

Alienware Graphics Amplifier User's Guide

Notes, Cautions, and Warnings



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



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.

Copyright © 2014 Dell Inc. All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. Dell™ and the Dell logo are trademarks of Dell Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

Contents

Before Working Inside Your Alienware Graphics Amplifier.....	5
Before You Begin	5
Safety Instructions.....	5
Recommended Tools.....	6
After Working Inside Your Alienware Graphics Amplifier.....	7
Views.....	8
Front View.....	8
Back View.....	9
Graphics Cable.....	10
Specifications.....	11
Using the Alienware Graphics Amplifier.....	13
Installing the Graphics Card.....	14
Removing the Graphics Card.....	21
Setting Up Your Alienware Graphics Amplifier.....	27
Computer is Turned On.....	29
Disconnecting Alienware Graphics Amplifier.....	31
Alternate Methods to Disconnect Alienware Graphics Amplifier.....	32
Using Keyboard Shortcut.....	32
Using the Undock Button on the Graphics Cable.....	32
Undock Button Settings.....	33
Installing the Alienware Graphics Amplifier Software.....	34

Troubleshooting.....	35
Getting Help and Contacting Alienware.....	36
Self-Help Resources.....	36
Contacting Alienware.....	36

Before Working Inside Your Alienware Graphics Amplifier

 **CAUTION:** To avoid damaging the components and cards, handle them by their edges and avoid touching pins and contacts.

 **NOTE:** The images in this document may differ from your device depending on the configuration you ordered.

Before You Begin

- 1 Disconnect your device and all attached devices from their electrical outlets.
- 2 Disconnect all cables such as telephone cables, network cables and so on, from your device.
- 3 Disconnect all attached peripherals, such as keyboard, mouse, monitor, and so on, from your device.

Safety Instructions

Use the following safety guidelines to protect your device from potential damage and ensure your personal safety.

 **WARNING:** Before working inside your device, read the safety information that ships with your device. For more safety best practices, see the Regulatory Compliance home page at dell.com/regulatory_compliance.

 **WARNING:** Disconnect all power sources before opening the device cover or panels. After you finish working inside the device, replace all covers, panels, and screws before connecting to the power source.

 **CAUTION:** To avoid damaging the device, make sure that the work surface is flat and clean.

- △ CAUTION: To avoid damaging the components and cards, handle them by their edges and avoid touching pins and contacts.**
- △ CAUTION: Only a certified service technician is authorized to remove the device cover and access any of the components inside the device. See the safety instructions for complete information about safety precautions, working inside your device, and protecting against electrostatic discharge.**
- △ CAUTION: Before touching anything inside your device, ground yourself by touching an unpainted metal surface, such as the metal at the back of the device. While you work, periodically touch an unpainted metal surface to dissipate static electricity, which could harm internal components.**
- △ CAUTION: When you disconnect a cable, pull on its connector or on its pull-tab, not on the cable itself. Some cables have connectors with locking tabs or thumb-screws that you must disengage before disconnecting the cable. When disconnecting cables, keep them evenly aligned to avoid bending any connector pins. When connecting cables, make sure that the ports and connectors are correctly oriented and aligned.**
- △ CAUTION: To disconnect a network cable, first unplug the cable from your device and then unplug the cable from the network device.**

Recommended Tools

The procedures in this document may require the following tools:

- Philips screwdriver

After Working Inside Your Alienware Graphics Amplifier



CAUTION: Leaving stray or loose screws inside your device may severely damage your device.

- 1** Replace all screws and make sure that no stray screws remain inside your device.
- 2** Connect any external devices, peripherals, and cables you removed before working on your device.
- 3** Replace any media cards, discs, and any other part(s) that you removed before working on your device.
- 4** Connect your device and all attached devices to their electrical outlets.
- 5** Turn on your device.

Views

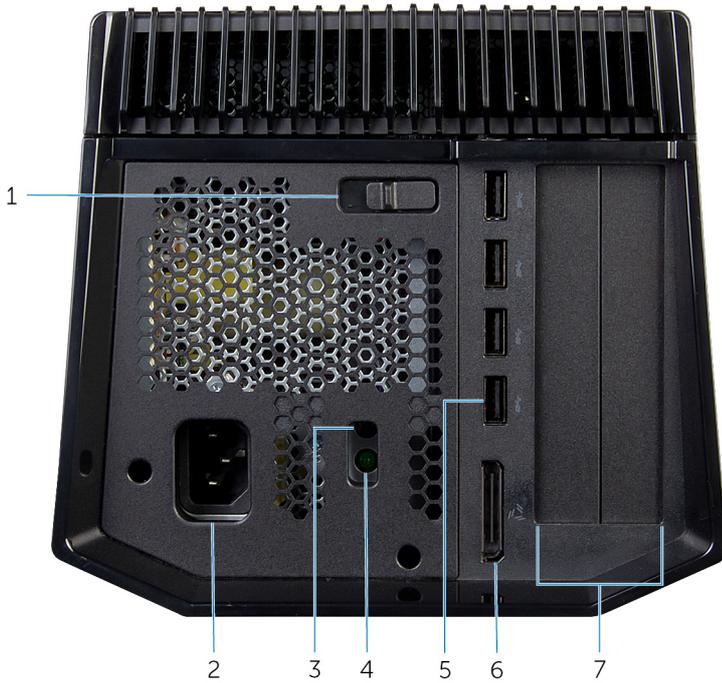
This chapter lists out the features available on your Alienware Graphics Amplifier.

