

# Dell 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.

**Copyright © 2023 Dell Inc. or its subsidiaries. All rights reserved.** Dell Technologies, Dell, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

2023-08

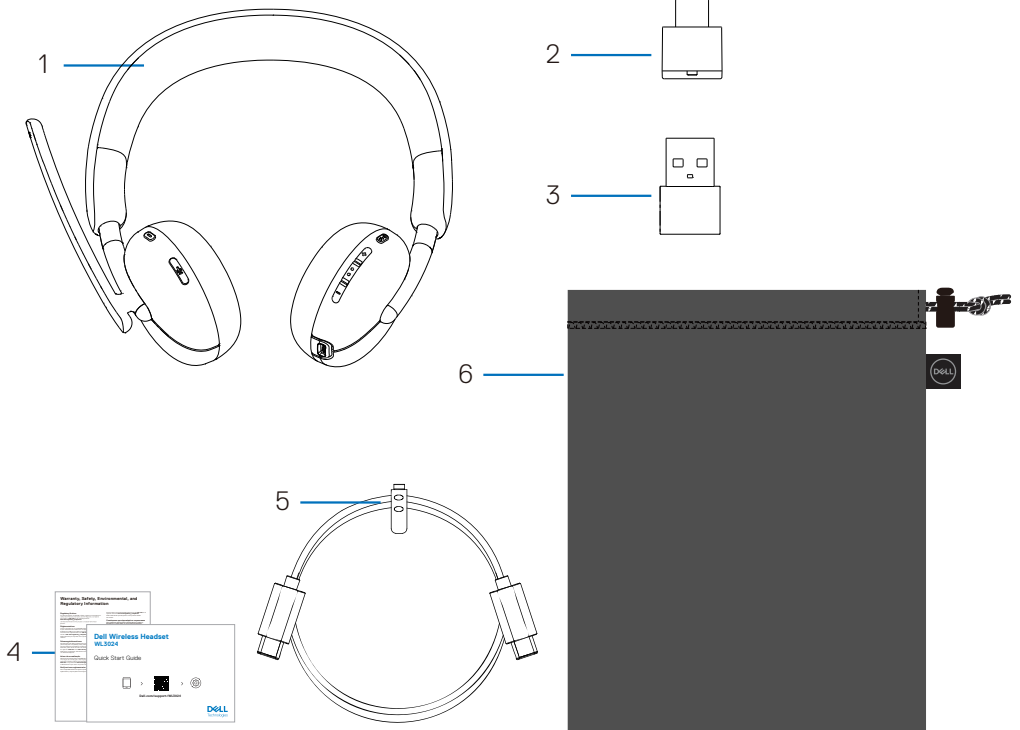
Rev. A00

# Contents

<b>What's in the box</b> .....	<b>1</b>
<b>Features</b> .....	<b>2</b>
Headset .....	2
Accessories .....	3
<b>Specifications</b> .....	<b>4</b>
<b>Charging the headset</b> .....	<b>5</b>
Battery life .....	6
Turning on or off the headset .....	7
<b>Connecting the headset to your device</b> .....	<b>8</b>
Connecting your Dell wireless headset using Dell Pair .....	9
Connecting the headset to your device using the USB wireless audio receiver .....	11
Connecting the headset to your device using Bluetooth .....	12
Configuring the headset on your computer .....	13
<b>Using the headset</b> .....	<b>15</b>
Adjusting the headset .....	15
Muting or unmuting the microphone .....	16
Teams, Volume, and Multimedia button .....	16
Audio Receiver LED Status .....	17
Replacing the Ear cushions .....	19
Regulatory label position .....	19

- Updating the firmware ..... 20**
  - Updating the headset firmware manually.....20
  - Updating USB wireless audio receiver firmware manually..... 20
- Dell Peripheral Manager ..... 21**
  - What is Dell Peripheral Manager..... 21
  - Installing Dell Peripheral Manager on Windows .....21
- Troubleshooting ..... 22**
- Warranty information..... 26**
  - Limited warranty and return policies.....26
  - For U.S. customers .....26
  - For European, Middle Eastern and African customers..... 26
  - For non-U.S. customers .....26
- Safety information ..... 27**

