

Dell Pro Wireless Headset WL3024

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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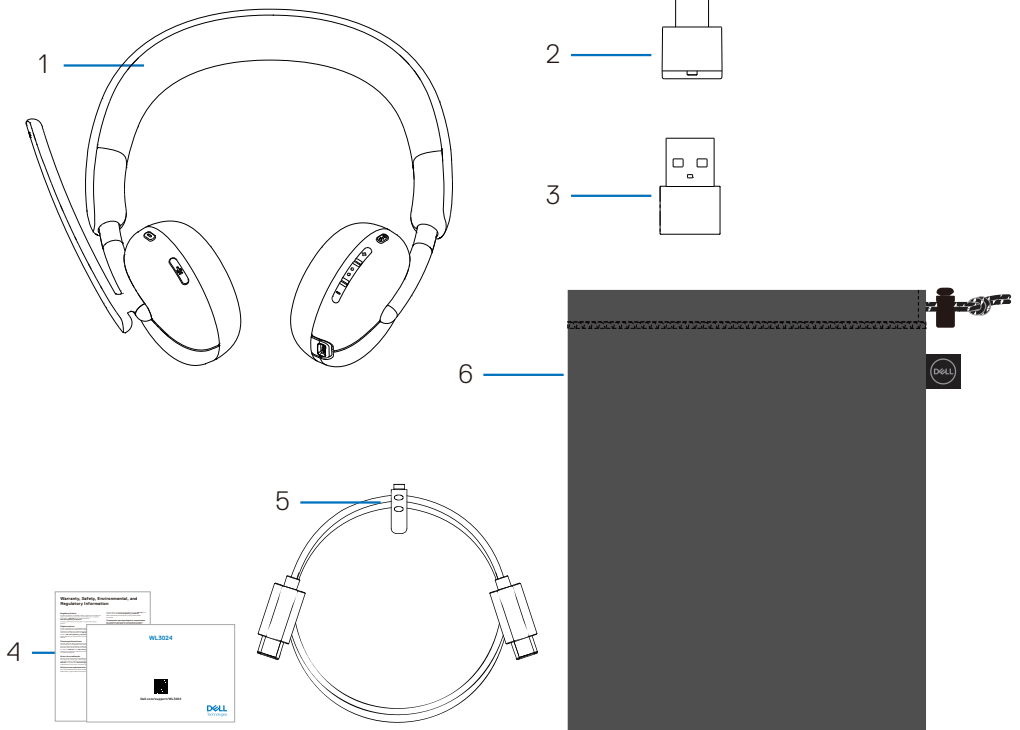
2025-06

Rev. A03

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What's in the box



1 Dell Pro Wireless Headset WL3024

2 USB-C wireless audio receiver

3 USB-A adapter

4 User documentations

5 Type-C charging cable

6 Soft carrying pouch

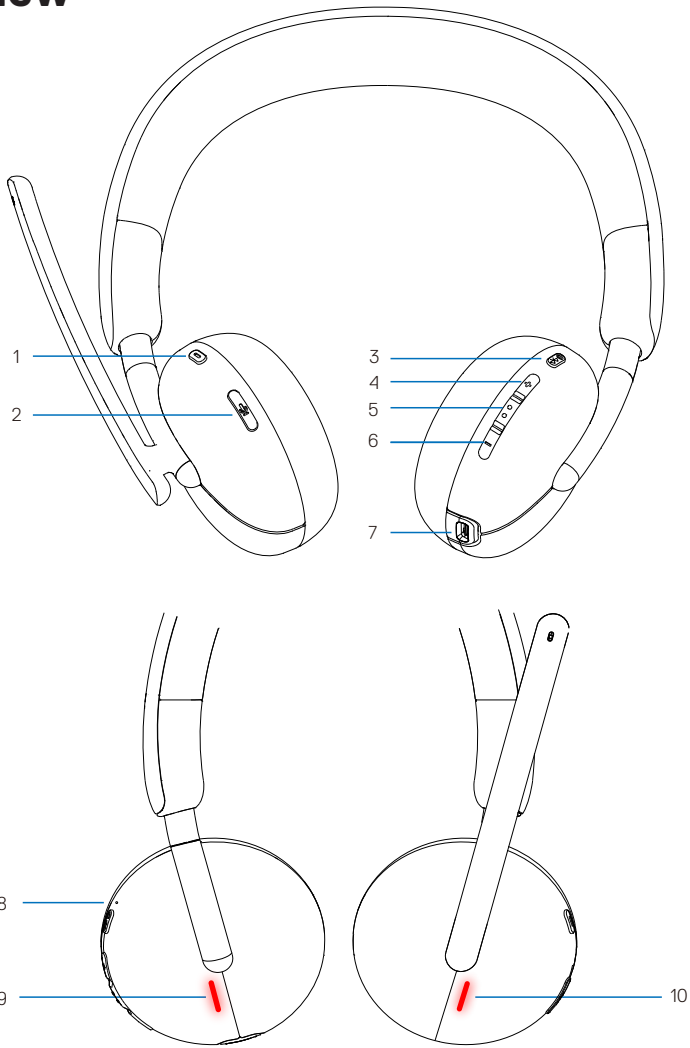
NOTE: Charge the headset before turning it on for the first time.

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.

