




Alienware 310H Stereo Gaming Headset

User Guide

Headset Model: AW310H
Regulatory Model: HS2001

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.

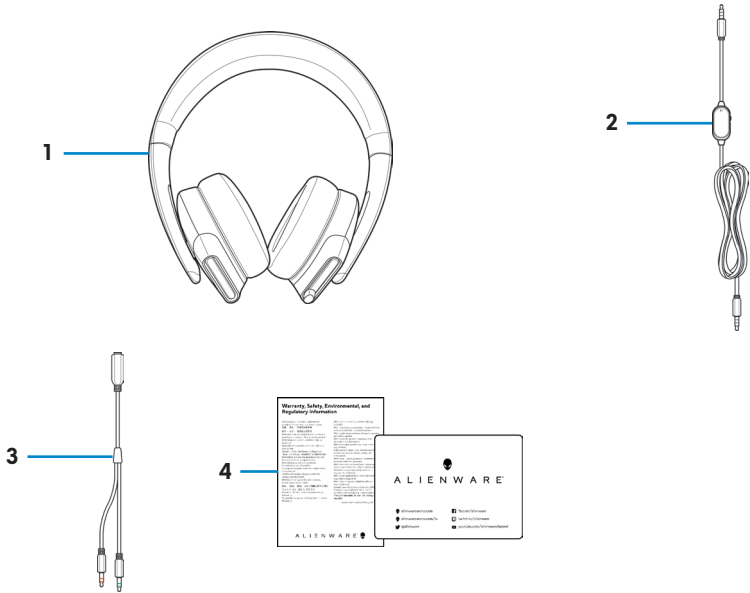
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What's in the box



1 Alienware 310H Stereo Gaming Headset

2 Audio cable (with microphone mute and volume control)

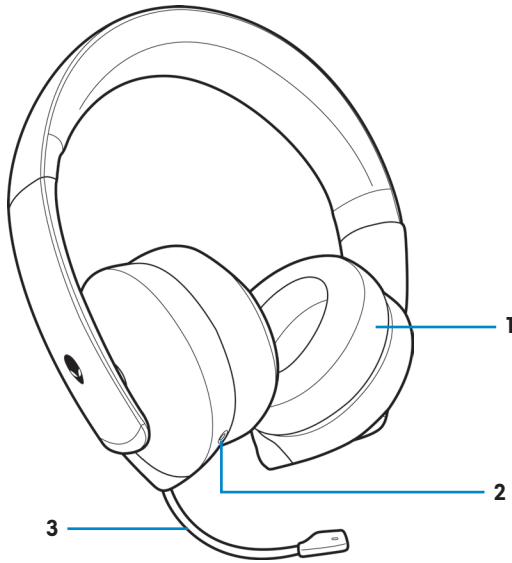
3 Y-cable with audio and microphone connectors (0.15 m)

