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Premium customers
are difficult to please
Alienware

[Alienware Laptops Lose Appeal Over Missing Side Lights](#)

High-end customers are grinding their teeth

Dell's high-end boutique Alienware has been cooking the Area-51 m15x I gaming notebook for some time now, and the enthusiasts have been more or less patiently waiting for its availability. The notebook is quite an expensive piece and is exclusively dedicated to the laptop gamers. However, the investment will pay off, since the notebook is more of a piece of jewelry, with "six distinct lighting zones," as announced on its webpage. Rumor has it that the first batch of notebooks have already reached their rightful owners already, but to their dismay, they figured out that the Alienware Area-51 m15x is no longer being shipped with the lights along the side of the LCD, as promised. Moreover, it seems that Alienware has taken out all the pictures that detailed upon the notebook's lighting, and also performed changes on the documents that detailed upon the "six distinct lighting zones". If the notebook's lid was previously part of the lighting system, now it isn't anymore, and the start button is counted instead. The new owners (who happened to pay pretty much on the units) started to complain about Dell's not sticking to the agreement. There are no side lights and Alienware states that an update will be released soon to enable the lighting for the units that came without lid-light support: "The lighting is not currently working on the systems that are being sent out, but an update will be available in a couple of weeks either for download from our site or sent directly to the customer. So even if you do get a system without active lighting, a fix should be along soon after." However, the situation is not so gloomy as it may seem for the users who already got their units. The led lights are there, only that they cannot be turned on for the moment, since they lack software support. The customers who have not ordered it yet will receive their m15x without any side lights, because the feature has been discontinued. "Regarding your inquiry, currently, the Area 51 m15x is not being offered with the lighting around the LCD. Some of the models sold in Alienware US do have this feature. It was a limited option which is no longer available."