

Dell Pro Plus Active Pen

PN5122W

User's Guide

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

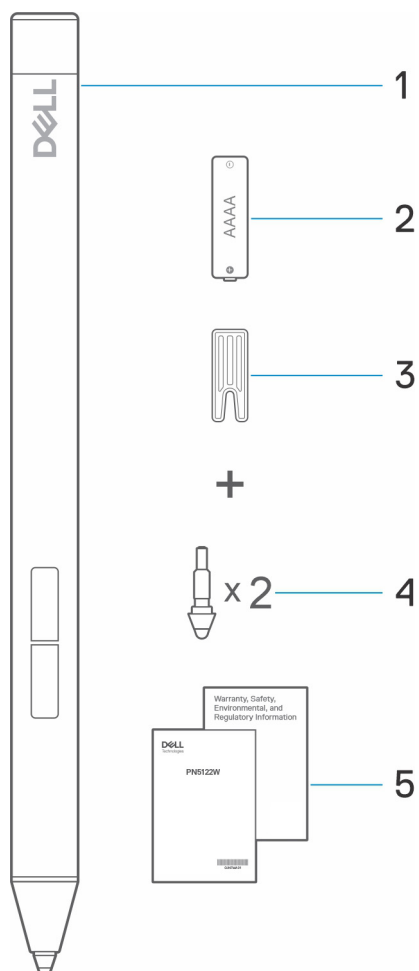
 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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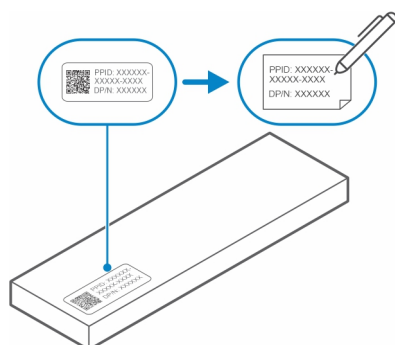
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What's in the box

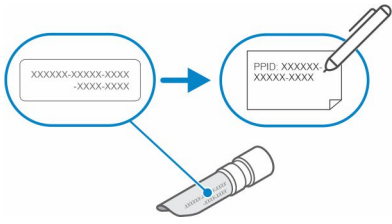


1. Dell Active Pen
2. AAAA battery
3. Nib remover
4. Pen nib (2)
5. Documents

NOTE: For warranty purposes, note down the PPID number located behind the box or retain the box.



NOTE: The PPID number can also be located on a sleeve under the pen battery cap.



Features



Table 1. Features and functionality of your PN5122W

Feature		Functionality
1	Tip	Move the tip over a touchscreen to move the pointer. Enables you to write, draw, and select objects.
2	Bottom barrel button	Press and hold the bottom barrel button and move the tip over the area you want to erase. To change the functionality of this button, see Dell Display and Peripheral Manager .
3	Top barrel button	Press the top barrel button to open the context menu or perform a right-click. To change the functionality of this button, see Dell Display and Peripheral Manager .
4	Pen battery cap	For information on how to install or replace the battery, see Installing batteries of your PN5122W .