# What's in the box



1 Dell 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

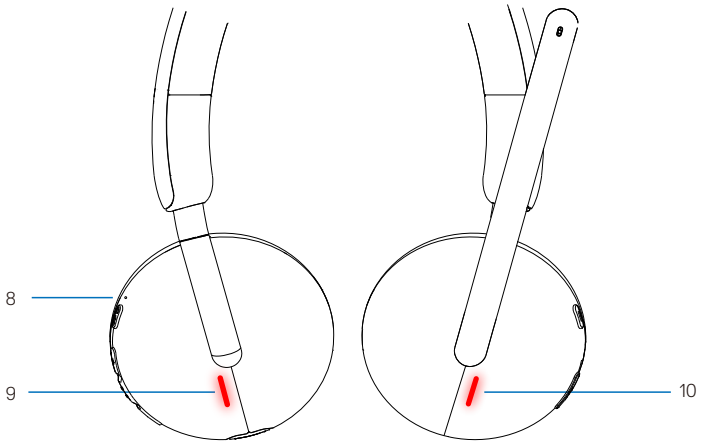
**NOTE:** Charge the headset before turning it on for the first time.

**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.

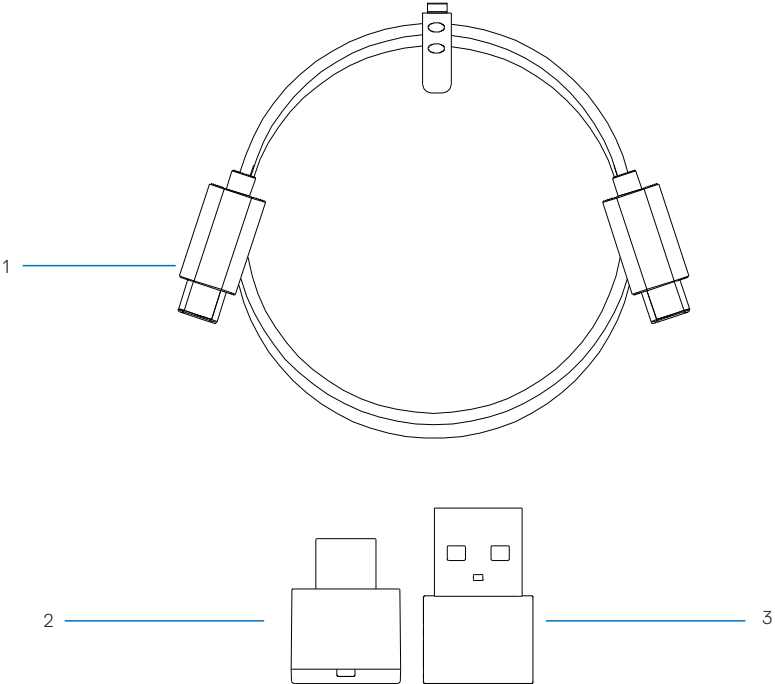
# Features

## 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

<b>Specifications</b>	<b>Value</b>
Headset weight	About 181 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

