

# Dell Pro Wired ANC Headset WH5024

## User's Guide

**Regulatory Model: HS2402**





**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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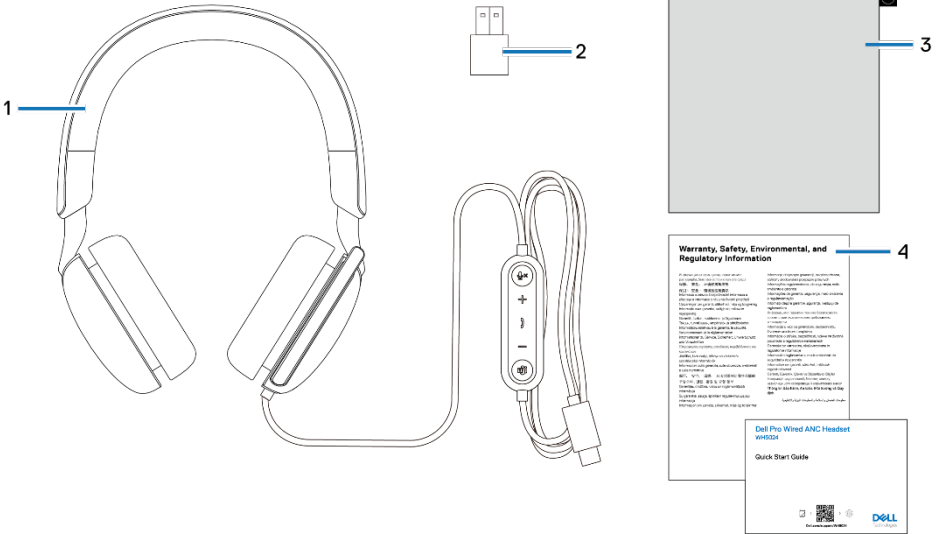
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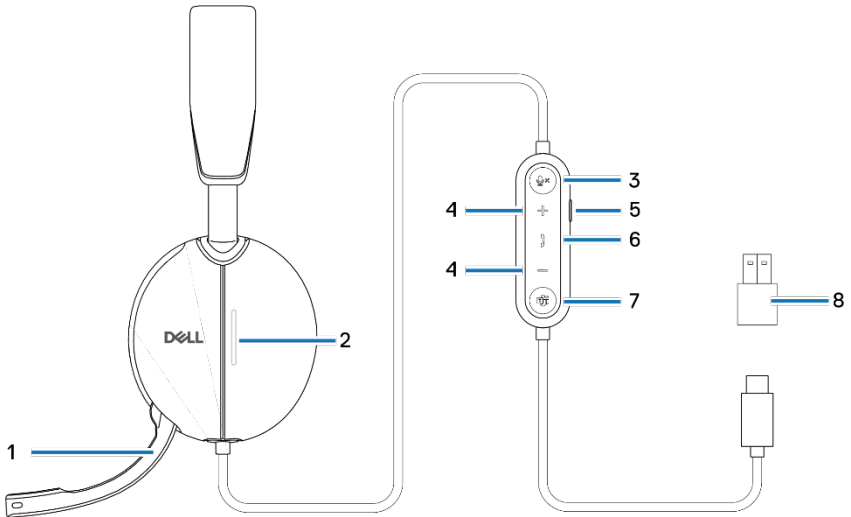
# What's in the box



- 1. WH5024 Headset
- 3. Soft carry pouch

- 2. USB-A adapter (drop in box)
- 4. Documentations

# Overview



- 1. Discrete boom microphone
- 2. Busy light LED
- 3. Microphone mute button with LED
- 4. Volume control button
- 5. ANC button
- 6. Call control button
- 7. Microsoft Teams button with LED
- 8. USB-A adapter

# Specification

<b>Specifications</b>	<b>Value</b>
Headset weight	≤ 189 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	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
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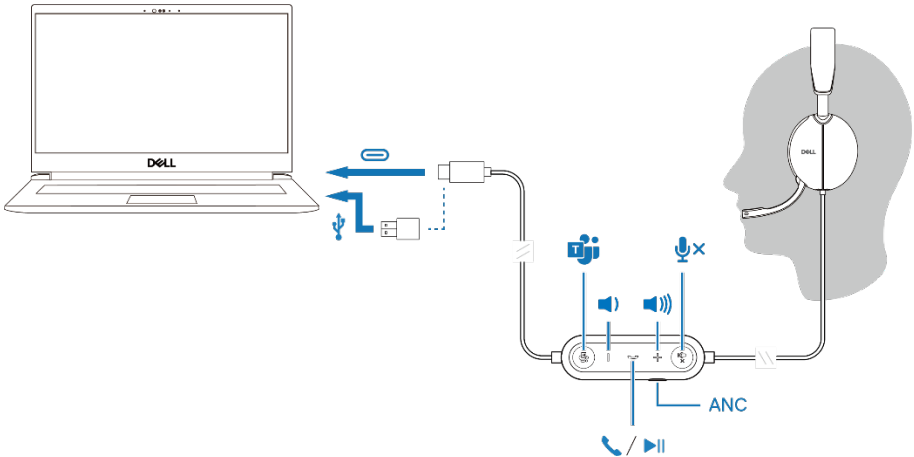
# System Requirement

