



DELL GGFM3 Latitude Touchscreen Convertible 2 in 1 Notebook Installation Guide

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DELL GGFM3 Latitude Touchscreen Convertible 2 in 1 Notebook



Product Information

Specifications

- Product Name: Collaboration Touchpad
- Model: March 2024 Rev. A01
- Integrated collaboration control keys for Zoom or Teams calls
- Compatible with specific Dell Latitude models
- Required Apps
 - Dell Optimizer
 - Zoom Client (Version 4.1.3 and higher)
 - Teams for work or school (Windows desktop) – Classic Teams: Version 1.6.00.24078 and higher, New Teams: Version 23285.3607.2525.937 and higher

Product Usage Instructions

Pairing Teams with Collaboration Touchpad

1. Ensure that you have the latest versions of Dell Optimizer, Zoom, or Teams for work or school installed on your computer.
2. To pair Teams with the collaboration touchpad, follow these steps
 1. Open Teams for work or school app.
 2. Activate Third-party app API if needed for advanced touchpad functionality.
 3. Join a Teams meeting after installing Dell Optimizer to trigger the New Connection request dialog box.
 4. Select “Allow” to enable collaboration touchpad control icons.

Collaboration Control Icons Functions

Controls	Functions
Turn on/off camera	White icon: Camera on, Red icon: Camera off
Screen sharing	Tap once to share screen, tap again to stop sharing
Show/hide chat window	Blinking icon for new chat messages
Mute/unmute microphone	White icon: Microphone on, Red icon: Microphone muted

Frequently Asked Questions (FAQ)

- **Q: How do I know if my computer is compatible with the Collaboration Touchpad?**

- A: The Collaboration Touchpad is compatible with specific Dell Latitude models as listed in the user manual. Ensure you have the required apps installed with the specified versions.

- **Q: Do I need to pair the touchpad every time I use it with Teams?**

- A: Pairing Teams with the collaboration touchpad is only required once or after installing Dell Optimizer on your computer.

- **Q: How can I troubleshoot if the collaboration control icons are not working during a Teams call?**

- A: Make sure you have the latest software versions installed, activate the Third-party app API if necessary, and ensure you have allowed the touchpad control icons in the Teams app settings.

Collaboration Touchpad

Reference 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.

Introduction

Your computer is integrated with collaboration control keys on the touchpad to enhance the collaboration experience during a Zoom or Teams call.

NOTE: Watch a video on how to use and configure the collaboration touchpad at www.dell.com/collaboration-touchpad. Or, follow the instructions in this guide to configure the collaboration touchpad.

Table 1. Collaboration control icons and its functions





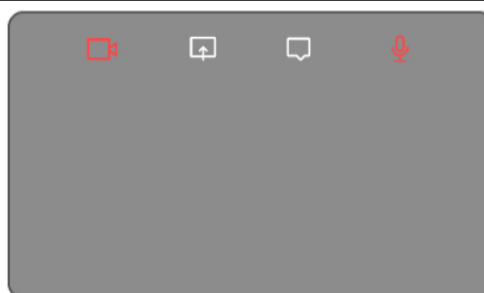
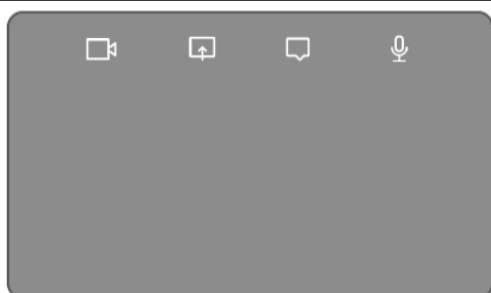
Controls	Functions
	Turn on or off the camera. <ul style="list-style-type: none"> • White icon: The camera is turned on. • Red icon: The camera is off.
	Tap once to share your screen. Tap again to stop sharing.
	Show or hide the chat window. The icon blinks when you receive a new chat message.
	Turn on or mute the microphone. <ul style="list-style-type: none"> • White icon: The microphone is turned on. • Red icon: The microphone is muted.

