

# Dell XPS Active Pen

PN9315A

User's Guide



## Notes, cautions, and warnings

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

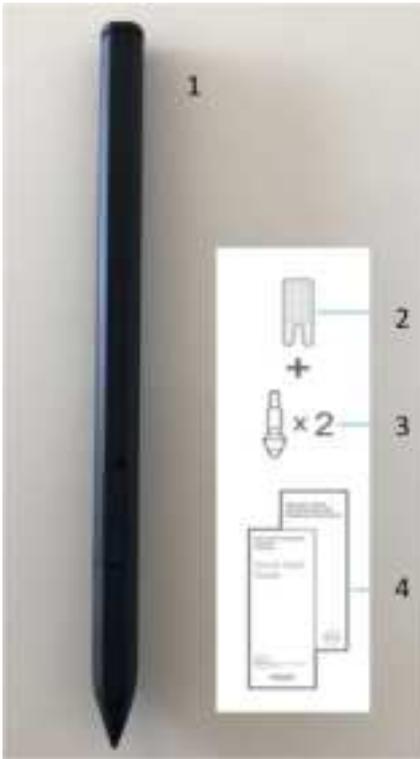
 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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

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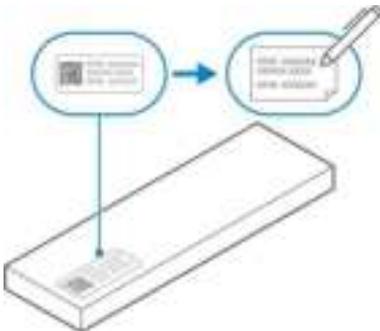
## What's in the box

The following topic lists the contents of your PN9315A and how to record down the PPID number.



1. Dell Active Pen 2. Nib remover 3. Pen nib (2) 4. Manuals

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



## Features



**Table 1. Features and functionality of your PN9315A**

Feature	Functionality
1 Tip	Move the tip over a touch screen to move the pointer. Enables you to write, draw, and select objects.
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 <a href="#">Dell Peripherals Manager</a> .
3 Top barrel button	<ul style="list-style-type: none"> <li>• Press this button to open the context menu or perform a right-click. To change the functionality of this button, see <a href="#">Dell Peripherals Manager</a>.</li> <li>• Press and hold top and bottom barrel button for <b>3</b> seconds to enable Bluetooth pairing mode. This also allows your pen to pair with <a href="#">Tilevia Bluetooth</a>.</li> </ul>
4 LED indicator	A blinking white light indicates the pairing mode is enabled. A solid white light indicates the pairing is complete. For information on pairing your PN9315A with a Bluetooth device, see <a href="#">Pairing with a Bluetooth device</a> .
5 Top button	<p>Before Bluetooth pairing your PN9315A with your computer:</p> <ul style="list-style-type: none"> <li>• Press and hold for 3 seconds to enable pairing mode.</li> </ul> <p>After Bluetooth pairing your PN9315A with your computer:</p> <ul style="list-style-type: none"> <li>• Single Press — Launch PN9315A menu</li> <li>• Double Press — Take a screenshot</li> <li>• Long Press (1.5s) — Launch Sticky Notes</li> <li>• Press and hold or press twice in succession to wake your Bluetooth paired computer from sleep.</li> </ul> <p><b>NOTE:</b> This feature is only available on system that support Modern Standby mode.</p> <p><b>NOTE:</b> These functions are available only in Windows 10 and Windows 11.</p> <p><b>NOTE:</b> These functions can be changed by re-programming button functionality in Dell Peripheral Manager (DPM). For instructions on how to install DPM, see <a href="#">Installing Dell Peripheral Manager</a>.</p> <p>With Microsoft Powerpoint in <b>Presentation mode</b>:</p> <ul style="list-style-type: none"> <li>• Press and hold to go to the next slide</li> <li>• Press twice in quick succession to return to the previous slide</li> </ul>

**Table 1. Features and functionality of your PN9315A (continued)**

 **NOTE:** These functions in Microsoft Powerpoint are only available with Dell Peripheral Manager (DPM) installed. For instructions on how to install DPM, see [Installing Dell Peripheral Manager](#).