4 Documents

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

Features

Headset

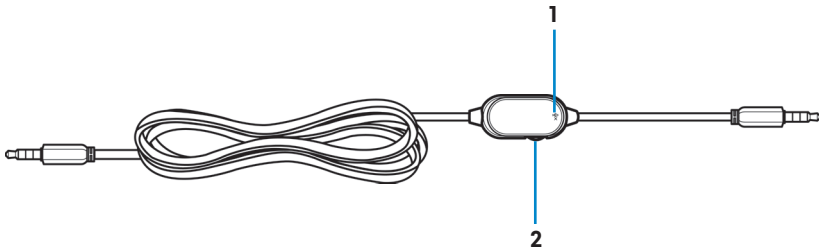


1 Ear pads

2 3.5 mm audio port

3 Retractable boom
microphone

Audio cable



1 Microphone mute switch

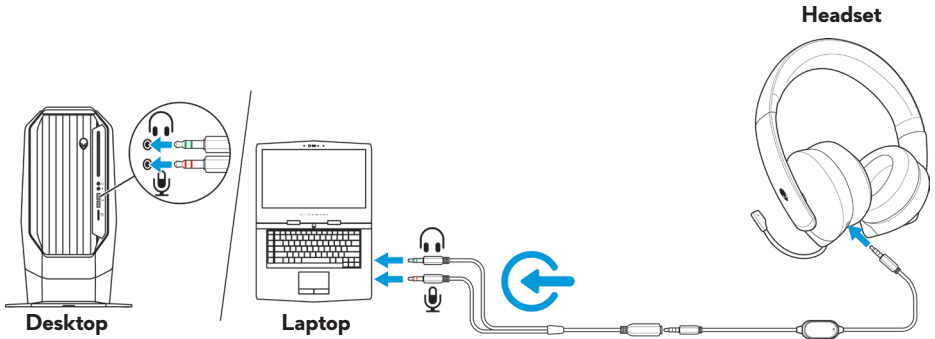
2 Volume control wheel

Setting up your headset

Connecting the headset to your computer using the audio cable and Y-cable

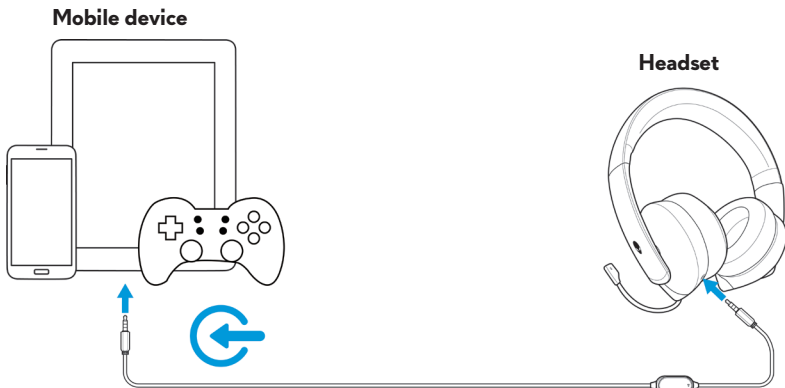
To connect the headset to your computer using the audio cable, you have to attach it with a Y-cable. The Y-cable has two 3.5 mm plugs.

1. Connect one end of the audio cable to the 3.5 mm audio port on your headset, and connect the other end to the female jack on the Y-cable.
2. Connect the other end of the Y-cable (marked in green) to the headphone port on your computer.
3. Connect the other end of the Y-cable (marked in red) to the microphone port on your computer.



Connecting the headset to your mobile device

Connect one end of the audio cable to the 3.5 mm audio port on your headset, and connect the other end to the headset port on your mobile device.



 **NOTE: USB-C to 3.5 mm converter is not included.**

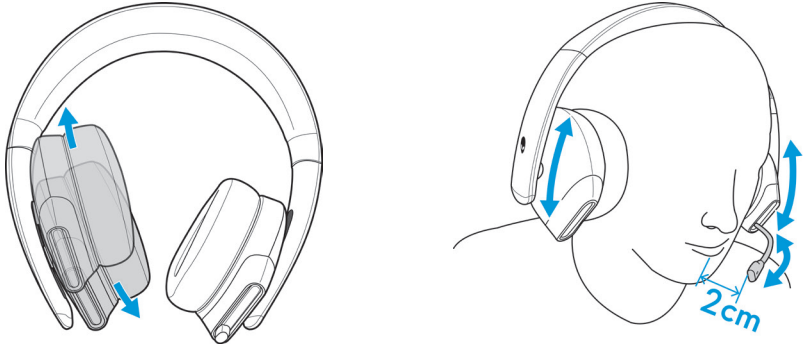
Configuring the headset

Connect the headset to your computer using the audio cable and the Y-cable. Once the headset is detected, it is ready to use.

