

Dell Pro Wireless ANC Headset WL5024

User's Guide

Regulatory Model: HS2404/UD2403





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



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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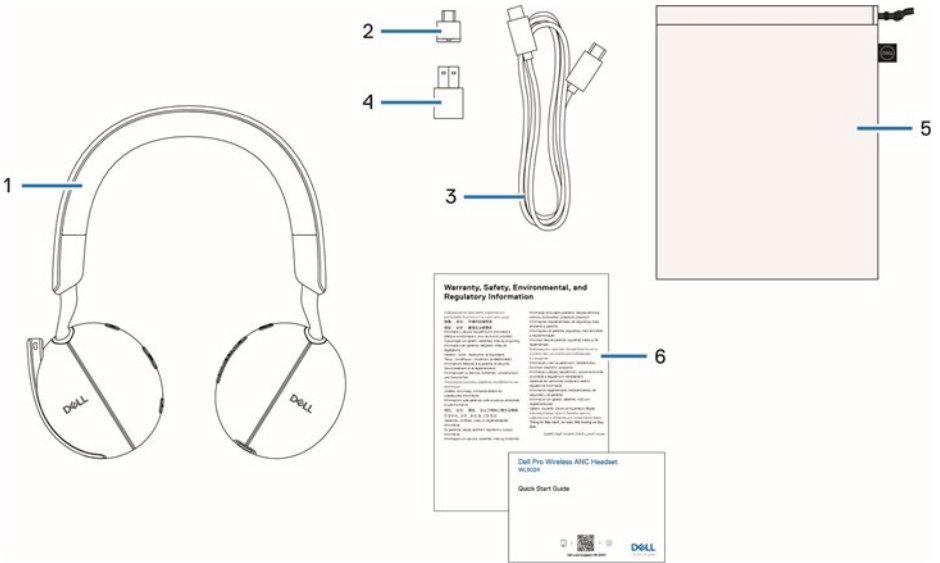
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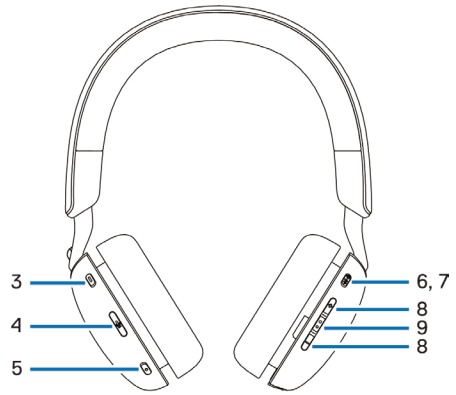
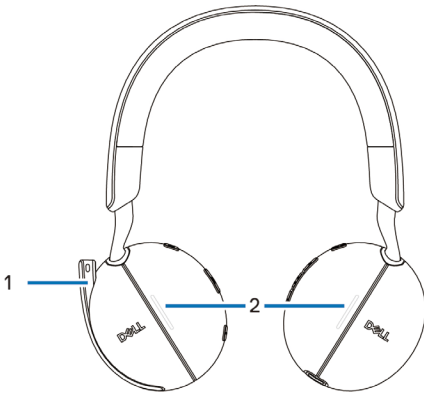
What's in the box



- 1. WL5024 headset
- 3. USB-C charging cable
- 5. Soft carry pouch

- 2. USB-C Wireless Audio Receiver
- 4. USB-A adapter
- 6. Documentations

Overview



- 1. Discrete boom microphone
- 3. Microsoft Teams button
- 5. ANC button
- 7. Power/Bluetooth pairing button
- 9. Call control/multimedia button
- 11. USB-A adapter

- 2. Busy light LED
- 4. Microphone mute button
- 6. Power LED
- 8. Volume control button
- 10. USB-C Wireless Audio Receiver

Specification

| Specifications | Value |
|---------------------------|---|
| Headset weight | ≤ 220 g |
| Headset dimensions | Width: 150 mm Height: 190 mm Depth: 70 mm |
| Microphones | Unidirectional microphone |
| Speaker | 40 mm dynamic speaker |
| Speaker rated input power | 50 mW |
| Speaker frequency range | 20 Hz to 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)

| | |
|-------------------------------------|--|
| Compatible replacement ear cushion | Dell Pro Wired/Wireless Headset Ear Cushions - HE524 |
| Replacement audio wireless receiver | Dell Wireless Audio Receiver – HR024 |



