

Dell Pro Plus Earbuds EB525

User's Guide




Regulatory Model: HS2403/UD2403

Notes, Cautions and Warnings

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

 **CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

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

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2024–09

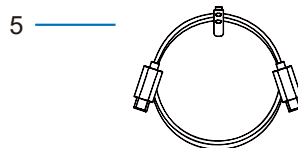
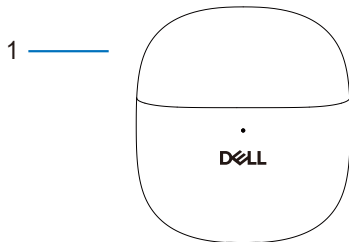
Rev. A01

Contents

What's in the box	1
Features	2
Headset	2
Accessories	3
Specifications.....	4
Charging power requirement.....	5
Charging the headset	8
Battery life	9
Turning on or off the headset.....	10
Connecting the headset to your device	11
Connecting your Dell Pro wireless headset using Dell Pair	12
Connecting the headset to your device using the USB wireless audio receiver	13
Connecting the headset to your device using Bluetooth	15
Configuring the headset on your computer	16
Using the headset	18
Adjusting the headset	18
Muting or unmuting the microphone	19
Teams, Volume, and Multimedia button	19
Audio Receiver LED Status	20
Replacing the Ear cushions	22

Regulatory label position	22
Updating the firmware	23
Updating the headsetfirmware manually	23
UpdatingUSBwireless audio receiver firmware manually	23
Dell Display and Peripheral Manager	24
What is Dell Display and Peripheral Manager	24
Installing Dell Display and Peripheral Manager on Windows	24
Dell Audio Troubleshooting	25
Warranty information.....	29
Limited warrantyand return policies	29
For U.S. customers	29
For European, Middle Eastern and African customers.....	29
For non-U.S. customers	29
Safety information	30

What's in the box



1 Dell Pro Plus Earbuds EB525


2 USB-C wireless audio receiver

3 Eartips x 6pcs

4 User documentations

5 Type-C charging cable

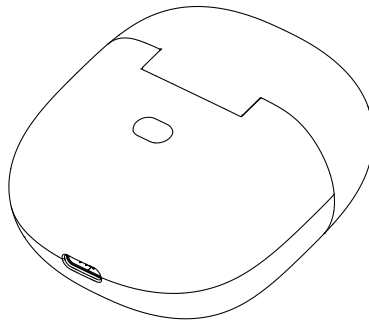
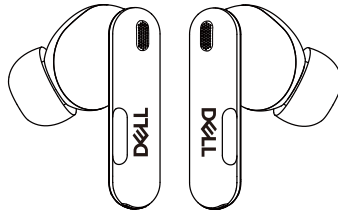
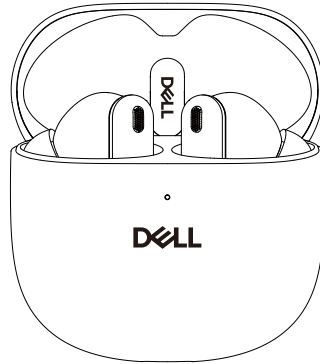
 **NOTE:** Charge the headset before turning it on for the first time.

 **NOTE:** The documents shipped with your headset may vary depending on the region.

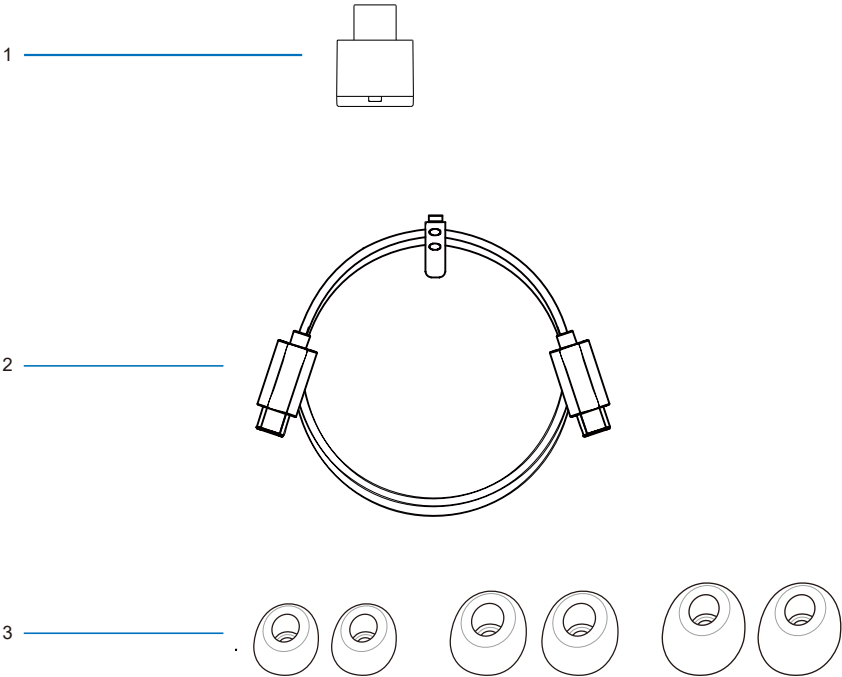
 **NOTE:** The Soft carry pouch protects the headset and prevents it from dust.