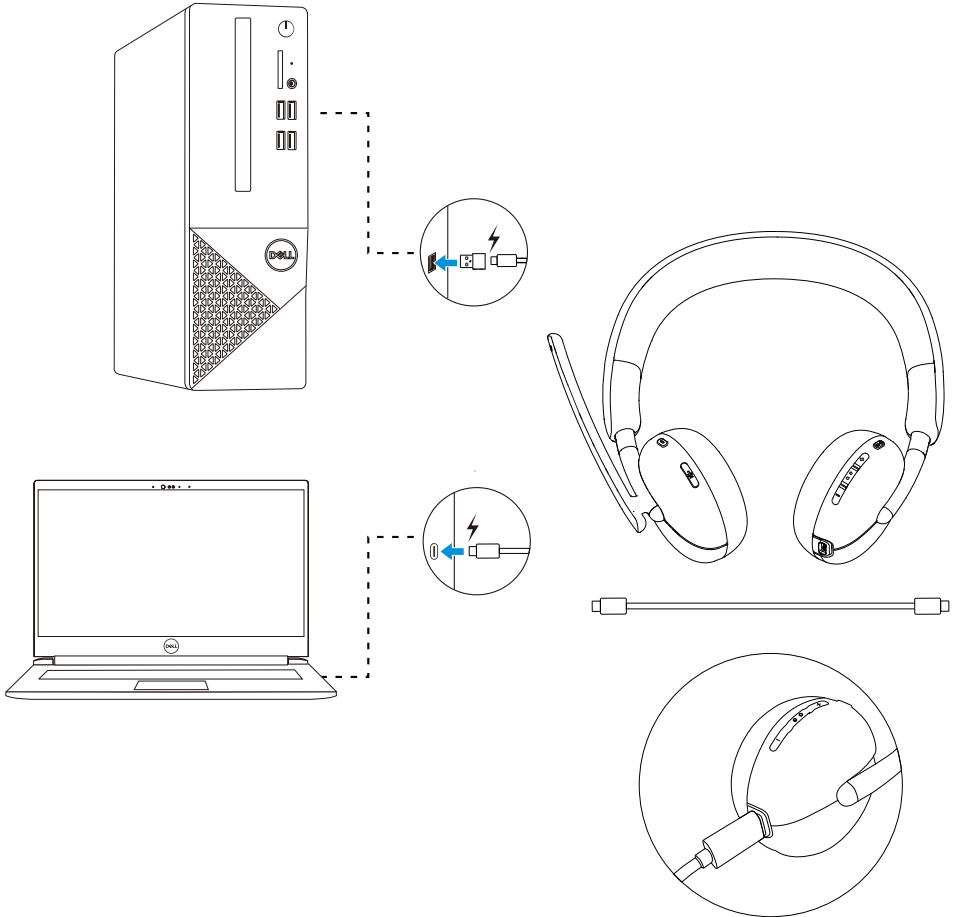
## Compatible accessories (Sold separately)

<b>Accessories description</b>	<b>Product name and model number</b>
Compatible replacement ear cushion	Dell Wireless Headset Ear Cushions – HE424
Wireless Audio Receiver	Dell Wireless Audio Receiver – HR024



# 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.



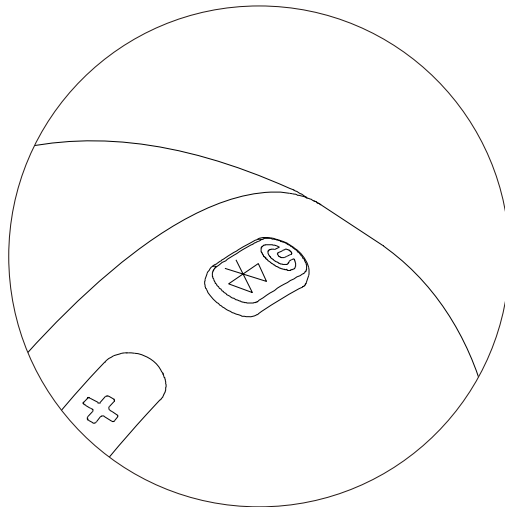
**NOTE:** Ensure that the battery is completely charged when using it for the first time.

**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 30 hours of audio playback and 25 hours talk time (with the busy lights turned off). It should take less than 2.5 hours to charge a 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.



