

ALIENWARE®
MOBILE MANUAL

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CONTENTS

Chapter 1 - Introduction, 4

Chapter 2 - System Setup , 5

Chapter 3 - System Check List, 7

Chapter 4 - Troubleshooting, 9

Chapter 5 - System Recovery, 11

Appendix A – General & Electrical Safety Precautions, 13

Appendix B – Terms And Conditions Agreement, 15

Appendix C – Limited Product Warranty, 16

Obtaining Warranty Service, 17

Replacing a Defective Component, 18

30-day Money Back Guarantee, 20

Appendix D - Contacting Alienware, 21

IMPORTANT - 24

INTRODUCTION

Dear Valued Alienware Customer,

Alienware would like to take this opportunity to thank you for purchasing an award-winning Alienware system and welcome you to a growing family of dedicated users. Like you, Alienware employees are hard-core computer users. The staff knows exactly what it takes to design a system that will exceed your expectations.

The technicians responsible for crafting your machine have spent many hours ensuring that your computer is properly optimized and performs to its fullest potential. Alienware technicians build machines with one philosophy in mind: Build It As If It Were Your Own. The technicians are not happy unless your new machine meets or exceeds very demanding criteria!

In order to ensure the highest levels of performance, your machine has been extensively tested. In addition to a standard burn-in period, this testing includes the usage of real-world tools such as synthetic performance benchmarks and 3D games. The results of all this testing has been documented and provided for your inspection.

Please do not hesitate to either e-mail or call Alienware with any questions or concerns – Alienware would like to hear from you. The entire staff sincerely hopes that you enjoy using your new computer as much as Alienware enjoyed building it for you.

Sincerely,

Alienware Staff

CHAPTER TWO: SYSTEM SETUP

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Before you begin the setup of your system, please make sure you have the following items:

- Computer and AC Adapter with power cord
- Microsoft CD-Key is located at bottom of the notebook
- Monitor and power cord (if ordered)
- Keyboard (if ordered)
- Mouse (if ordered)
- Multimedia speakers and sub-woofer (if ordered)
- Joystick controllers (if ordered)

You may also need a Phillips head screwdriver for connecting peripheral cables to the unit.

LOCATION OF SYSTEM

Your Alienware System should be placed in a location that will allow adequate cooling and ventilation. To ensure reliable operation and to protect the system from overheating, make sure ventilation openings are not covered.

Caution: Do not place the system near or over a radiator or heating vent. If all or parts of the computer system are installed within a cabinet, make sure adequate ventilation is provided. Do not install the system in humid areas or any place the system may be exposed to rain or water. Be careful not to spill liquid of any kind on the system.

MICROSOFT CRITICAL UPDATES

Your new Alienware system was updated with the latest available Microsoft Windows Updates at the time of shipping in order to ensure the highest possible level of system stability, security, and performance; however, due to the frequency with which Microsoft Windows Critical Updates are released, Alienware highly recommends visiting the Microsoft Windows Update website at <http://windowsupdate.microsoft.com> to view a list of and install the most recently released Critical Updates.

Alienware also highly recommends visiting the Microsoft Windows Update website immediately after recovering a system from any Alienware Recovery or Respawn CD to view a list of and install the most recently released Critical Updates. Doing so will ensure the highest possible level system stability, security and performance.

Note: For general and electrical safety precautions please see Appendix A

CHAPTER THREE: SYSTEM CHECK LIST

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When Your Computer First Arrives

Before setting up your computer or components, please inspect all items for any physical damage that may have occurred during shipment. Report any damaged items to customer service within 5 days of receiving the shipment. Shipping damage reported after the first 5 days of receiving the shipment will not be honored.

Before setting up your computer or components, please refer to the included invoice to verify that all items ordered are present. Report any missing components to customer service within 5 days of receiving the shipment. Anything reported missing after the first 5 days of receiving a shipment will not be honored.

System Manual

Your Alienware System Manual is packed with your new notebook computer. Please take a few minutes to familiarize yourself with the “Getting to know the Basics” chapter. This will save you time and answer many of the questions that may arise as you explore the system’s capabilities. The manual has detailed technical information that you are able to refer to in the future as needed. As always our Technical Support staff is available 24/7 to assist you.