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

# Headset Setup

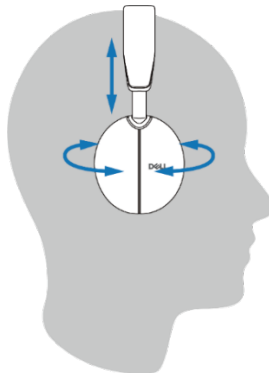
## Power and setup

Power on your headset by plugging the cable to the USB-C port on the computer. A USB-A adapter is also provided as an alternative for connection to the USB-A port.



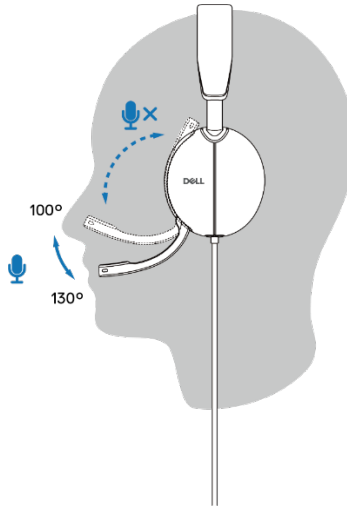
## Adjust the headband

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 automutes 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 130° limit.
- ✎ **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		Teams button on the headset blinks once and then goes static white.	
Connect the headset to the computer when the Teams application is not running		Teams button on the headset blinks ten times and then goes dark.	
Play/pause music	Single press the call control button		
Volume up (step)	Single press the + button		Double beep occurs when the volume reaches its maximum level.
Volume up (continuously)	Press and hold the + button		Double beep occurs when the volume reaches its maximum level.
Volume down (step)	Single press the - button		Double beep occurs when the volume reaches its minimum level.
Volume down (continuously)	Press and hold the - button		Double beep occurs when the volume reaches its minimum level.
Mute microphone	Single press on the mic mute button		Mic off voice prompt.
Unmute microphone	Single press on the mic unmute button		Mic on voice prompt.
ANC control	Press the ANC button		ANC on, ANC off, or Transparency voice prompt.

<b>Behavior when running Microsoft Teams application</b>			
	<b>Action Button</b>	<b>LED Behavior</b>	<b>Voice Prompt</b>
During Teams call		<ul style="list-style-type: none"> <li>- Busy light turns red during a Teams call.</li> <li>- Teams button displays white light when it is running.</li> </ul>	
Evoke/Open Teams notification	Single press on the Teams button	<ul style="list-style-type: none"> <li>- Teams icon displays white light when it is running.</li> <li>- Teams icon blinks white when receiving a notification.</li> </ul>	Teams voice prompt when receiving a Teams notification.
Answer a Teams call	Single press on the Call control button	<ul style="list-style-type: none"> <li>- Busy light blinks red when receiving a call then turns red during a Teams call.</li> <li>- Teams button displays white light when it is running.</li> </ul>	Teams ringtone for incoming call.
End a Teams call	Double press on the Call control button	<ul style="list-style-type: none"> <li>- Busy light turns off when Teams call ended.</li> <li>- Teams button displays white light when it is running.</li> </ul>	
Reject a Teams call	Long press on Call control button for 2 seconds	<ul style="list-style-type: none"> <li>- Busy light turns off when Teams call ended.</li> <li>- Teams button displays white light when it is running.</li> </ul>	
Raise hand during Teams call	Long press on Teams button	<ul style="list-style-type: none"> <li>- Busy light displays red during a Teams call.</li> <li>- Teams button displays white light when it is running.</li> </ul>	



**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.

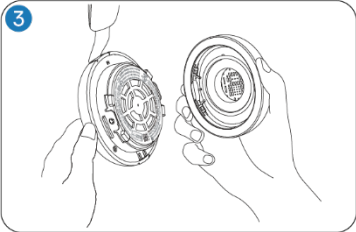
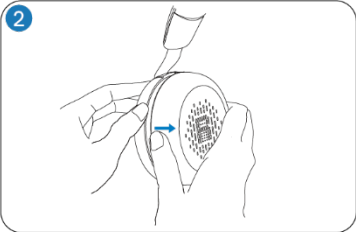
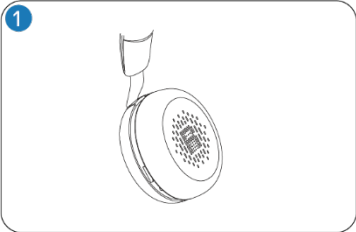


**NOTE:** If Dell Peripheral Manager does not appear within a few minutes, you can check for updates manually via Windows Update or download the Dell Peripheral Manager application from [www.dell.com/support/dpem](http://www.dell.com/support/dpem).