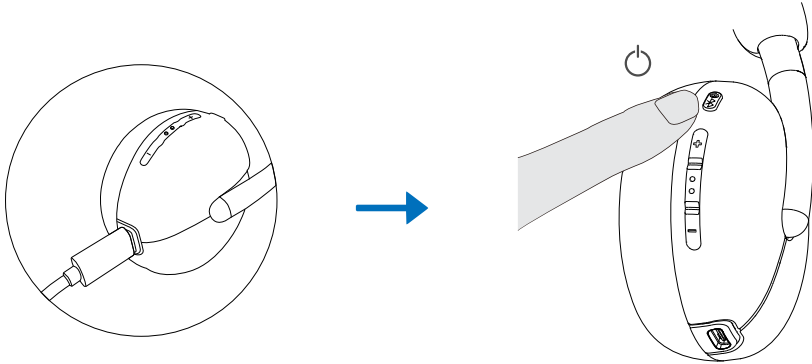
## Battery status

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.)

# Turning on or off the headset

You must charge the headset before using it.

Press the power button to switch on or off the headset.



# Connecting the headset to your device

## System requirements

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



# Connecting your Dell wireless headset using Dell Pair

## Dell Pair supports the following:

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

## Download and installation

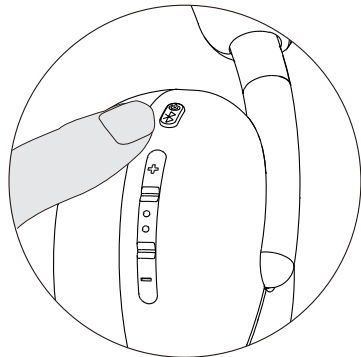
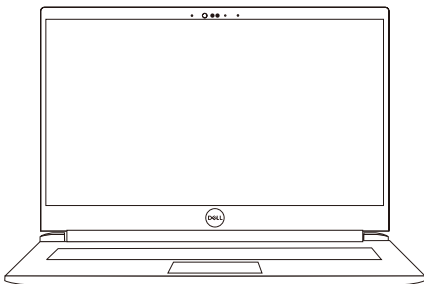
Dell Pair is pre-installed on certain Dell computers. For more information on the list of Dell Pair compatible devices, see [www.dell.com/support/kbdoc/000201693](http://www.dell.com/support/kbdoc/000201693).

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

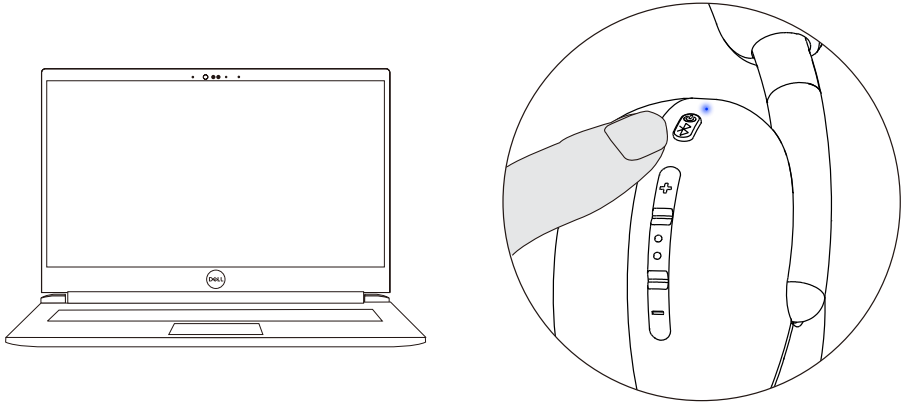
1. Go to [www.dell.com/support](http://www.dell.com/support).
2. In the **Search support** box, enter the Service Tag of your computer and then click **Search**.
3. In the **Drivers & Downloads** section, download the Dell Pair executable file.
4. Follow the on-screen instructions to complete the installation.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

## Steps to pair through Dell Pair

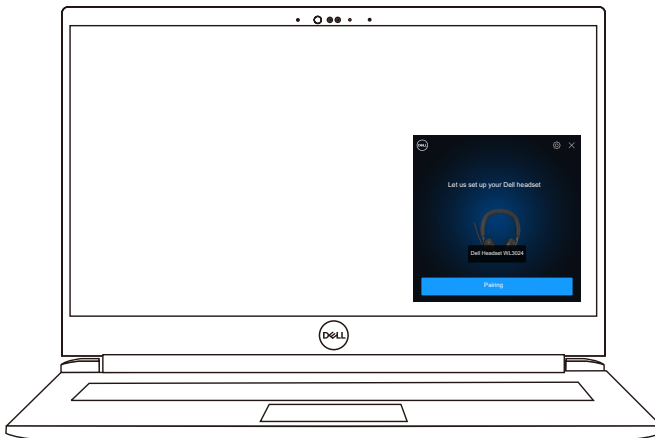
1. Place your wireless headset next to the computer, and press the power button to turn on the headset.