Table 2. Control keys on Collaboration Touchpad
Collaboration control keys

Camera and microphone control keys turn red when muted



Supported computers and required apps

The following table lists the versions of the required apps for your computer

Table 3. Computers and required apps

Required apps	Latitude 9330	Latitude 9440 2 - in-1	Latitude 7350 U ltralight Latitude 7450 U ltralight	Latitude 7350 D etachable with Collaboration K eyboard	Latitude 9450 2 - in-1
Dell Optimizer	Version 4.1.3 and higher		Version 4.2.0 and higher		
Zoom Client	Version 5.9.3 and higher				
Teams for work or school (Windo ws desktop)	Classic Teams: Version 1.6.00.24078 and higher New Teams: Version 23285.3607.2525.937 and higher				

Pairing Teams with your collaboration touchpad

- **NOTE:** Ensure that you have the latest versions of the Dell Optimizer app and Zoom or Teams for work or school that is installed on your computer.

- **NOTE:** To use the collaboration control icons during a Teams call, you must pair the Teams for work or school app with the collaboration touchpad. This pairing is only required once or after you install Dell Optimizer on your computer.
- **NOTE:** When using Teams for work or school for the first time, you may have to enable Third-party app API in order to activate the advanced functionality of the touchpad.
When you join a Teams meeting for the first time after installing Dell Optimizer, a New Connection request dialog box is displayed. Select Allow for the collaboration touchpad control icons to function. The Teams app is paired with the collaboration touchpad. On successful pairing, the collaboration touchpad synchronizes the microphone and camera icons to the status of the Teams meeting.
- **NOTE:** If Dell Optimizer is uninstalled or reinstalled, you must pair the Teams for work or school app with the collaboration touchpad again.

These scenarios may occur if you have ignored or blocked the new connection request to pair the Teams for work or school app with the collaboration touchpad

- If you have selected Block when prompted to enable collaboration touchpad at Teams connection, you can unblock by going to Settings > Privacy in the Teams app. Select Manage API and enable Third-party app API option.
- However, if you do not select Allow or Block, the New connection request dialog box times out and the collaboration touchpad icons are in unpaired state with white LED icons.
- If you click any collaboration touchpad icon again at any point during the Teams meeting, the connection request dialog box is displayed again.

Configuring your collaboration touchpad

NOTE: You will require the Dell Optimizer app to customize the settings of the collaboration touchpad. For more information, search for Dell Optimizer in the Knowledge Base Resource at www.dell.com/support .

1. Click Start and search for Dell Optimizer.
2. On the Dell Optimizer home screen, under Customize your Dell Devices, select Collaboration Touchpad.
3. Adjust these settings to configure the collaboration touchpad

Table 4. Collaboration touchpad settings in Dell Optimizer

Setting	Functions
Collaboration Icons	Display or hide the control icons on the touchpad. Switch the toggle for each icon to turn it on or off. If an icon is turned off, it is not displayed during a call while the other icons are still displayed.
Icon Brightness	Adjust the icon brightness manually or automatically based on the ambient light.
Preferences	<p>Select the checkbox to</p> <ul style="list-style-type: none"> • Enable the blink effect when there is a new chat message in the conference call. • Activate icons on the touchpad by double tapping instead of single tapping. • Notify when microphone mute (F4) or SafeShutter lock (F9) are on.