System Requirement

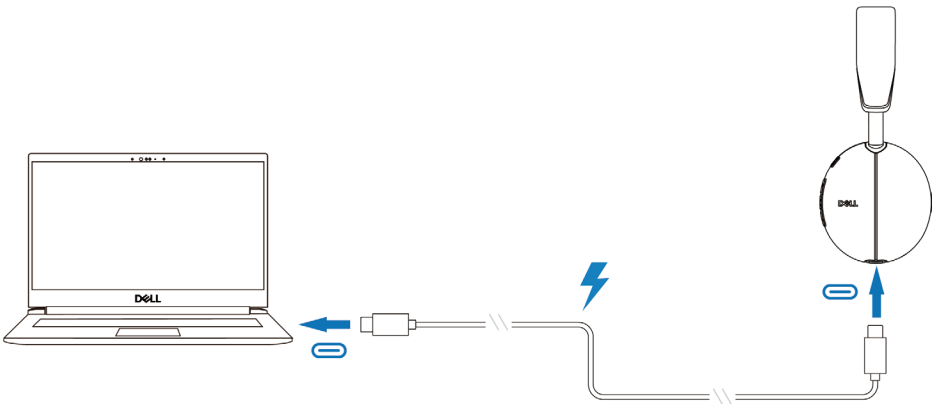
Windows 10 64-bit, Windows 11 64-bit, and MacOS.

Headset Setup

Charging the headset

To charge the headset, connect the USB-C charging cable to the computer. Power LED and Busy light LED light up white during charging. Battery charging time to fully charge the headset is about 2.5 hour.

| | |
|---|---|
|  | Fully charged Power LED and Busy light LED turns off when fully charged. |
|  | While charging Power LED and Busy light LED lights up white while charging. |



Battery Status

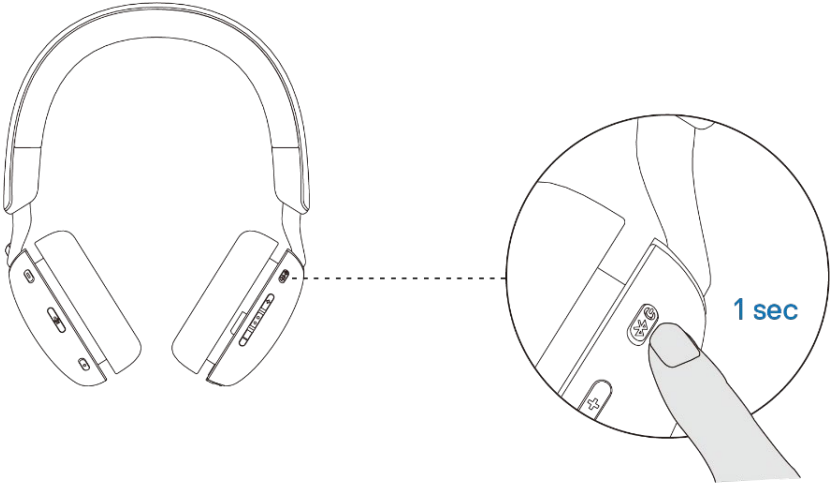
User can hear Battery high/medium/low voice prompt when turning on the headset. battery high voice prompt when battery level at 70%~100%, battery medium voice prompt when battery level at 69%~10%, battery low voice prompt when battery level under 10% and right before power off.

Battery Life

| | |
|----------------|--|
| Talk time | Up to 34hrs (ANC&Busy light off)/Up to 20hrs (ANC&Busy light on) |
| Listening time | Up to 78hrs (ANC off)/Up to 50hrs (ANC on) |
| Sleep mode | Headset turns into sleep mode after 4 hours of inactivity. |

Turning on/off the headset

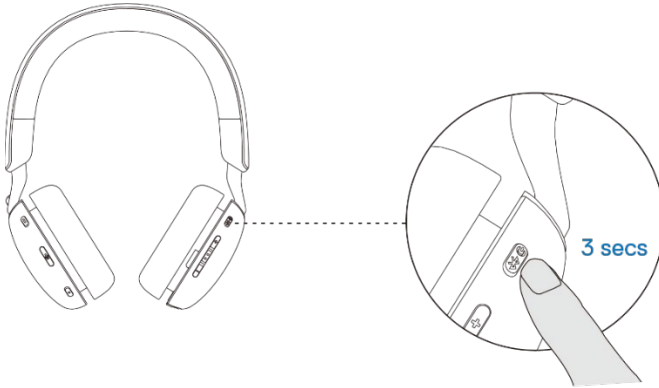
Press and hold the power button for 1 second to turn on and off the headset. You hear power on and off voice prompt.