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



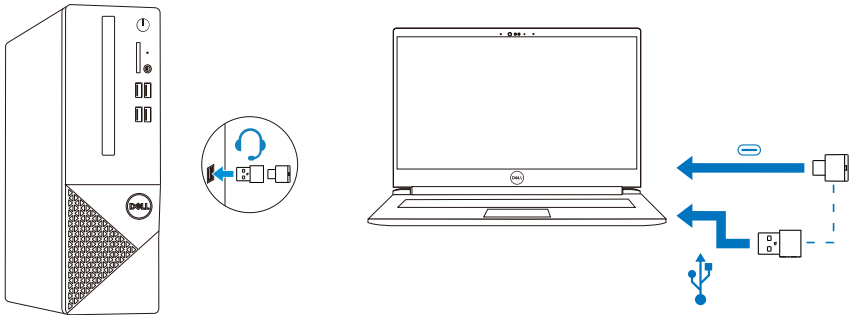
3. Dell Pair notifies when a supported device is turned on. Click **Pair** to begin a seamless Bluetooth pairing with the device.



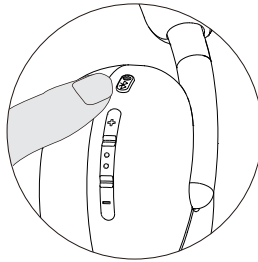
4. The wireless headset is ready for use once pairing is successful.

# Connecting the headset to your device using the USB wireless audio receiver

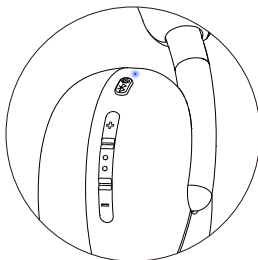
1. Plug the USB-C audio receiver into the USB-C port on the computer. A USB-A Adapter is also provided as an alternative for connection to the USB-A port.