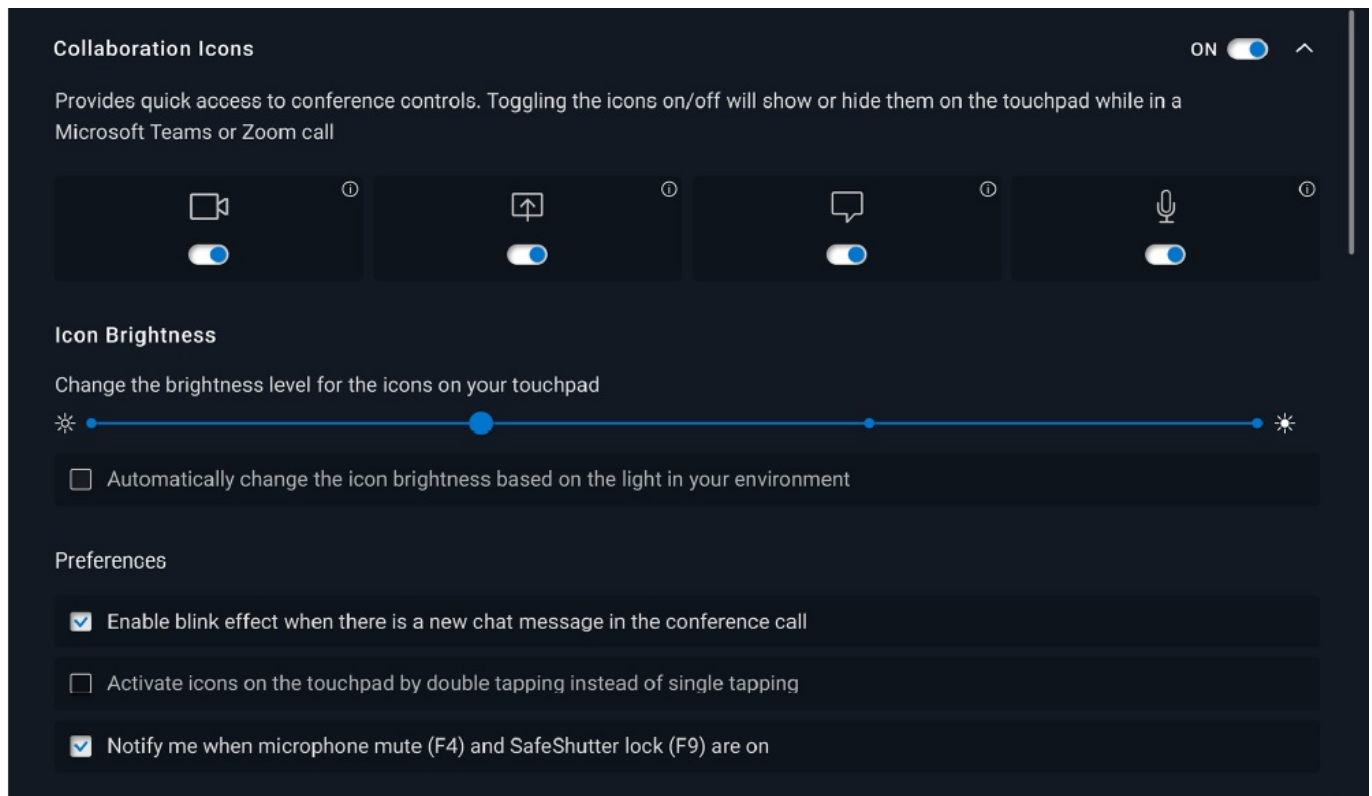


Figure 1. Collaboration touchpad settings in Dell Optimizer

Configuring your haptic collaboration touchpad

The collaboration touchpad with haptic feedback is supported on these computers

- Latitude 9440 2-in-1
- Latitude 9450 2-in-1

Depending on the operating system, the haptic feedback can be customized to four levels of sensitivity. For Windows 11 operating system, follow these steps

1. Go to Settings > Bluetooth & devices > Touchpad.
2. Switch the Touchpad feedback option to ON.
3. Move the Intensity slider left or right to select the preferred level of tactile sensitivity.