Front View



- 1 AlienHead/Docking status light
- 2 Service Tag/Regulatory labels

Back View



- | | | | |
|---|--------------------------------|---|---------------------------|
| 1 | Release latch | 2 | Power port |
| 3 | Power-supply diagnostic button | 4 | Power-supply status light |
| 5 | USB 3.0 ports (4) | 6 | External graphics port |
| 7 | Graphics-card slot | | |

Graphics Cable



- 1 Release clips (2)
- 2 Undock button
- 3 Docking status light
- 4 Graphics cable

Specifications

Dimensions and Weight

Width	138 mm (5.43 in)
Height	150 mm (5.90 in)
Depth	375 mm (14.76 in)

Ports and Connectors

External:

USB	USB 3.0 ports (4)
Video	One external graphics port

Internal:

Graphics Card	Graphics-card slot
---------------	--------------------

Device Environment

Feature

Specification

Temperature range:

Operating	0°C to 40°C (32°F to 104°F)
Storage	-40°C to 65°C (-40°F to 149°F)

Relative humidity (maximum):

Operating	10% to 90% (non-condensing)
Storage	0% to 95% (non-condensing)

Vibration (maximum):

Operating	0.66 GRMS
Storage	1.30 GRMS

Shock (maximum):

Operating	110 G
Storage	160 G

Device Environment

Feature**Specification**

Altitude:

Operating	-15.20 m to 3048 m (-50 ft to 10,000 ft)
Storage	-15.20 m to 10,668 m (-50 ft to 35,000 ft)
Airborne contaminant level	G1 as defined by ISA-S71.04-1985

Using the Alienware Graphics Amplifier

This section will provide procedures on how to install and uninstall the Graphics card.



WARNING: Disconnect all cables before working inside your device.

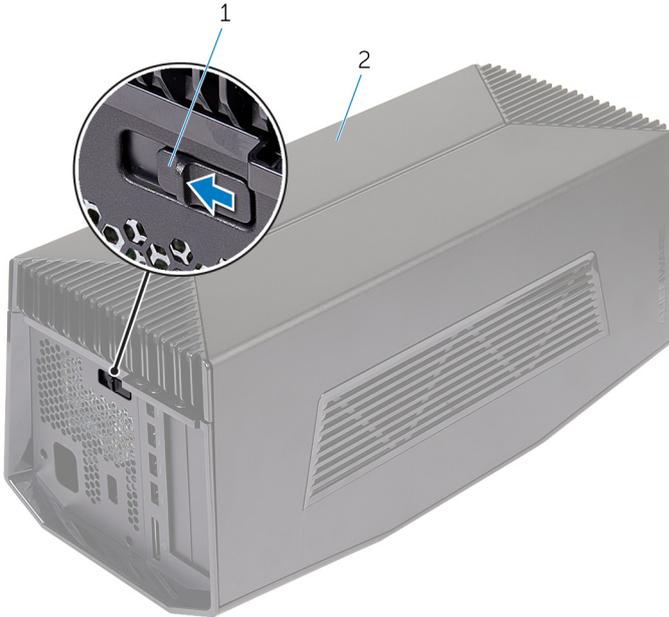


CAUTION: Handle the components with care. Hold the graphics card at its edges.

Installing the Graphics Card

 **NOTE:** The graphics card is sold separately.

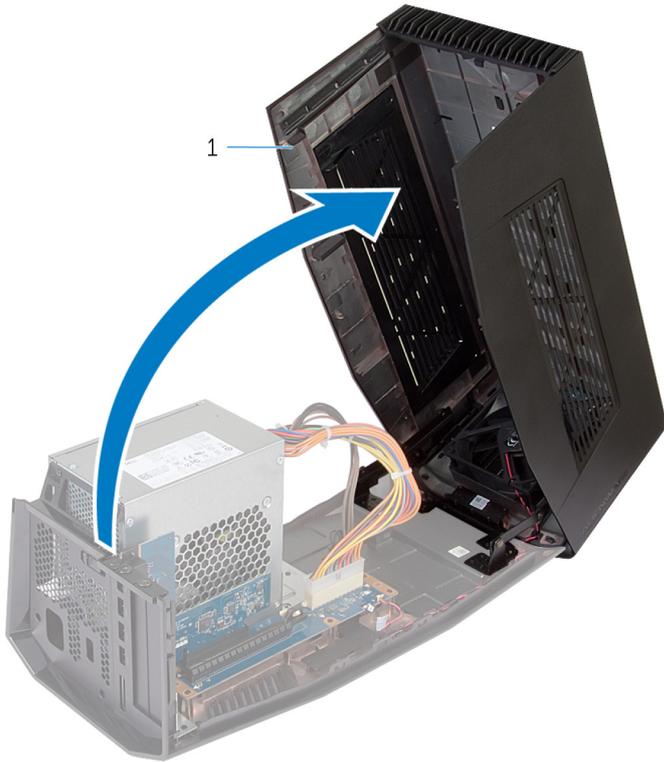
- 1 Slide the release latch to release the cover.



