

# Dell Pair

## User's Guide



# Notes, Cautions, and Warnings

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**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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# Overview

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Dell Pair supports the following:

- Detect Dell peripheral devices like mouse and keyboard when they are within detection range to pair via Bluetooth
- Seamlessly pair devices through Bluetooth.



**NOTE:** Dell Pair user guide is common to all supported Dell peripherals. For features specific to the device, please refer to the product user guide.



## **Supportability**

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Dell Pair comes pre-installed on the following Dell Systems. If you uninstall Dell Pair manually and would like to re-install it again, please follow the instructions mentioned in [Download and installation](#) section of this user guide. Dell Pair is supported on Dell PC with BLE 5.0 configuration and BLE supported Dell Peripherals.

## **Supported Platforms:**

URL [Link](#) to supported platforms:

## **Supported Peripherals:**

Dell Bluetooth Travel Mouse – MS700

Dell Premier Rechargeable Mouse – MS900

Dell Premier Collaboration Keyboard – KB900

Dell Premier Collaboration Keyboard and Mouse– KM900

Dell Wireless Headset – WL3024

Dell Pro Wireless ANC Headset – WL5024

Dell Premier Wireless Adaptive ANC Headset – WL7024

## **Supported OS:**

Windows 10, Build version 10.0.19041 and above

Windows 11



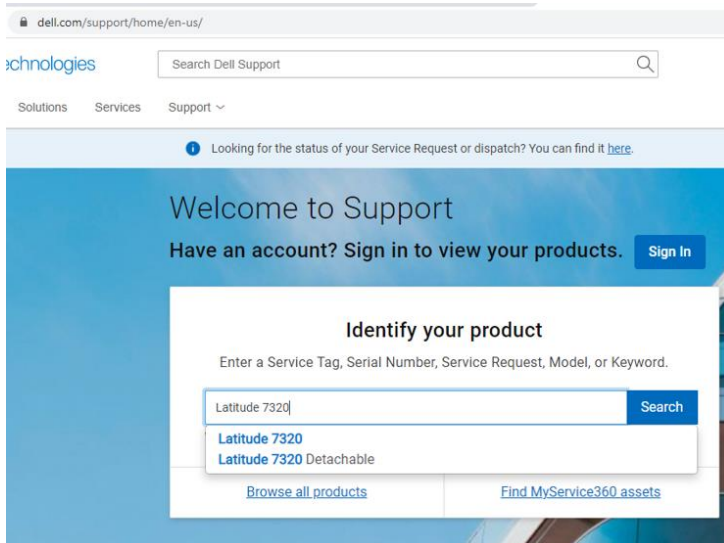
# Download and installation

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Dell Pair comes pre-installed on your Dell System. All supporting documents for Dell Pair can be found in [www.Dell.com/support/dellpair/](http://www.Dell.com/support/dellpair/)

To manually download and install, please go to Dell support website for Dell Pair.

1. Open Dell support home page: <https://www.dell.com/support/home/en-us/>
2. In the 'Identify your product' search menu, search for the PC model name (Example: - Latitude 7320), which directs user to Platform page for Latitude 7320.

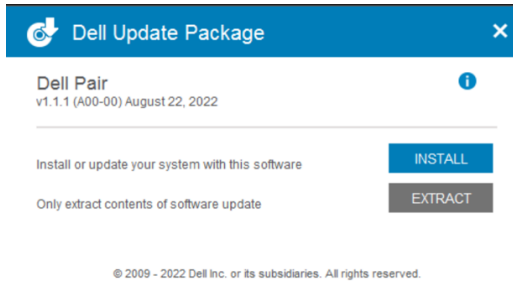


3. In 'Drivers & Downloads' section, select 'Find Drivers' – 'Category' "Application". From the list, Dell Pair executable can be downloaded.



## Installation:

Please follow the installation steps as prompted in the installation screen.



After Installation, 'Dell Pair' can be seen in Windows start menu.