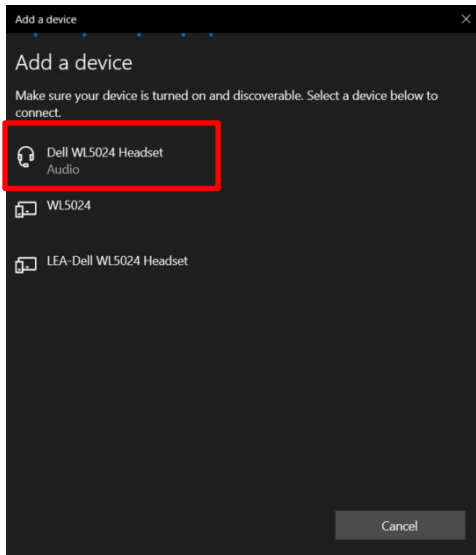
Connecting the headset

Bluetooth connection

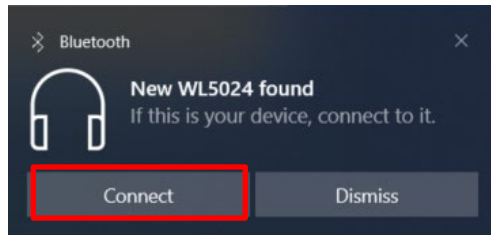
Press and hold the power button for 3 seconds to start the pairing mode and you hear a Bluetooth pairing voice prompt. The power LED blinks blue in a fast pace while pairing. Once paired, the power LED lights up for 3 seconds and slowly blinks in blue.



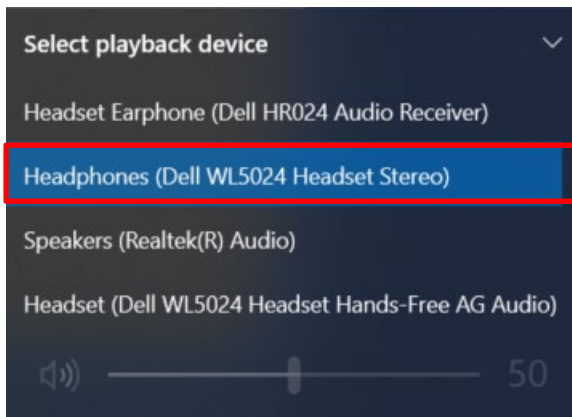
When pairing the headset to the computer through Windows Setting app, go to Add a device and select Dell WL5024 Headset to connect.



If your computer supports the Swift Pair function, you can use it to connect your headset to the computer.



When the headset is connected to a computer successfully, select Headphones (Dell WL5024 Headset Stereo) for playback device.



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

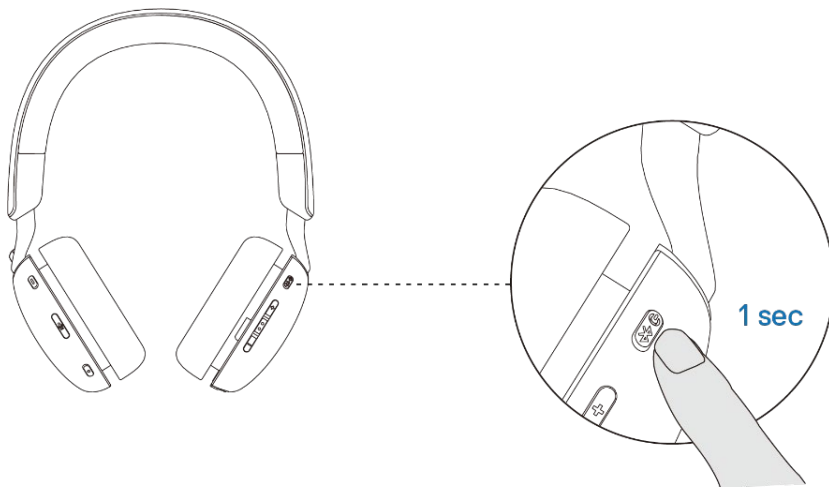
Dell Pair is pre-installed on certain Dell computers. For more information on the list of Dell Pair compatible devices, see www.dell.com/support/kbdoc/000201693.