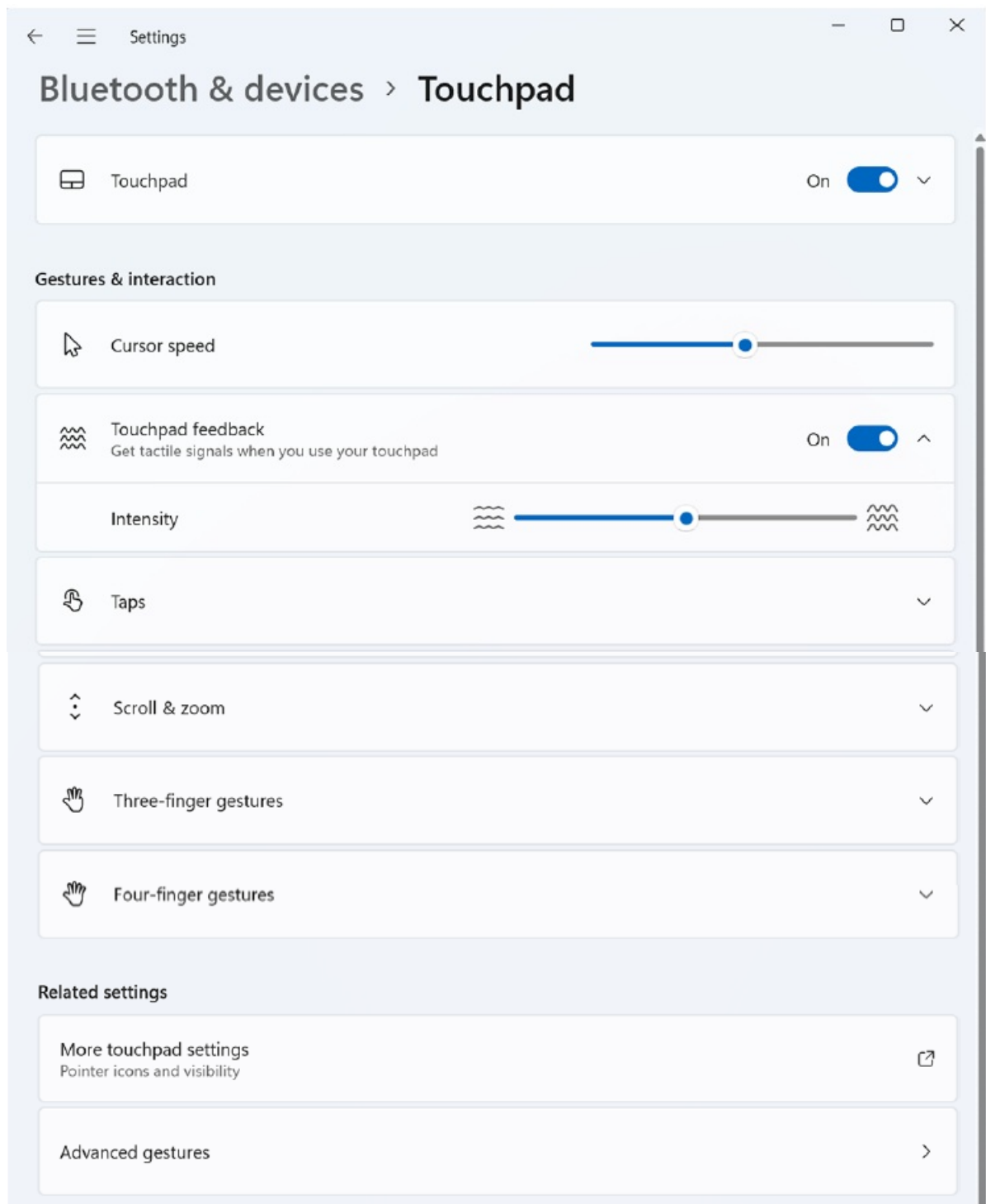


Figure 2. Touchpad feedback on Windows 11 operating system

For Windows 10 operating system, haptic feedback can be customized in Dell Optimizer. Follow these steps

1. Click Start and search for Dell Optimizer.
2. On the Dell Optimizer home screen, under Customize your Dell Devices, select Collaboration Touchpad.

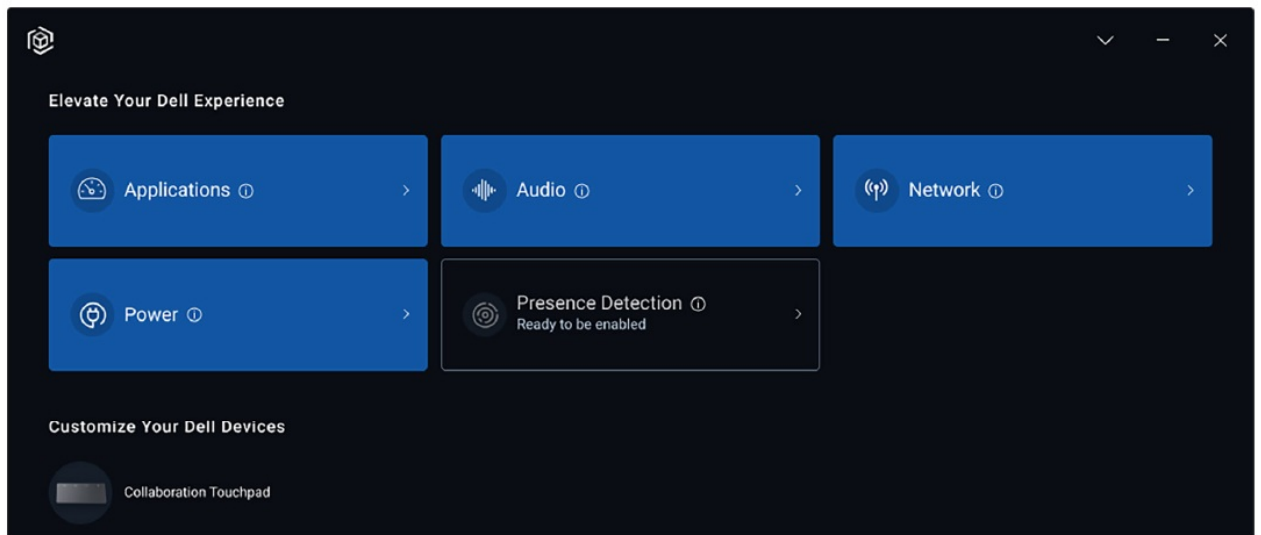


Figure 3. Dell Optimizer Menu Options

3. Under the setting for Touchpad Haptics, adjust the slider to select the preferred level of haptic response on the touchpad.

