

# Collaboration Touchpad

## Reference 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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# Introduction

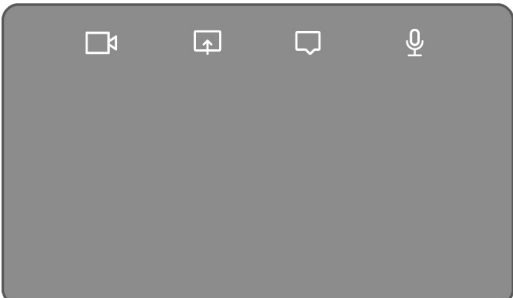
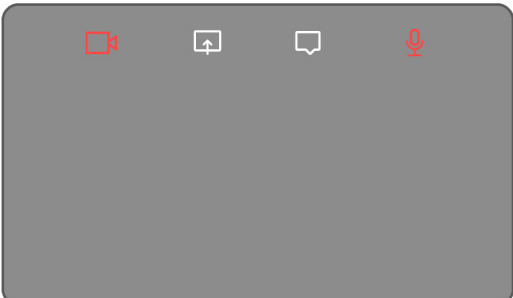
Your computer is integrated with collaboration control keys on the touchpad to enhance the collaboration experience during a Zoom or Teams call.

**NOTE:** Watch a video on how to use and configure the collaboration touchpad at [www.dell.com/collaboration-touchpad](http://www.dell.com/collaboration-touchpad). Or, follow the instructions in this guide to configure the collaboration touchpad.

**Table 1. Collaboration control icons and its functions**

Controls	Functions
	Turn on or off the camera. <ul style="list-style-type: none"> <li>White icon: The camera is turned on.</li> <li>Red icon: The camera is off.</li> </ul>
	Tap once to share your screen. Tap again to stop sharing.
	Show or hide the chat window. The icon blinks when you receive a new chat message.
	Turn on or mute the microphone. <ul style="list-style-type: none"> <li>White icon: The microphone is turned on.</li> <li>Red icon: The microphone is muted.</li> </ul>

**Table 2. Control keys on Collaboration Touchpad**

Collaboration control keys	Camera and microphone control keys turn red when muted
	

## Supported computers and required apps

The following table lists the versions of the required apps for your computer:

**Table 3. Computers and required apps**

Required apps	Latitude 9330	Latitude 9440 2-in-1	Latitude 7350 Ultralight Latitude 7450 Ultralight	Latitude 7350 Detachable with Collaboration Keyboard	Latitude 9450 2-in-1
Dell Optimizer	Version 4.1.3 and higher		Version 4.2.0 and higher		
Zoom Client	Version 5.9.3 and higher				
Teams for work or school (Windows desktop)	Classic Teams: Version 1.6.00.24078 and higher New Teams: Version 23285.3607.2525.937 and higher				

# Pairing Teams with your collaboration touchpad

- NOTE:** Ensure that you have the latest versions of the **Dell Optimizer** app and **Zoom** or **Teams for work or school** that is installed on your computer.
- NOTE:** To use the collaboration control icons during a Teams call, you must pair the **Teams for work or school** app with the collaboration touchpad. This pairing is only required once or after you install **Dell Optimizer** on your computer.
- NOTE:** When using **Teams for work or school** for the first time, you may have to enable **Third-party app API** in order to activate the advanced functionality of the touchpad.

When you join a Teams meeting for the first time after installing **Dell Optimizer**, a **New Connection request** dialog box is displayed. Select **Allow** for the collaboration touchpad control icons to function. The Teams app is paired with the collaboration touchpad. On successful pairing, the collaboration touchpad synchronizes the microphone and camera icons to the status of the Teams meeting.

- NOTE:** If **Dell Optimizer** is uninstalled or reinstalled, you must pair the **Teams for work or school** app with the collaboration touchpad again.