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

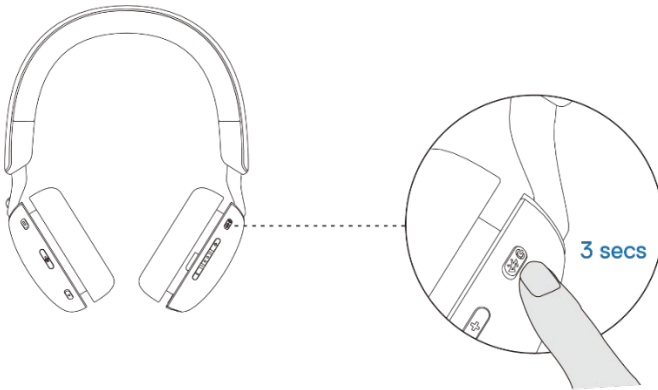
1. Go to www.dell.com/support.
2. In the **Search support** box, enter the Service Tag of your computer and then click **Search**.
3. In the **Drivers & Downloads** section, download the Dell Pair executable file.
4. Follow the on-screen instructions to complete the installation. After the installation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

Steps to pair through Dell Pair

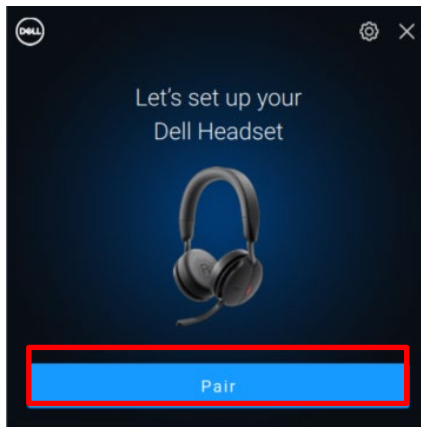
1. Place your wireless headset next to the computer, and press the power button to turn on the headset.



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.



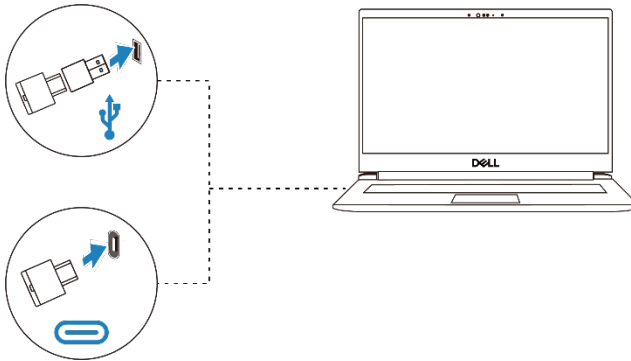
4. The wireless headset is ready for use once pairing is successful.

Wireless Audio Receiver connection

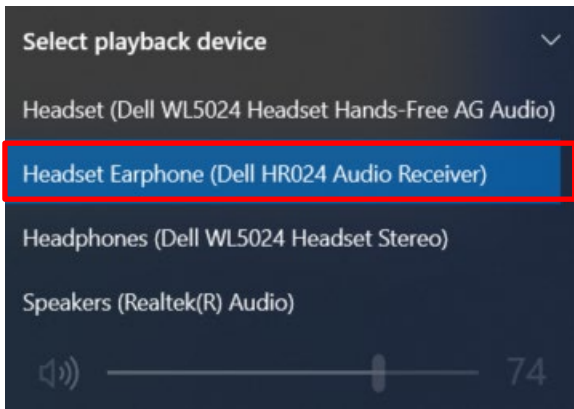
Connect the wireless audio receiver into a USB-A adapter and connect the adapter to the system or connect the wireless audio receiver directly to the system.

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

USB-C Wireless Audio Receiver LED: blinks blue when not connected and lights up blue when connected.

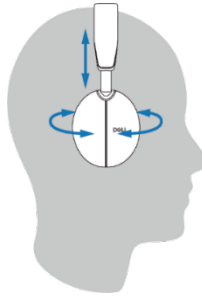


When the headset is connected to a computer successfully, select “Headset Earphone (Dell HR024 Audio Receiver)” for playback device.