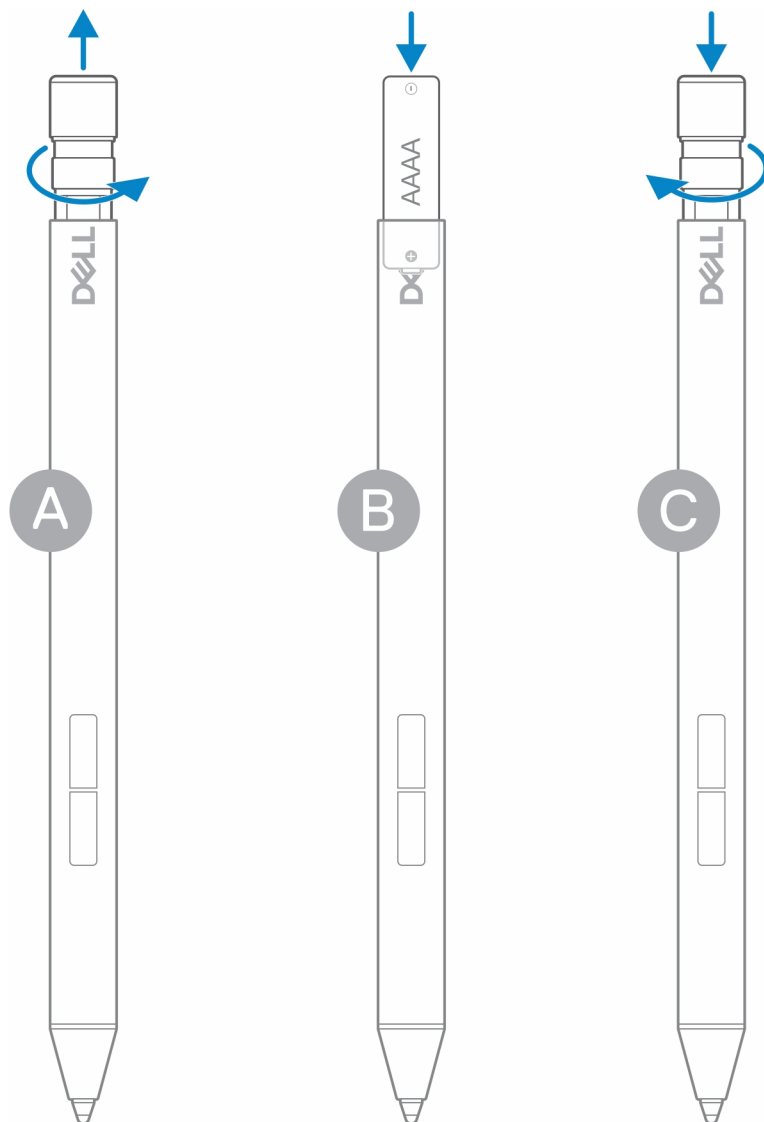
Setting up your PN5122W

Installing batteries of your PN5122W

Your PN5122W uses one AAAA battery.

The AAAA battery provides power to your PN5122W.

To install the AAAA battery, perform the following steps in order (A->B->C).



Dell Display and Peripheral Manager

Dell Display and Peripheral Manager is an app that helps you set up and configure your Dell monitors and peripherals. With this app you can:

- Assign shortcuts to programmable buttons of your active pen through the **Button Customization** tab.
- View device information such as firmware version and battery status for wireless devices.
- Upgrade to the latest firmware for your device.

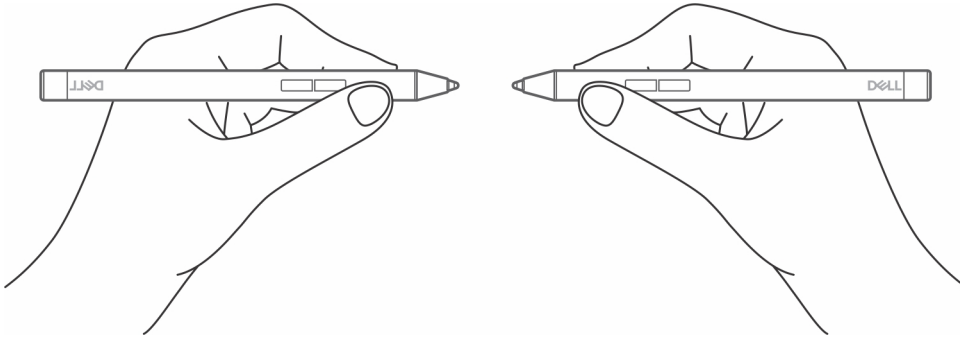
Installing Dell Display and Peripheral Manager

When you connect the device to your computer for the first time, you may be prompted to download and install the app.