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# Setting up your PN9315A

## Connecting and charging your device

Connecting your pen to the computer is needed to activate the pen and disable shipping mode. Without performing this step, your pen will not work.



1. To charge your PN9315A, connect to top of the tablet.
2. When you connect your PN9315A to your tablet a prompt will appear to establish a Bluetooth pairing.
3. Click on **Connect** to confirm the Bluetooth pairing.

**NOTE:** Continue to leave your PN9315A connected to the table till its battery is fully charged.

# Manual Bluetooth pairing

## About this task

-  **NOTE:** If you were unable to pair your PN9315A automatically, perform the following procedure.
-  **NOTE:** You can use your PN9315A only with selected Dell computers and tablets. For the list of supported devices, see [www.dell.com](http://www.dell.com).
-  **NOTE:** If your PN9315A is already listed under Bluetooth devices, remove it from the list before performing the following steps.

## Steps

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 under **Bluetooth Settings**, tap or click PN9315A → **Pair**.  
 **NOTE:** If your PN9315A 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 indicate the pairing is complete 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.

# Dell Peripheral Manager

You can customize the buttons on your pen, change pressure sensitivity, and so on, using Dell Peripheral Manager (DPM). To install DPM:

1. [Set up your PN9315A](#)

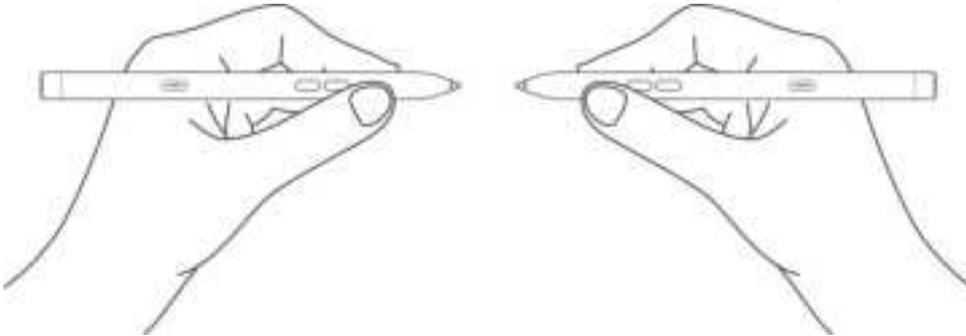
2. The latest version of DPM should automatically download and install (takes up to 20 minutes).

If DPM does not automatically install, perform the following steps:

1. Ensure that you have the latest Windows and Driver updates.
  - See the Knowledge Base article [Windows Update: FAQ](#) for information about how to get the latest version of Windows and updates.
  - Use the SupportAssist application to update drivers for you, browse to the [SupportAssist for PCs and tablets](#) page for more information.
  - See the Dell Knowledge Base article **How do I download and install a driver?** section of Dell Knowledge base article [Drivers and Downloads FAQs](#) for information about manually updating drivers.
2. Manually install DPM.
  - a. Browse to the [Dell Peripheral Manager](#) download page.
  - b. Touch or click Download.
  - c. Once the DPM installer is downloaded, touch or click the installer to start the installation process, and then follow the steps prompted by the installer.

## Holding your PN9315A

Hold your PN9315A 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.