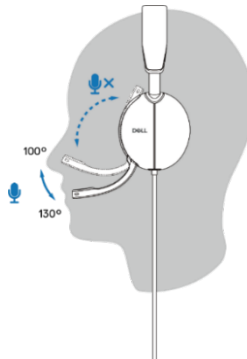
Adjust the headband

Lengthen or shorten the band until it fits comfortably. The ear cup can be adjusted to +90 degrees and -20 degrees at most. The cushions should sit comfortably over the center of your ears.



Position the boom

The discrete boom microphone should be worn on left side. Flip the boom mic arm down to unmute and flip up to mute. You hear voice commands mic unmute and mic mute, that indicate the status of the mic. The headset auto mutes or unmutes when the boom mic is flipped down 100 degrees or over, the full deployment angle is 130 degrees. You are unable to mute or unmute when the boom mic is not flipped down.



△ CAUTION: To avoid breaking the boom microphone, do not rotate over $\pm 130^\circ$.

✎ NOTE: You experience the sidetone effect when you rub or scratch the microphone during a call. You can select your preferred sidetone level or disable it in DPeM.

Buttons and LEDs

| | Action Button | LED Behavior | Voice Prompt |
|---|--------------------------------------|---|---|
| Connect the headset to the computer when the Teams application is running | | USB-C Wireless Audio Receiver LED displays purple light. | |
| Connect the headset to the computer when the Teams application is not running | | USB-C Wireless Audio Receiver LED displays blue light. | |
| Play/pause music | Single press the call control button | | |
| Volume up (step) | Single press the + button | | Double beep when it reaches the maximum volume. |
| Volume up (continuously) | Press and hold the + button | | Double beep when it reaches the maximum volume. |
| Volume down (step) | Single press the - button | | Double beep when it reaches the minimum volume. |
| Volume down (continuously) | Press and hold the - button | | Double beep when it reaches the minimum volume. |
| Mute microphone | Single press on the mic mute button | USB-C Wireless Audio Receiver LED displays red light when you mute the headset during a call. | Mic off voice prompt. |
| Unmute microphone | Single press on the mic mute button | USB-C Wireless Audio Receiver LED displays green light when you unmute the headset during a call. | Mic on voice prompt. |
| Voice assistant | Long press the call control button | | |
| ANC control | Press the ANC button | | ANC on, ANC off, or Transparency voice prompt. |

| Behavior when running Microsoft Teams application | | | |
|---|---|--|---|
| | Action Button | LED Behavior | Voice Prompt |
| During Teams call | | - Busy light turns red. | |
| Evoke/Open Teams notification | Single press on the Teams button | - USB-C Wireless Audio Receiver LED blinks purple. | Teams voice prompt when receiving a Teams notification. |
| Answer a Teams call | Single press on the Call control button | - Busy light blinks red when receiving a Teams call and turns red during the call. | Teams voice prompt when receiving an incoming call. |
| End a Teams call | Double press on the Call control button | - Busy light turns off when a Teams call ends. - USB-C Wireless Audio Receiver LED displays purple light. | |
| Reject a Teams call | Long press on the Call control button for 2 seconds | - Busy light remains red during a Teams call. - USB-C Wireless Audio Receiver LED displays purple light. | |
| Raise hand during Teams call | Long press on the Teams button | - Busy light remains red during Teams call. | |



NOTE: If the boom microphone is rotated up, the mute button will not unmute the microphone.



NOTE: ANC is an Augmented Hearing experience, and hence the effect is depending on the environment noise, type of music being played, sensitivity of user hearing and other factors potentially effecting its performance. It is recommended for user to make sure headset is being worn at the correct position to ensure good earcup sealing, minimize potential leakages of external noise into the ear to have a good ANC effect.

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 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.

Installing Dell Peripheral Manager

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.

