

# Dell Pro Wireless ANC Headset

WL5024  
User Guide

# Notes, Cautions, and Warnings

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

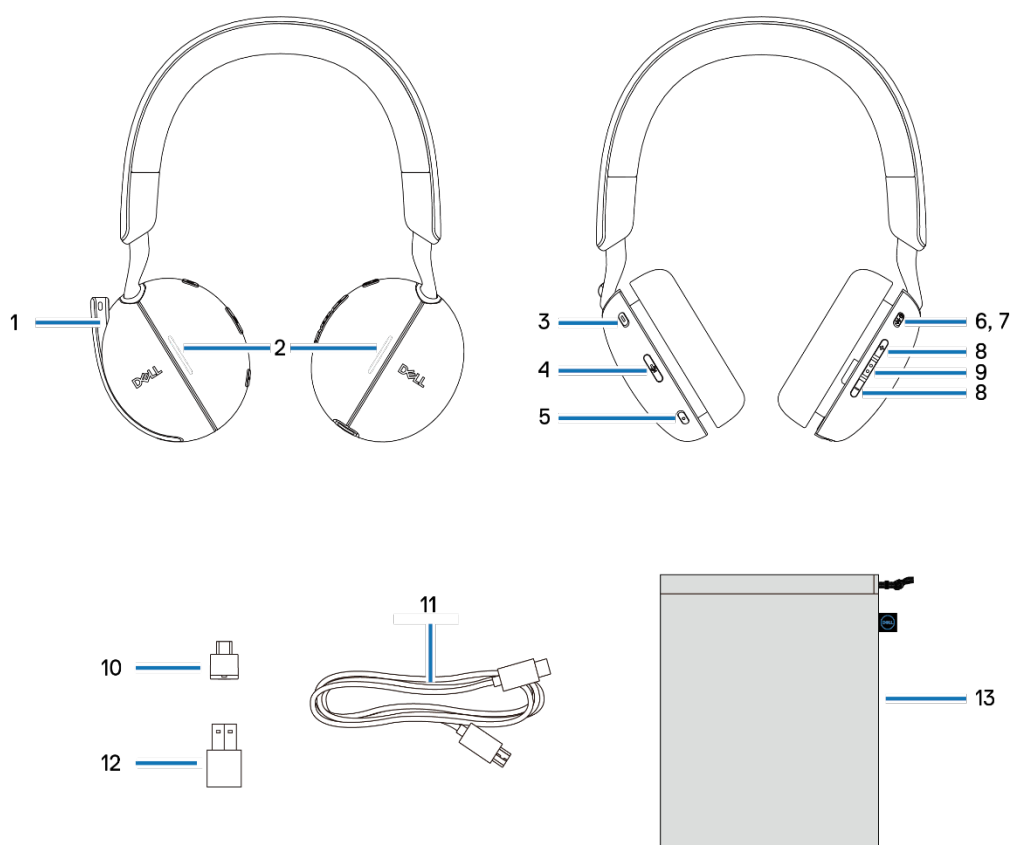
 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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

