

Dell Active Pen
PN556W
User's Guide

Regulatory Model: PN556W



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

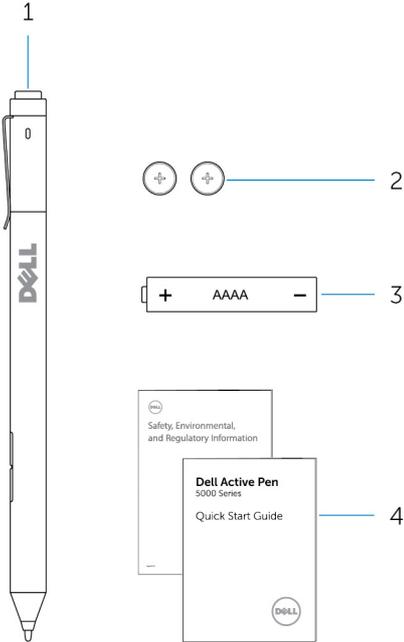


Figure 1. Contents in the box

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

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

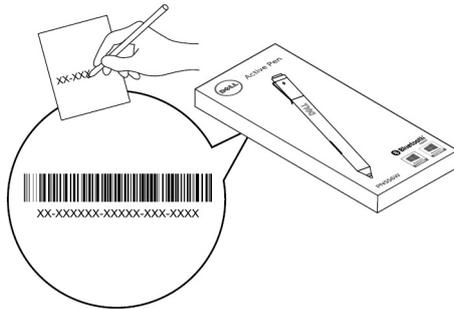


Figure 2. Noting down the PPID number

Features



Feature	Functionality
1 Tip	Move the tip over a touch screen to move the pointer. Allows you to write, draw, select objects, and so on.
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 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 seconds to enable pairing mode.• Press and hold for 1 second to open OneNote. NOTE: This feature works even when your device screen is locked.• Press twice in succession to capture a screenshot and send it to OneNote.• Press and hold for 1 second or press twice in succession to wake up your computer or tablet from connected standby state. NOTE: This feature is only available on devices that support connected standby feature.• While in presentation mode, press and hold for 1 second to go to the next slide and press twice in succession to go to the previous slide. 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](#).

Setting up your Dell Active Pen

Installing batteries

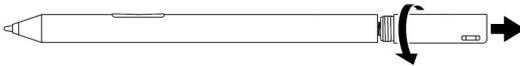
Dell Active Pen uses one AAAA battery and two coin-cell batteries.

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

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

- 1 Remove the top cover from the pen.



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



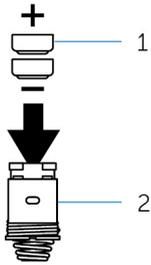
- 3 Replace the top cover.



Installing the coin-cell batteries

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

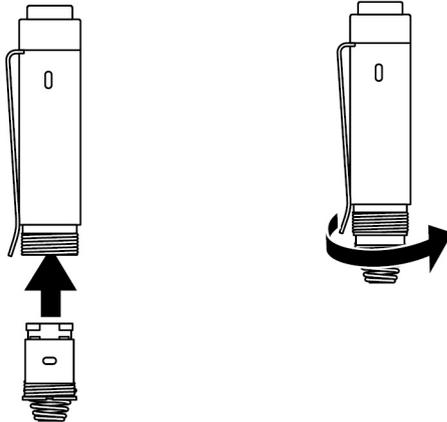
- 3** Insert the coin-cell batteries with the negative side facing in.



1 coin-cell batteries (2)

2 battery holder

- 4** Replace the coin-cell battery holder.

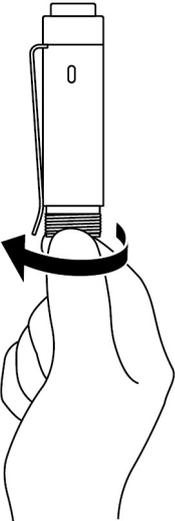


- 5** Replace the top cover.

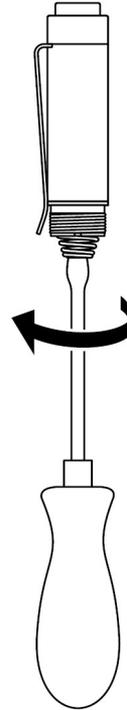


Removing the coin-cell battery holder

Using your fingertips, unscrew the coin-cell battery holder from the top cover.



If you face difficulties in removing the coin-cell battery holder using fingertips, use a coin or a flat-head precision screwdriver.



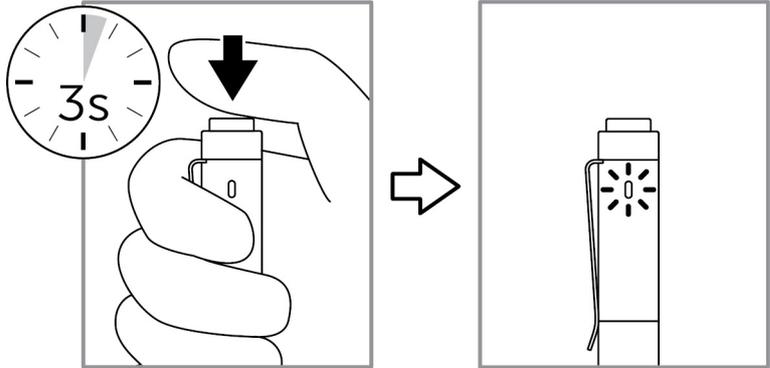
Pairing with a Bluetooth device

 **NOTE:** You can use Dell Active Pen only with selected Dell computers and tablets. For a 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.