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

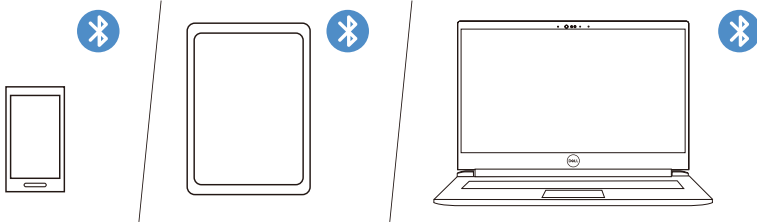


3. The Blue LED light indicates that the headset is turned on.

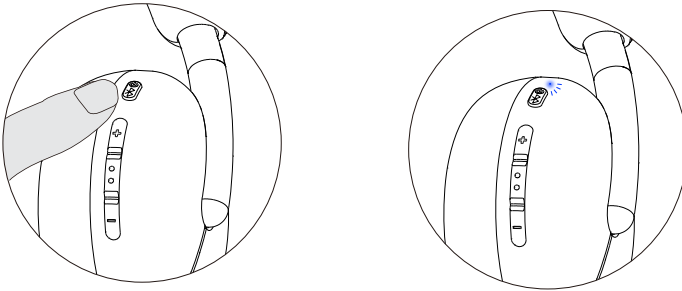


# Connecting the headset to your device using Bluetooth

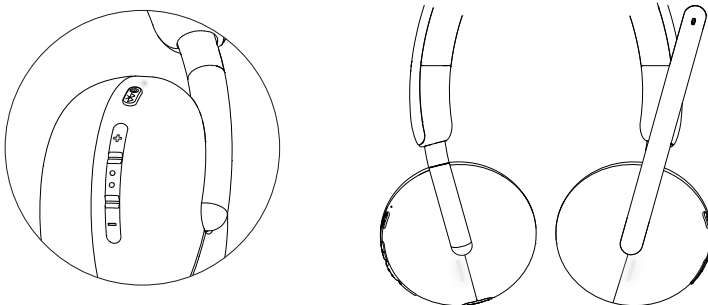
1. Turn on the Bluetooth in your smartphone, tablet, or laptop before connecting the headset through a Bluetooth.



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.

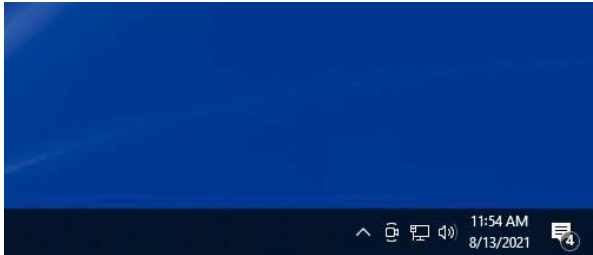




# Configuring the headset on your computer

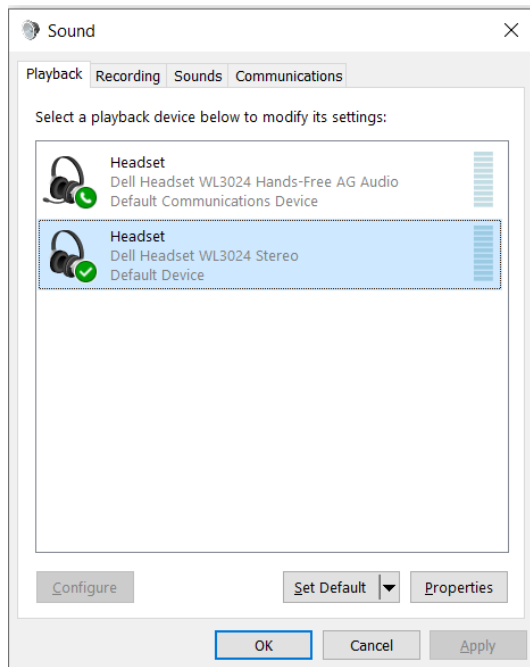
To use your headset on the computer, select the playback device and the recording device by default in **Windows Audio** Settings.

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

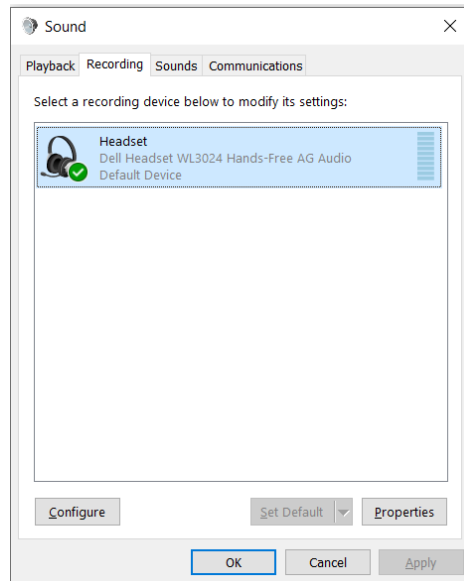


2. Click the **Playback** tab and set the following:

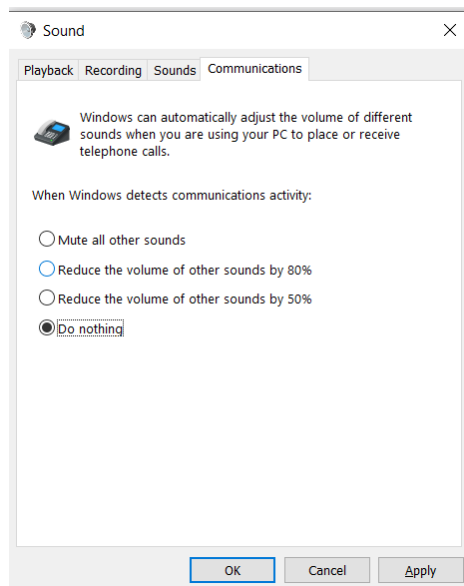
- The **Dell Headset WL3024** as the default playback device.
- The **Dell Headset WL3024** as the default communication device.