1 release latch

2 cover

- 2 Lift the cover and open it as far as possible.



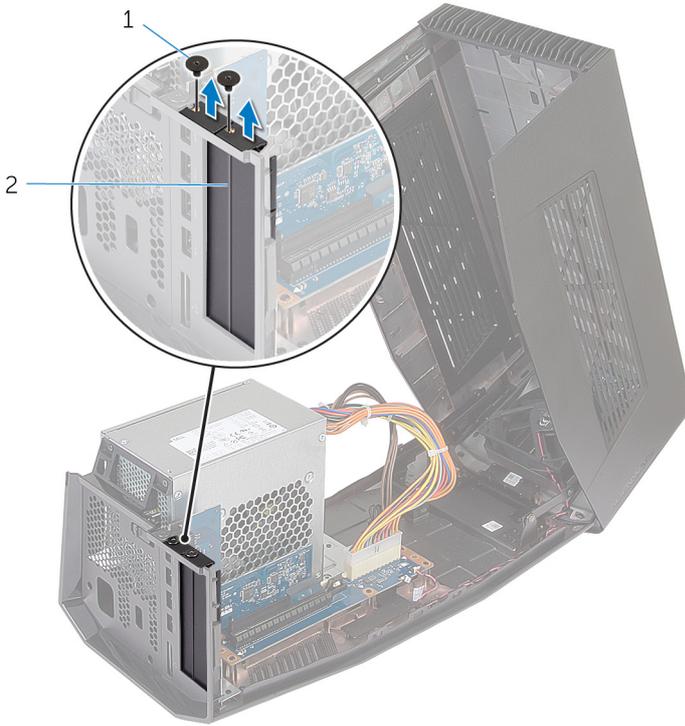
1 cover

- 3 Remove the screws that secure the graphics card fillers to the chassis.



NOTE: Remove only one filler if you are installing a single width graphics card.

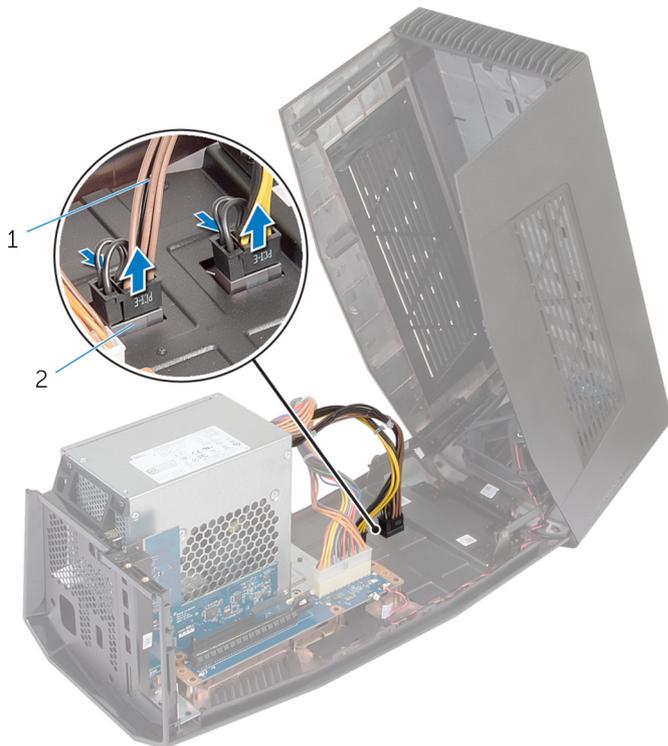
4 Lift the graphics card fillers away from the chassis.



1 screws (2)

2 graphics card fillers (2)

- 5** Disconnect the power cables from the slots on the device.