Features

Headset



Accessories



1 Type-C charging cable

2 USB-C wireless audio receiver

3 Eartips size XS x2; Sx2; Lx2

Specifications

Specifications	Value
Earbuds weight	5.55 grams x2
Charging case weight	50.4 grams
Earbud dimensions	32.22*24.58*23.38mm
Charging case dimensions	63.86*57.57*30.86mm
Microphones	Noise reducing microphones
Speaker	11.6 mm
Speaker maximum input power	5m W /10m W
Speaker frequency range	20 Hz-20 kHz
Operating temperature	-10°C to 55°C (14°F to 131°F)
Storage temperature	-5°C to 45°C (23°F to 113°F) 待确认
Operating humidity	5% to 90% relative humidity待确认

Charging power requirement

 **NOTE:** The information in this section is applicable only to the European Union (EU) countries.

Charging power requirement:

The power delivered by the charger must be between minimum 1.5W required by the radio equipment, and maximum 3W in order to achieve the maximum charging speed.

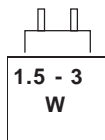


Figure 3. Charger

Изискване за мощност на зареждане:

Мощността, осигурявана от зарядното устройство, трябва да е между минимум 1.5W, изисквана от радиооборудването, и максимум 3W, за да се постигне максимална скорост на зареждане.

Požadavek na nabíjecí výkon:

Aby bylo dosaženo maximální rychlosti nabíjení, musí být výkondodávaný nabíječkou mezi minimem 1.5W požadovaným rádiovým zařízením a maximem 3W.

Strømkrav til opladning:

Den effekt, der leveres af opladeren, skal være mellem de minimale 1.5W, der kræves af radioudstyret, og maksimaleffekten på 3W for at opnå den maksimale opladningshastighed.

Charging power requirement:

The power delivered by the charger must be between minimum 1.5W required by the radio equipment, and maximum 3W in order to achieve the maximum charging speed.

Laadimisvõimsuse nõue:

Maksimaalse laadimiskiirusesaavutamiseks peab laadija tarnitav võimsus jääma radioseadmete nõutava minimaalse võimsuse 1.5W ja maksimaalse võimsuse 3W vahele.

Lataustehovaatimus:

Laturin tuottaman tehon on oltava radiolaitteen vaatiman minimin 1.5W ja maksimin 3W välillä maksimilatausnopeudensaavuttamiseksi.

Puissance requise pour le chargement:

L'alimentation fournie par le chargeur doit être comprise entre lapuissance minimale requise par l'équipement radio (1.5W) et lapuissance maximaleautorisée (3W) afin d'atteindre la vitesse maximalede chargement.

Ladeanforderungen:

Die vom Ladegerät bereitgestellte Leistung muss zwischen mindestens 1.5W für die Funkgeräte und maximal 3W liegen, um die maximale Ladegeschwindigkeit zu erreichen.

Απαιτηση ι ισχύος φ όρτισης:

Η ισχύς που παρέχει ο φορτιστής πρέπει να κυμαίνεται μεταξύ των ελάχιστων 1.5W που απαιτούνται από τον ραδιοεξοπλισμού και των μέγιστων 3W, προκειμένου να επιτευχθεί η μέγιστη ταχύτητα φόρτισης.

Töltési teljesítményigény:

A maximálistöltésisebességeléréséhez a töltő általeadottteljesítménynek a rádióberendezés által megkövetelt minimális 1.5W és a maximális 3W között kell lennie.