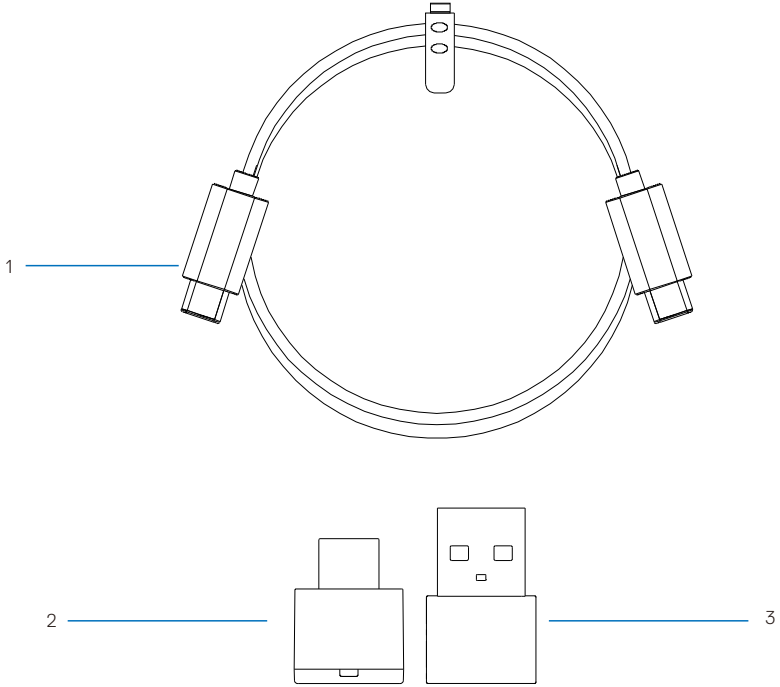
Overview

Headset



- | | | | |
|---|----------------------------------|----|--------------------|
| 1 | Teams button | 2 | Mute button |
| 3 | Power button (On/Off/BT pairing) | 4 | Volume up button |
| 5 | Multimedia | 6 | Volume down button |
| 7 | USB-C charging port | 8 | Power LED |
| 9 | Busy light LED | 10 | Busy light LED |

Accessories



1 Type-C charging cable

2 USB-C wireless audio receiver

3 USB-A adapter

Specifications

| Specifications | Value |
|-----------------------------|---|
| Headset weight | About 182 grams |
| Headset dimensions | Length: 190.54 mm (7.50 inches) Width: 67.53 mm (2.66 inches) Height: 181.72 mm (7.15 inches) |
| Microphones | Noise reducing microphones |
| Speaker | 28 mm |
| Speaker maximum input power | 30 mW |
| Speaker frequency range | 20 Hz-20 kHz |
| Operating temperature | 0°C to 40°C (32°F to 104°F) |
| Storage temperature | -5°C to 45°C (23°F to 113°F) |
| Operating humidity | 5% to 90% relative humidity |

Compatible accessories (Sold separately)

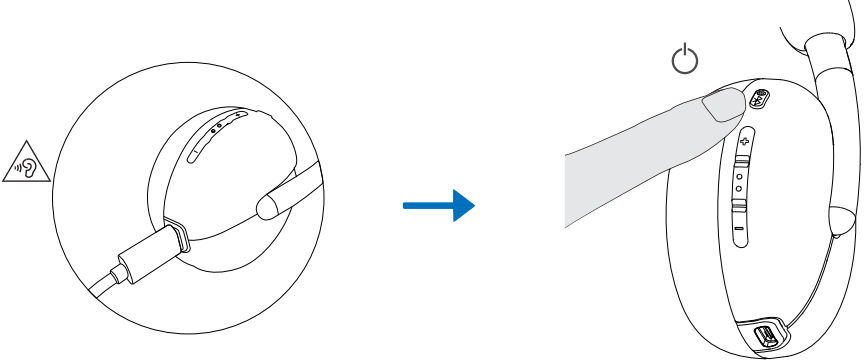
| Accessories description | Product name and model number |
|------------------------------------|--|
| Compatible replacement ear cushion | Dell Pro Wireless Headset Ear Cushions–HE424 |
| Wireless Audio Receiver | Dell Wireless Audio Receiver–HR024 |