These scenarios may occur if you have ignored or blocked the new connection request to pair the **Teams for work or school** app with the collaboration touchpad:

- If you have selected **Block** when prompted to enable collaboration touchpad at Teams connection, you can unblock by going to **Settings > Privacy** in the Teams app. Select **Manage API** and enable **Third-party app API** option.
- However, if you do not select **Allow** or **Block**, the **New connection request** dialog box times out and the collaboration touchpad icons are in **unpaired** state with white LED icons.
- If you click any collaboration touchpad icon again at any point during the Teams meeting, the connection request dialog box is displayed again.

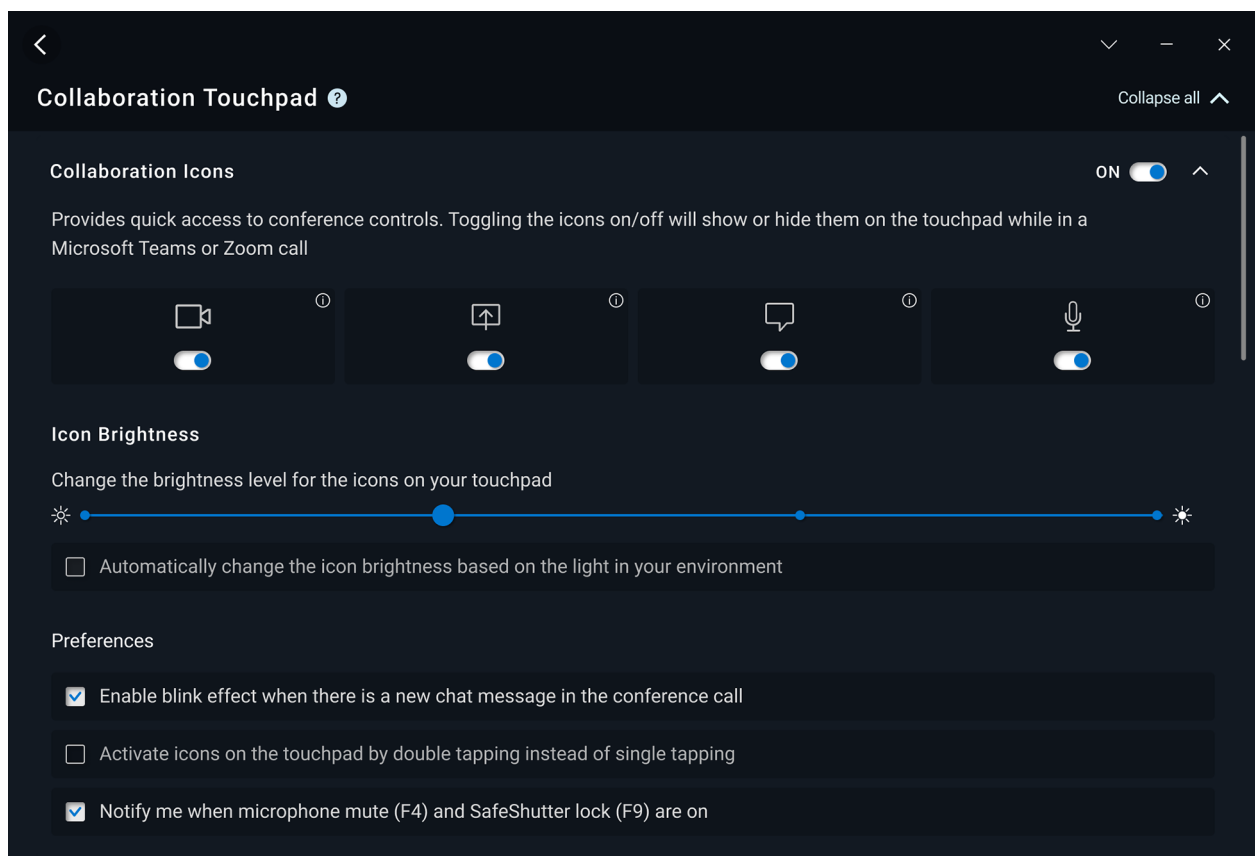
# Configuring your collaboration touchpad

**NOTE:** You will require the Dell Optimizer app to customize the settings of the collaboration touchpad. For more information, search for **Dell Optimizer** in the Knowledge Base Resource at [www.dell.com/support](http://www.dell.com/support).