Requisiti di alimentazione per laricarica:

L'alimentazione fornita dal caricabatterie deve essere compresa tra i 1.5W minimi richiesti dall'apparecchiatura radio e i 3W massimi, al fine di raggiungere la velocità di ricarica massima.

Uzlādes jaudas prasība:

Lādētāja nodrošinātajai jaudai jābūt no min. 1.5W, kas nepieciešama radio aprīkojumam, un maks. 3W, lai sasniegtu maksimālo uzlādes ātrumu. Īkrovimo galios reikalavimai:

Kad būtų pasiektas didžiausias įkrovimo greitis, įkroviklio galiapagal radijo įrangos reikalavimusturi būti ne mažesnė kaip 1.5W ir ne didesnė kaip 3W.

Rekwiżit dwar il-potenza tal-iċċarġjar:

Il-potenza pprovdutamiċ-ċarġer trid tkun bejn il-minimuta' 1.5W meħtieġ mit-tagħmir tar-radju tiegħek, u l-massimuta' 3W bi extinkise bil-veloċità massimalta l-iċċarġjar.

Vereiste oplaadstroom:

De stroom die door de oplader wordt geleverd, moet tussen minimaal 1.5W, vereist door de radioapparatuur, en maximaal 3W zijn om de maximale oplaadsnelheid te bereiken.

Wymaganie dotychczas zasilania:

Zasilanie dostarczane przez ładowarkę musi znajdować się w zakresie od wartości minimalnej 1.5W wymaganej przez urządzenie radiowe po wartość maksymalną 3W zapewniającą ładowanie z maksymalną szybkością.

Requisito de potência de carregamento:

A potência fornecida pelo carregador deve situar-se entre o mínimo de 1.5W exigido pelo equipamento de rádio e o máximo de 3W, a fim de atingir a velocidade máxima de carregamento.

Cerință de alimentare pentru încărcare:

Alimentarea furnizată de încărcător trebuie să fie între minimum 1.5W, valoare impusă de echipamentul radio, și maximum 3W pentru a obține viteza maximă de încărcare.

Požiadavky na napájanie:

Na dosiahnutie maximálnej rýchlosti nabíjania musí byť výkon dodávaný nabíjačkou medzi minimom 1.5W požadovaným rádiovým zariadením a maximom 3W.

Zahteve gledemočinapajanja:

Za najhitrejše polnjenje mora napajalnik dovajati moč med najmanj 1.5W (kar zahteva radijska oprema) in največ 3W.

Requisito de carga:

La potencia suministrada a través del cargador debe de ser de entre 1.5W y 3W para obtener la velocidad de carga máxima en equipos de radio.

Strömförsörjningskrav för laddning:

Den ström som levereras av laddaren måste vara mellan minst 1.5W och högst 3W enligt radioutrustningens krav för att uppnå maximal laddningshastighet.

Требования к мощности для зарядки:

Зарядное устройство должно подавать мощность в диапазоне от 1.5Вт, согласно минимальному требованию для радиоборудования, до 3Вт для достижения максимальной скорости зарядки.

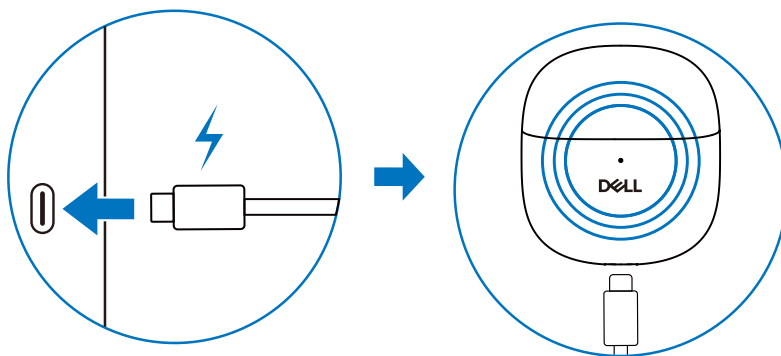
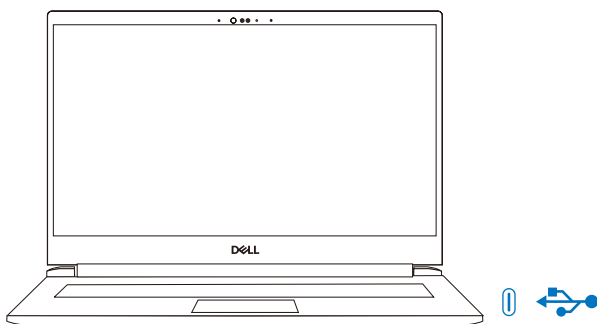
Charging


Wired charging


To charge the earbuds, connect the USB-C charging cable to the USB-C port on the charging case, then connect the other end of the USB-C port to the computer.