System Requirement

Windows 10 64-bit, Window 11 64-bit, and MacOS

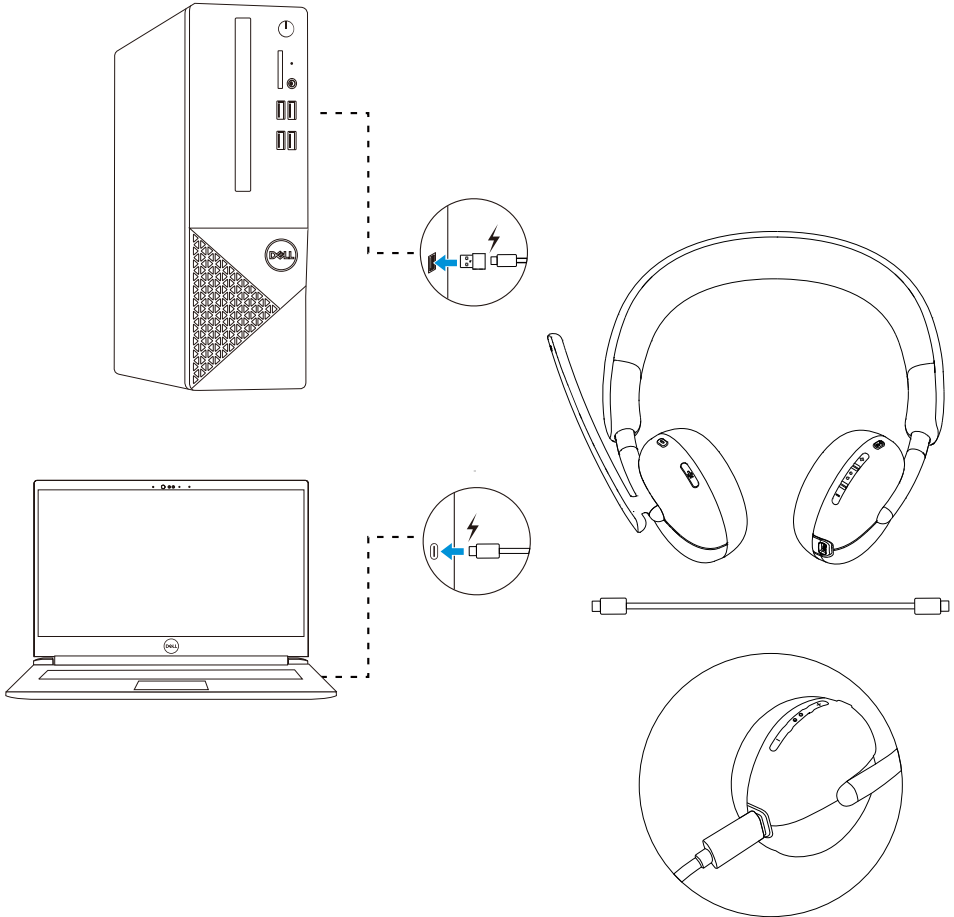
Setting up the headset

You must charge the headset before using it.
Press the power button to switch on or off the headset.



Charging the headset

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



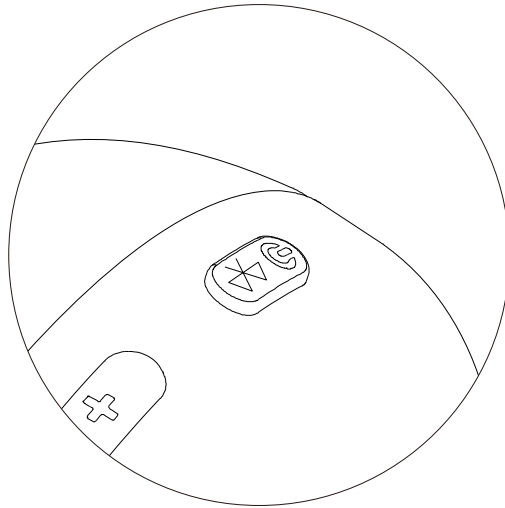
NOTE: Ensure that the battery is completely charged when using it for the first time.

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

Battery life

The headset battery can last up to 41 hours of audio playback and 26 hours talk time (with the busy lights turned off). Also, it takes less than 2 hours to charge the battery to 100% or maximum capacity.

When the headset is turned off and charging, the busy light LED and power LED indicate the battery status.



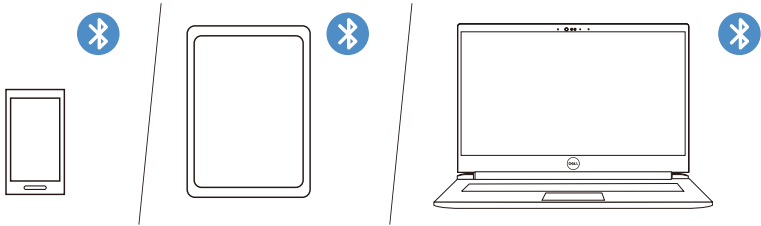
Battery status

| Status | Power LED | Busy Light LED |
|------------------|--|--|
| Battery charging | Static white | Static white |
| Fully charged | Fades off (when the battery is fully charged, the LED lights up to 3 seconds and then fades off.) | Fades off (when the battery is fully charged, the LED lights up to 3 seconds and then fades off.) |

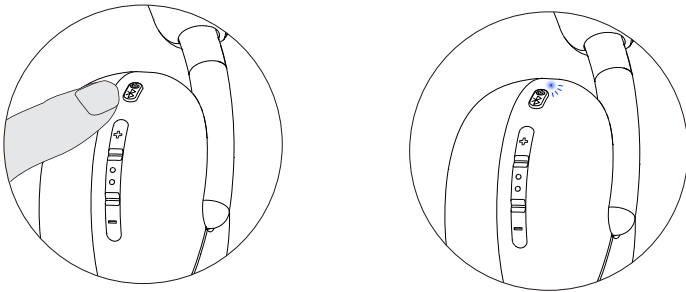
Connecting the headset

Bluetooth Connection

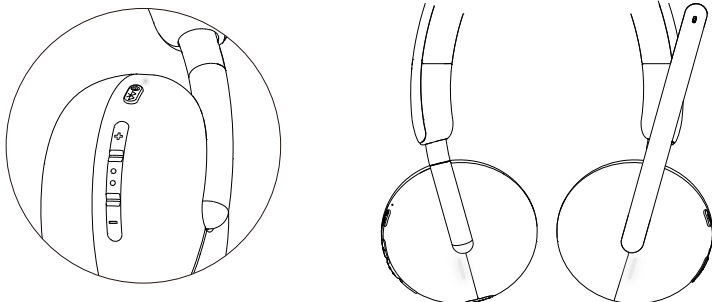
1. Turn on the Bluetooth in your smartphone, tablet, or laptop before connecting the headset through a Bluetooth.



2. Press and hold the power button for 3 seconds to start pairing. The blue LED light flashes to indicate pairing mode is on.



3. Connect the headset to smartphone, tablet, or laptop. The LED static blue turns on for 3 seconds before slowly changing to blue blinking.