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# Overview

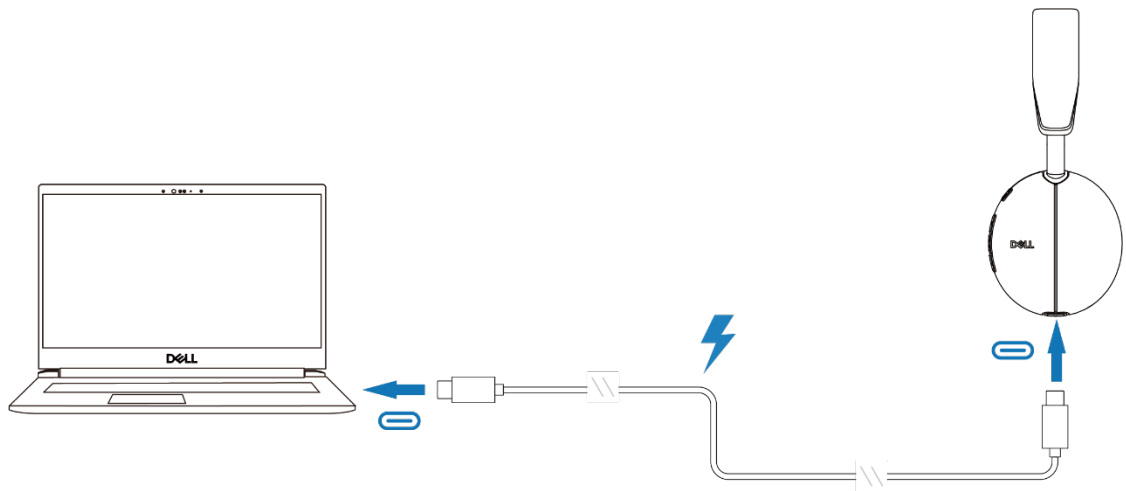


- |                                    |                                    |
|------------------------------------|------------------------------------|
| 1. Boom microphone                 | 2. Busy light LED                  |
| 3. Microsoft Teams button          | 4. Microphone mute button          |
| 5. ANC button                      | 6. Power LED                       |
| 7. Power/ Bluetooth pairing button |                                    |
| 8. Volume control button           | 9. Call control/ multimedia button |
| 10. Wireless dongle                | 11. USB-C charging cable           |
| 12. USB-A to USB-C adaptor         | 13. Carry pouch                    |

# Headset Setup

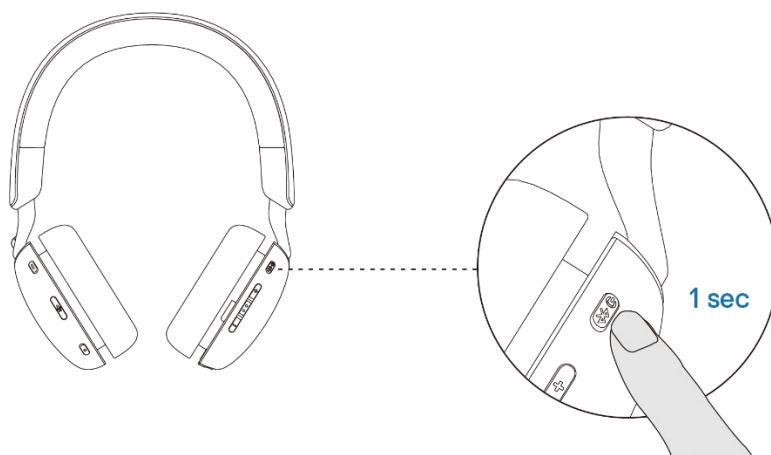
## Charging the headset

To charge the headset, connect the USB-C charging cable to the computer. Power LED lights up white during charging.



## Turning on/ off the headset

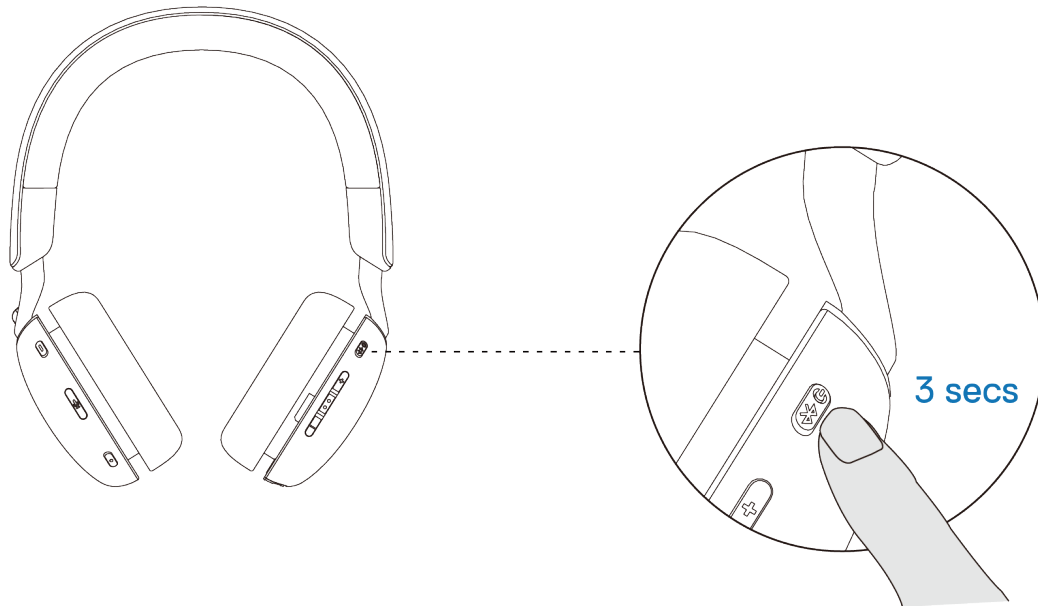
Press and hold power button for 1 second to turn on and off the headset. User can hear power on/off melody.



