Troubleshooting Tips...

POOR PERFORMANCE (OR NONE) WITH STYLUS



IS STYLUS PAIRED TO DEVICE

Press Windows key - type in 'blu' on your keyboard. Bluetooth devices will be displayed. If not there, go through the pairing process and pair your stylus.



NO

Check battery level. Same process as above - battery levels will be displayed to the right. Change batteries if low. ONE AAAA for Surface. ONE AAAA AND TWO CELL batteries for Dell.



NO

Test stylus in multiple apps/programs to determine IF just not working in a specific app.



YES

IF just ONE app, email helpdesk to inquire if this is a known problem and if a solution is available.



Stylus not working correctly in ANY app. Test a stylus you KNOW is working (remember to pair first - Dell users - your TIST or TL will have a "spare" stylus to do testing with.



YES

Check with TIST or TL for final trouble shooting. Email helpdesk. The SPECIFIC stylus is not working with your device.

NO

Check with TIST or TL for final trouble shooting. Email helpdesk. NO stylus is working with ANY apps on your device.