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



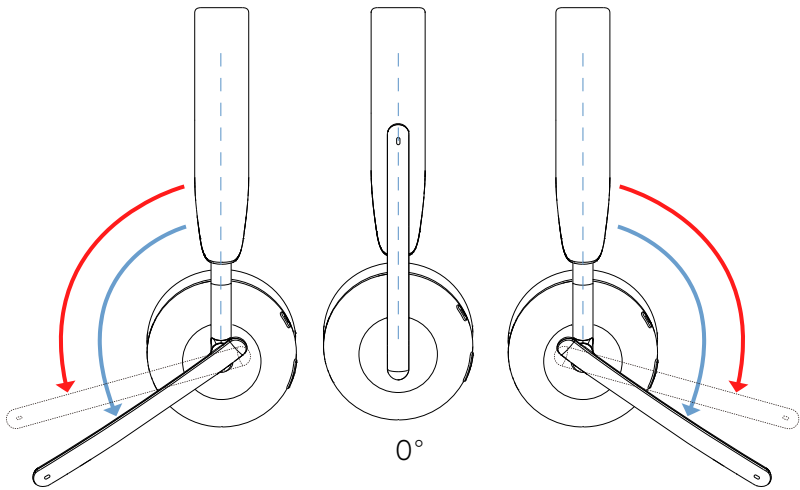
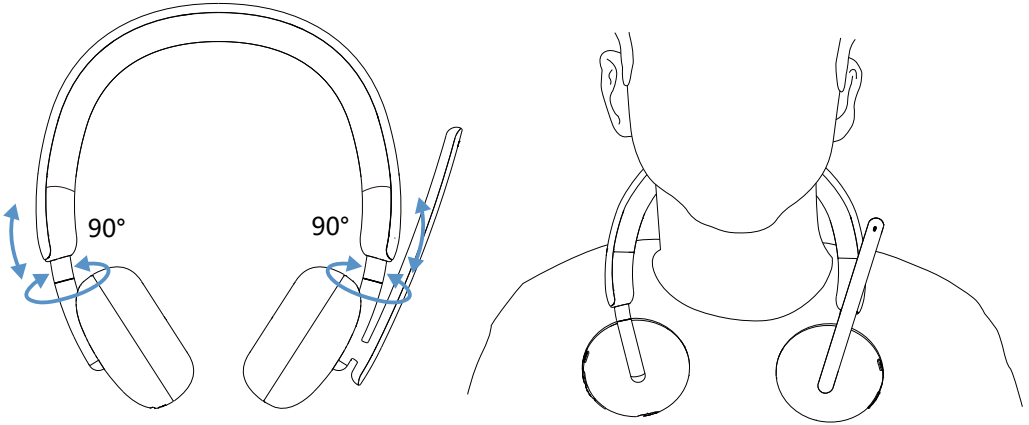
4. Click the **Communications** tab, select **Do nothing**, and then click **OK**.



# Using the headset

## Adjusting the headset

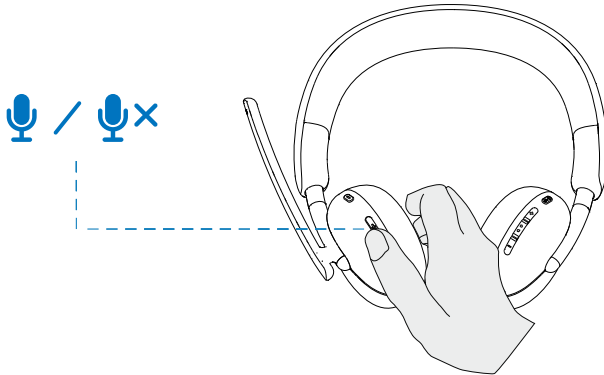
Adjust the headband and ear cushions to find the optimal fit for your head. The earcups can be rotated both forward and backward by 90 degrees.



