

Dell Active Pen

PN557W

User's Guide



Notes, cautions, and warnings

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

 **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.

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What's in the box

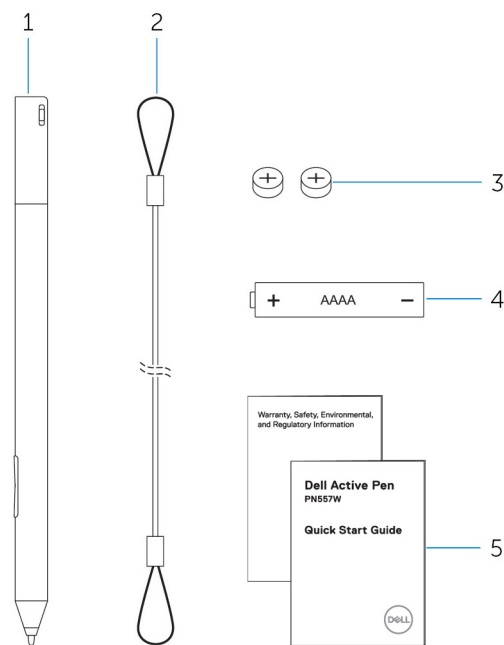


Figure 1. Contents in the box

1. Dell Active Pen
2. lanyard
3. coin-cell batteries (2)
4. AAAA battery
5. manuals

NOTE: For warranty purpose, note down the PPID number on the box or retain the box.

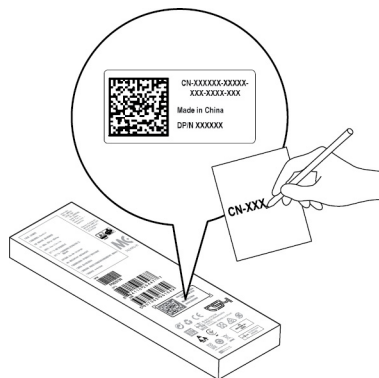


Figure 2. Noting down the PPID number

Features



Table 1. Features and functionality of the product

Feature	Functionality
1 Tip	Move the tip over a touch screen to move the pointer. Enables you to write, draw, and select objects.
2 Bottom barrel button	Press and hold this button and move the tip over the area you want to erase. To change the functionality of this button, see Active Pen Control Panel .
3 Top barrel button	Press this button to open the context menu or perform a right-click. To change the functionality of this button, see Active Pen Control Panel .
4 Bluetooth-pairing light	Blinking white light indicates the pairing mode is enabled. A solid white light indicates the pairing is complete. For information on pairing the pen with a Bluetooth device, see Pairing with a Bluetooth device .
5 Top button	<ul style="list-style-type: none"> • Press and hold for 3.5 seconds to enable pairing mode. • Press and release to open OneNote. <ul style="list-style-type: none"> NOTE: This feature works even when your device screen is locked. • Press twice in succession to capture a screenshot. • Press and hold or press twice in succession to wake up your computer or tablet from connected standby mode. <ul style="list-style-type: none"> NOTE: This feature is only available on devices that support connected standby feature. • In presentation mode, press and hold to go to the next slide and press twice at short intervals to go to the previous slide. <ul style="list-style-type: none"> NOTE: This feature is only available after installing the Active Pen Control Panel. For instructions on installing the Active Pen Control Panel, see Installing Active Pen Control Panel. <p>The new Active Pen Control Panel enables the top button to be programmed to launch specific applications listed in the content menu, the default applications launched from the top button are:</p> <ul style="list-style-type: none"> • Single Press — Launch OneNote • Double Press — Screen Sketch • Long Press — Launch Cortana <ul style="list-style-type: none"> NOTE: These functions are available only in Windows 10 and Windows 11. NOTE: These functions are available only after installing the Active Pen Control Panel. For instructions on installing the Active Pen Control Panel, see Installing Active Pen Control Panel.

Setting up your Dell Active Pen

Installing batteries

Dell Active Pen uses one AAAA battery and two coin-cell batteries.

The AAAA battery provides power for the tip and the barrel buttons. The coin-cell batteries provide power for Bluetooth functionality and top button quick-launch features.

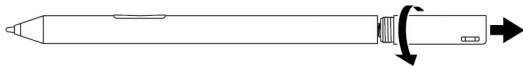
Installing the AAAA battery

About this task

 **CAUTION:** Incorrectly installing the AAAA battery may damage the pen.

Steps

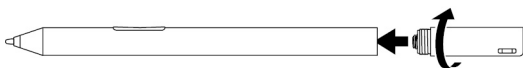
1. Remove the top cover from the pen.