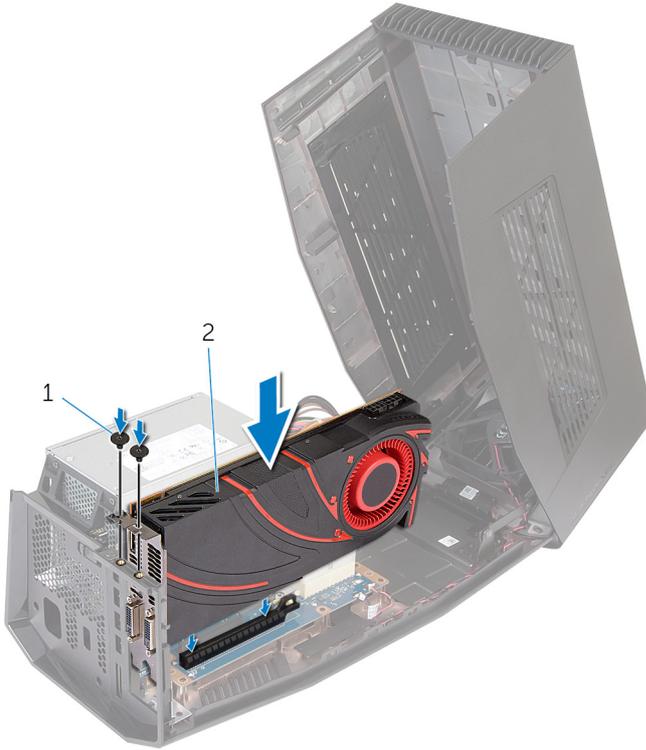


1 power cables (2)

2 slots (2)

- 6** Align the connector on the graphics card with the slot on the system board and press down the card until it locks into position.

7 Replace the screws that secure the graphics card to the chassis.

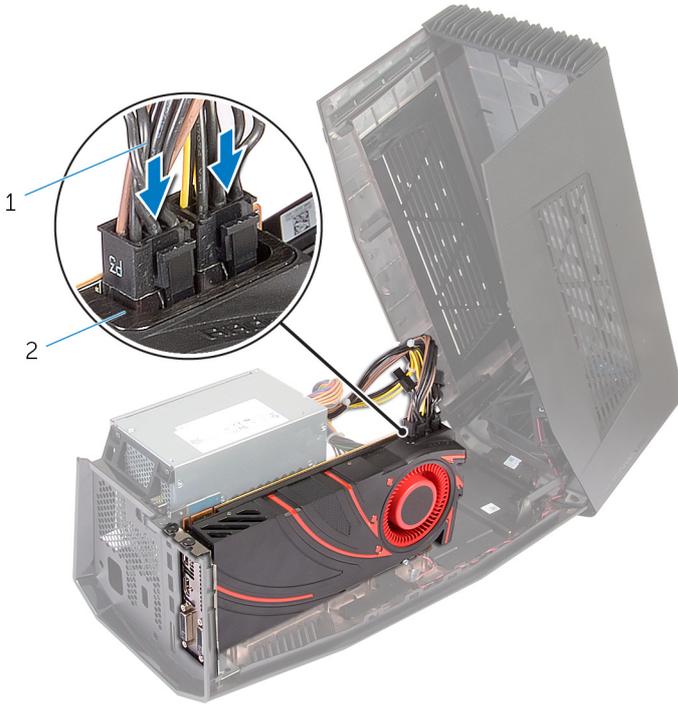


1 screws (2)

2 graphics card

- 8** Connect the power cables to the power-cable connectors on the graphics card.

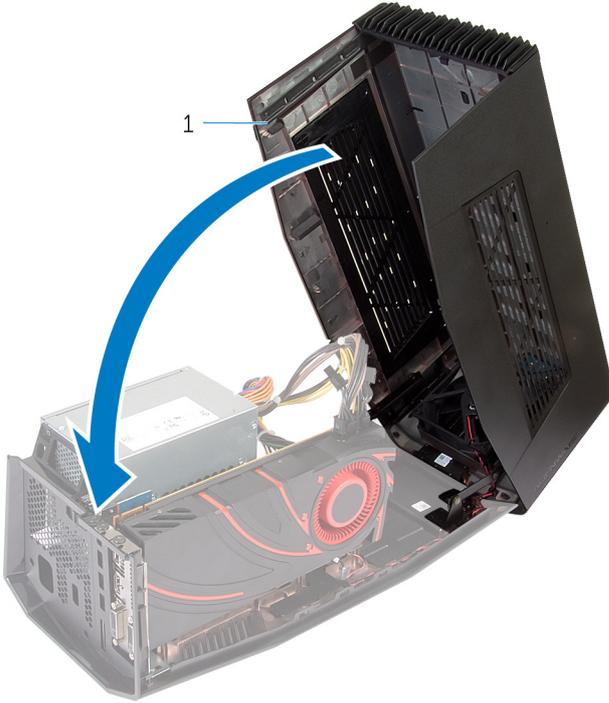
 **NOTE:** The location of the power-cable connectors may be different on your graphics card.