Bluetooth Dell Pair Connection

Dell Pair supports the following:

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

Download and installation

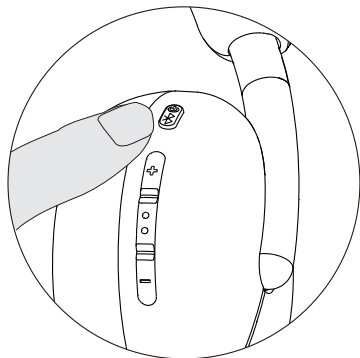
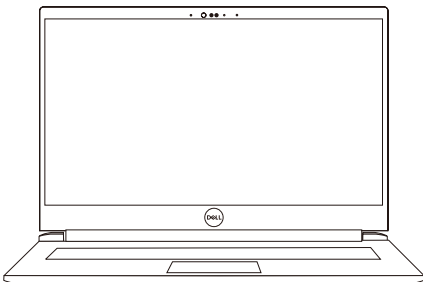
Dell Pair is pre-installed on certain Dell computers. For more information on the list of Dell Pair compatible devices, see www.dell.com/support/kbdoc/000201693.

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

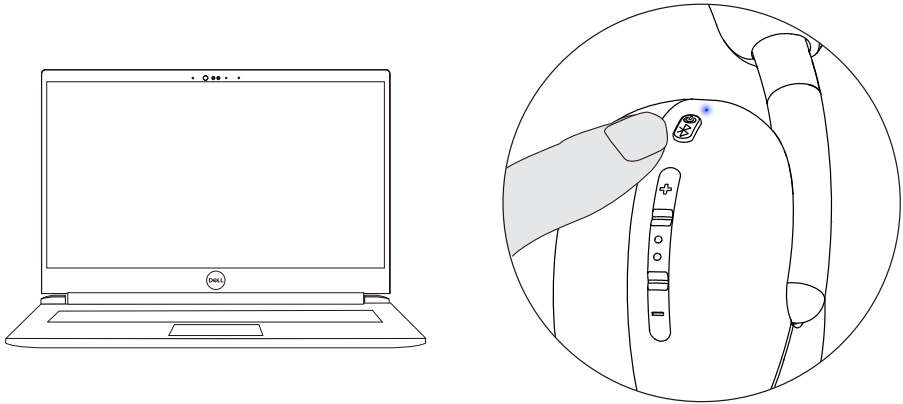
1. Go to www.dell.com/support.
2. In the **Search support** box, enter the Service Tag of your computer and then click **Search**.
3. In the **Drivers & Downloads** section, download the Dell Pair executable file.
4. Follow the on-screen instructions to complete the installation. After the installation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

Steps to pair through Dell Pair

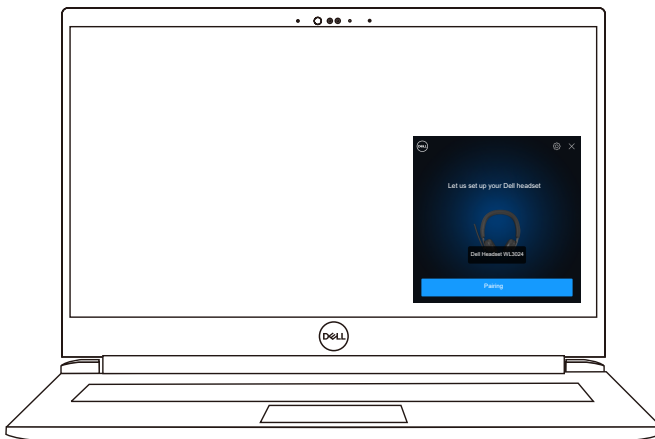
1. Place your wireless headset next to the computer, and press the power button to turn on the headset.



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



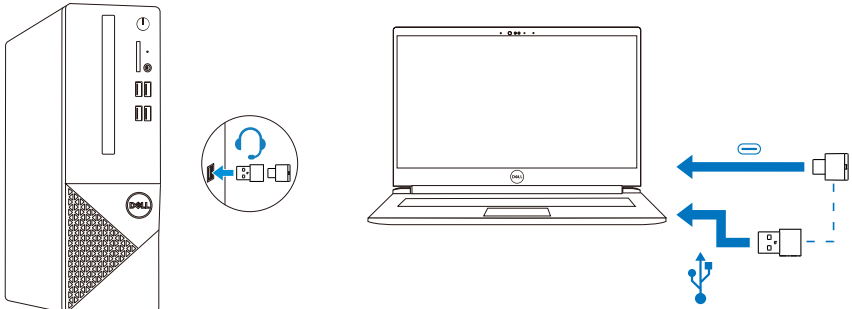
3. Dell Pair notifies when a supported device is turned on. Click **Pair** to begin a seamless Bluetooth pairing with the device.



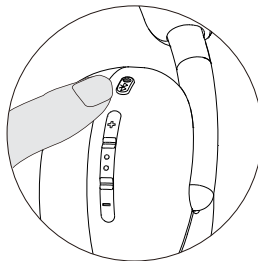
4. The wireless headset is ready for use once pairing is successful.

Wireless Audio Receiver Connection

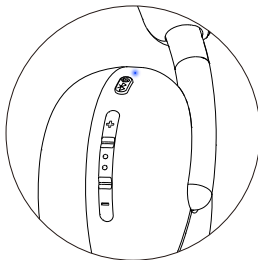
1. Plug the USB-C audio receiver into the USB-C port on the computer. A USB-A adapter is also provided as an alternative for connection to the USB-A port.