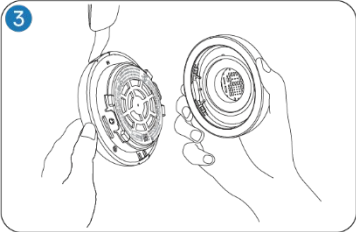
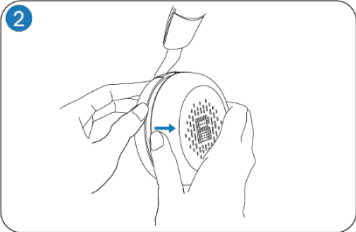
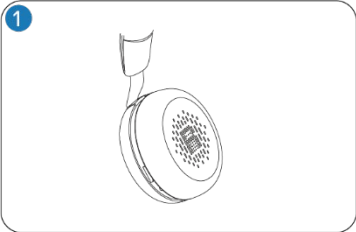


NOTE: If Dell Peripheral Manager does not appear within a few minutes, you can check for updates manually via Windows Update or download the Dell Peripheral Manager application from www.dell.com/support/dpem.

Replacing the ear cushions

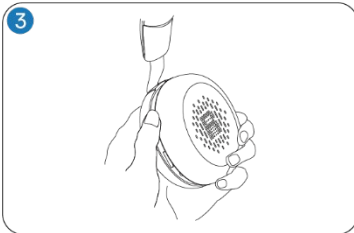
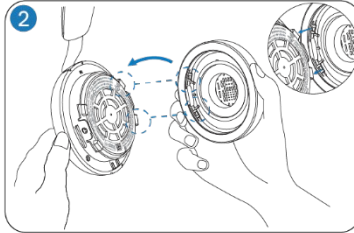
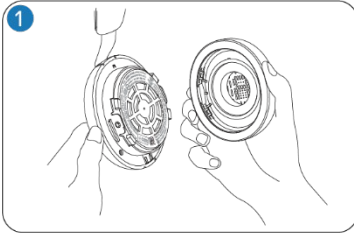
Removal

Hold the headset earpiece and gently pull the ear cushion from the middle front.



Replacement

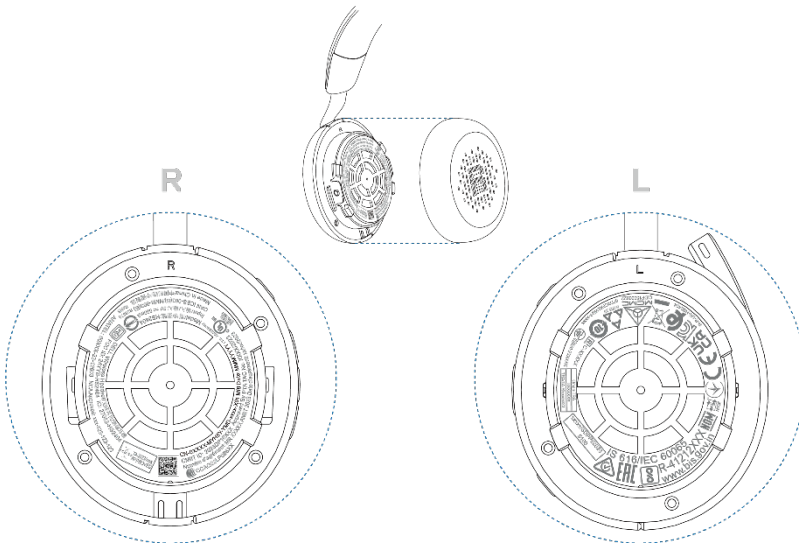
Align the notch on the ear cushion with the corresponding point at the middle back of the ear cup and press it gently.



NOTE: Ensure that the R and L markings on the ear cushion are correctly positioned when replacing.

Regulatory and PPID label position

The regulatory labels and PPID (Product part identification) are under the ear cushion of both ear cups. Remove the ear cushion to find the regulatory labels and PPID.

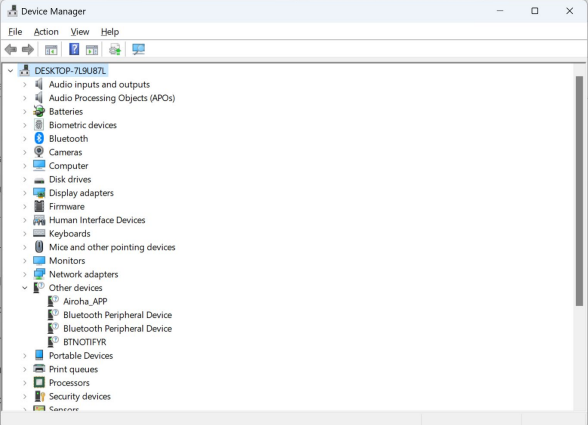


NOTE: The image is a sample illustration to show the regulatory label location only. Locate the ear cushion of your device to find the applicable regulatory labels or logos.