1 power cables (2)

2 power-cable connectors (2)

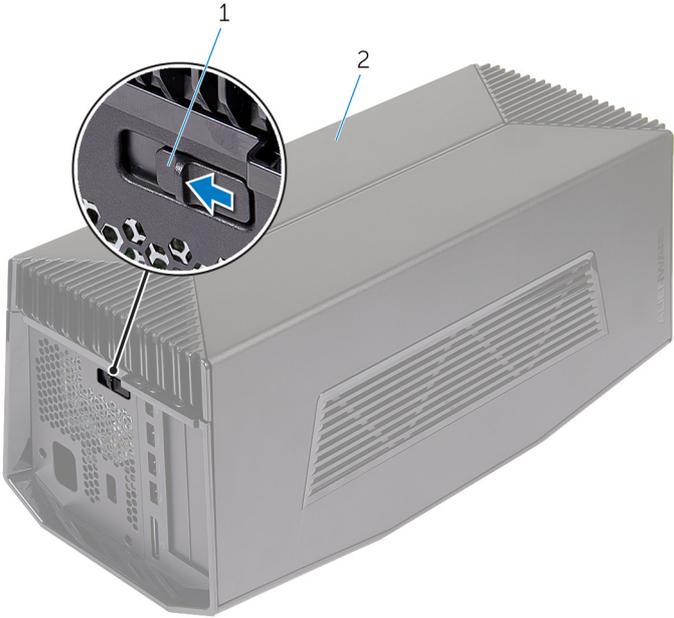
9 Close the cover and press down until it locks into position.



1 cover

Removing the Graphics Card

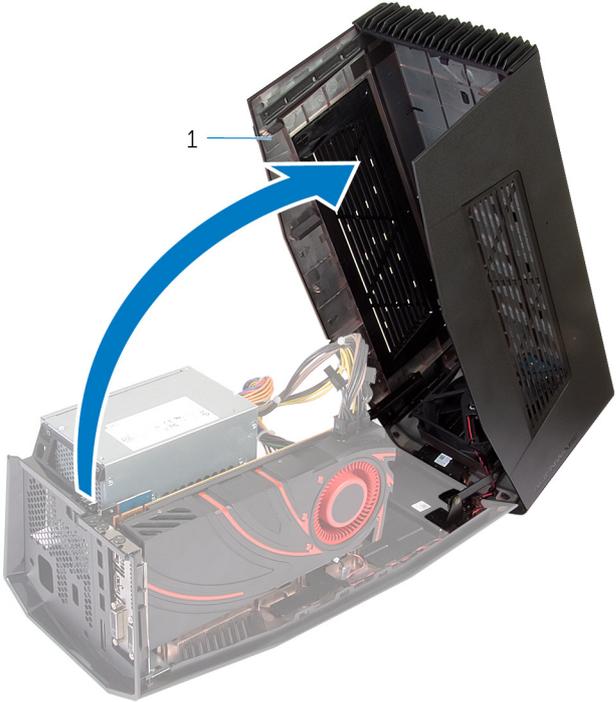
1 Slide the release latch to release the cover.



1 release latch

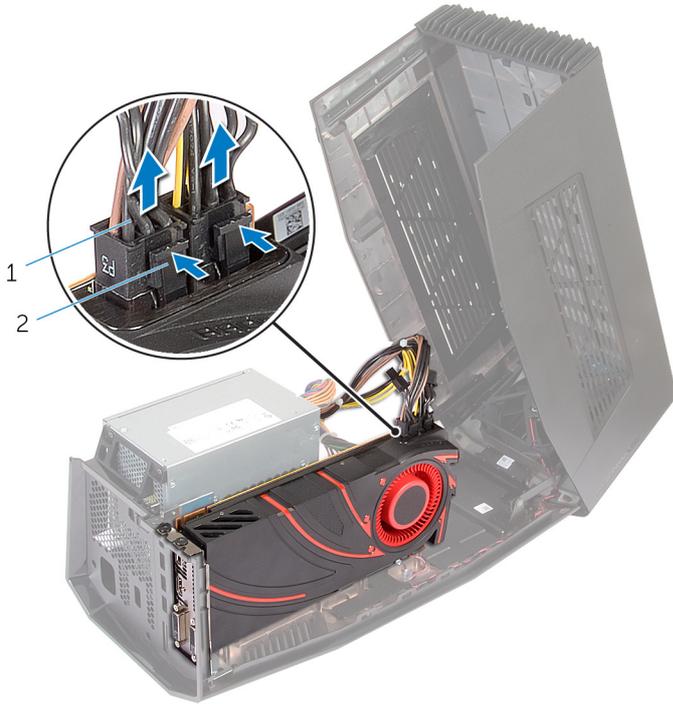
2 cover

2 Lift the cover and open it as far as possible.



1 cover

- 3 Press the tabs and disconnect the power cables from the graphics card.