Wireless charging

Put the charging case on the wireless charger to charge.



 **NOTE:** Ensure that the battery is completely charged when using it for the first time.

 **NOTE:** To improve battery life, ensure to turnoff the power switch when the headset is not used.

Battery life

The earbud battery can last up to 10 hours for audio playback and 5 hours talk time. With the charging case, the total audio playback can last up to 32 hours and talk time can last up to 15 hours.

5 min charging with the charging case, can last up to 1 hours audio playback and 50 min talk time.

Battery status

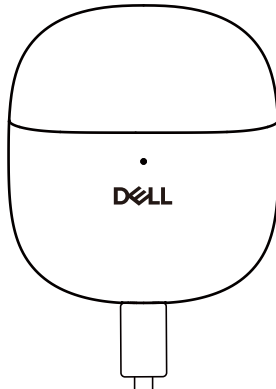
Status	LED	Statement
Charging lid open (Earbuds inside the case)	Static Green 10s	Earbuds battery volume $\geq 40\%$ (Show battery status of the lower battery earbud)
	Static Orange 10s	Earbuds battery volume $< 40\%$ (Show battery status of the lower battery earbud)
Charging case lid open (Without earbuds inside the case)	Static Green 3s	Charging case battery volume $\geq 40\%$
	Static Orange 3s	Charging case battery volume $< 40\%$
Charging case lid close (with/without earbuds inside)	Static Green 3s	Charging case battery volume $\geq 40\%$
	Static Orange 3s	Charging case battery volume $< 40\%$

First Power On

When you got the earbuds, Please don't take out the earbuds from the charging case.

Please use the charging cable to charging the charging case for 5s with the charging case lid close and earbuds inside it.

Then open the charging case lid, it will automatically enter the bluetooth pairing mode.

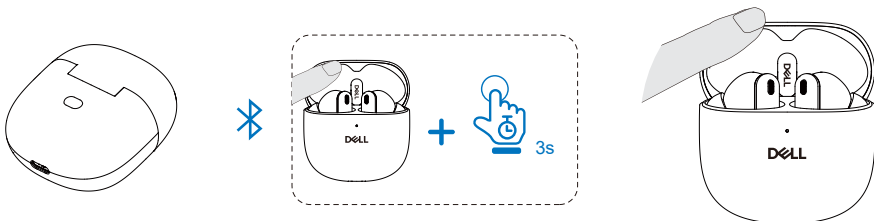


Power on or off

Press the charging case button for 3s to power on. The earbuds enter the bluetooth pairing mode once the charging case LED blinks white.

The earbuds will automatically power off after being idle for 30 minutes, on the condition of earbuds out of the charging case or earbuds inside the charging case with open lid.

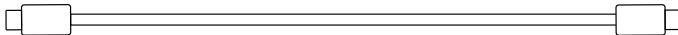
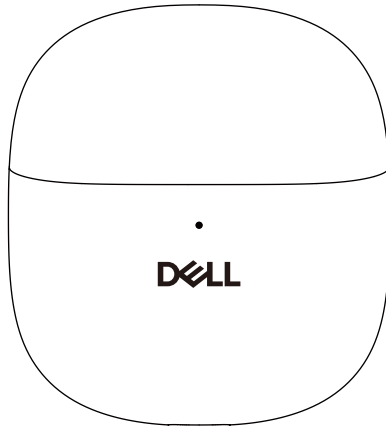
When the earbuds inside the charging case with close lid, it will power off after the earbuds are fully charged.



Connecting the Earbuds to your device

System requirements

- Windows 10, 64-bit, Windows 11, 64-bit, MacOS, Android and IOS.



Connecting your Dell Pro Plus Earbuds using Dell Pair

Dell Pair supports the following:

- Detect Dell peripheral devices such as wireless headset/earbuds, mouse, and keyboard.
- Seamlessly pair devices through Bluetooth.