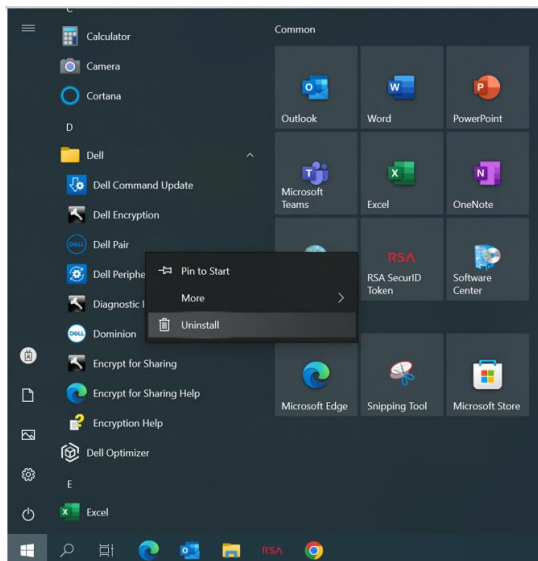
## Command line installation:

- Open command prompt
- In command prompt, point to the directory where Dell Pair executable has been downloaded
- Type the command for installation: DellPair-Setup-x64.exe
- If installation is required to run silently type the command: DellPair-Setup-x64.exe /S
- To run installer with logging feature, type the command:
  - DellPair-Setup-x64.exe /S /vLOGFILE=" <Full\_path\_with\_Filename>"

## Uninstallation:

To uninstall, go to windows start menu and navigate to folder 'Dell'. Select uninstall of Dell Pair after right clicking on it and follow the prompts.





## Command line uninstallation:

- Open command prompt
- In command prompt, point to the directory where Dell Pair executable has been Installed
- Type the command for uninstallation:
  - `C:\Program Files\Dell\Dell Pair\Uninstall.exe`
- If uninstallation is required to run silently type the command:
  - `C:\Program Files\Dell\Dell Pair\Uninstall.exe /S`

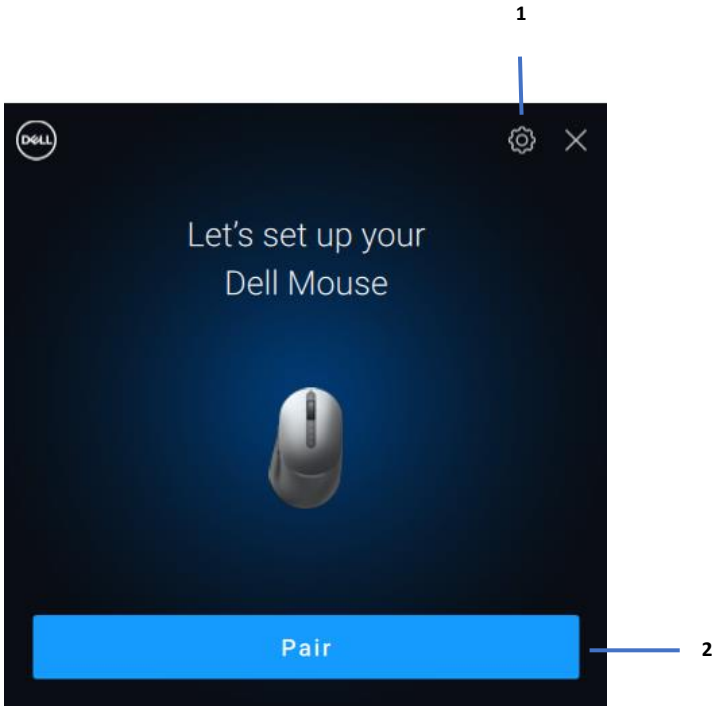




# User interface

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When a device (Mouse, Keyboard etc.) that supports Dell Pair is turned on and brought near the Bluetooth detection range of PC, Dell Pair pops up a notification. It prompts user to connect the device with PC. On clicking 'Pair', the device is seamlessly paired with PC using Bluetooth.