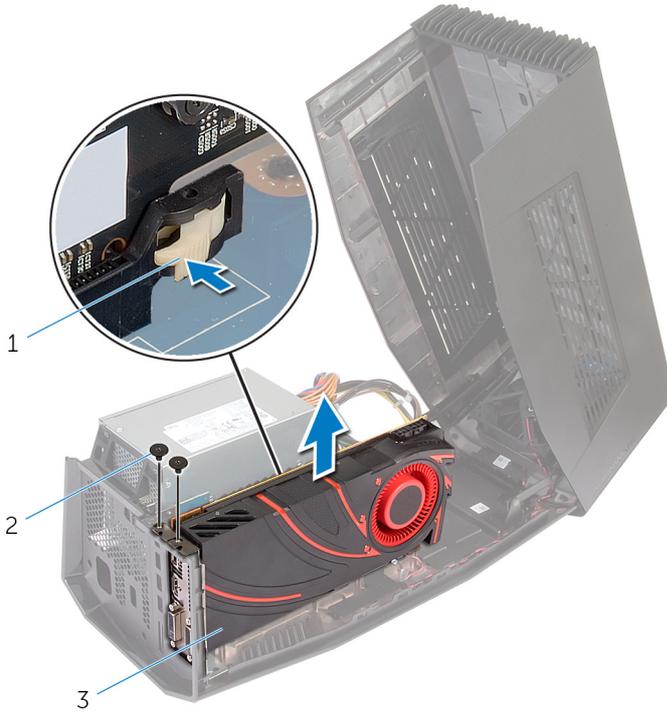


1 power cables (2)

2 tabs (2)

- 4 Remove the screws that secure the graphics card to the chassis.
- 5 Press the release latch to release the graphics card from the slot on the system board.

- 6** Lift the graphics card away from the chassis.



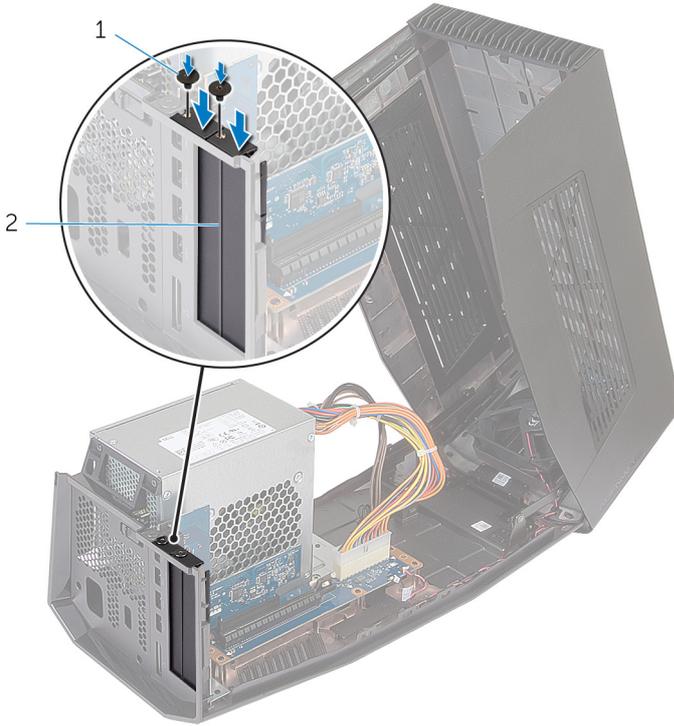
1 release latch

2 screws (2)

3 graphics card

- 7** Slide the graphics card fillers into the slots on the graphics card.
8 Replace the screws that secure the graphics card fillers to the chassis.

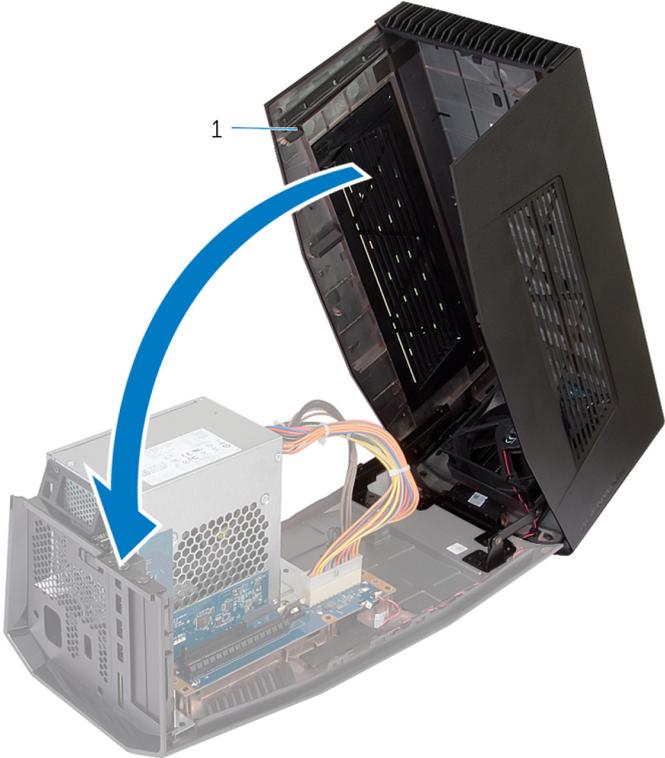
9 Connect the power cables to the slots on the device.