Download and installation

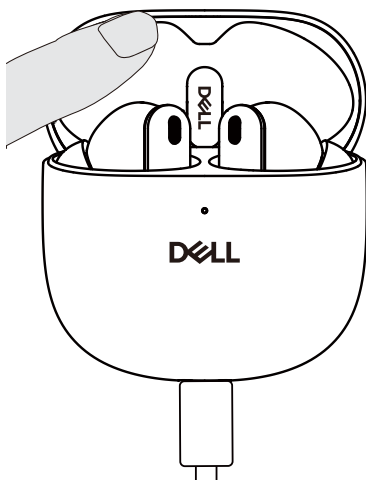
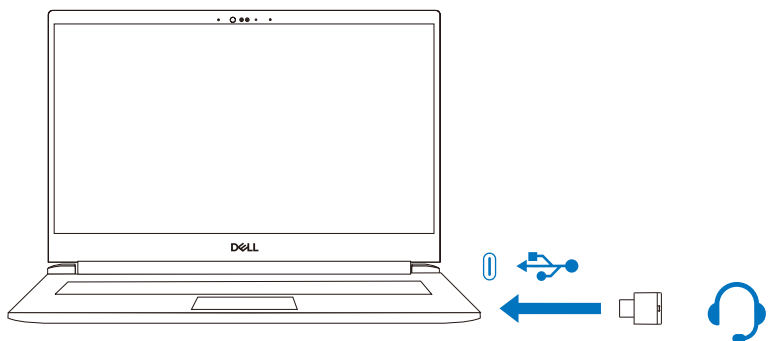
Dell Pair is pre-installed on certain Dell computers. For more information on the list of Dell Pair compatible devices, see www.dell.com/support/kbdoc/000201693.

If the laptop model number is supported and Dell Pair is not available, then you can manually download and install the application.

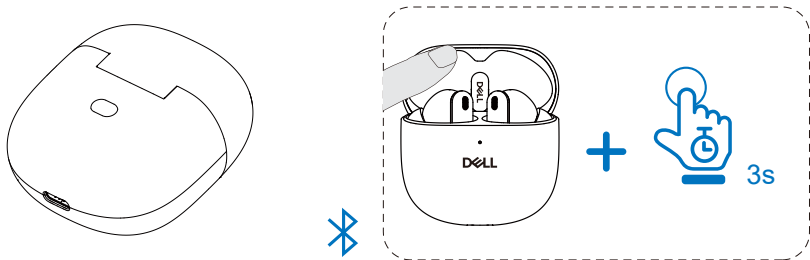
1. Go to www.dell.com/support.
2. In the **Search support** box, enter the Service Tag of your computer and then click **Search**.
3. In the **Drivers & Downloads** section, download the Dell Pair executable file.
4. Follow the on-screen instructions to complete the installation. After the installation is complete, **Dell Pair** is available on **Windows** start menu.

Steps to pair through Dell Pair

1. Place your wireless earbuds next to the computer, and open the charging case lid to power on.



2. Press and hold the charging case button for 3 seconds, ensuring that the LED blinks white, indicating the Bluetooth pairing has been initiated.



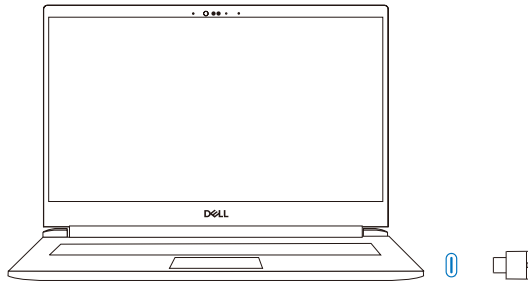
3. Dell Pair notifies when a supported device is turned on. Click **Pair** to begin a seamless Bluetooth pairing with the device.



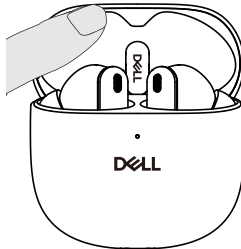
4. The wireless earbuds are ready for use once pairing is successful.

Connecting the earbuds to the device using the USB wireless audio receiver

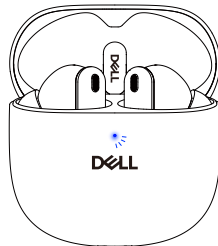
1. Plug the USB-C audio receiver into the USB-C port on the computer.