2. Insert the AAAA battery into the pen with the positive side facing in.




3. Replace the top cover.



Removing the AAAA battery

About this task

 **NOTE:** Perform the following procedure if there was an AAAA battery installed in the product.

Steps

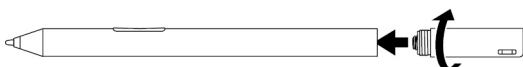
1. Remove the top cover from the pen.



2. Remove the AAAA battery.



3. Replace the top cover.



Installing the coin-cell batteries

About this task

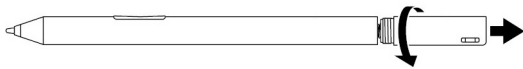
CAUTION: Incorrectly installing the coin-cell batteries may damage the pen.

CAUTION: If the incorrect battery type is installed into the pen, there is a risk that the batteries may explode.

NOTE: Pairing information is lost when you remove the coin-cell batteries. To pair the pen with your device, see [Pairing with a Bluetooth device](#).

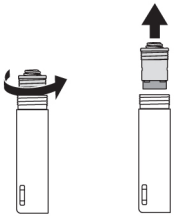
Steps

1. Remove the top cover from the pen.

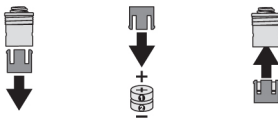


2. Remove the coin-cell battery holder from the top cover.

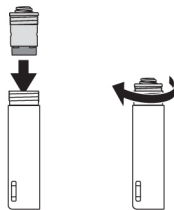
NOTE: For more information, see [Removing the coin-cell battery holder](#).



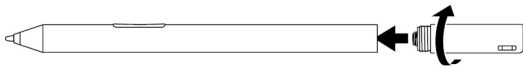
3. Install the coin-cell batteries into the coin-cell battery holder.



4. Replace the coin-cell battery holder.



5. Replace the top cover.



Removing the coin-cell battery holder

About this task

Table 2. Removing the coin-cell battery holder with tools.

Using a coin or a flat-head precision screwdriver, unscrew the coin-cell battery holder from the top cover.



Figure 3. Removing the coin-cell battery holder with a tool

Table 3. Removing the coin-cell batteries

NOTE: Perform the following procedure if there were coin-cell batteries installed in the product.

Remove the coin-cell batteries from the coin-cell battery holder.

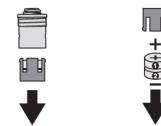


Figure 4. Removing the coin-cell batteries

Pairing with a Bluetooth device

About this task

NOTE: You can use Dell Active Pen only with selected Dell computers and tablets. For the list of supported devices, see www.dell.com.

NOTE: If the pen is already listed under Bluetooth devices, remove the pen from the list before pairing with your device.

Steps

1. Press and hold the top button for 3.5 seconds to enable pairing mode.
The Bluetooth-pairing light starts blinking to confirm the pairing mode is enabled.

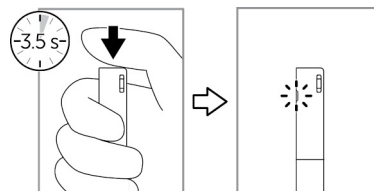



Figure 5. Turning on Bluetooth

2. In **Windows Search**, type **Bluetooth**.
3. From the list that appears, tap or click **Bluetooth Settings**.
4. Ensure that the Bluetooth is enabled.
5. From the list of devices, tap or click **Dell PN557W Pen** → **Pair**.

 **NOTE:** If **Dell PN557W Pen** is not listed, ensure pairing mode is enabled on the pen.

6. Confirm the pairing process on both pen and device.
The Bluetooth-pairing light turns solid white for few seconds to indicate the pairing is complete and then the light turns off. After the pen and a device are paired, they connect automatically when bluetooth is enabled and they are within the bluetooth range.

Active Pen Control Panel

You can customize the buttons on your pen, change pressure sensitivity, and so on, using Active Pen Control Panel.

Installing Active Pen Control Panel

About this task

To install Active Pen Control Panel:

Steps

1. Turn on the computer or tablet.
2. Go to www.dell.com/support/home.
3. Under the **Browse for a product** section, tap or click **View products**.
4. Tap or click **Electronics & Accessories**.
5. Tap or click **Styli**.
6. Tap or click **Dell Active Pen PN557W**.
7. Tap or click **Drivers & downloads**.
8. Tap or click **Drivers for OS Deployment**.
9. Under **Active Pen Control Panel**, tap or click **Download**.
10. Save the file.
11. After the download is complete, open the file and follow the instructions on the screen to install the Active Pen Control Panel.