CHAPTER FOUR: TROUBLESHOOTING

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Basic Hints and Tips

1. Power: is the computer actually plugged into a working electrical outlet? If plugged into a power strip, make sure it is actually working.
2. Connections: Check all the cables to make sure that there are no loose connections anywhere.
3. Power Savings: Make sure that the system is not in Hibernate or Standby mode by pressing the power button for less than 4 seconds (the Power Button LED will flash green while in Standby mode, in Hibernate mode it will be off).
4. Connections: Check the Brightness of the screen by pressing the Fn + F8 or F9 keys to adjust the brightness.
5. Display Choice: Press Fn + F7 to make sure the system is not set to “External Only” display.

Backup and general Maintenance

- Always backup your important data and keep copies of your operating system and software safe. Don't forget to note the Serial numbers if you are storing them outside of their original cases – e.g. in a CD wallet.
- Run maintenance programs as often as you can. You may schedule these programs to run at times when you are not using your computer. You can use those provided with your OS, or buy more powerful, dedicated programs to do so.
- Write down your passwords and keep them safe (away from your computer). This is especially important if you choose to password-protect your system's BIOS and operating system.
- Document vital settings such as network, dialup, mail, and internet settings.

Software Diagnostics

AlienAutopsy is a comprehensive hardware and software diagnostic tool that will send a report to an Alienware Technical Support representative. This program will automatically activate when an error occurs and will send Alienware a detailed report as soon as Internet connection is established. A user can also manually activate the program in order to send Alienware a request for assistance.

A Technical Support representative will respond via e-mail within 24 hours (Note: AlienAutopsy requests are only responded to if you purchased the software from Alienware).

**If issues persist, please immediately contact our technical support department for assistance.
Toll Free 1-866-287-6727**

CHAPTER FIVE: SYSTEM RECOVERY

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Back up all data before initiating a system recovery.

Recovery CD

In order to start the recovery process, you will need to make sure you have the Alienware Recovery and Master CDs. The Alienware Master CD contains drivers originally installed on your computer. You can also download drivers and software from www.alienware.com.

Performing a System Recovery

- Step 1: Power up your system, enter BIOS setup and change the boot order to CD-ROM first.
- Step 2: Insert the Alienware Recovery CD into your CD-ROM drive (Main drive).
- Step 3: When your system reads the Alienware Recovery CD it will give you the message “Press any key to boot from CD”. Press any key to continue.
- Step 4: Once the recovery is completed, remove the Alienware Recovery CD from your CD-ROM drive.
- Step 5: You can use the **Alienware Master CD** to update your drivers and install software not included in the Recovery CD. If you encounter any problems or have any questions, please contact Technical support.

Notes:

- A. The Alienware recovery system is set up to boot from your CD-ROM drive, please verify in your System’s BIOS setup that your system is set to boot from the CD-ROOM
- B. The term CD-ROM drive could refer to a CD-ROM, DVD-ROM, or a CD-RW drive depending on your system’s setup.

APPENDIX A: GENERAL & ELECTRICAL
SAFETY PRECAUTIONS

APPENDIX A: GENERAL & ELECTRICAL SAFETY PRECAUTIONS

Computer Setup

- Read all instructions marked on the product and in the documentation before operating your computer.
- Retain all safety and operating instructions.
- Never use this product near water or a heat source.
- Only set-up the computer on a stable work surface.
- Only operate the computer using the power source type indicated on the rating label.
- Never block or cover any openings or fans in the computer case. These are required for ventilation.
- Never push objects of any kind into the openings of your system. They may touch dangerous voltage points or cause short circuits that could result in fire or electrical shock.
- Make sure that the computer is properly grounded when in use. Do not attempt to plug the computer into an outlet not properly grounded.
- If an extension cord is used with your computer, ensure that the total ampere rating on the computer does not exceed the maximum rating on the extension cord.

Computer Use

- Route the power cord and all cables so they cannot be walked upon or tripped over. Do not allow anything to rest on the power cord.
- Do not spill anything on or into the computer.
- To avoid electrical shock, always unplug all power, modem, and any other cables from the wall outlets before handling the computer.

General Safety Precautions

- **Mechanical Shock:** The computer should never be subjected to severe mechanical shocks. Careless handling of your system may cause damage.
- **Electrical Shock:** If you do not open up your system unit; there is nothing to worry about; your computer system protects itself against most irregularities in the power source.

When You Should Contact Alienware

- The battery, power cord, or plug is damaged.
- The computer has had liquid spilled into it.
- The computer was dropped or the case was damaged.
- Normal operation of the computer does not occur when the operating instructions are followed.

Replacement Components or Accessories

It is only advised to use replacement parts or accessories recommended by Alienware.