2. Press the power button to turn on the headset to automatically pair with the wireless audio receiver.



3. The Blue LED light indicates that the headset is turned on.



Configuring the headset on your computer

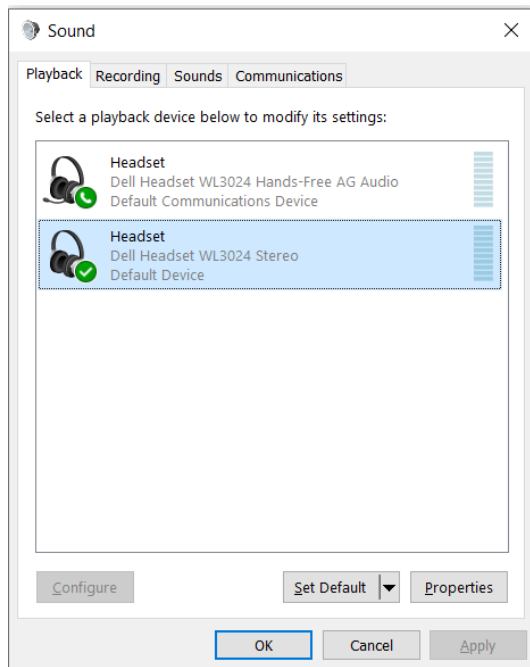
To use your headset on the computer, select the playback device and the recording device by default in **Windows Audio** Settings.

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

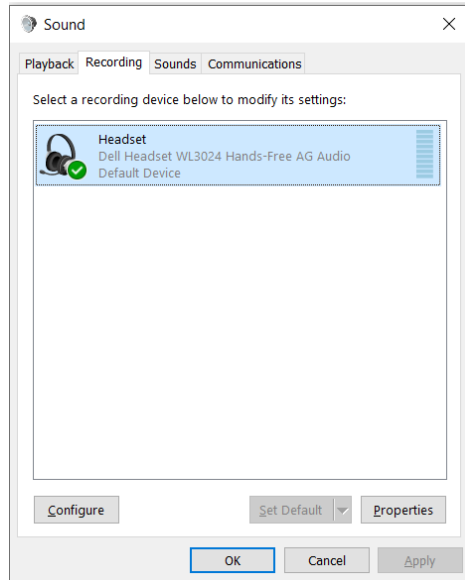


2. Click the **Playback** tab and set the following:

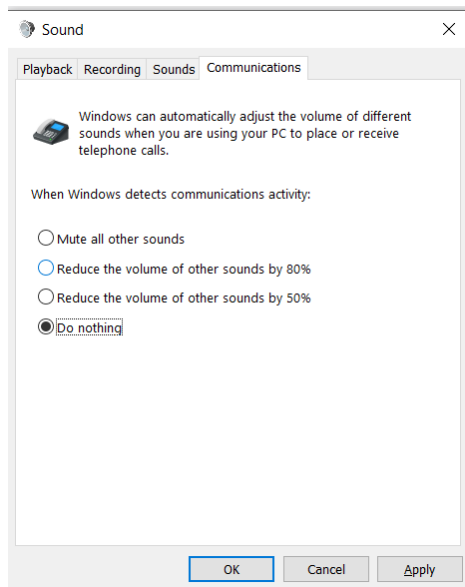
- The **Dell Headset WL3024** as the default playback device.
- The **Dell Headset WL3024** as the default communication device.



3. Click the **Recording** tab and set the **Dell Headset WL3024** as the default device. Adjust headset microphone volume and PC sound volume accordingly.



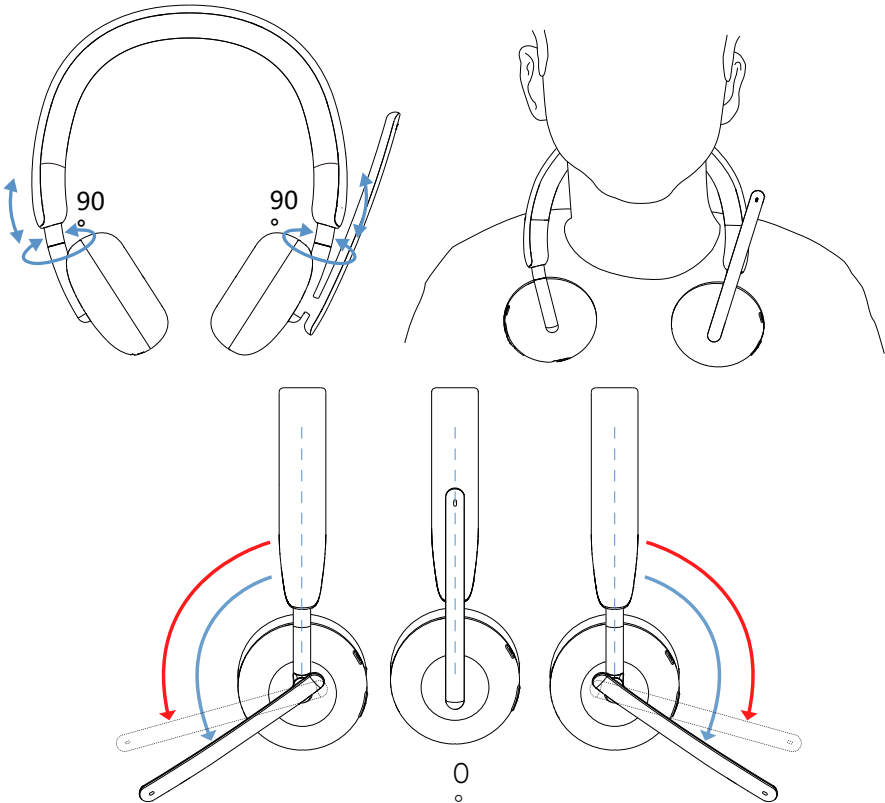
4. Click the **Communications** tab, select **Do nothing**, and then click **OK**.



