

Dell Pro Webcam

WB5023

User Guide



 **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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2024 – 10

Rev. A01

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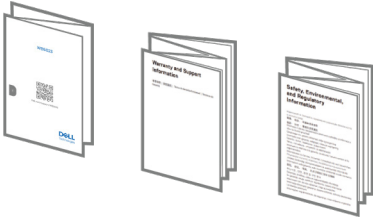
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Overview

The Dell WB5023 webcam is the latest in the Dell peripheral line-up which offers the following:

- 2K video at 30 fps and Full-HD video at 60 fps
- AI Auto-framing
- 4x digital zoom
- Adjustable field-of-view with autofocus
- Built-in microphone
- High Dynamic Range (HDR) and video noise reduction support
- Additional customization using Dell Display and Peripheral Manager software

What's in the box

Dell WB5023 webcam with cable (USB 2.0, 1.5m)	
User Documentation (Quick Start Guide, SERI, Warranty Information)	
External privacy cover or Lens cap (Magnetic)	

Views



1. Multi-element lens and Large Sony© STARVIS™ sensor
2. Microphone*
3. LED light indicator
4. Universal mounting clip
5. Tripod-adaptor thread**

**Microphone enabled via Dell Display and Peripheral Manager software.*

***Tripod not included*

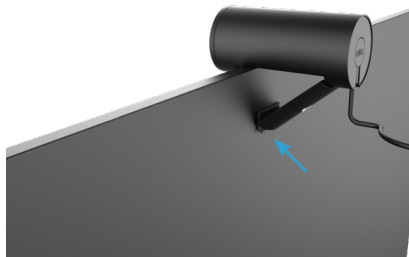
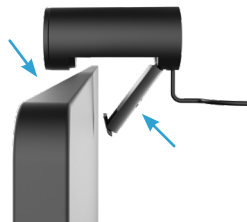
Setting up your webcam on a monitor

NOTE: It is recommended to have an active internet connection on your computer for the best setup experience.

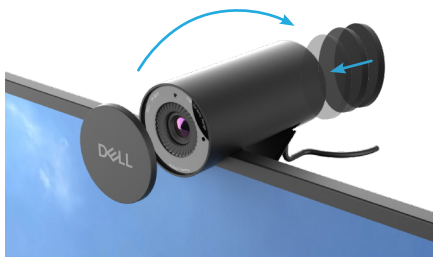
1. Open the universal mounting clip and the grip-tab as seen below.



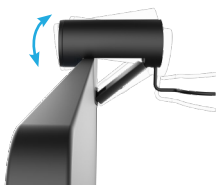
2. Place the webcam on the monitor bezel and adjust the foot on the universal mounting clip at the back of the monitor until the webcam sits firmly on the monitor bezel.



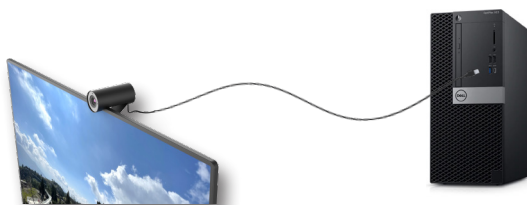
3. Remove the magnetic lens cap and place it at the rear of the webcam.



NOTE: Manually adjust the webcam up/down to the best position.



4. Connect the USB-A end of the cable to a USB-A port on your notebook, desktop or monitor.



5. Follow the instructions on the screen to customize the camera settings using Dell Display and Peripheral Manager software.

Setting up your webcam on a tripod

NOTE: Tripod is not included in the box.

1. Align the thread on the universal mount with the mounting screw on the tripod. Rotate the tripod adapter until it is firmly fixed on the tripod.



2. Remove the magnetic lens cap and place it at the rear of the webcam.



3. Connect the camera USB cable to a USB-A port on your notebook, desktop or monitor.



4. Follow the instructions on the screen to customize the camera settings using Dell Display and Peripheral Manager software.