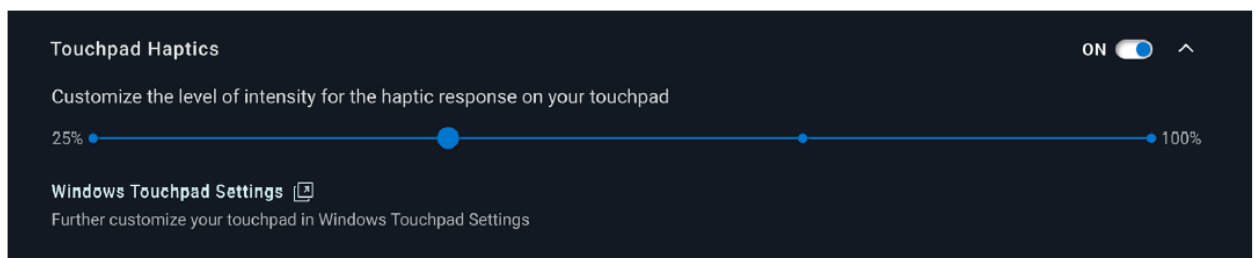


Figure 4. Touchpad haptics settings in Dell Optimizer

Troubleshooting

If you cannot see the icons on the touchpad while you are on a Zoom or Teams call, it could be due to the following conditions

Table 5. Troubleshooting

Scenario	Workaround
The collaboration touchpad does not work when you start a second (concurrent) conference call.	To access the collaboration touchpad controls again, close any additional conference call.
The collaboration touchpad does not work on the web version of Zoom or Teams .	<p>The collaboration touchpad works only with the Zoom desktop application and Teams for work or school (Windows desktop) application.</p> <p>NOTE: Teams for home and Teams on web are not supported.</p>
The collaboration touchpad does not work when the computer is in tablet, tent, or stand modes.	<p>To access the collaboration touchpad controls again, change the computer to the desktop mode or notebook mode by:</p> <ul style="list-style-type: none"> • Rotating the computer back to a 120-degree angle or • Connecting the keyboard to the screen and setting it to Notebook mode.
The collaboration touchpad gets disabled when you swipe from left to right or right to left on the top edge of the touchpad during a call.	Swipe right to left or left to right to enable the collaboration touchpad again.
The collaboration touchpad icons do not appear when you get on a Teams call.	In the Teams app, go to Settings > Privacy > Third-party app API > Manage API and enable Third-party app API .

NOTE: If the hardware control keys F4 (microphone mute) and F9 (shutting camera) are active, they override the touchpad functionality.


For example, if the F4 key is active (hardware microphone mute is turned on) and the collaboration touchpad microphone is on (the microphone icon is white on the collaboration touchpad and unmuted), you must press F4 to turn off the microphone hardware mute to be heard during the conference call.

Getting help and contacting Dell

Self-help resources

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

Table 6. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
Tips	
Contact Support	 <p>In Windows search, type Contact Support, and press Enter.</p>
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	<p>Your Dell computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support.</p> <p>For more information about how to find the Service Tag for your computer, see Locate the Service Tag on your computer.</p>
Dell knowledge base articles	<ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Support Library. 3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.


Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.



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.

Documents / Resources

	<p>DELL GGFM3 Latitude Touchscreen Convertible 2 in 1 Notebook [pdf] Installation Guide GGFM3, 423PD, TPYVC, 5N9K1, KFNFN, GGFM3 Latitude Touchscreen Convertible 2 in 1 Notebook, GGFM3, Latitude Touchscreen Convertible 2 in 1 Notebook, Touchscreen Convertible 2 in 1 Notebook, Convertible 2 in 1 Notebook, in 1 Notebook, Notebook</p>
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References

-  [Dell - Dell Linux - Community Web](#)
-  [Dell - Dell Linux - Community Web](#)
- [User Manual](#)

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