APPENDIX B: TERMS AND CONDITIONS AGREEMENT

Please visit <http://www.alienware.com/terms> to view the terms and conditions agreement. We recommend that you print a copy and file it with your invoice for future reference.

APPENDIX C: LIMITED PRODUCT WARRANTY;
DISCLAIMER OF WARRANTIES;
AND LIMITATION OF LIABILITY

APPENDIX C: LIMITED PRODUCT WARRANTY: DISCLAIMER OF WARRANTIES; AND LIMITATION OF LIABILITY

Please visit <http://www.alienware.com/warranty> to view the Limited Product Warranty, Disclaimer of Warranties and Limitation of Liability.

Obtaining Warranty Service

Please contact Alienware Customer Support. Have the manual, warranty number and proof of purchase information available. The Technical Support staff will assist you in diagnosing the problem over the phone. If the problem cannot be resolved over the phone, a Technical Support representative will explain your options which may include onsite service, sending your system back for repair or sending part(s) back to Alienware for exchange.

Systems Returned to Alienware for Repair:

If the Technical Support representative determines that your system must come back to Alienware for repair, you will be issued an RMA number. All systems arriving at Alienware without a valid RMA number will be refused and returned to sender.

The expected turn around time for system repairs is 10 to 12 business days from the time the package is received in our Service Center to the time it is shipped from our Service Center. If you are sending your computer to the Service Center, all you need to send is the tower itself. DO NOT send your monitor, speakers, keyboard, mouse, joystick, other peripherals, cables or software unless advised otherwise by your Alienware Technician. We have everything to test your system in-house. **Be advised that your computer will be formatted and re-integrated. This is necessary to purge your system of any viruses or worms that may be present on your system and to protect our diagnostics network. Please back up all your important data before sending it in. Alienware will not be responsible for any lost information.** All systems that come into our Service Centers for repair will be configured with only the software necessary to restore your system to its original performance. This will include your original OS and any software necessary for benchmarking your system.

Please use the original box and foam inserts to pack your computer. If you no longer have the original box, please be sure to purchase the necessary packing material in order to insure that your system is protected during shipping. Also, in the event that you decide to use the original box - remember to remove or black out any previous shipping labels and / or barcodes. Alienware Corporation is not responsible for any computers / components that may suffer damage due to improper packaging.

Return your system using the small package carrier specified by Alienware. Include the following: a brief description of the problem, RMA number, your name, contact information and **current shipping address**.

The carrier's shipping document must be printed clearly and include:

1. The RMA number next to your name
2. Total declared value (Insurance)
3. Package weight
4. Your return address

Alienware will not be responsible for the contents of under insured packages. Please contact Alienware support to schedule a pick-up.

Replacing a Defective Component

If a Technical Support representative determines that a component is defective, you will be issued an RMA number. All components arriving at Alienware without a valid RMA number will be refused and returned to sender. The two options for returning defective components are:

Return First

Return the defective part using the small package carrier specified by Alienware. Simply package the component along with any corresponding documentation and/or accessories. Include the following: a brief description of the problem you are having, RMA number, your name, contact information, account number and current shipping address. Including this information will speed up the replacement process.

The carrier's shipping document must be printed clearly and include:

1. The RMA number next to your name
2. Total declared value (Insurance)
3. Package weight
4. Your return address

Alienware will not be responsible for the contents of under insured packages. Contact Alienware support to schedule a pickup. Once Alienware has received the component, it will be tested. If the component is deemed defective, a replacement will be shipped. The entire replacement process will take approximately 5-7 business days from arrival at Alienware to shipping from Alienware.

Replace First

If you would prefer to receive a replacement before returning the defective component, a deposit – equal to the cost of the component – will be charged to your credit card. This deposit will be refunded upon receipt of the defective component. It will take 2-3 business days to ship your component depending on inventory and approval of the deposit charge.

After receiving the replacement component return the defective component using the small package carrier specified by Alienware. Simply package the component along with any corresponding documentation and/or accessories. Include the following: a brief description of the problem you are having, RMA number, your name, contact information, account number and current shipping address.

The carrier's shipping document must be printed clearly and include:

1. The RMA number next to your name
2. Total declared value (Insurance
3. Package weight
4. Your return address

Contact Alienware to schedule a pickup. You will have up to five business days to ship the defective component(s) back to Alienware. No refunds will be issued if the defective component(s) are not shipped within 5 days of receiving the replacement component(s).