Using the headset

Adjusting the headset

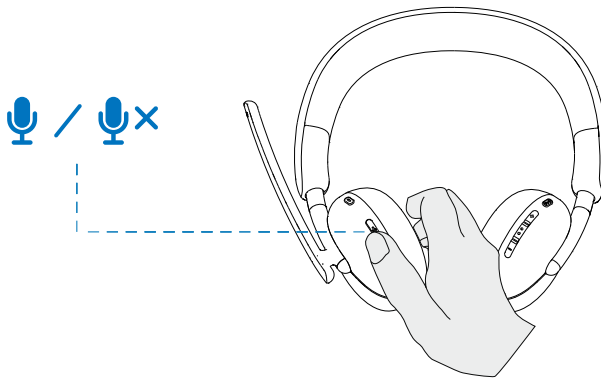
Adjust the headband and ear cushions to find the optimal fit for your head. The earcups can be rotated both forward and backward by 90 degrees.



Boom microphone can be rotated up to 260°.

Muting or unmuting the microphone

1. Flip the boom microphone down to unmute and flip it up to mute. The **mic on** and **mic off** instructions will be heard to indicate the status of the microphone.
2. Press the mute button on the ear cups to mute or unmute the microphone when the boom mic is down.



Teams, Volume, and Multimedia button

Teams

When Teams is active or signed in, press the teams button to invoke and bring it to the front.

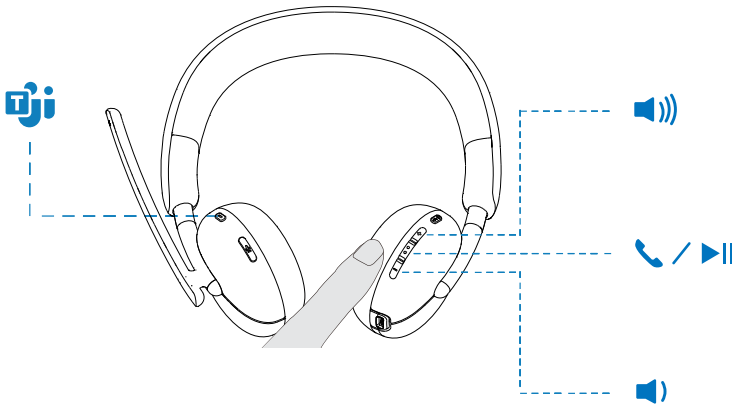
While on a Teams call or meeting, performing a long press on the Teams button will trigger an event, indicated by a single beep audio prompt. For more detailed information on the Teams button behavior, please refer to the <https://support.microsoft.com/en-us/office/use-the-microsoft-teams-button-on-your-certified-teams-device-ed5ec8f0-6f09-46aa-b80c-3372de084a98>

Volume up and down

1. Press and hold for continuous volume change.
 - Press and hold for second to trigger continuous volume change.
2. when volume reaches maximum or minimum, you will hear a double beep audio prompt.

Multimedia button

| Status | Action | Outcome |
|---------------|---|-------------------------------|
| Incoming call | Single press Long press | Answer call Reject call |
| During a call | Double click | End call |
| Not on a call | Single short press Long press for 2 second | Play/pause Voice assistant |

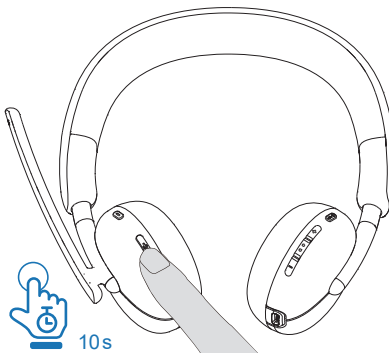


Audio Receiver LED Status

| Status | Audio Receiver LED |
|-------------------------------|---------------------------|
| No headset connected | Mid blink blue |
| Audio receiver in pairing | Fast blink blue |
| Headset connected, no teams | Static blue |
| Team notification | Fast blink purple 3 times |
| Headset connected, with teams | Static purple |
| During call, mic unmuted | Static green |
| During call, mic muted | Static red |

Factory Reset

Upon powering on headset, valid window period of 1-minute, depress the mute button for 10 seconds to trigger the factory reset. The headset will reset and power on again after factory reset finish.




Dell Display and Peripheral Manager

What is Dell Display and Peripheral Manager?

Dell Display and Peripheral Manager is an app that helps you set up and configure your Dell monitors and peripherals. With this app you can make changes to settings of the device and provide additional customization like Audio Mode, Microphone, Sidetone, Audio Output, Busy Light and more.

Installing Dell Display and Peripheral Manager

When you connect the device to your computer for the first time, you may be prompted to download and install the app.

 **NOTE: If the download prompt does not appear within a few minutes, you can manually install the software from Drivers & Downloads tab on www.dell.com/support/WL3024/downloads.**


For more information, see the Dell Display and Peripheral Manager User's Guide in the Documentation tab.

Dell Audio

Dell Audio is a companion mobile app for your Dell wireless headset that enables you to personalize and enable headset features when you are paired to a smartphone.

Installing Dell Audio on your smartphone

To download this app, search for Dell Audio on the App Store (for iOS users) and on the Google Play Store (for Android users). Dell Audio app is compatible with iO14 and above and Android 11 and above.