## Connecting the headset

### Bluetooth connection

Press and hold power button for 3 seconds into pairing mode, and the user will hear Bluetooth pairing. Power LED fast blinks in blue during pairing mode, lights up blue for 3 seconds and slowly blinks in blue when the headset successfully connected to the device.

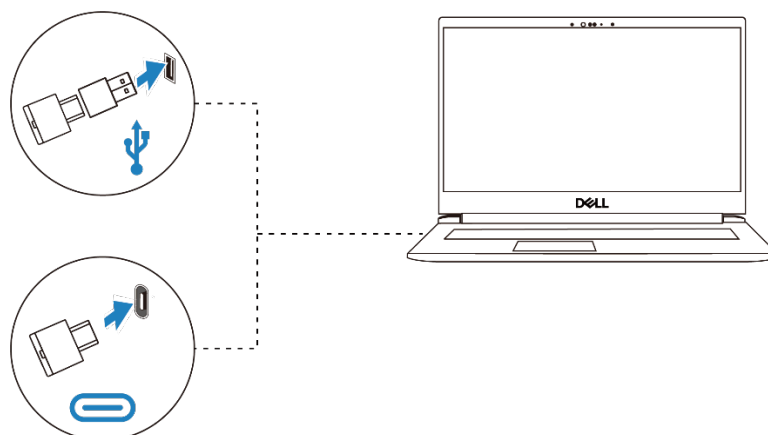


### Wireless dongle connection

Plug the wireless dongle into the USB-A to USB-C adaptor then connect the adaptor to the computer or connect the wireless dongle directly to the computer.

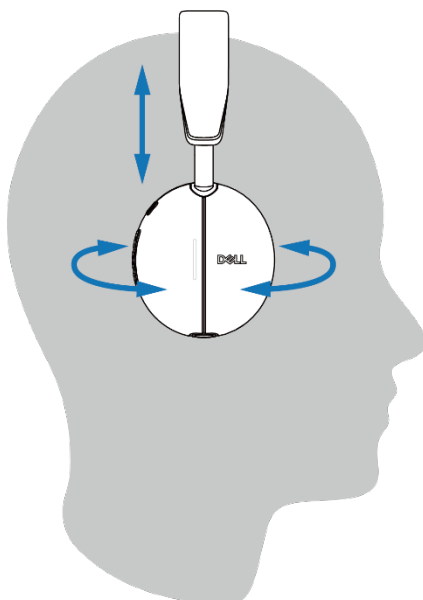
Power LED: lights up blue for 3 seconds and slowly blinks in blue when the headset successfully connected to the device.

Dongle LED: blinks blue when not connected, lights up blue when connected.



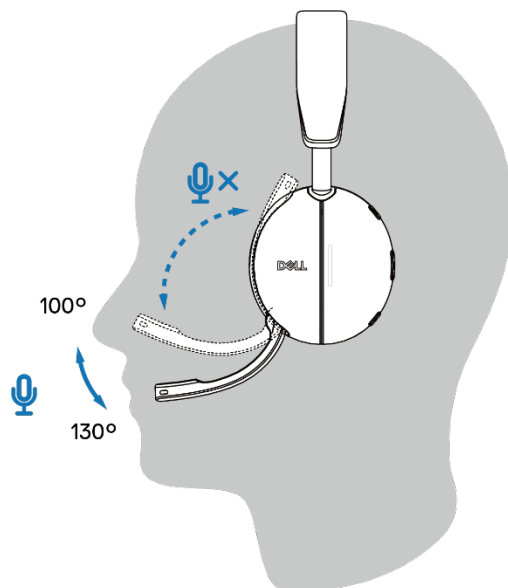
## Adjust the headband

Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



## Position the boom

Rotate the boom microphone to align with your mouth.



# Dell Peripheral Manager

## What is Dell Peripheral Manager?

The Dell Peripheral Manager application helps you manage and set up various Dell Peripherals connected to your computer. It allows the user to make changes to settings of the device and provides additional customization.