1. Click **Start** and search for **Dell Optimizer**.
2. On the Dell Optimizer home screen, under **Customize your Dell Devices**, select **Collaboration Touchpad**.
3. Adjust these settings to configure the collaboration touchpad:

**Table 4. Collaboration touchpad settings in Dell Optimizer**

Setting	Functions
<b>Collaboration Icons</b>	Display or hide the control icons on the touchpad. Switch the toggle for each icon to turn it on or off. If an icon is turned off, it is not displayed during a call while the other icons are still displayed.
<b>Icon Brightness</b>	Adjust the icon brightness manually or automatically based on the ambient light.
<b>Preferences</b>	Select the checkbox to: <ul style="list-style-type: none"> <li>• Enable the blink effect when there is a new chat message in the conference call.</li> <li>• Activate icons on the touchpad by double tapping instead of single tapping.</li> <li>• Notify when microphone mute (F4) or SafeShutter lock (F9) are on.</li> </ul>



**Figure 1. Collaboration touchpad settings in Dell Optimizer**

# Configuring your haptic collaboration touchpad

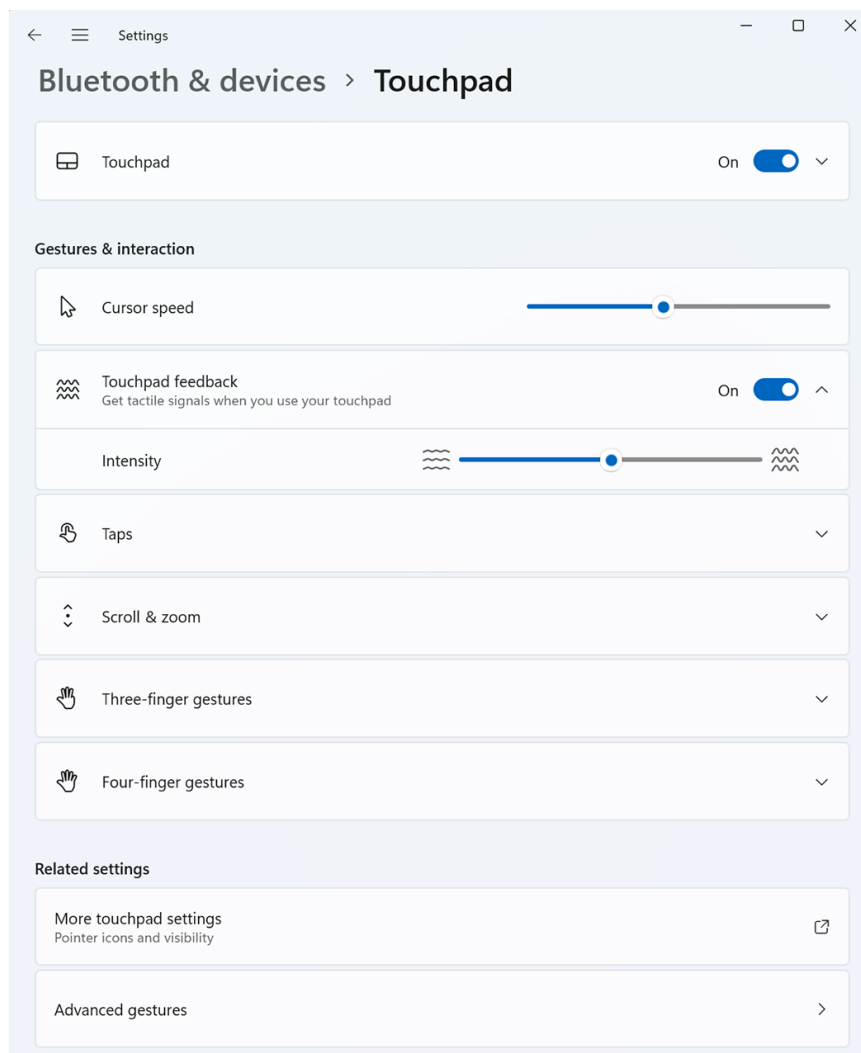
The collaboration touchpad with haptic feedback is supported on these computers:

- Latitude 9440 2-in-1
- Latitude 9450 2-in-1

Depending on the operating system, the haptic feedback can be customized to four levels of sensitivity.

For **Windows 11 operating system**, follow these steps:

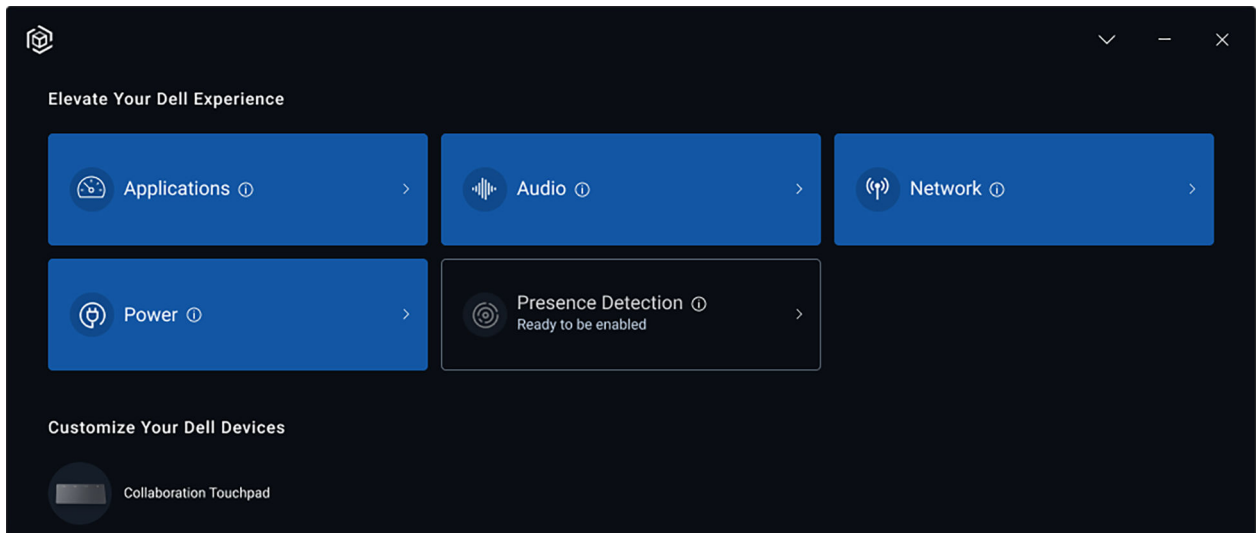
1. Go to **Settings > Bluetooth & devices > Touchpad**.
2. Switch the **Touchpad feedback** option to **ON**.
3. Move the **Intensity** slider left or right to select the preferred level of tactile sensitivity.