Using Active Pen Control Panel

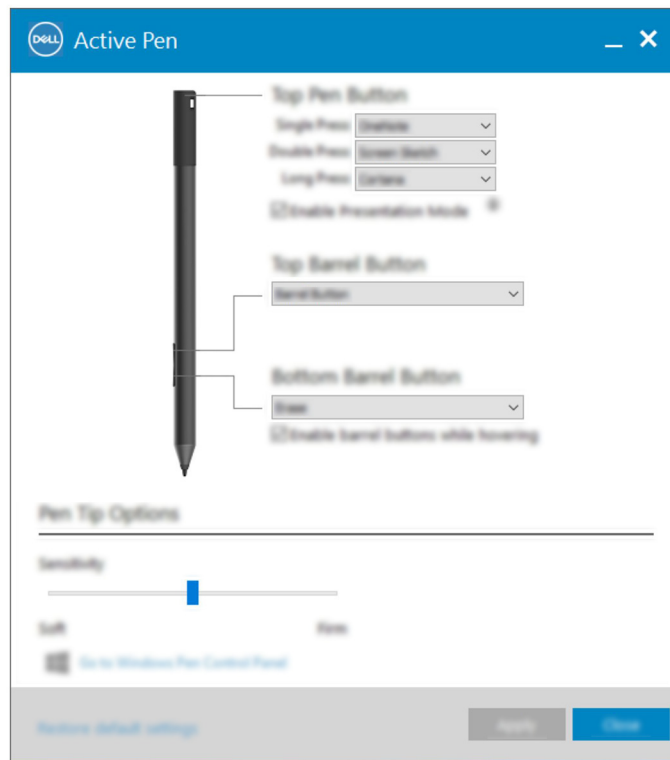


Figure 6. Active Pen Control Panel

Table 4. Dell Active Pen features

Top Pen Button	Select Enable Presentation Mode to use the button to navigate through a PowerPoint presentation.
Top Barrel Button	<p>Enables you to select one of the following functions when you click the button:</p> <ul style="list-style-type: none"> • Context Menu(right-click) (enabled by default) • Erase (press and hold to erase) • Page up • Page down • Copy • Paste • Undo • Redo <p>NOTE: Select Enable barrel buttons while hovering to enable the selected Top Barrel Button function while hovering the tip over the screen without the tip touching the screen.</p>
Bottom Barrel Button	<p>Enables you to select one of the following functions when you click the button:</p> <ul style="list-style-type: none"> • Erase (press and hold to erase) (enabled by default) • Context Menu (right-click) • Page up • Page down • Copy • Paste • Undo

Table 4. Dell Active Pen features (continued)

- **Redo**

NOTE: Select **Enable barrel buttons while hovering** to enable the selected Top Barrel Button function while hovering the tip over the screen without the tip touching the screen.

Pen Tip Options

Move the slider to change your pen sensitivity.

NOTE: Click **Go to Microsoft Pen Control Panel** for more configuration options.

NOTE: When the Active Pen Control Panel is opened it sets the default configuration for the button press features. Closing the Active Pen Control Panel enables other applications to set the default configuration for the Dell Active Pen features.

Holding the Dell Active Pen

Hold the Dell Active Pen as you hold a pencil or pen. Adjust the grip so that you can use the barrel button easily. Ensure that you do not accidentally press the barrel buttons while drawing or positioning the Dell Active Pen.

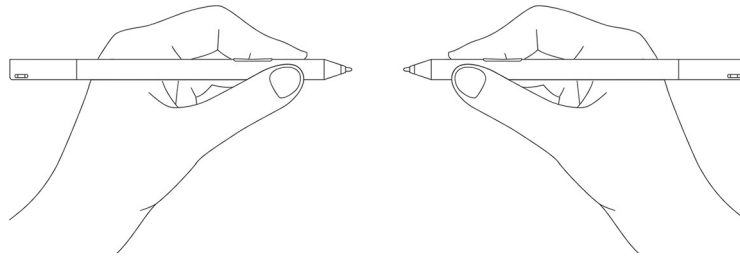


Figure 7. Using the Dell Active Pen hand position

Specifications

Table 5. Dell Active Pen specifications

Model	PN557W	
Length	160.59 mm (6.32 in.)	
Diameter	9.50 mm (0.37 in.)	
Weight	20 g (0.044 lb)	
Wireless	Bluetooth Smart Low Energy 4.0	
Wireless operating range	10 m (32.80 ft)	
Pen tip detectable height	5 mm to 10 mm (0.20 in. to 0.39 in.)	
Batteries	<ul style="list-style-type: none"> • AAAA non-rechargeable battery • 319 coin-cell batteries (2) 	
Supported operating system	<ul style="list-style-type: none"> • Windows 8.1 with the latest updates installed • Windows 10 • Windows 11 	
Temperature		
	Stock	—10°C to 55°C (14°F to 131°F)
	Operating	5°C to 40°C (41°F to 104°F)
Humidity	30% to 80%	
Others	Not recommended to expose the pen to alcohol or solvent solution (including sanitizer)	