## Installing Dell Peripheral Manager

You can manually install the software by checking for updates or by using the link below:

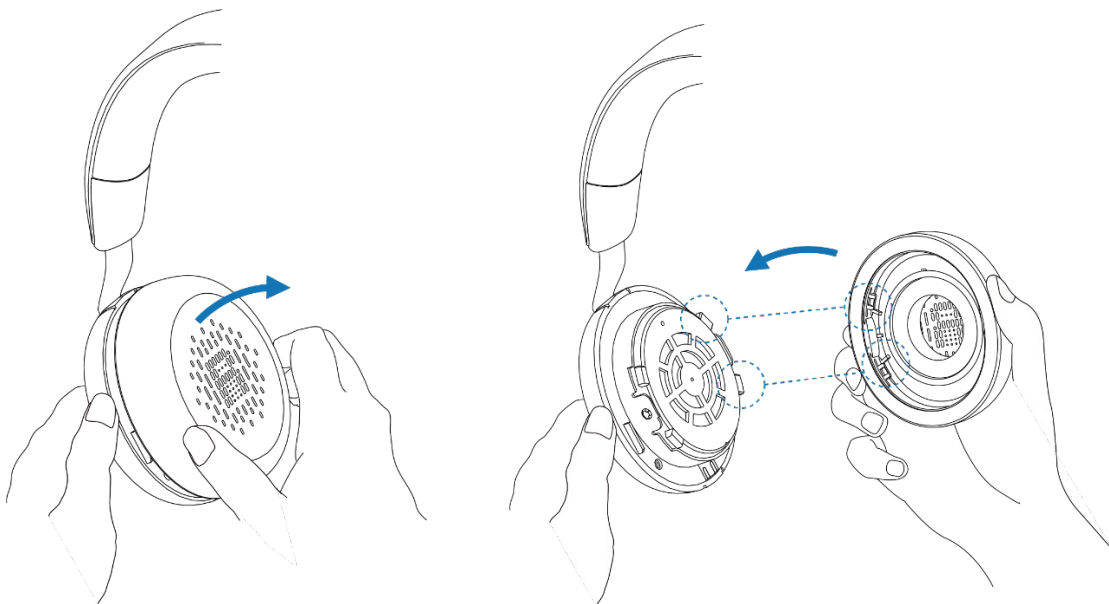
<https://www.dell.com/support/dpem>. For more details on the application and the customizations available, Find the User Guide for Dell Peripheral Manager at [www.dell.com/support](http://www.dell.com/support).

## System Requirement

The headset is compatible with Microsoft Windows 10/11 64-bit, Android, iOS.

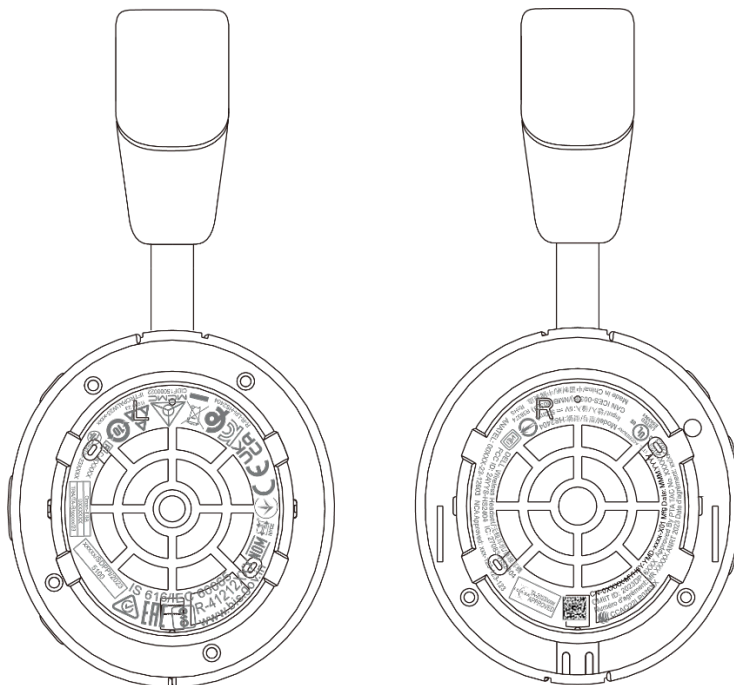
## Replace the ear cushion

To take off the ear cushion, pull it out directly. To put the ear cushion back, placing the ear cushion on the ear cup and press it back (make sure the R/ L wording on the ear cushion is right way up).



