALIENFX PRESET** in **SYSTEM**, select **SETTING** from the Top Right menu bar then **Update**.
3. View the firmware version and check if any new firmware is -available.
4. Click **Restore Factory Defaults** button to reset the device to the manufacturing state.

NOTE: Reset Factory Defaults feature will reset all the keyboard settings and configurations to the factory defaults then AWCC will apply the existing Lighting and Macro settings to the keyboard when it is connected to the system

Disabling the modified keys temporarily

Query

Working behavior of modified keys

Solution

When a key is programmed with macro, it will continue 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 in order for Q key to output "Q", press Fn + Q.

Using modified keys

Password entry for log in.

Specifications

General

Model number	AW420K
Connection type	USB
Supported operating systems	Microsoft Windows 10 – RS3 and higher

Electrical

Operating voltage	5 V
Operating power current	Max. to 900mA

Physical characteristics

Height	19.01 mm. (± 0.5 mm.)
Length	367.3 mm. (± 0.5 mm.)
Width	147.7 mm. (± 0.5 mm.)
Weight	KB: 787g (± 10 g); Cable: 49g (± 5 g)

Environmental

Operating temperature	0°C to 40°C
Storage temperature	-40°C to 65°C
Operating humidity	90% maximum relative humidity, non-condensing
Storage humidity	90% maximum relative humidity, non-condensing

Troubleshooting

Error

Possible solution

Keyboard is not functioning

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

Keyboard lighting is off

- Make sure the light is not dimmed off, press Fn+F6 to light up the keyboard.
- Disconnect the keyboard and connect it back in to the USB port on your computer.
- Connect the keyboard to another USB port.
- Restart the computer.
- Adjust keyboard brightness via **AWCC (Alienware Command Center)**.

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 for your gaming keyboard is set properly and is stored by clicking on the **SAVE THEME**.

For more information about the **Alienware Command Center** features

1. Open the **Alienware Command Center**.
2. Click the Help  icon. The **Alienware Command Center Online Help** appears.
3. Click the **Contents** tabs.
4. From the **Contents** tabs, click the required topic to find more details on Alienware Command Center features.

Statutory information

Warranty

Limited warranty and return policies

Dell-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:

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 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:

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 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.