 **NOTE:** If the download prompt does not appear within a few minutes, you can manually install the software from the **Drivers & Downloads** tab at [Dell Support Site for PN5122W](#). For more details, see the *Dell Display and Peripheral Manager User Guide* in the **Documentation** tab.

Holding your PN5122W

Hold your PN5122W as you hold a pencil or pen. Adjust the grip so that you can use the barrel button easily. Ensure that you do not accidentally press the barrel buttons while drawing or positioning the pen.



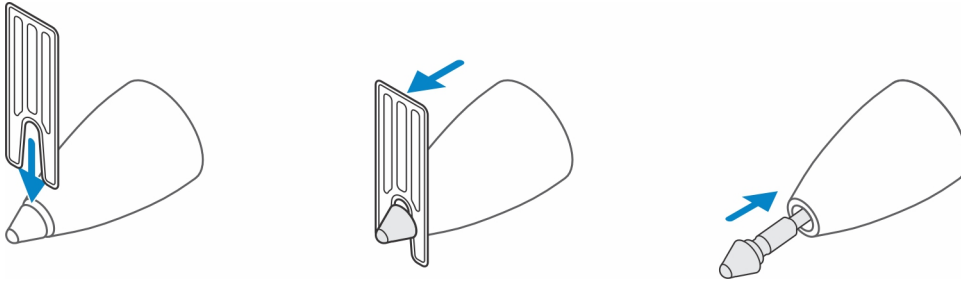
Specifications

Table 2. Specifications of your PN5122W

Model		PN5122W
Dimensions and weight:		
	Length	140 mm (5.51 in.)
	Diameter	9.50 mm (0.37 in.)
	Weight	10.40 g (0.023 lb), excluding battery
Inking technology		• AES 1.0/2.0 • WGP
Pen tip detectable height		5 mm to 10 mm (0.20 in. to 0.39 in.)
Batteries		AAAA battery
Supported operating system		• Windows 10 • Windows 11
Temperature:		
	Stock	-10°C to 55°C (14°F to 131°F)
	Operating	5°C to 40°C (41°F to 104°F)
Humidity		30% to 80%
Others		 NOTE: It is recommended that you do not expose the pen to alcohol or solvent solution (including sanitizer).

Replacing the pen nib

When the pen nib on your PN5122W is worn out or damaged, replace the pen nib using the nib kit as shown in the following image.



Troubleshooting

 **NOTE:** You can only use your PN5122W with selected Dell laptops. For a list of supported laptops, see www.dell.com.

Table 3. Dell Active Pen troubleshooting

Problems	Possible causes	Possible solutions
Pen cannot write or draw.	Unsupported laptop.	Pen works only with supported Dell laptops.
	Battery is fully drained.	Replace the AAAA battery.
Pen cannot connect with Dell Display and Peripheral Manager (DDPM).	DDPM pairing was not successful.	Launch DDPM , click the '+' mark on the top right corner, click on Pen mark . Tap the screen with the pen tip of your pen to connect the pen with DDPM.
Default functions for the barrel buttons do not work.	The default function is changed or overwritten.	Launch DDPM to check the function assignment of the barrel buttons.
Pen skin peels off.	Alcohol based liquid may damage the pen skin.	Avoid using alcohol based cleaner or sanitiser on the pen directly.
	Unsuitable stock and operating temperature and humidity may damage the pen body.	Refer to Specifications to find more information on the stocking and operating specifications of the pen.
Features on Dell Display and Peripheral Manager software may not be supported.	The features supported by Dell Display and Peripheral Manager are dependent on the operating system and the processor of your computer.	See documentation for Dell Display and Peripheral Manager at Dell Support Site for more information.

Statutory information

Warranty

Limited warranty and return policies

Dell-branded products carry a three 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.

Getting help and contacting Dell

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.

Self-help resources

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

Table 4. Getting help and contacting Dell

Self-help resources	Resource location
Information about Dell products and services	Dell Site
Online help for operating system	Windows Support Site
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on.	Dell Support Site