## Regulatory label position

The regulatory label is under the ear cushion of both ear cup, remove the ear cushion to find the regulatory label.



# Buttons and LEDs

## Teams and Call control button

### Evoked/ Open Teams notification

Single press on Teams button.

Teams LED: lights up white when Teams is running, blinks white when Teams receive a notification.

Dongle LED: lights up purple when Teams is on and signed in, blinks purple when Teams receive a notification.

### Answer or end a Teams call

Single press on Call control button to answer and end Teams call. Busy light LED lights up red during Teams call.

### Reject a Teams call

Long press on Call control button for 2 seconds to reject a Teams call.

### Raise hand during Teams call

Long press on Teams button.

## Volume control button

Single press + and - to increase and decrease volume. Long press to continuously increase and decrease volume. When volume hit maximum or minimum, user can hear a double beep audio prompt.

## Microphone mute button

### Microphone mute/unmute

- When boom microphone is down  
Single press Microphone mute button or rotate the boom microphone to mute or unmute. The dongle LED lights up green when microphone is unmuted.
- When boom microphone is up  
Microphone mute button will not respond, user will hear "mic off" voice prompt. The dongle LED lights up red when microphone is muted.

### Multi-link device switching

Double press microphone mute button to switch audio from another device to this headset.

## Active noise cancelling control button

### ANC feature/ Transparency feature

Single press ANC button to toggle between ANC on / off / Transparency mode, user will hear “ANC on”, “ANC off”, “Transparency” voice prompt

## Multi-Link

Multi-link function allows the headset to connect to two hosts at the same time (2 Bluetooth connection or 1 Bluetooth+1 dongle connection). The last active host device will take the priority of audio source.

		1 <sup>ST</sup> Action		
2 <sup>nd</sup> Action	Host 1 Host 2	playing music	during call	incoming call
	playing music	<ul style="list-style-type: none"><li>Host 2 will take over host one directly.</li><li>Host 1 will be paused.</li></ul>	<ul style="list-style-type: none"><li>Call has priority.</li><li>Music from host 2 will be paused for few second.</li></ul>	<ul style="list-style-type: none"><li>Call has priority.</li><li>Host 2 unable to take over, music won't play.</li></ul>
	incoming call	<ul style="list-style-type: none"><li>Music from host 1 will be paused.</li><li>User answer: audio auto switch to host 2 call.</li><li>User reject: host 1 music resumes.</li></ul>	<ul style="list-style-type: none"><li>Host 1 volume will be lowered.</li><li>User answer: audio auto switch to host 2 call.</li><li>User reject: audio remains on host 1 call.</li></ul>	<ul style="list-style-type: none"><li>If user answer the call from headset, call from host 2 will be picked up.</li><li>If user answer the call from one of the host device, the call from that will be picked up.</li></ul>

To add another host device when there are already two connections:

1. When 1 dongle and 1 BT connected, if user is going to add another BT device, dongle connection will stay and BT will be removed and replaced.
2. When 2 BT are connected, if user is going to add another BT device, only the current active host will remain.

## Troubleshooting

I cannot hear caller.	<ul style="list-style-type: none"><li>• Listening volume is too low. Press the volume up button on the headset. And/or ensure that the volume setting on your computer is set accurately.</li><li>• Your headset is not set as the default audio device. Use the audio settings in your sound control panel/preferences to select your headset as the default audio device.</li></ul>
Callers cannot hear me.	<ul style="list-style-type: none"><li>• Headset is muted. Tap the mute button to unmute the microphone.</li><li>• Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.</li><li>• Your headset is not set as the default Voice device. Use the audio settings in your sound control panel/preferences to change the input device.</li></ul>
The sound in the headset is distorted. I can hear an echo in the headset.	<ul style="list-style-type: none"><li>• Lower the listen volume on your headset until the distortion disappears.</li></ul>
The other headset I was using to listen to music does not work anymore.	<ul style="list-style-type: none"><li>• Your headset will set itself as the default audio device in Windows. Use the audio settings in your sound control panel/preferences to change the audio device.</li></ul>
My computer is not finding my headset during a call or while listening to music.	<ul style="list-style-type: none"><li>• When on a call or listening to music, make sure that audio is routing to the desired headset by going to your settings and ensuring it is defaulted.</li></ul>

## Specification

Specifications	Value
Headset weight	180 g
Headset dimensions	Width: 170 mm Height: 150 mm Depth: 69 mm
Microphones	Unidirectional microphone
Speaker	40 mm Dynamic speaker
Speaker rated input power	50 mW
Speaker frequency range	20Hz to 20kHz
Operating temperature	5°C to 40°C
Storage temperature	-20°C to 30°C
Operating humidity	5% to 95% relative humidity

## Safety information

### About this task

To reduce the risk of fire, electric shock, personal injury, and property damage, read all operating instructions and the following safety instructions before using this device.

