

Dell Pair

User's Guide

Notes, Cautions, and Warnings



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

Dell Pair supports the following:

- Detect Dell peripheral devices like mouse, keyboard, headset, speakerphone and earbuds 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

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 Pro Wireless Headset (or Dell Wireless Headset - WL3024)

Dell Pro Premium Collaboration Keyboard and Mouse (or Dell Premier Collaboration Keyboard and Mouse - KM900)

Dell Pro Premium Collaboration Keyboard (or Dell Premier Collaboration Keyboard - KB900)

Dell Pro Premium Mouse (or Dell Premier Rechargeable Mouse - MS900)

Dell Pro Plus Wireless ANC Headset (or Dell Pro Wireless ANC Headset - WL5024)

Dell Silent Keyboard KB555

Dell Pro Compact Silent Mouse (or Dell Silent Mouse MS355)

Dell Pro Compact Silent Keyboard and Mouse (or Dell Silent Keyboard and Mouse KM555)

Dell Pro Premium Wireless ANC Headset (or Dell Premier Wireless ANC Headset - WL7024)

Dell Bluetooth Travel Mouse - MS700

Dell Pro Plus Wireless Speakerphone - SL525

Dell Pro Plus Earbuds - EB525



Supported OS:

Windows 10 , Build version 10.0.19041 and above

Windows 11

Note : Please be aware that Microsoft will end support for Windows 10 on October 14, 2025. While our software may continue to function on this operating system, we recommend transitioning to a supported operating system to ensure continued reliability and security. For more details , please check

<https://support.microsoft.com/en-gb/windows/windows-10-support-ends-on-october-14-2025-2ca8b313-1946-43d3-b55c-2b95b107f281>

Dell Technologies will be offering support in line with Comprehensive Software Support - [Comprehensive Software Support](#)



Download and installation

Dell Pair comes pre-installed on your Dell System purchased before December 30, 2025. For exact list of supported Dell systems and peripherals please go to https://www.dell.com/support/kbdoc/en-us/000201693/what-is-dell-pair?lang=en#Supported_Platforms . Other supporting documents for Dell Pair can be found in <https://www.dell.com/support/product-details/en-us/product/dell-pair/resources/manuals>

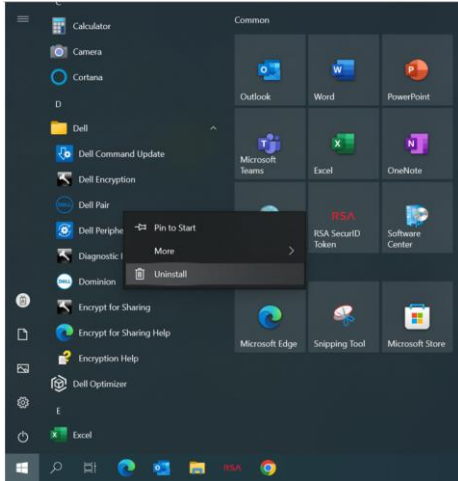


Note: Dell Pair does NOT come preinstalled from the factory on any Dell laptops that are purchased after December 30, 2025. Dell Pair continues working on current laptop models that are purchased before December 30, 2025 when paired with the supported peripheral products. There is no way to install the software.

For more details, please check <https://www.dell.com/support/kbdoc/en-us/000392933/end-of-security-support-for-the-dell-pair-application>

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.



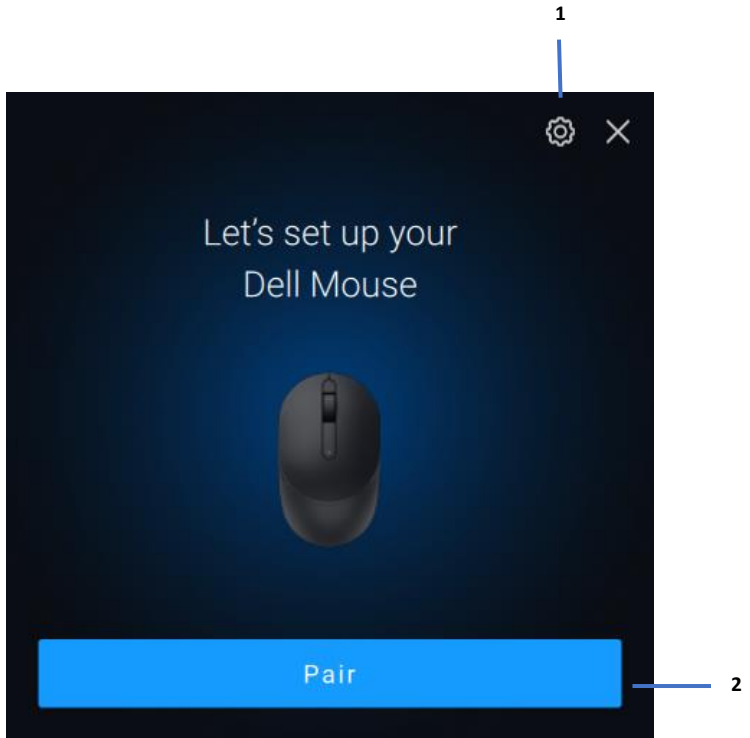
Command line uninstallation:

- 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

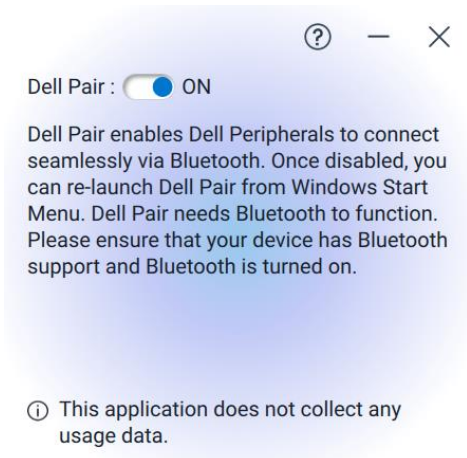
When a device (Mouse, Keyboard etc.) that supports Dell Pair is turned on and brought near the Bluetooth detection range of PC, Dell Pair pops up a notification. It prompts user to connect the device with PC. On clicking 'Pair', the device is seamlessly paired with PC using Bluetooth.



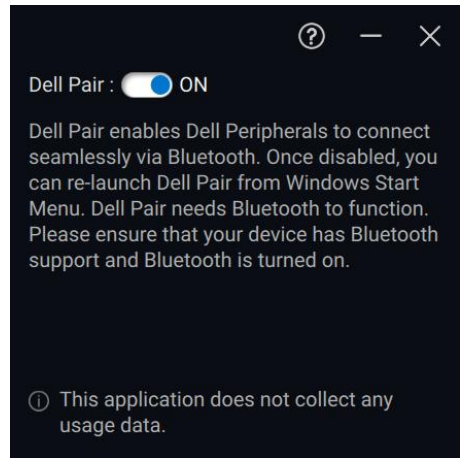
- 1 Dell Pair Settings
- 2 Start Pairing using Bluetooth

Light/Dark Mode

Dell Pair supports Windows Light/Dark mode. User can go to **Start Menu > Settings > Personalization > Colors** and change the mode.



Light Mode

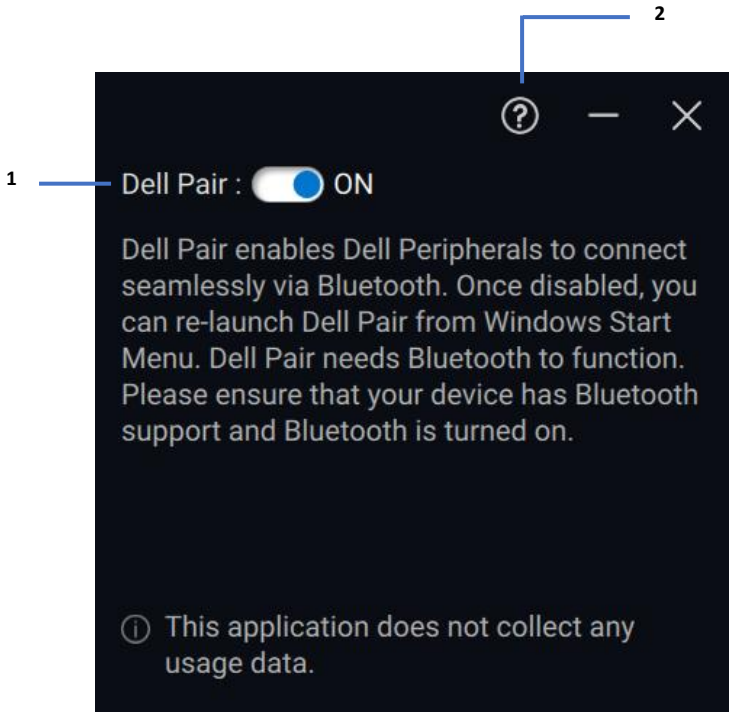


Dark Mode



General Features

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 Software version & Third-Party License information

Accessibility

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

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	• Windows 10 (version 19041) is the oldest version to support Dell Pair • Bluetooth version 5.0 or higher is present • Bluetooth is supported on the computer. It is turned ON under Windows settings • The Bluetooth device supports detection by Dell Pair • 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. • Check the computer and the Bluetooth device both have sufficient battery charge to operate • The Bluetooth device has the latest firmware • The Bluetooth controller on the computer is from Intel • Power cycle the Bluetooth device



Dell Pair reports a pairing error	Proceed to reconnect via Dell Pair with following steps: 1. If Bluetooth device is a. brought near PC and b. is in pairing mode c. the Dell Pair UI aids pairing 2. Wait for pairing error window to auto-dismiss 3. Move the Bluetooth device far away from the computer 4. Bring the Bluetooth device closer to the computer slowly 5. Ensure that the Bluetooth device is in pairing mode and the pairing LED starts blinking
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Discover:

The Dell Display and Peripheral Manager application helps you personalize various Dell Displays and Peripherals connected to your computer. To know more about this software, the models that it supports and to download it, please visit <http://www.dell.com/support/ddpm>

Revision history

Revision	Date	Description
A00	12/10/2022	- Dell Pair 1.1.0 SW launch
A09	15/07/2025	- Discover section updated with Dell Display and Peripheral Manager application link - SL525 added to Supported Peripherals
A10	22/07/2025	- Updated UI to remove Telemetry - Added Third Party License Link
A11	02/09/2025	- EB525 added to Supported Peripherals - Added note on Windows 10 end-of-support.
A12	11/19/2025	- Updated EOL KB article Link