 **NOTE: Dell Audio is available only in selected locations. Check the availability for your location in the app store.**

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 Headset WL3024**
2. From the **Drivers & Downloads** tab, download the **Dell Headset WL3024 Headset firmware** update tool.
3. Connect your headset to your computer through the USB cable.
4. Open the downloaded **Dell Headset WL3024 Headset 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 cable from the computer or closing the headset firmware update tool, or shutting down the computer during a firmware update will damage the headset.**

Updating USB wireless audio receiver firmware manually

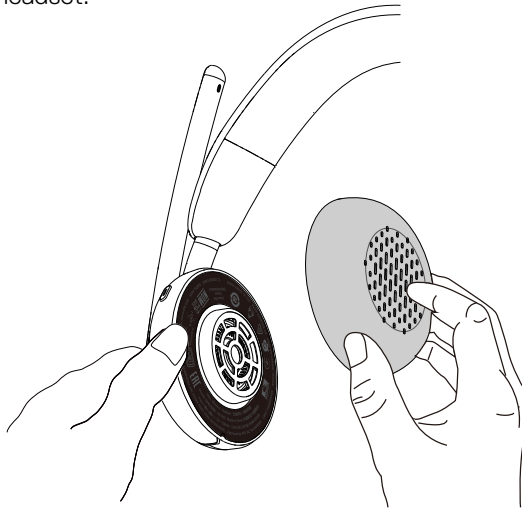
1. Go to <http://www.dell.com/support> and search for **Dell Headset WL3024**.
2. From the **Drivers & Downloads** tab, download the **Dell Headset WL3024 audio receiver firmware** update tool.
3. Connect your audio receiver to the computer.
4. Open the downloaded **Dell Headset WL3024 audio receiver firmware** update tool.
5. Click on the **Update audio receiver** 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.**

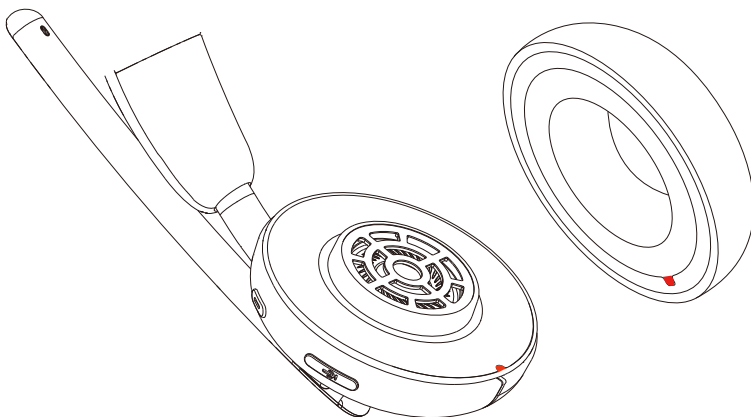
Replacing the Ear cushions

Note : Compatible replacement ear cushion model : **Dell Pro Wireless Headset Ear Cushion – HE424** can be purchased at Dell.com

To remove the ear cushion, hold the ear cup firmly and then pull the ear cushion away from the headset.



Note that the left and right ear cushions are the same. In order to fit them into the ear cup, there is a notch located above the ear cushion that aligns with the bottom of the ear cup; shape can be adjusted after fitting in.



Regulatory and PPID label

There are two regulatory labels, one on each side of the speaker cover under the ear cushions. Remove the ear cushions to find their positions.

NOTE: The following image is a sample illustration to show the regulatory label location only. Locate the ear cushion of your device to find the applicable regulatory labels or logos.



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36J-0001-X00
Date: Jun 2023

PPID

Troubleshooting

Problems

Possible solutions

Dell Pair notification does not open when a Bluetooth devices turned on for the first time

- 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

- Proceed to reconnect through Dell Pair with the following steps:
 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

-
- 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

- 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

Check the computer volume balance is set correctly.

- 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

- Check if the headset is powered on.

Wireless range is too short

- 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

- 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.

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 2.5W required by the radio equipment, and maximum 2.5W in order to achieve the maximum charging speed.

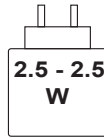


Figure 3. Charger

Изискване за мощност на зареждане:

Мощността, осигурявана от зарядното устройство, трябва да е между минимум 2.5W, изисквана от радиооборудването, и максимум 2.5W, за да се постигне максимална скорост на зареждане.

Požadavek na nabíjecí výkon:

Aby bylo dosaženo maximální rychlosti nabíjení, musí být výkon dodávaný nabíječkou mezi minimem 2.5W požadovaným rádiovým zařízením a maximem 2.5W.

Strømkrav til opladning:

Den effekt, der leveres af opladeren, skal være mellem de minimale 2.5W, der kræves af radioudstyret, og maksimaleffekten på 2.5W for at opnå den maksimale opladningshastighed.

Charging power requirement:

The power delivered by the charger must be between minimum 2.5W required by the radio equipment, and maximum 2.5W in order to achieve the maximum charging speed.

Laadimisvõimsuse nõue:

Maksimaalse laadimiskiiruse saavutamiseks peab laadija tarnitav võimsus jääma radioseadmete nõutava minimaalse võimsuse 2.5W ja maksimaalse võimsuse 2.5W vahele.

Lataustehovaatimus:

Laturin tuottaman tehon on oltava radiolaitteen vaatiman minimin 2.5W ja maksimin 2.5W välillä maksimilatausnopeuden saavuttamiseksi.

Puissance requise pour le chargement:

L'alimentation fournie par le chargeur doit être comprise entre la puissance minimale requise par l'équipement radio (2.5W) et la puissance maximale autorisée (2.5W) afin d'atteindre la vitesse maximale de chargement.

