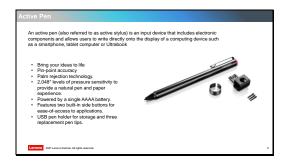
Smarter technology for all

ACTIVE PENISSUES

Participant Guide



Welcome again!! At some times, the active pen may not work properly.



An active pen (also referred to as active stylus) is an input device that includes electronic components and allows users to write directly onto the display of a computing device such as a smartphone, tablet computer or Ultrabook

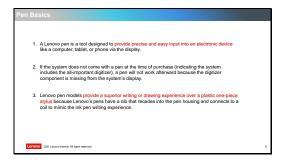
- Bring your ideas to life with the Lenovo Active Pen.
- This pen boasts pin-point accuracy, palm-rejection technology and 2,048* levels of pressure sensitivity to provide a natural pen and paper experience when you sketch and jot down notes.
- It is powered by a single AAAA battery, the Lenovo Active Pen also features two built-in side buttons for ease-ofaccess to applications, a USB pen holder for storage, and three replacement pen tips for longer use.



Lenovo ThinkPad Pen Pro - YouTube

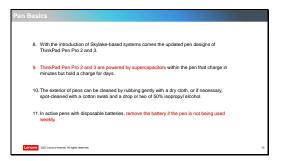


Think Innovation Minute: Lenovo ThinkPad Pen Pro - YouTube

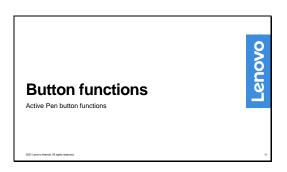


- A Lenovo pen is a tool designed to provide precise and easy input into an electronic device like a computer, tablet, or phone via the display.
- If the system does not come with a pen at the time of purchase (indicating the system includes the allimportant digitizer), a pen will not work afterward because the digitizer component is missing from the system's display.
- Lenovo pen models provide a superior writing or drawing experience over a plastic one-piece stylus because Lenovo's pens have a nib that recedes into the pen housing and connects to a coil to mimic the ink pen writing experience.





- A passive pen, also known as a stylus or digitizer pen, does not contain a battery or electrical components, but it still requires that it be cared for, so it doesn't come apart or damage screens.
- When passive pens are pushed against a digitized display, the tip becomes conductive as the power is provided from the screen.
- With active pens, the power is provided from a battery or rechargeable battery within the pen.
- Rechargeable pens with bent pins, either on the pen itself or inside the housing of the laptop, may have difficulty charging as expected. If the bent pins are on the pen, they may need to be replaced while if the bent pins are within the laptop, the laptop may need to be serviced.
- With the introduction of Skylake-based systems comes the updated pen designs of ThinkPad Pen Pro 2 and 3.
- ThinkPad Pen Pro 2 and 3 are powered by supercapacitors within the pen that charge in minutes but hold a charge for days.
- The exterior of pens can be cleaned by rubbing gently with a dry cloth, or if necessary, spot-cleaned with a cotton swab and a drop or two of 50% isopropyl alcohol.
- In active pens with disposable batteries, remove the battery if the pen is not being used weekly.





Default Pen Button Functions:

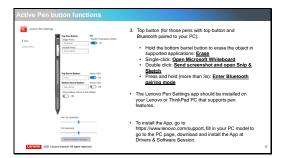
1. Top barrel button:

Hold the top barrel button and tap the screen: Right-

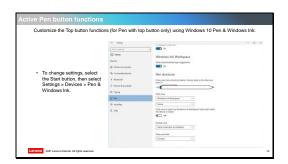
click

2. Bottom barrel button:

Hold the bottom barrel button to erase the object in supported applications: **Erase**



- 3. Top button (for those pens with top button and Bluetooth paired to your PC):
 - Hold the bottom barrel button to erase the object in supported applications: Erase
 - Single-click: Open Microsoft Whiteboard
 - Double click: Send screenshot and open Snip & Sketch
 - Press and hold (more than 3s): Enter Bluetooth pairing mode
- The Lenovo Pen Settings app should be installed on your Lenovo or ThinkPad PC that supports pen features.
- To install the App, go to https://www.lenovo.com/support, fill in your PC model to go to the PC page, download and install the App at Drivers & Software Session.



If your PC has installed the Lenovo Pen Settings App, the settings of the pen top button in Win10 Pen & Windows Ink will be invalid because Lenovo Pen Settings has a higher priority.

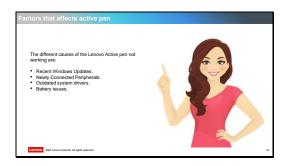


• To change settings, select the Start button, then select Settings > Devices > Pen & Windows Ink.