2. Open the charging case lid to automatically pair with the wireless audio receiver.

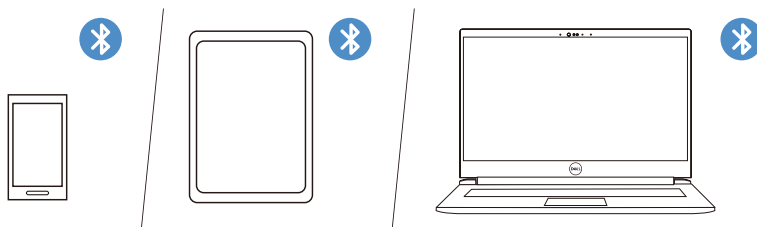


3. The audio receiver LED light turn blue indicates that the earbuds are connected..

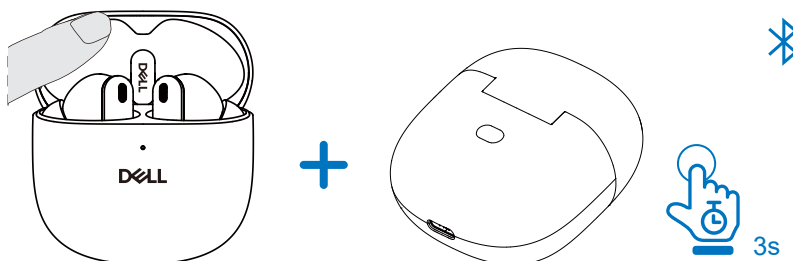


Connecting the Earbuds to the device using Bluetooth

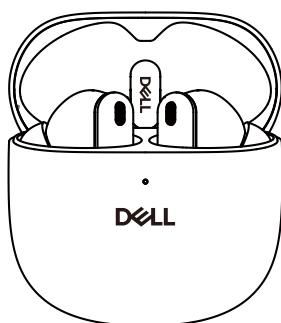
1. Turn on the Bluetooth in your smartphone, tablet, or laptop before connecting the earbuds through a Bluetooth.



2. Open the charging case lid and press the charging case button for 3 seconds. Entering the bluetooth pairing mode when case white LED flashes.



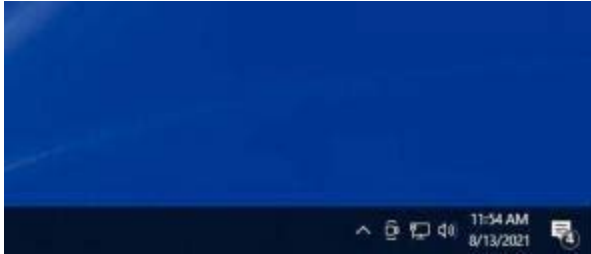
3. Connect the earbuds to smartphone, tablet, or laptop. The LED static white turns on for 3 seconds before slowly changing to battery volume indicator light.



Configuring the earbud on your computer

To use your headset on the computer, select the playback device and the recording device by default in **Windows Audio Settings**.

1. On the taskbar, right-click the speaker icon and click **Sound**. The sound dialogue box appears.



2. Click the **Playback** tab and set the following:

- The **Dell Gibson Stereo** as the default playback device.
- The **Dell Gibson Stereo** as the default communication device.



3. Click the **Recording** tab and set the **Dell Gibson Stereo** as the default device. Adjust headset microphone volume and PC sound volume accordingly.



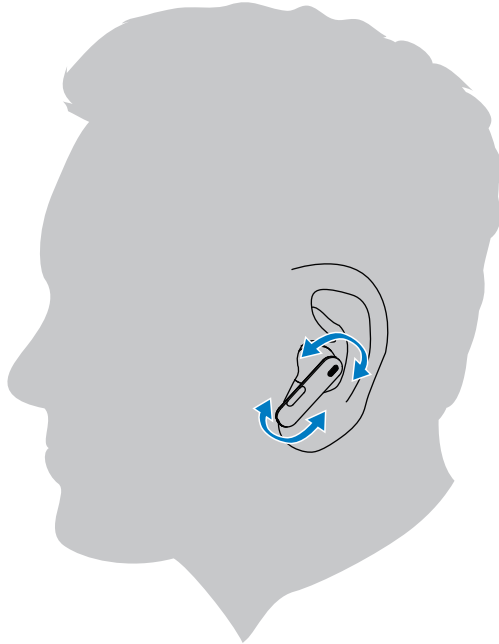
4. Click the **Communications** tab, select **Do nothing**, and then click **OK**.