1 screws (2)

2 graphics card fillers

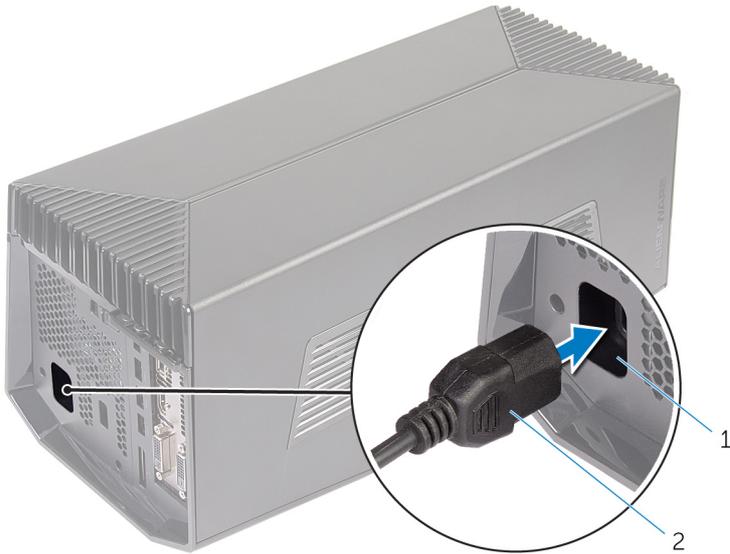
10 Close the cover and press down until it locks into position.



1 cover

Setting Up Your Alienware Graphics Amplifier

- 1 Install the graphics card. See "[Installing the Graphics Card](#)".
- 2 Connect the power cable to the power port on the Alienware graphics amplifier.

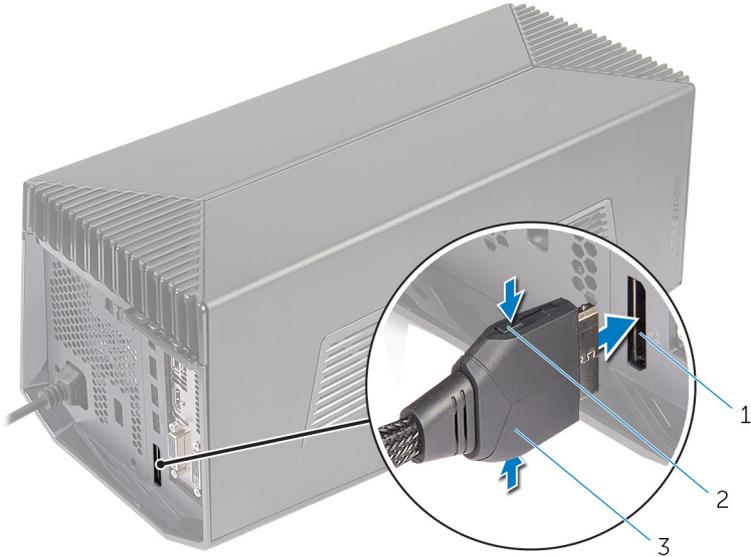


1 power port

2 power cable

- 3**  **NOTE:** It is recommended to shut down the computer and connect the Graphics cable from the Alienware Graphics Amplifier to your computer and then powering on the computer to dock with the graphics amplifier.

Press the release clips and connect one end of the graphics cable to the external graphics port on the Alienware graphics amplifier.



1 external graphics port

2 release clips (2)

3 graphics cable

- 4  **NOTE:** Shut down your computer before you connect the graphics cable.

Press the release clips and connect the other end of the graphics cable to the external graphics port on your computer.

The light on the graphics cable turns on indicating the Alienware Graphics Amplifier is connected and ready to use.

-  **NOTE:** If required, connect the display to the Alienware graphics amplifier.



1 external graphics port

2 graphics cable

3 release clips

Computer is Turned On

- 1 Save and close all open files and exit all open applications.

- 2 Connect the graphics cable from the Alienware Graphics Amplifier to the external graphics port on your computer.



NOTE: For the location of the external graphics port, see the documentation that shipped with your computer.

The AlienHead logo on the Alienware Graphics Amplifier lights up and a dialog box appears on the computer asking you to restart the computer.



NOTE: The AlienHead/docking status light will not turn on if you are connecting the graphics cable for the first time. Enable the docking status light using AlienFX in the Alienware Command Center.

- 3 Click **YES** to restart the computer.



NOTE: The light on the graphics cable turns on after the computer restarts.

Disconnecting Alienware Graphics Amplifier

⚠ CAUTION: Do not disconnect the graphics cable until the computer has shut down and the light on the graphics cable has turned off.

- 1 Save and close all open files and exit all open applications.
- 2 Shut down your computer.