# Specifications

**Table 2. Specifications of your PN9315A**

Model	PN9315A
Dimensions and weight	
Length	157 mm (6.10 in.)
Diameter	9.80 mm (0.38 in.)
Weight	14.20 g (0.031 lb)
Wireless	Bluetooth Smart Low Energy 5.0
Wireless operating range	10 m (32.80 ft)
Wireless protocol	<ul style="list-style-type: none"> <li>• AES-CCMP</li> <li>• WGP</li> </ul>
Pen tip detectable height	5 mm to 10 mm (0.20 in. to 0.39 in.)
Batteries	Li-ion rechargeable battery
Supported operating system	<ul style="list-style-type: none"> <li>• Windows 10</li> <li>• Windows 11</li> </ul>
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	 <b>NOTE:</b> 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 PN9315A is worn out or damaged, perform the following procedure to replace it.



## Tile

Your PN9315A can be synced with the **Tile** application via Bluetooth which you can install on **Android** or **Apple iOS** devices. This enables a feature to locate your PN9315A on the **Tile** application. For more information, consult the **Tile** application on your device.



# Troubleshooting



**NOTE:** You can only use your PN9315A with selected Dell computers and tablets. For a list of supported devices, see

[www.dell.com](http://www.dell.com).

**Table 3. Dell Active Pen troubleshooting**

Problems	Possible causes	Possible solutions
Pen does not work or the bluetooth-pairing light does not turn on.	<ul style="list-style-type: none"> <li>Unsupported device.</li> </ul>	<ul style="list-style-type: none"> <li>Pen works only with supported Dell devices.</li> </ul>
	<ul style="list-style-type: none"> <li>Battery is fully drained.</li> <li>Shipping mode is still enabled.</li> </ul>	<ul style="list-style-type: none"> <li>Connect the device to charging area of your computer.</li> </ul>
	<ul style="list-style-type: none"> <li>Pen is not paired with your device or device has lost pairing with the computer.</li> </ul>	<ul style="list-style-type: none"> <li>Remove the pen from the list of Bluetooth devices and manually re-pair it with your device. For more information, see <a href="#">manually pairing with a Bluetooth device</a>.</li> </ul>
Only default functions for the top and barrel buttons do not work.	<ul style="list-style-type: none"> <li>The default function has been re-assigned or removed in DPM.</li> </ul>	<ul style="list-style-type: none"> <li>Boot up DPM to check the function assignment of the barrel buttons.</li> </ul>
	<ul style="list-style-type: none"> <li>The operating system on your computer and DPM settings are not in sync (this statement needs refinement)</li> </ul>	
	<ul style="list-style-type: none"> <li>Pen function and pen setting is not match (this statement needs refinement)</li> </ul>	
Pressing the top button twice 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"> <li>Unsupported device.</li> </ul>	<ul style="list-style-type: none"> <li>Pen works only with supported Dell devices.</li> </ul>
	<ul style="list-style-type: none"> <li>Bluetooth driver on your device is outdated.</li> </ul>	<ul style="list-style-type: none"> <li>Install the latest Bluetooth driver for your device.</li> </ul>
Pen shows as <b>Not Connected</b> under Bluetooth devices list.	Pen is not paired correctly with your device.	<ul style="list-style-type: none"> <li>Install the latest Bluetooth driver for your device.</li> <li>Remove the pen from your Bluetooth list and pair it again. For more information on pairing the pen with your device, see <a href="#">Pairing with a Bluetooth device</a>.</li> </ul>
Pressing and holding the top button or pressing the top button twice in succession does not wake up the	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 PN9315A on

**Table 3. Dell Active Pen troubleshooting (continued)**

<b>Problems</b>	<b>Possible causes</b>	<b>Possible solutions</b>
computer or tablet from connected standby.		Dell website for a list of supported devices.

# 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](http://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](http://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](http://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](http://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 [www.dell.com/contactdell](http://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.

## 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**

Information about Dell products and services	<a href="http://www.dell.com/support">www.dell.com/support</a>
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 <b>Help and Support</b> , and press <b>Enter</b> .
Online help for operating system	<a href="http://www.dell.com/support/windows">www.dell.com/support/windows</a>
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on	<a href="http://www.dell.com/support">www.dell.com/support</a>