- Use only products and accessories designated for this device.
- If skin irritation develops after using this device, stop using the device and contact DELL.
- Do not let children play with small parts of the device, as they may enter the child's airways and cause choking.
- Do not disassemble the device as this may result in electric shock and other risks. Improper disassembly may cause electric shock if the phone is used again.
- If the device overheats or is damaged to the case, cord, or plug, unplug it and discontinue use.
- Using the device at high volume levels or at elevated sound pressure levels may cause temporary or permanent damage to your hearing. There is no specific volume setting that works for everyone, however, you should always adjust the volume of your headset or headphones to a medium level and avoid prolonged exposure to high volumes. The louder the sound, the faster it will lead to hearing impairment. When you use a headset or headphones with different devices, the volume of the playback sound may differ. The volume of the emitted sound depends on the device used and its settings. If you experience any discomfort, you should stop using this device with a headset or headphones and have your hearing checked by a doctor. To protect your hearing, experts recommend the following
  1. Decrease the audio volume before turning on the headset / headphones, and use the volume as low as possible.
  2. Do not try to increase the volume in order to drown out the surrounding noise. If possible, use the headset / headphones in a calm environment with low background noise.
  3. Limit the time you use your headset / headphones at high volume levels.
  4. Decrease the volume if the sound from the headphones or headset interferes with the speech of people around you.
- If you use a headset or headphones while driving, check your local laws for mobile phones or headsets and focus on ensuring safe driving. Using a headset or earbuds covering both ears when driving, including bicycle, reduces your ability to hear other sounds and can pose a significant risk to you and others, and is illegal in most countries.
- If in-ear / in-ear headphones were supplied with this unit, connect and use them according to the instructions provided. Do not use force to insert the in-ear / in-ear headphones into the ear canal. If they get stuck in the ear canal, consult your doctor.
- Use only chargers supplied by DELL to charge your device and follow the charging instructions provided. In addition, if the headset is to be charged using a cell phone charger, use only chargers approved and supplied by the cell phone manufacturer for that model. Do not use the charger for any other purpose. Make sure the operating voltage matches the voltage of the power supply.

### Battery Safety

- If your device has a built-in, non-replaceable battery, do not attempt to open the device or replace the battery as this could result in personal injury and / or damage to the device.
- Do not throw the product or used batteries into fire or leave in places with temperatures above 40°C (104° F).

The equipment is intended for use in residential, commercial and non-congested industrial areas. The equipment belongs to class B for electromagnetic compatibility.

Operating environment: temperature 10° C to 40° C, relative humidity: 5% to 95%. Service life is 3 years.

Storage and transportation conditions: temperature from -20° C to 30° C, relative humidity from 5% to 95%. Shelf life is 3 years.

**Terms and conditions of sale are specified in agreements with authorized resellers**

The crossed out wheeled bin symbol indicates that used electrical and electronic equipment and batteries should not be disposed of with unsorted municipal waste; disposal of this type of waste should be carried out separately from other waste. The equipment meets the requirements of the Technical Regulations of the Customs Union "Electromagnetic compatibility of technical equipment" (TR CU 020/2011).

The equipment meets the requirements of the Technical Regulations of the Eurasian Economic Union "On the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products" (TR EAEU 037/2016).

## Statutory information

### Warranty

#### Limited warranty and return policy

Dell-branded products carry a 3-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.

# 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 1. Self-help resources**

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

## 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/region and product, and some services may not be available in your country/region.
-  **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.

## **Federal Communication Commission Interference Statement:**

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## **RF exposure statements:**

This product is based on SAR assessment and the user manual must have the following warnings "This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The exposure standard employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the EUT transmitting at the specified power level in different channels. The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid)."

**Industry Canada statement:**

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions:

- 1) This device may not cause interference, and
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**Radiation Exposure Statement:**

This EUT is compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 d'Industrie Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209.

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