⚠ CAUTION: Do not disconnect the graphics cable until the computer has shut down and the light on the graphics cable has turned off.

- 3 After the light on the graphics cable has turned off, press the release clips on the graphics cable to disconnect it from the external graphics port on the computer.

🔧 NOTE: Shut down your computer before you disconnect the graphics cable.



1 external graphics port

2 graphics cable

Alternate Methods to Disconnect Alienware Graphics Amplifier

 **CAUTION:** Do not disconnect the graphics cable until the computer has shut down and the light on the graphics cable has turned off.

Using Keyboard Shortcut

- 1 Save and close all open files and exit all open applications.
- 2 Press the Fn+F1 keys on the keyboard of your computer.
- 3 A dialog box appears with the option to shutdown or restart your computer. Select **SHUTDOWN**.

 **CAUTION:** Do not disconnect the graphics cable until the computer has shut down and the light on the graphics cable has turned off.

- 4 After the light on the graphics cable has turned off, press the release clips to disconnect the graphics cable from the computer.

Using the Undock Button on the Graphics Cable

- 1 Save and close all open files and exit all open applications.
- 2 Press the undock button on the graphics cable. For the location of the undock button on the graphics cable, see "[Graphics Cable](#)".

 **NOTE:** Depending on how the undock button is configured, the computer will restart, shut down, or prompt you to either restart or shut down. For more information, see "[Undock Button Settings](#)".

 **CAUTION:** Do not disconnect the graphics cable until the computer has shut down and the light on the graphics cable has turned off.

- 3 After the light on the graphics cable has turned off, press the release clips to disconnect the graphics cable from the computer.

Undock Button Settings

This section will provide procedure on how to set the computer's behavior when the undock button on the graphics cable is pressed.

1 Launch **AlienAdrenaline**.

Windows 8.1:

- a) On the **Start** screen, browse to **Apps** and click the **Alienware Command Center** tile.
- b) In the Alienware Command Center window, click **AlienAdrenaline**.

Windows 7:

Click **Start** → **All Programs** → **Alienware** → **Command Center** → **AlienAdrenaline**.

2 On the AlienAdrenaline window, click **Graphics Amplifier** → **Undock Button**.



NOTE: Save and close all open files and exit all open applications before pressing the undock button on the graphics cable.

3 Use the following options to configure the computer's behavior when the undock button on the graphics cable is pressed:

- **Always Prompt Options** - A message box appears asking you to either restart or shutdown the computer.
- **Restart** - The computer restarts.
- **Shutdown** - The computer is shutdown.

Installing the Alienware Graphics Amplifier Software

 **NOTE:** Alienware Graphics Amplifier software is already installed on your computer. It is a standalone application and not a part of Alienware Command Center.

 **NOTE:** If the Alienware Graphics Amplifier software or Alienware Command Center is not available on your computer, you can download and install it from the support website.

To download and install the Alienware Graphics Amplifier software, follow the instructions below:

- 1 Turn on the computer.
- 2 Go to **dell.com/support**.
- 3 If you have your computer's Service Tag, type your computer's Service Tag and click **Submit**. If you do not have your computer's Service Tag, click **Detect My Product** to allow automatic detection of the Service Tag.
 -  **NOTE:** If the Service Tag cannot be detected automatically, select your product under the product categories.
- 4 Click **Drivers and downloads**.
- 5 In the **Operating System** drop-down menu, select the operating system installed on your computer.
- 6 In the **Category** drop-down menu, select **Application**. The list of applications available for download appears.
- 7 Click **Download File** corresponding to **Command Center X.X for Notebooks**.
- 8 After the download is complete, navigate to the folder where you saved the file.
- 9 Double-click the file icon and follow the instructions on the screen.

Troubleshooting

Issue	Solution
Graphics card is not detected	<p>Download and install the latest driver for the video card installed in the Alienware Graphics Amplifier. For more information, see the document that came with the video card you purchased.</p> <p> NOTE: The graphics card is sold separately.</p>
<p>The video ports and the display on your computer will be disabled when a dual core graphics card is used</p>	<p>The output will be from Alienware Graphics Amplifier only. Your device is working as designed.</p>

Getting Help and Contacting Alienware

Self-Help Resources

You can get information and help on Alienware products and services using these online self-help resources:

Self-Help Information	Self-Help Options
Accessing Windows Help	Windows 8.1 — Open the Search charm, type Help and Support in the search box and press Enter . Windows 7 — Click Start → Help and Support .
Information about Alienware products and services	See alienware.com .
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on	See alienware.com/gamingservices/ .
Videos providing step-by-step instructions to service your computer	see youtube.com/Alienwareservices

Contacting Alienware

To contact Alienware for sales, technical support, or customer service issues, see **Alienware.com**.

 **NOTE:** Availability varies by country and product, and some services may not be available in your country.

 **NOTE:** If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

 **NOTE:** If you are in the United States, call 1-800-ALIENWARE for help on your Alienware computer.