

# 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.

# Contents

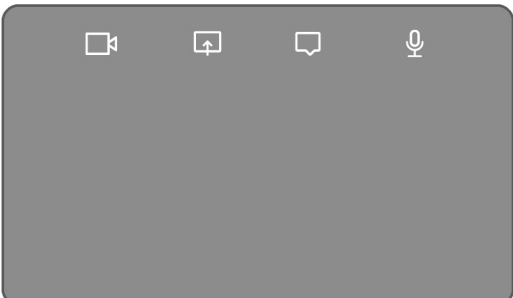
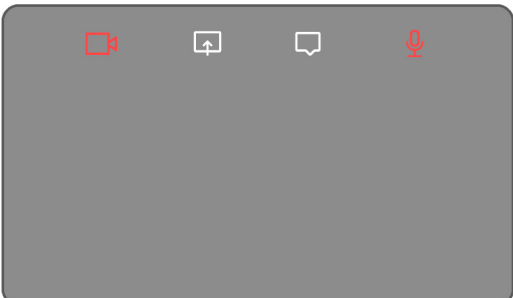
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# Introduction





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 your collaboration touchpad at the [Dell Support Site](#). Or, follow the instructions in this guide to configure the collaboration touchpad.

**Table 1. Controls on the Collaboration Touchpad**

Collaboration-control icons	Camera and microphone icons are red when the controls are turned off
	

**Table 2. Collaboration-control icons and their functions**

Icon	Function
	Tap to turn on or off the camera. <ul style="list-style-type: none"> <li>White icon: Indicates that the camera is turned on.</li> <li>Red icon: Indicates that the camera is turned off.</li> </ul>
	Tap once to share your screen. Tap again to stop sharing.
	Tap to show or hide the chat window. The icon blinks when you receive a new chat message.
	Tap to 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>

## Minimum requirements

To use the collaboration touchpad, install the following apps on your computer.

**Table 3. Required apps and minimum version numbers**

Required app	Minimum app version
Dell Optimizer	Version 6.0.0 or higher
Zoom Client	Version 5.9.3 or higher
Microsoft Teams for Work or School (Windows desktop)	Classic Microsoft Teams: Version 1.6.00.24078 or higher New Microsoft Teams: Version 23285.3607.2525.937 or higher


# Pairing Teams with your collaboration touchpad

 **NOTE:** Ensure that you have the latest version of the Dell Optimizer app and Microsoft Teams for Work or School app installed on your computer.

Before you can use the collaboration controls during a Teams call, you must first pair the Teams for work or school app with the collaboration touchpad. Pairing is required after you have installed Dell Optimizer on your computer.

When using Teams for work or school for the first time, you must enable **Third-party app API** in Windows to activate the advanced features of the touchpad.

1. When you join a Teams meeting for the first time after installing Dell Optimizer, a **New Connection request** dialog box is displayed.
2. Select **Allow** for the collaboration touchpad controls to function. The Teams app is paired with the collaboration touchpad. Once pairing is complete, the collaboration touchpad synchronizes the microphone and camera icons according 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.

If you have ignored or blocked the new connection request to pair the Teams for work or school app with the collaboration touchpad, you may encounter one of these scenarios:

- If you did not select **Allow** or **Block**, the **New connection request** dialog box times out. The collaboration touchpad icons remain in **unpaired** state with white LED icons. Click any of the collaboration touchpad icons anytime during the Teams meeting. The connection request dialog box is displayed again.
- If you have selected **Block** when prompted to enable collaboration touchpad at Teams connection, you can unblock the setting.
  1. Go to **Settings > Privacy** in the Teams for work or school app.
  2. Select **Manage API** and enable the **Third-party app API** option.

# 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** at the [Dell Support Site](#).

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

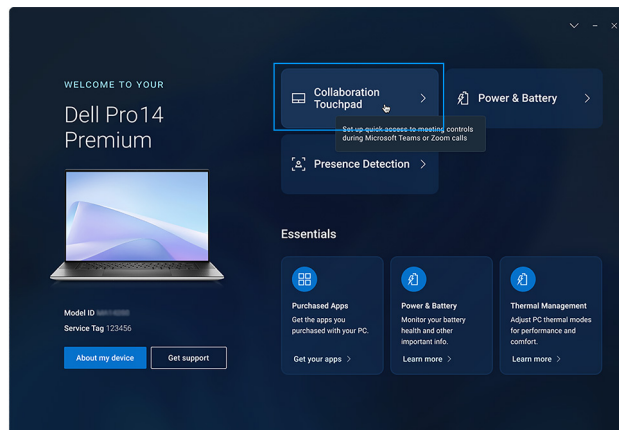


Figure 1. Dell Optimizer homepage

3. Use these settings to configure the collaboration touchpad:

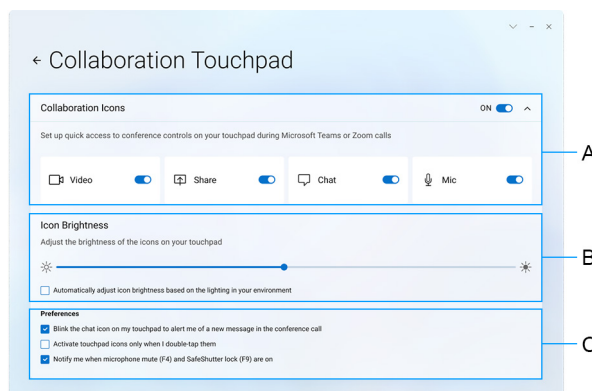


Figure 2. Collaboration touchpad settings in Dell Optimizer


Table 4. Collaboration touchpad settings in Dell Optimizer

Callout	Setting	Function
A	Collaboration Icons	Displays or hides 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	Adjusts the brightness of the icon according to the ambient light in the environment.
C	Preferences	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 a double tap instead of a single tap.</li> <li>• Show a notification when the microphone mute (F4) is turned on.</li> </ul>

# 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 Zoom or Teams.	The collaboration touchpad works only with the Zoom desktop application and the Microsoft Teams for work or school (Windows desktop) application.  <b>NOTE:</b> Teams for home and Teams on web are not supported.
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 computer keys **F4** (microphone mute) and **F9** (the camera is turned off) are active, they override the touchpad functionality.


For example, if the **F4** key is active (the (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="#">Dell Site</a>
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	<a href="#">Windows Support Site</a> <a href="#">Linux Support Site</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="#">Dell Support Site</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="#">Dell Support Site</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 [Dell Support Site](#).

 **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.