- 1 Press and hold the top button for 3 seconds to enable pairing mode.
The Bluetooth-pairing light starts blinking to confirm the pairing mode is enabled.



- 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 PN556W Pen** → **Pair**.



NOTE: If Dell PN556W 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 confirm the pairing 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

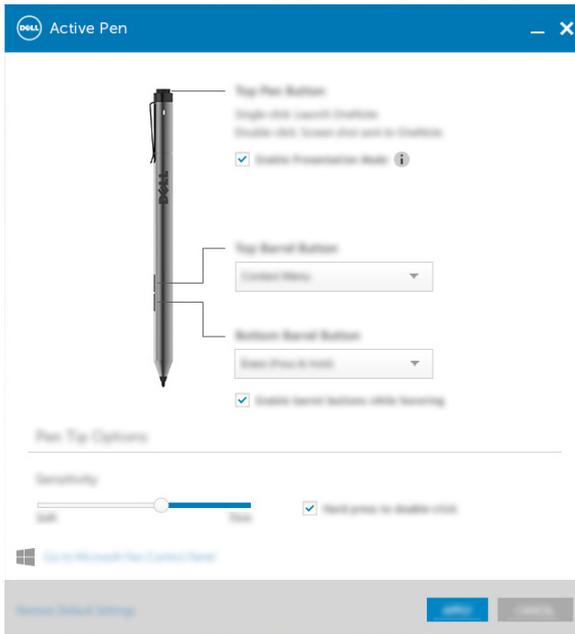
You can customize the buttons on your pen, change pressure sensitivity, and so on, using Active Pen Control Panel.

Installing Active Pen Control Panel

To install Active Pen Control Panel:

- 1 Turn on the computer or tablet.
- 2 Go to www.dell.com/support.
- 3 In the Search field, enter Dell Active Pen PN556W or the Service Tag of your computer or tablet, and then click the Search icon.
- 4 From the **Resources** section, tap or click **Downloads & Drivers**.
- 5 From the search result, tap or click **Drivers & Downloads**.
- 6 Tap or click **Active Pen Control Panel**.
- 7 Tap or click **Download**.
- 8 Save the file.
- 9 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



Top Pen Button

Select **Enable Presentation Mode** to use the button to navigate through a PowerPoint presentation.

Top Barrel-Button

Allows you to select one of the following functions when you click the button:

- **Context Menu** (right-click)
- **Erase** (press and hold to erase)
- **Page up**
- **Page down**
- **Copy**
- **Paste**
- **Undo**
- **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.

Bottom Barrel-Button

Allows you to select one of the following functions when you click the button:

- **Erase** (press and hold to erase)
- **Context Menu** (right-click)
- **Page up**
- **Page down**
- **Copy**
- **Paste**
- **Undo**
- **Redo**

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

Pen Tip Options

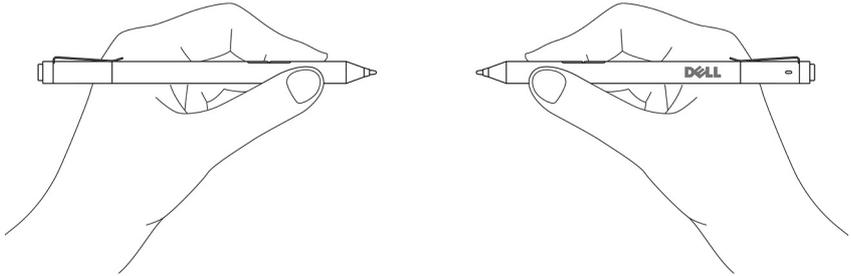
Move the slider to change your pen sensitivity. Select **Hard press to double-click** to enable double-click when you press and hold the pen tip.



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

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 not to accidentally press the barrel buttons while drawing or positioning the Dell Active Pen.



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.

Problems	Possible causes	Possible solutions
Pen does not work.	<ul style="list-style-type: none">• Batteries are installed incorrectly.• Batteries are out of charge.	<ul style="list-style-type: none">• Ensure the batteries are correctly installed. For more information, see Installing batteries.• 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 for 0.5 second does not open OneNote.	<ul style="list-style-type: none">• OneNote is not installed.• Pen is not paired with your device.• Coin-cell batteries may be out of charge.	<ul style="list-style-type: none">• Ensure OneNote is installed on your device.• Ensure the pen is paired with your device. For more information, see Pairing with a Bluetooth device.• Change the coin-cell batteries. For more information, see Installing coin-cell batteries.

Problems	Possible causes	Possible solutions
	<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 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. Bluetooth driver on your device is outdated. 	<ul style="list-style-type: none"> Dell Active Pen works only with Dell devices. 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 .
Pressing and holding the top button for 0.5 second or pressing the 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 PN556W on Dell website for a list of supported devices.

Specifications

Model	PN556W
Length	145 mm (5.71 in)
Diameter	9.5 mm (0.37 in)
Weight	18 g (0.04 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 (0.2 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

Getting help and contacting Dell

Self-help resources

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

Table 1. Getting help and contacting Dell

Information about Dell products and services	www.dell.com/support
Windows 8.1 and Windows 10	Dell Help & Support app 
Windows 10	Get started app 
Windows 8.1	Help + Tips app 
Accessing help in Windows 8.1 and Windows 10	In Windows search, type Help and Support , and press Enter .
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

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.

Statutory information

Warranty

Limited warranty and return policies

Dell-branded products carry a 1-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.