Keep in mind:

In order to prevent any delays in the refund or replacement process, please be sure to return all materials including manuals, CDs/disks and accessories corresponding to the defective component. Incomplete materials will result in additional charges.

Most small package carriers will only pickup packages in the afternoon within a four-hour time window.

All returned components are tested for defects.

It is Alienware's desire that your repair goes as smoothly as possible; once you have received the replacement component(s), please contact us so that Alienware technicians may assist you in its installation. When returning a component, be sure to use Alienware's preferred small package carrier. Alienware will not cover expenses for any other shipping method.

Items to check before returning your system or component(s) to Alienware:

- The RMA number and personal contact information are on the carrier's shipping document.
- The correct package weight and declared value (Insurance) has been clearly printed on the shipping bill.
- You have included a brief note explaining the problem encountered. Please include your RMA number, name, contact information, account number and current shipping address on this note.
- The system or component(s) is properly packaged and secured in its box.
- For components only - Include any corresponding documentation, CDs/disks and accessories with the component(s) being returned. Missing parts will result in an incomplete refund or credit.

30-day Money Back Guarantee

In addition to the standard warranty, Alienware offers a 30-day money back guarantee on every system. If you are not satisfied with your system, you may return it within 30 days for a refund. The refund will only be issued for the amount of the sale and will not include shipping costs. All systems and parts will be subject to a 15% restocking fee. To return merchandise, you must obtain an RMA number. Please call the Alienware customer service department and provide the invoice number, item description, and serial number(s) of the merchandise you wish to return. Returned merchandise must be placed in original packaging, include product manuals and other accessories. All sales on software items are final.

APPENDIX D: CONTACTING ALIENWARE

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Sales

Our sales team is available Monday through Saturday to meet all your computer sales needs. They specialize in making sure you get exactly the computer you want.

US and Canada Sales: 800.ALIENWARE (800.254.3692) or 800.494.3382

International Sales: 786.388.5705

E-mail: sales@alienware.com

Hours of Operation: Monday-Friday 9:00 AM – 9:00 PM EST

 Saturday 10:00 AM – 6:00 PM EST

Customer Service

For an instant response related to billing information, tracking information on returns, or general questions, you may contact a support representative using the Alienware chat system. Go to <http://support.alienware.com> to visit our Support Area.

Alienware Support Chat is available Monday through Friday. Please visit our web site for current operational hours. Have your Alienware account number available on your first visit to set up a support account.

Customer service representatives are also available by telephone.

Please have your account number on hand when calling.

US and Canada: 866.287.6727

International: 786.388.5705

E-mail: support@alienware.com

Hours of Operation: Monday–Friday 10:00 AM–7:00 PM EST

Technical Support

We have compiled an extensive Knowledge Base of Frequently Asked Questions and their Solutions. You are able to search by key words, categories or both. It is likely that you will find the information needed here. This area is open and does not require warranty coverage. Go to <http://support.alienware.com> to visit our Support Area.

For an instant response related to technical issues and troubleshooting for your computer, you may contact a support representative using the Alienware chat system. Go to <http://help.alienware.com> to visit our Technical Support Area.

Alienware Support Chat is available Monday through Friday. Please visit our web site for current operational hours. Have your Alienware account number available on your first visit to set up a support account. Chat support is available for computers under warranty.

Technical support representatives are also available by telephone. Telephone support is available for computer systems under warranty. Please have your account number on hand when calling.

US and Canada:	866.287.6727
International:	786.388.5705
E-mail:	support@alienware.com

Hours of operation: 24 hours a day / 7 days a week

Corporate Headquarters

Mailing address:	Alienware Corporation
	12400 S.W 134 Court, Bay 8
	Miami, FL 33186

IMPORTANT:

- PLEASE BACKUP ANY DATA YOU HAVE BEFORE INITIATING A SYSTEM RECOVERY OR SENDING YOUR SYSTEM IN FOR REPAIR OR UPGRADES.
- PLEASE RETAIN ALL BOXES THAT WERE ORIGINALLY SHIPPED TO YOU IN CASE YOU NEED TO RETURN ANY MERCHANDISE.
- PLEASE CONTACT OUR SUPPORT DEPARTMENT AT 866-287-6727 WHEN UPGRADING ANY COMPONENTS ON YOUR SYSTEM. WE FULLY DOCUMENT CUSTOMER UPGRADES FOR FUTURE SUPPORT PURPOSES.

THANK YOU