Troubleshooting

NOTE: You can use Dell Active Pen only with selected Dell computers and tablets. For a list of supported devices, see www.dell.com.

Table 6. Dell Active Pen troubleshooting

Problems	Possible causes	Possible solutions
Pen does not work.	<ul style="list-style-type: none"> Batteries are installed incorrectly. 	<ul style="list-style-type: none"> Ensure the batteries are correctly installed. For more information, see Installing batteries.
	<ul style="list-style-type: none"> Batteries are out of charge. 	<ul style="list-style-type: none"> Replace the batteries. For more information, see Installing batteries.
Pen does not write and the barrel buttons do not work.	AAAA battery is either incorrectly installed or out of charge.	Replace the AAAA battery. For more information, see Installing the AAAA battery .
Default functions for the barrel buttons do not work.	Functions not supported by application.	Test the barrel buttons in OneNote or another application that supports these features.
Pressing the top button once does not open OneNote.	<ul style="list-style-type: none"> OneNote is not installed. 	<ul style="list-style-type: none"> Ensure OneNote is installed on your device.
	<ul style="list-style-type: none"> Pen is not paired with your device. 	<ul style="list-style-type: none"> Ensure the pen is paired with your device. For more information, see Pairing with a Bluetooth device.
	<ul style="list-style-type: none"> Coin-cell batteries may be out of charge. 	<ul style="list-style-type: none"> Change the coin-cell batteries. For more information, see Installing coin-cell batteries.
	<ul style="list-style-type: none"> Coin-cell batteries were replaced and the pen was not paired again with your device. 	<ul style="list-style-type: none"> Remove the pen from the list of Bluetooth devices and re-pair it with your device. For more information, see Pairing with a Bluetooth device.
Pressing the top button twice in succession does not capture screenshot.	Windows update KB2968599 is not installed on your device.	Install the Windows update KB2968599 from the Microsoft website.
Unable to pair the pen with your device.	<ul style="list-style-type: none"> Unsupported device. 	<ul style="list-style-type: none"> Dell Active Pen works only with Dell devices.
	<ul style="list-style-type: none"> Bluetooth driver on your device is outdated. 	<ul style="list-style-type: none"> Install the latest Bluetooth driver for your device.
Pen shows as Not Connected under Bluetooth devices list.	Pen is not paired correctly with your device.	<ul style="list-style-type: none"> Install the latest Bluetooth driver for your device. Remove the pen from your Bluetooth list and pair it again. For more information on pairing the pen with your device, see Pairing with a Bluetooth device.
Bluetooth-pairing light does not turn on.	Coin-cell batteries may be out of charge.	Change the coin-cell batteries. For more information, see Installing coin-cell batteries .

Table 6. Dell Active Pen troubleshooting (continued)

Problems	Possible causes	Possible solutions
Pressing and holding the top button or pressing the top button twice in succession does not wake up the computer or tablet from connected standby.	Your computer or tablet may not support the connected standby feature.	Ensure to use this feature on computers and tablets that support the connected standby feature. Search PN557W on Dell website for a list of supported devices.

Statutory information

Warranty

Limited warranty and return policies

Dell-branded products carry a one year limited hardware warranty. If purchased together with a Dell system, 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, 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, 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.


Regulatory statement

FCC notices (U.S. only) and other regulatory information

For FCC notices and other regulatory information, see the regulatory compliance website located at www.dell.com/regulatory_compliance.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received including interference that may cause undesired operation.

 **CAUTION: Changes or modifications on this unit that are not expressly approved by the party responsible for compliance which could void the user's authority to operate the equipment.**

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Shielded cables must be used with this unit to ensure compliance with the Class B FCC Limits.

Getting help and contacting Dell

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

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.

Self-help resources

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

Table 7. Getting help and contacting Dell

Information about Dell products and services	www.dell.com/support
Online help for operating system	www.dell.com/support/windows
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on	www.dell.com/support