The Active pen issues has 3 scenarios as follows:

- 1. Complete pen is not working
- 2. Active Pen 2 is not connecting to Bluetooth.
- 3. Part of the pen is not working.



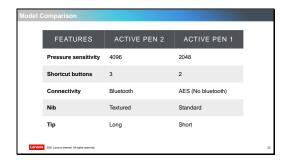
As many users face these touch screen issues with Smartphones, the PC and laptop users can encounter this issue. When the touch screen does not work, it will not show any results according to our requests.

The different causes of the Lenovo Active pen not working are:

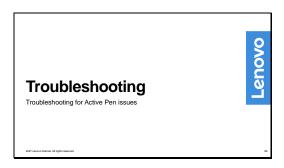
- Recent Windows Updates.
- Newly Connected Peripherals.
- Outdated system drivers.
- Battery issues.



Let's see the 2 different models of Lenovo Active Pen



Here are some major difference between Active Pen 1 and Active Pen 2





No Pen or Touch Input is available for this Display means the LCD is not touch screen.

Full Windows Touch Support with 10 Touch Points means the LCD is touch screen (the description will vary on different hardware).



- Your touch screen might not respond because it is not enabled or needs to be reinstalled.
- Use Device Manager to enable and reinstall the touch screen driver.



The best thing about Lenovo Vantage is that it includes a series of diagnostic tools that check on the health of your system and ensure that key software drivers are up to date.

You can install the "Lenovo Vantage" app from the Microsoft store. This is a Lenovo Vantage Consumer application. In the next slide, you will see an image of Lenovo Vantage Commercial application.



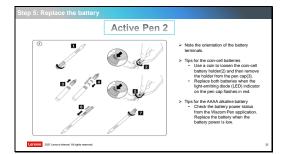
Let's watch a video about Lenovo Vantage application



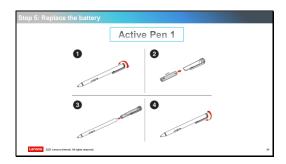


You can test the pen using the Lenovo Vantage application

- 1. Open Lenovo Vantage
- 2. Select Hardware Settings > Input > Keyboard Pen
- 3. This will give you an area to touch the pen and confirm it's being recognized as well as show the battery charge.
- 4. Scroll down until you see the Pen Area
- 5. The pen should be recognized after touching for 5 seconds



- Note the orientation of the battery terminals.
- Tips for the coin-cell batteries
 - Use a coin to loosen the coin-cell battery holder
 (2) and then remove the holder from the pen cap
 (3).
 - Replace both batteries when the light-emitting diode (LED) indicator on the pen cap flashes in red.
 - Tips for the AAAA alkaline battery
 - Check the battery power status from the Wacom Pen application. Replace the battery when the battery power is low.

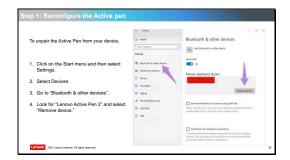




- One of the best ways to get the most out of your PC is to make sure you have the latest version of Windows installed.
- When you check for updates, your PC will also search for the latest device drivers, which can also help improve your PC's performance.



Once the updates are downloaded, ask the customer to **restart** the computer to install the updates.



To unpair the Active Pen from your device,

- 1. Click on the Start menu and then select Settings.
- 2. Select Devices
- 3. Go to "Bluetooth & other devices".
- 4. Look for "Lenovo Active Pen 2" and select "Remove device."



To pair the Active Pen,

- 1. Click on "Add a Bluetooth device".
- 2. Press the top button of the Pen until the LED flashes white.
- 3. Select Bluetooth on the list.
- 4. Select the Lenovo Pen to start the pairing process which will be displayed as a connected Bluetooth device once successful.

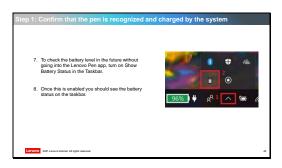


There are some touch Yoga model laptops comes with Lenovo pen garage. For these models, you can check whether the pen is being recognized and charged by the system

- 1. Make sure the pen is fully docked inside the computer.
- 2. Remove and reseat the Pen into the system 5 or 6 times.
- 3. Wait for 1 to 2 minutes for the Pen to charge.



- 4. Launch the Lenovo Pen Settings Utility by pressing the Windows Key and typing Lenovo Pen Settings.
- 5. At the top of the Lenovo Pen Utility, you should see a battery indicator icon. Place the mouse over this icon to see the pen battery charge level.
- 6. You can also use the pen to check the charge level.



- 7. To check the battery level in the future without going into the Lenovo Pen app, turn on Show Battery Status in the Taskbar.
- 8. Once this is enabled you should see the battery status on the taskbar.