Features

Adjustable field-of-view:

The Dell WB5023 webcam features a 78 degree field-of-view (FOV) and can be changed to 65 based on the user's preference. Adjusting the FOV allows you to personalize the video output to your external environment.

Auto-framing (Single user framing) :

If the user is within 2 meters of the webcam, the webcam will enable the Auto-framing (single user framing) feature and adjust the frame to focus on the user. You can enable Auto- framing to ensure the camera always keeps you in the center of the frame.

HDR and Video Noise Reduction :

The Dell WB5023 webcam's Digital Overlap HDR guarantees superior picture quality in extreme lighting environments, while video noise reduction automatically eliminates grainy images in low light.

Facial Detection Auto Exposure :

The Dell WB5023 comes with an intelligent image processing technology that detects the human face and automatically adjust the exposure to look just right in any lighting condition,

Microphone :

The built-in microphone enables clear communication optimized for personal workspace.

Specifications

Webcam camera stream data	USB 2.0 cable
Stream video encoding engine	MJPEG encoding engine
Video format supported	2K QHD at 30 fps Full-HD at 30 or 60fps HD at 30 or 60 fps
Field-of-View	65 / 78 degree
Focus	Auto Focus
Zoom	4x digital zoom
Auto Light Correction	HDR and Auto White Balance Video Noise Reduction
Microphone*	Omni-directional Pick-up range up to 2m
LED indicators	ON: Webcam is in use OFF: Webcam is off or not in use
Supported operating system	Windows 10, 64-bit Windows 11, 64-bit Mac OS 12.3.1
Operating temperature (maximum)	The webcam can operate at a maximum ambient temperature of 40°C

**Microphone enabled via Dell Display and Peripheral Manager software*

Dell Display and Peripheral Manager

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 provides additional customization like enabling HDR, AI Auto Framing, adjusting Field of View to 68, 4x Zoom, enabling the microphone and more.

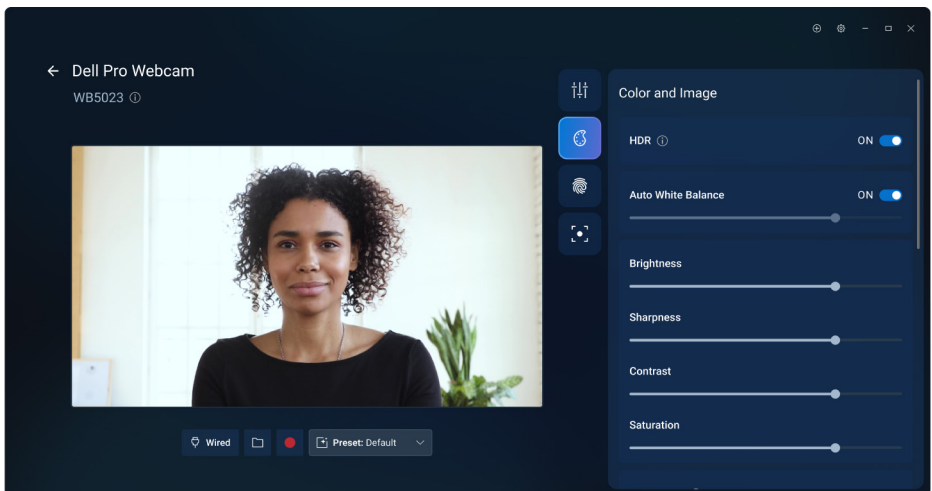
For mac OS users, the application supports most of the webcam customization features excluding Presence Detection, ExpressSign-In, Capture and Auto Installation.