Using the headset

Adjusting the headset

Adjust the headband and ear cushions to find the optimal fit for your head. The earcups can be rotated both forward and backward by 90 degrees.

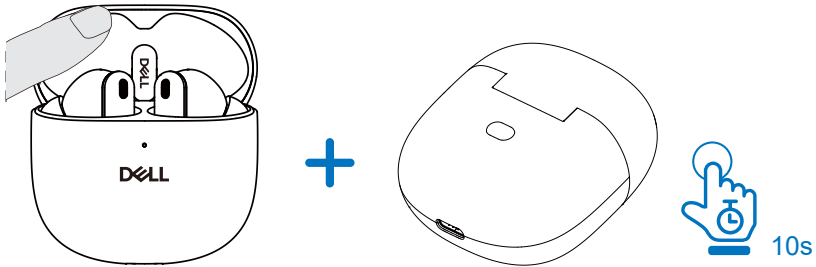


Button Indication

Operation	NOT IN CALL	INCOMING CALL	DURING CALL
Single Pinch	R-Play/Pause L-Teams	R-Answer call L-Teams	R-Mic mute/unmute L-Teams
Double Pinches	Next track	Reject call	End call
Triple Pinches	Previous track		
2s Pinch & Hold	ANC on/off/Transparency		
Swipe	Volume up/down	Volume up/down	Volume up/down
Double Pinches Both earbuds	Multi-device toggling		Multi-device toggling
3s Pinch & Hold Both earbuds	Dongle Pairing		


Factory Reset

Put earbuds into the charging case with the charging case lid open, then press the charging case button for 10s to factory reset.



Regulatory label position

You can find the regulatory labels on the charging case inner lid.

 **NOTE:** The following image is a sample illustration to show the regulatory label location only. Open the charging case lid to find the applicable regulatory labels or logos.



Updating the firmware

For optimal performance, it is recommended to update the firmware for USB wireless audio receiver and headset.

Updating the headset firmware manually

1. Go to <http://www.dell.com/support> and search for **Dell Pro Plus Earbud EB525**
2. From the **Drivers & Downloads** tab, download the **Dell Pro Plus Earbud EB525 Headset firmware** update tool.
3. Connect your earbuds to your cellphone through bluetooth.
4. Open the downloaded **Dell Pro Plus Earbud EB525 firmware** update tool.
5. Click on the **Update** button. Once the firmware update is complete, the **Update Complete! OK** message is displayed.
6. Close the window.



NOTE: Disconnecting with the earbuds or close the headset firmware update tool, or turn off the cellphone during a firmware update will damage the headset.

Updating USB wireless audio receiver firmware manually

1. Go to <http://www.dell.com/support> and search for **Dell Pro Plus Earbud EB525**
2. From the **Drivers & Downloads** tab, download the **Dell Pro Plus Earbud EB525 Headset firmware** update tool.
3. Connect your earbuds to your computer through the USB audio receiver.
4. Open the downloaded **Dell Pro Plus Earbud EB525 firmware** update tool.
5. Click on the **Update** button. Once the firmware update is complete, the **Update Complete! OK** message is displayed.
6. Close the window.



NOTE: Disconnecting the USB wireless audio receiver or closing the firmware update tool software, or shutting down the computer during a firmware update will damage the USB wireless audio receiver.

Dell Display and Peripheral Manager

What is Dell Display and Peripheral Manager?

- The Dell Display and Peripheral Manager application helps you manage and set up various Dell Peripherals connected to your Windows OS computer.
- It allows the user to make changes to the audio and device settings with additional customization such as Audio Mode, Microphone, Sidetone, Audio Output, Busy Light and more.
- You may also check the headset's status including battery status and connected devices.

Installing Dell Display and Peripheral Manager on Windows

- When you connect the device/peripheral to your computer for the first time, installer prompt is displayed and you may choose to download the software or decline the installation.



NOTE : If Dell Display and Peripheral Manager does not appear within a few minutes, you can check for updates manually via Windows Update or download the Dell Peripheral Manager application from www.dell.com/support/DDPM.