Ladeanforderungen:

Die vom Ladegerät bereitgestellte Leistung muss zwischen mindestens 2.5W für die Funkgeräte und maximal 2.5W liegen, um die maximale Ladegeschwindigkeit zu erreichen.

Απαίτηση ισχύος φόρτισης:

Η ισχύς που παρέχει ο φορτιστής πρέπει να κυμαίνεται μεταξύ των ελάχιστων 2.5W που απαιτούνται από τον ραδιοεξοπλισμού και των μέγιστων 2.5W, προκειμένου να επιτευχθεί η μέγιστη ταχύτητα φόρτισης.

Töltési teljesítményigény:

A maximális töltési sebesség eléréséhez a töltő által leadott teljesítménynek a rádióberendezés által megkövetelt minimális 2.5W és a maximális 2.5W között kell lennie.

Requisiti di alimentazione per la ricarica:

L'alimentazione fornita dal caricabatterie deve essere compresa tra i 2.5W minimi richiesti dall'apparecchiatura radio e i 2.5W massimi, al fine di raggiungere la velocità di ricarica massima.

Uzlādes jaudas prasība:

Lādētāja nodrošinātajai jaudai jābūt no min. 2.5W, kas nepieciešama radio aprīkojumam, un maks. 2.5W, lai sasniegtu maksimālo uzlādes ātrumu. Ķrovimo galios reikalavimai:

Kad būtų pasiektas didžiausias įkrovimo greitis, įkroviklio galia pagal radijo įrangos reikalavimus turi būti ne mažesnė kaip 2.5W ir ne didesnė kaip 2.5W.

Rekwiżit dwar il-potenza tal-iċċarġar:

Il-potenza pprovduta miċ-ċarġer trid tkun bejn il-minimu ta' 2.5W meħtieġ mit-tagħmir tar-radju tiegħek, u l-massimu ta' 2.5W biex tinkiseb il-veloċità massima tal-iċċarġar.

Vereiste oplaadstroom:

De stroom die door de oplader wordt geleverd, moet tussen minimaal 2.5W, vereist door de radioapparatuur, en maximaal 2.5W zijn om de maximale oplaadsnelheid te bereiken.

Wymaganie dotyczace zasilania:

Zasilanie dostarczane przez ładowarkę musi znajdować się w zakresie od wartości minimalnej 2.5W wymaganej przez urządzenie radiowe po wartość maksymalną 2.5W zapewniającą ładowanie z maksymalną szybkością.

Requisito de potência de carregamento:

A potência fornecida pelo carregador deve situar-se entre o mínimo de 2.5W exigido pelo equipamento de rádio e o máximo de 2.5W, a fim de atingir a velocidade máxima de carregamento.

Cerință de alimentare pentru încărcare:

Alimentarea furnizată de încărcător trebuie să fie între minimum 2.5W, valoare impusă de echipamentul radio, și maximum 2.5W pentru a obține viteza maximă de încărcare.

Požiadavky na napájanie:

Na dosiahnutie maximálnej rýchlosti nabíjania musí byť výkon dodávaný nabíjačkou medzi minimom 2.5W požadovaným rádiovým zariadením a maximom 2.5W.

Zahtevе glede moči napajanja:

Za najhitrejšе polnjenje mora napajalnik dovajati moč med najmanj 2.5W (kar zahteva radijska oprema) in največ 2.5W.

Requisito de carga:

La potencia suministrada a través del cargador debe de ser de entre 2.5W y 2.5W para obtener la velocidad de carga máxima en equipos de radio.

Strömförsörjningskrav för laddning:

Den ström som levereras av laddaren måste vara mellan minst 2.5W och högst 2.5W enligt radioutrustningens krav för att uppnå maximal laddningshastighet.

Требования к мощности для зарядки:

Зарядное устройство должно подавать мощность в диапазоне от 2.5Вт, согласно минимальному требованию для радиоборудования, до 2.5Вт для достижения максимальной скорости зарядки.

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. 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, selecting 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: www.dell.com, selecting 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

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.

Security information

NOTE: Your Bluetooth headset supports Bluetooth only for wireless communication. Any audio recording, or background listening is not enabled.

Bluetooth functionality:

- Audio playback (wireless music and media)
- Voice communication through the integrated microphone
- Basic controls such as volume adjustment, microphone on or microphone off
- Supports only the functions for basic operations and other Bluetooth services like file sharing are not enabled

NOTE: Your Bluetooth headset has an integrated microphone for phone calls and voice features.

Microphone functionality:

- Captures your voice only when you turn the microphone on, by flip the boom mic down.
- Used for calls or voice apps when the headset is connected.

How to Control the microphone:

- Manually turn on the microphone when you want to use it.
- Turn off the microphone by disconnecting the Bluetooth, or turn off the headset to stop microphone use. These actions help you stay in control of the microphone and protect your privacy.

Privacy Info:

- The microphone is off by default and does not record or listen in the background.

Restoring headset to factory settings:

Restoring headset to factory setting will clear all the Bluetooth device list from your product and will reset all settings to factory default.

To restore the headset, perform the following steps:

1. Within a minute of turning on your headset, press and hold microphone button for 10 seconds. Perform this step regardless of your headphone being connected via dongle or Bluetooth mode.

2. When the reset is triggered, the **power LED** will blink for **3 seconds**.
3. After the reset is complete, headset will announce "power on".

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 450C (1040 F).


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

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).

Getting help

Contacting Dell

 **NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.**

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

Steps:

1. Go to www.dell.com/support.
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.