

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 (e.g. 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

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 – M5700
- Dell Premier Rechargeable Mouse – M5900
- Dell Premier Collaboration Keyboard – KB900
- Dell Premier Collaboration Keyboard and Mouse – KM900
- Dell Wireless Headset – WL3024
- Dell ProWireless ANC Headset – WLE024
- Dell Premier Wireless Adaptive ANC Headset – WL7024

Supported OS:

Windows 10, Build vers on 10.0.19041 and above
Windows 11

Download and installation.

Dell Pair comes pre-installed on your Dell System. All supporting documents for Dell Pair can be found in [Support for Dell Pair | Documentation | Dell US](#).

To manually download and install, please go to Drivers & Downloads page in [Support for Dell Pair | Drivers & Downloads | Dell US](#)



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 features, type the command:
 - `DellPair-Setup-x64.exe /S /v "/Q&& /LH="" &ul_path_wtq_files.msi"`

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 un-installation:
 - `C:\Program Files\Dell\Dell Pair\Uninstall.exe`
- If uninstallation is required to consistently 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.

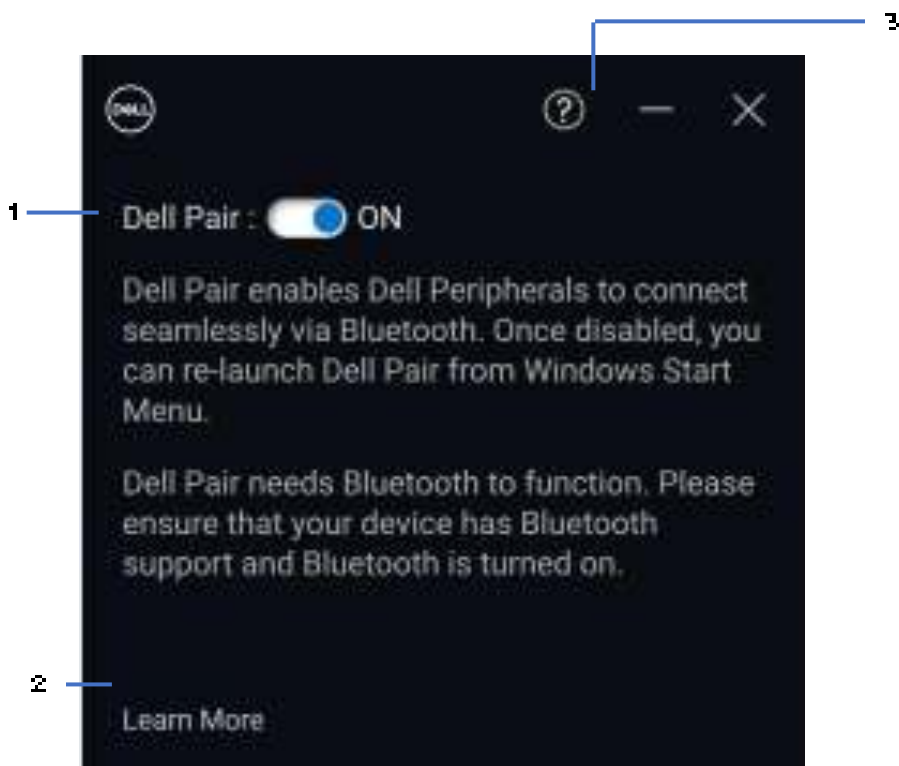


1. Dell Pair - Settings
2. Start Pairing using Bluetooth



General Features

You can click **Start Menu > Dell > Dell Pair** to open this 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/drivers.



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/focus on a control, press Spacebar key.

Scan Mode

You can navigate through this 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 1904.1) 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, place 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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