**Figure 2. Touchpad feedback on Windows 11 operating system**

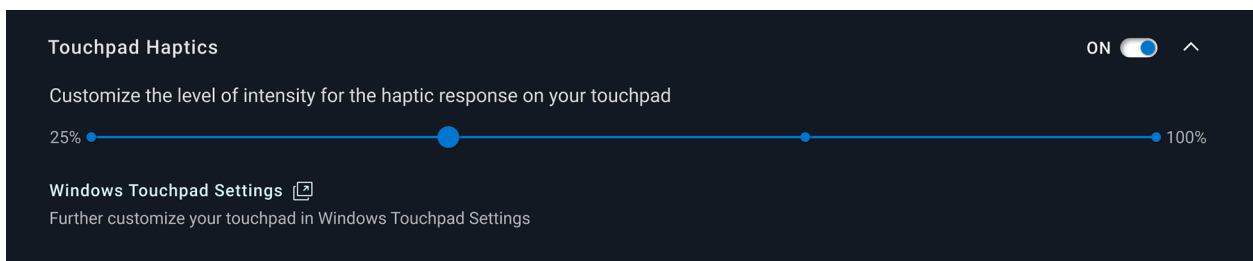
For **Windows 10 operating system**, haptic feedback can be customized in Dell Optimizer. Follow these steps:

1. Click **Start** and search for **Dell Optimizer**.
2. On the **Dell Optimizer** home screen, under **Customize your Dell Devices**, select **Collaboration Touchpad**.



**Figure 3. Dell Optimizer Menu Options**

3. Under the setting for **Touchpad Haptics**, adjust the slider to select the preferred level of haptic response on the touchpad.




**Figure 4. Touchpad haptics settings in Dell Optimizer**




# Troubleshooting

If you cannot see the icons on the touchpad while you are on a Zoom or Teams call, it could be due to the following conditions:

**Table 5. Troubleshooting**

Scenario	Workaround
The collaboration touchpad does not work when you start a second (concurrent) conference call.	To access the collaboration touchpad controls again, close any additional conference call.
The collaboration touchpad does not work on the web version of <b>Zoom</b> or <b>Teams</b> .	The collaboration touchpad works only with the <b>Zoom</b> desktop application and <b>Teams for work or school</b> (Windows desktop) application.  <b>NOTE:</b> <b>Teams for home</b> and <b>Teams on web</b> are not supported.
The collaboration touchpad does not work when the computer is in tablet, tent, or stand modes.	To access the collaboration touchpad controls again, change the computer to the desktop mode or notebook mode by: <ul style="list-style-type: none"> <li>• Rotating the computer back to a 120-degree angle or</li> <li>• Connecting the keyboard to the screen and setting it to Notebook mode.</li> </ul>
The collaboration touchpad gets disabled when you swipe from left to right or right to left on the top edge of the touchpad during a call.	Swipe right to left or left to right to enable the collaboration touchpad again.
The collaboration touchpad icons do not appear when you get on a Teams call.	In the Teams app, go to <b>Settings &gt; Privacy &gt; Third-party app API &gt; Manage API</b> and enable <b>Third-party app API</b> .

 **NOTE:** If the hardware control keys F4 (microphone mute) and F9 (shutting camera) are active, they override the touchpad functionality.


For example, if the F4 key is active (hardware microphone mute is turned on) and the collaboration touchpad microphone is on (the microphone icon is white on the collaboration touchpad and unmuted), you must press F4 to turn off the microphone hardware mute to be heard during the conference call.

# Getting help and contacting Dell

## Self-help resources


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


**Table 6. Self-help resources**

Self-help resources	Resource location
Information about Dell products and services	<a href="http://www.dell.com">www.dell.com</a>
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	<a href="http://www.dell.com/support/windows">www.dell.com/support/windows</a> <a href="http://www.dell.com/support/linux">www.dell.com/support/linux</a>
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at <a href="http://www.dell.com/support">www.dell.com/support</a> . For more information about how to find the Service Tag for your computer, see <a href="#">Locate the Service Tag on your computer</a> .
Dell knowledge base articles	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.dell.com/support">www.dell.com/support</a>.</li> <li>2. On the menu bar at the top of the Support page, select <b>Support &gt; Support Library</b>.</li> <li>3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.</li> </ol>

## Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [www.dell.com/contactdell](http://www.dell.com/contactdell).

 **NOTE:** Availability of the services may vary depending on the country or region, and product.

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