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.

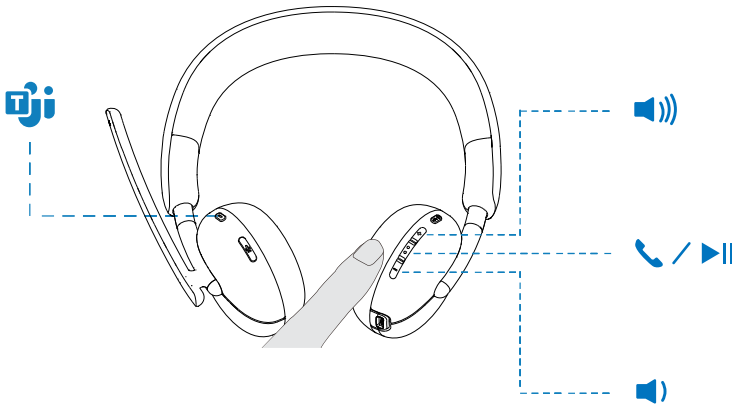
While on a **Teams** call, if you perform a long press on the **Teams** button, you will hear a single beep audio prompt indicating that they can raise their hand in the Teams call.

### 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



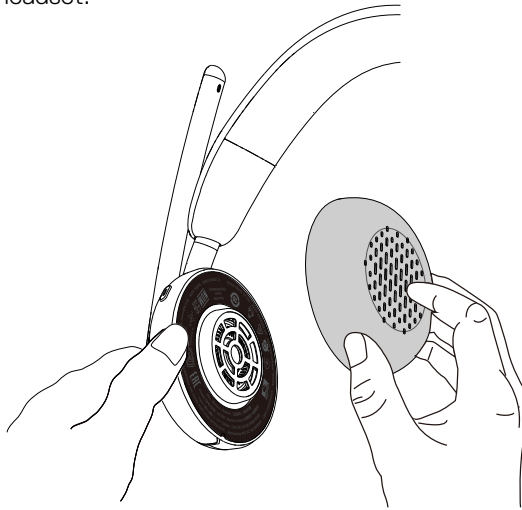
## Audio Receiver LED Status

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

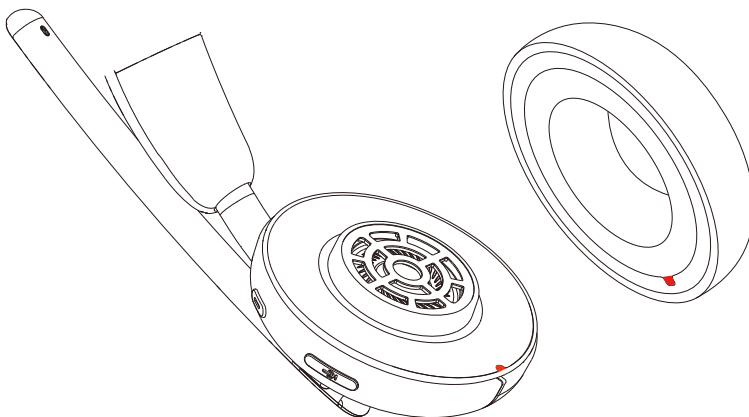
# Replacing the Ear cushions

Note : Compatible replacement ear cushion model : **Dell Wireless Headset Ear Cushion – HE424** can be purchased at [Dell.com](http://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 label position

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.



CN-ORDHOC-6HS00  
36J-0001-X00  
Date: Jun 2023


PPID

# 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.**




# 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.
- You may also check the headset's status including battery status and connected devices.

## Installing Dell 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 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).**

# 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.

# 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.**