Troubleshooting

| | |
|---|--|
| <p>Headset does not turn on upon first use.</p> | <ul style="list-style-type: none"> ● Turn on the computer and use the charging cable to connect the headset to the computer. ● Charge the headset by connecting the charging cable to a USB port on the computer. ● Headset shipping mode ends, and the headset turns on. |
| <p>I cannot hear the caller.</p> | <ul style="list-style-type: none"> ● Press the volume up button on your headset. Also, check and adjust the volume settings on your computer for accuracy. ● Go to the audio settings in your sound control panel/preferences and select your headset as the default audio device. |
| <p>Callers are unable to hear me.</p> | <ul style="list-style-type: none"> ● Unmute the microphone by flipping down the boom microphone arm and tap the mute button. ● Ensure that the boom microphone is properly aligned with your mouth. ● Go to the audio settings in your sound control panel/preferences and select your headset as the default audio device. |
| <p>The audio in the headset is experiencing distortion, and I am hearing an echo.</p> | <ul style="list-style-type: none"> ● Lower the listen volume on your headset until the distortion disappears. |
| <p>The other headset I was using to listen to music on my system/laptop does not work anymore.</p> | <ul style="list-style-type: none"> ● Go to the audio settings in your sound control panel/preferences and select your headset as the default audio device. |
| <p>My computer is not able to detect the presence of the headset or establish a proper connection with it.</p> | <ul style="list-style-type: none"> ● Go to the audio settings in your sound control panel/preferences and select your headset as the default audio device. |
| <p>It appears that the ANC feature is not working.</p> | <ul style="list-style-type: none"> ● Ensure that the headset is properly connected to the computer or reestablish the connection. ● Verify the status of the ANC function by performing a single press on the ANC button. The voice prompt indicates the current ANC status. ● Ensure that there are no other objects that are attached to the ear cup. |
| <p>When I mute or unmute the microphone using the Windows system control panel settings, the following issue or set of issues arises:</p> | <ul style="list-style-type: none"> ● Use the dedicated mute button on your headset to control the mute or unmute feature in Teams and Zoom. ● The Human Interface Device (HID) Telephony controls mute or unmute feature on Zoom and Teams. The headsets mute button |

| | |
|--|--|
| <ul style="list-style-type: none"> · It does not correctly reflect the mute status on my headset or within applications such as Teams and Zoom. · It results in delayed response on mute state in Teams and Zoom. · It displays error messages on Teams and Zoom. | <p>supports HID Telephony but not by the Windows mute settings. Click the mute control on Teams and Zoom to fix the slow response or error message.</p> <ul style="list-style-type: none"> ● Check the headset connection mode – audio receiver or Bluetooth. ● Connect using the audio receiver because headset buttons don't work when connected through Bluetooth. |
| <p>The sound coming through the headset appears to be at a lower or quieter level when I open the system control panel for audio devices.</p> | <ul style="list-style-type: none"> ● Close the control panel before using the headset to listen to music or audio. The headset has call and music modes with varying audio volumes. Accessing the system control panel temporarily switches it to call mode, but it reverts to music mode once you leave the control panel. |
| <p>Media key or volume control not working.</p> | <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. |
| <p>Headset button not working.</p> | <ul style="list-style-type: none"> ● Check the headset connection mode – audio receiver or Bluetooth. ● Connect using the audio receiver because headset buttons don't work when connected through Bluetooth. |
| <p>Dell Pair notification does not open when a Bluetooth devices turned on for the first time.</p> | <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. |

| | |
|--|---|
| <p>Dell Pair reports a pairing error</p> | <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. |
| <p>Multiple devices with a (?) are found in Device Manager</p> | <ul style="list-style-type: none"> ● They are proprietary Bluetooth features or profiles that are supported by WL5024. They are crucial for the proper functionality of Android/iOS phones. Since Windows is not using these profiles, Device Manager displays a (?) when no driver is loaded for these profiles.  <p>The screenshot shows the Windows Device Manager window for a desktop computer. The 'Other devices' category is expanded, showing three items: 'Airoha_APP', 'Bluetooth Peripheral Device', and 'BTNOTIFR'. Each of these items has a question mark icon next to it, indicating that Windows does not have a driver installed for them.</p> |

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 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, 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.

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 45°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.

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.