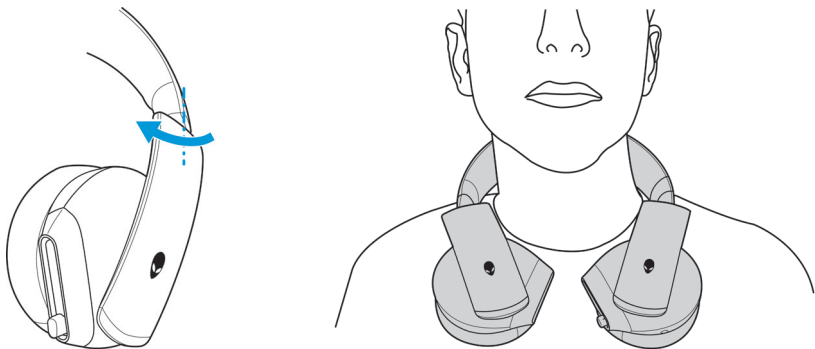
Using the headset

Adjusting the headset

Adjust the ear pads to find an optimal fit for your head. When using the retractable microphone, position it approximately two centimeters away from your mouth.

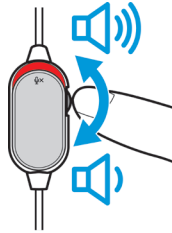


The earcups can be rotated to wear the headset around the neck comfortably, or for easier storage.



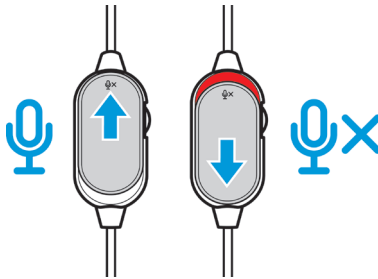
Adjusting the volume

Use the volume control wheel on the audio cable to adjust the speaker volume. Scroll the volume control wheel up to increase the volume, or down to decrease the volume.



Muting/unmuting the microphone

Slide the microphone mute switch on the audio cable down to mute the microphone. To unmute the microphone, slide the microphone mute switch up.



Specifications

General

Model number AW310H

Physical characteristics

Weight (headset only) 345 (+/- 5) g

Dimensions (headset
only) 217.50 mm x 202 mm x 104 mm

Washable item None (general cleaning with damp cloth)

Environmental

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

Troubleshooting

Problems

Possible solutions

Headset has no sound

- Ensure that the headset is connected to the computer using an audio cable with the Y-cable, or the smartphone or tablet using an audio cable.
- Try using the headset on another computer, smartphone, or tablet.
- Ensure that the audio player is playing music, and that the computer volume and media player volume are on and not muted.
 - Click the speaker icon on the system tray in your computer.
 - Adjust the volume level on the volume bar.
- Sound is not configured to use this connection on the computer as the Audio Output/Input.

The person on the other end cannot hear me

- Ensure that the microphone is positioned close to the mouth.
- Ensure that the microphone is not muted.
- If using the Y-cable, ensure that it is connected to the correct ports.
- If using the native audio cable, ensure that it is connected to the correct port.
- Ensure that the 3.5 mm jack is fully inserted into the headset port.

Abnormal sound is coming out of the headset

- Adjust the volume level up and down, and check if the abnormal sound changes.
 - Ensure that the 3.5 mm jack is fully inserted into the headset port.
 - Ensure that the audio cable is fully inserted into the audio port of the mobile device (if connected through the audio cable).
-

Problems	Possible solutions
Unbalanced sound in the headset	<p>Check the computer Volume Balance is set correctly.</p> <ul style="list-style-type: none"> - Right-click the speaker icon on the system tray in your computer. - Select Sounds and select Playback tab. - Double-click on speakers, and select the Levels tab. - Click Balance. Ensure that the 1 and 2 values are the same.
Microphone picks up too much background noise	<ul style="list-style-type: none"> ▪ Ensure that the microphone is positioned close to the mouth. ▪ Remove any direct air flow (such as fan or air conditioner) to the microphone.
Microphone mute is not working when connected with audio cable	<p>Ensure that the microphone mute switch on the audio cable is set to MUTE OFF.</p>
Microphone works intermittently or cannot be heard by the other party	<ul style="list-style-type: none"> ▪ Increase the microphone volume. ▪ Set the microphone noise reduction level in chat application to a lower level.

Warranty information

Limited warranty and return policies

The Alienware 310H Stereo Gaming Headset carries a 2-year 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 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, 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 by going to: www.dell.com/terms, 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.