Dell Audio Troubleshooting

Problems	Possible solutions
Dell Pair notification does not open when a Bluetooth devices turned on for the first time	<ul style="list-style-type: none">• Windows 10 (version 19041) is the oldest version to support Dell Pair.• Bluetooth version 5.0 or later is available.• Bluetooth is supported on the computer. It has turned on under Windows settings.• The Bluetooth device supports detection by Dell Pair.• If the Bluetooth device is within the computer's detection range, and if the peripheral being connected is a mouse or keyboard, then pick up the device and move it closer to the PC.• Check that the computer and the Bluetooth devices have sufficient battery charge to operate.• The Bluetooth device must be updated to the latest firmware.• The Bluetooth controller on the computer is from Intel.• Power cycle the Bluetooth device.
Dell Pair reports a pairing error	<ul style="list-style-type: none">• Proceed to reconnect through Dell Pair with the following steps:<ol style="list-style-type: none">1. If a Bluetooth device is near the computer or in pairing mode, or if Dell Pair UI assists with the pairing process.2. Wait for pairing error window to auto-dismiss, and then remove the Bluetooth device from the computer.3. Bring the Bluetooth device closer to the computer.4. Ensure that the Bluetooth device is in pairing mode and the pairing LED is blinking.

Problems

Possible solutions

Headset has no sound

- Ensure that the headset is turned on and connected through the wireless audio receiver, or Bluetooth.
- Ensure that you are not using the headset with inline audio connection while charging.
- Ensure that the computer volume and the media player are not muted while the audio player is playing the music.
- Click the volume icon on your computer and adjust the volume level on the volume bar.
- Check the playback setting on the computer, and ensure that the default device is set to a **Dell Headset WL3024**.
- Keep the headset within the range (30 m) of the wireless audio receiver or connected mobile devices (if connected through the wireless audio receiver or Bluetooth).
- Check if the wireless connection is working.
- Check that the headset is connected to wireless audio receiver (recommended mode) on your computer.

Audio is not working

- Ensure that the microphone is positioned rightly.
- Ensure that the microphone is not muted. Press the **Mic mute** button after lowering the Boom microphone.
- Check the playback setting on the computer, and ensure that the default device is set to a **Dell Headset WL3024**.

Problems	Possible solutions
	<ul style="list-style-type: none"> Keep the headset within the range (30 m) of the wireless audio receiver or connected mobile devices (if connected through the wireless audio receiver or Bluetooth).
Abnormal sound is coming out of the headset	<ul style="list-style-type: none"> Check if something is obstructing the headset. Adjust the volume level up and down, and check if the abnormal sound changes. Keep the headset within the range (30 m) of the wireless audio receiver or connected mobile devices (if connected through the wireless audio receiver or Bluetooth).
Unbalanced sound in the headset	<p>Check the computer volume balance is set correctly.</p> <ul style="list-style-type: none"> Right-click the headset icon. Select playback devices. Right-click the default playback devices and select Properties. Select Levels and click Balance.
Headset lights do not light up	<ul style="list-style-type: none"> Check if the headset is powered on.
Wireless range is too short	<ul style="list-style-type: none"> Make sure that no metal or electronic objects are blocking or covering the wireless audio receiver or the linked devices. Connect the wireless audio receiver to the USB port located at the side of your computer. Ensure that no other USB device is connected adjacent to the wireless audio receiver.
Media key or volume control not working	<ul style="list-style-type: none"> The media key (play or pause) and volume control key work when the media is actively playing in the background.

Problems

Possible solutions

Headset buttons not working

- Check the headset connection mode – audio receiver or Bluetooth.
- Connect using the audio receiver because headset buttons don't work when connected through Bluetooth.

Imbalance or mono sound during the channel testing

- Ensure that you are not on a call during the channel testing.
- Do not run any recording application during the channel testing.

Mute button is not synced between the system and the headset

- Check the headset connection mode – audio receiver or Bluetooth.
- Connect using the audio receiver because headset mute button doesn't sync with the system when connected through Bluetooth.

Multiple devices found when connecting manually through Bluetooth:

- Select Dell WL3024 Headset from the devices found and connect to Bluetooth manually.

Warranty information

Limited hardware and return policies

The Dell UC wireless headset WL3024 carries a 3-years 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 <https://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 <https://www.dell.com>, select your country from the list at the bottom of the “home” page, and then click 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: <https://www.dell.com/terms>, select your country from the list at the bottom of the “home” page, and then click the “terms and conditions” link or the “support” link for the warranty terms.

Safety information



Keep the volume at optimal levels while in use. Do not listen at high volume levels for a long period. Prolonged exposure to a high volume may cause a high sound pressure and may cause a risk of hearing damage.