# Replacing the ear cushions

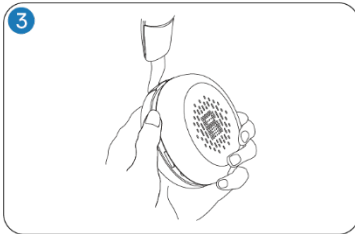
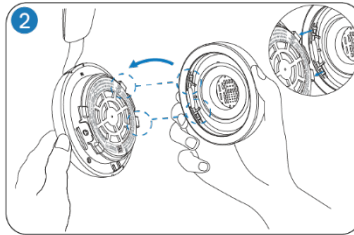
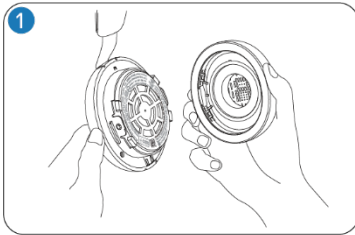
## Removal

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



## Replacement

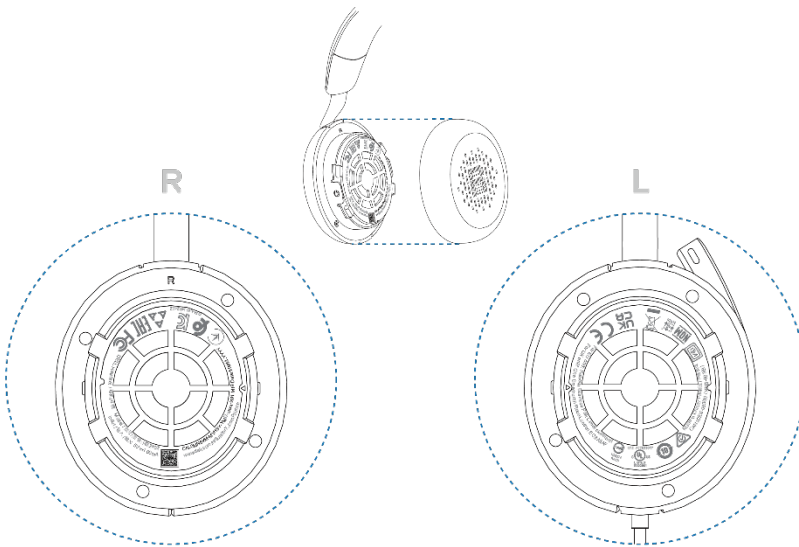
Align the notch on the ear cushion with the corresponding point at the middle back of the ear cup and press it gently.



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

# Regulatory and PPID label position

The regulatory label and PPID (Product part identification) are under the ear cushion of both ear cups. Remove the ear cushion to find the regulatory label 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>I cannot hear the caller.</p>	<ul style="list-style-type: none"> <li>● Press the volume up button on your headset. Also, check and adjust the volume settings on your computer for accuracy.</li> <li>● Go to the audio settings in your sound control panel/preferences and select your headset as the default audio device.</li> </ul>
<p>Callers are unable to hear me.</p>	<ul style="list-style-type: none"> <li>● Unmute the microphone by flipping down the boom microphone arm and tap the mute button.</li> <li>● Ensure that the boom microphone is properly aligned with your mouth.</li> <li>● Go to the audio settings in your sound control panel/preferences and select your headset as the default audio device.</li> </ul>
<p>The audio in the headset is experiencing distortion, and I am hearing an echo.</p>	<ul style="list-style-type: none"> <li>● Lower the listen volume on your headset until the distortion disappears.</li> </ul>
<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"> <li>● Go to the audio settings in your sound control panel/preferences and select your headset as the default audio device.</li> </ul>
<p>My computer is not finding my headset during a call or while listening to music.</p>	<ul style="list-style-type: none"> <li>● Go to the audio settings in your sound control panel/preferences and select your headset as the default audio device.</li> </ul>
<p>It appears that the ANC feature is not working.</p>	<ul style="list-style-type: none"> <li>● Ensure that the headset is properly connected to the computer or reestablish the connection.</li> <li>● Verify the status of the ANC function by performing a single press on the ANC button. The voice prompt indicates the current ANC status.</li> <li>● Ensure that there are no other objects that are attached to the ear cup.</li> </ul>
<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"> <li>· It does not correctly reflect the mute status on my headset or within applications such as Teams and Zoom.</li> <li>· It results in delayed response on mute state in Teams and Zoom.</li> </ul>	<ul style="list-style-type: none"> <li>● Use the dedicated mute button on your headset to control the mute or unmute feature in Teams and Zoom.</li> <li>● The Human Interface Device (HID) Telephony controls mute or unmute feature on Zoom and Teams. The headsets mute button 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.</li> </ul>

<ul style="list-style-type: none"><li>· It displays error messages on Teams and Zoom.</li></ul>	
<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"><li>● 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.</li></ul>



# 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.

# 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](http://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.