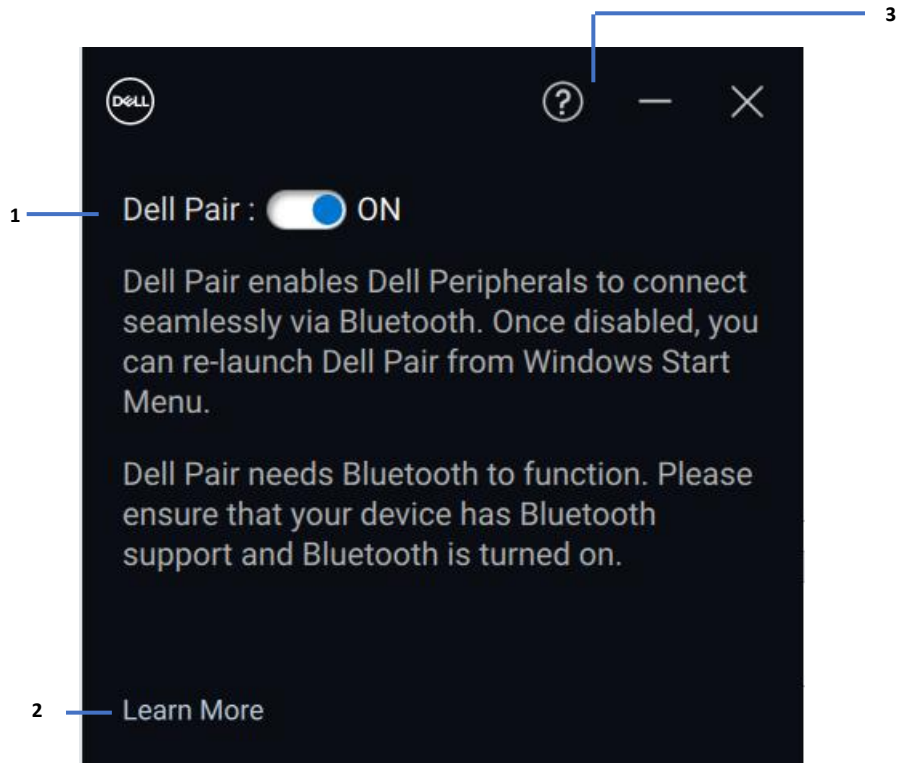
- 1 Dell Pair Settings
- 2 Start Pairing using Bluetooth



# General Features

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You can click **Start Menu > Dell > Dell Pair** to open the user interface to change Dell Pair setting. You can enable or disable Dell Pair feature from the user interface by sliding the switch to “ON” or “OFF” position.



- 1 Dell Pair ON/OFF Switch
- 2 Learn More
- 3 Software version information



**Discover:** The Dell Peripheral Manager application helps you personalize various Dell Peripherals connected to your computer. To know more about this software, the models that it supports and to download it, please visit [www.dell.com/support/dpem](http://www.dell.com/support/dpem).



# Accessibility

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## Narrator

The app supports Narrator that lets you read and interact with app controls on the screen, like text and buttons, without a mouse.

- Press the Windows logo key + Ctrl + Enter together to start Narrator. Press these keys again to stop Narrator.
- You can also press the Windows logo key + Ctrl + N to open Narrator settings, and then turn on the toggle under Use Narrator.

## Keyboard Navigation

The app supports keyboard accessibility. All controls can be accessed via Tab key. To select/invoke a control, press Spacebar key.

## Scan Mode

You can navigate through the app using Up and Down arrow keys. To turn scan mode on and off, press Narrator + Spacebar.



**NOTE:** The Narrator key is a modifier key in the Narrator commands. Both the Caps lock key and the Insert key serve as your Narrator key by default.



# Troubleshoot

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If Dell Pair notification does not pop up when a device is turned on for the first time, then please check for the possible causes as mentioned below:

Problems	Possible solutions
Dell Pair notification does not open when a Bluetooth device is turned on for the first time	<ul style="list-style-type: none"><li>• Windows 10 (version 19041) is the oldest version to support Dell Pair</li><li>• Bluetooth version 5.0 or higher is present</li><li>• Bluetooth is supported on the computer. It is turned ON under Windows settings</li><li>• The Bluetooth device supports detection by Dell Pair</li><li>• The Bluetooth device is placed close to the detection range of the computer. If peripheral being connected is mouse/keyboard, lift the device and bring this closer to PC.</li><li>• Check the computer and the Bluetooth device both have sufficient battery charge to operate</li><li>• The Bluetooth device has the latest firmware</li><li>• The Bluetooth controller on the computer is from Intel</li><li>• Power cycle the Bluetooth device</li></ul>
Dell Pair reports a pairing error	Proceed to reconnect via Dell Pair with following steps:



	<ol style="list-style-type: none"><li>1. If Bluetooth device is<ol style="list-style-type: none"><li>a. brought near PC and</li><li>b. is in pairing mode</li><li>c. the Dell Pair UI aids pairing.</li></ol></li><li>2. Wait for pairing error window to auto-dismiss</li><li>3. Move the Bluetooth device far away from the computer</li><li>4. Bring the Bluetooth device closer to the computer slowly</li><li>5. Ensure that the Bluetooth device is in pairing mode and the pairing LED starts blinking</li></ol>
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