Installing Dell Display and Peripheral Manager

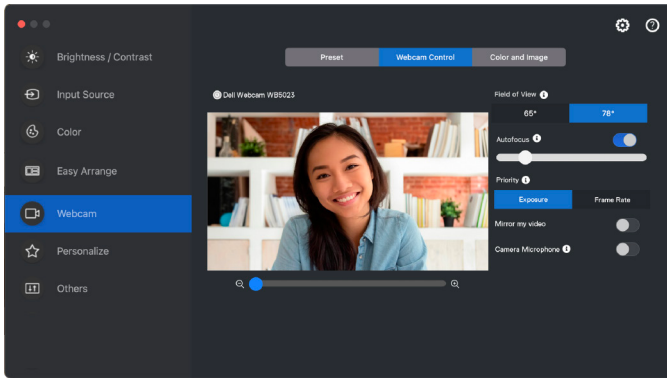
When you connect the device to your computer for the first time, you will be prompted to download and install the app on Windows OS.

NOTE : If you are a macOS user or 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/WB5023/downloads.

For more details, please refer to the Dell Display and Peripheral Manager User Guide in the documentation tab.



Dell Display and Peripheral Manager (Windows)



FAQ

What is the recommended configuration to install the software?

Operating System

- o Win 11/10 + 64 bit (x86): Home/Pro/Enterprise
- o Win 11 ARM

Processor

- o Intel (In line with Windows 11 Processor Guideline)
- o AMD (In line with Windows 11 Processor Guidelines)
- o ARM- (QUALCOMM 8380 above only)

For macOS, the Dell Display and Peripheral Manager supports the following devices launched after 2018- MacBook Pro MacBook Air, Mac Mini, Mac Pro. It does not support the iMac. macOS versions 12,13, and 14 are supported.

Frequently asked questions

1. What is the recommended configuration to install the Dell WB5023 webcam?

Windows 11,/10, 64-bit or newer.

MacOS 12.3.1 or newer.

One USB type-A port.

2. How do I know if my camera is on?

The Dell WB5023 webcam has a status-LED on the front lens that stays on (white light) when the camera is in use. The status-LED is solid white when the **webcam in use**.

3. Can I use the Dell WB5023 webcam with a docking station or a USB Hub?

Yes, you can configure the webcam through a docking station or a USB hub connected to your computer.

4. Can I connect my webcam directly to a monitor?

Yes, the Dell WB5023 can be connected to the monitor directly. Ensure that the monitor's data up-stream cable is connected to the computer, without which the webcam will not work. In case the monitor does not have a data up-stream port, the webcam cannot be connected to the monitor and must be connected to the computer directly.

5. How do I activate the Microphone on the webcam?

The microphone will be disabled by default and must be enabled using the Dell Display and Peripheral Manager. After installing the application and setting up the webcam, go to **More Settings > Audio >** Switch the toggle on for **Camera Microphone > Webcam Control** tab in DDPM.

6. How do I set up my webcam on a Mac?

The process for setting up the webcam remains the same on MacOS or Windows.

However, certain Apple devices do not come with a USB-A port. In such instances, the webcam must be connected through a device-compatible dongle, docking station or a Display Monitor USB hub.

7. Can I use the webcam to take photos and record videos?

Yes, Dell WB5023 is capable of capturing high-quality photos and videos. This can be done using the default Windows Camera app or any other webcam-enabled application.

8. Do my camera setting adjustment in DDPM changes every time I disconnect and reconnect the webcam from the device?

The DDPM software stores user's preferred settings and will only change if manually edited. Disconnecting and reconnecting the webcam to the same PC will not change the user settings and you can just pick-up where you left off.

Troubleshooting

Problem	Possible solutions
Recommended steps for webcam issues	For any issues with the Dell WB5023 webcam, it is recommended to start by following these steps: 1. Update the BIOS on your computer to the latest available version. 2. Update the operating system to the latest available version. 3. Update the USB-host and Thunderbolt driver on your computer. 4. Update the firmware on the Dell WB5023 webcam to the latest version from www.dell.com/support/WB5023/downloads .
Webcam not detected	1. Disconnect and reconnect the USB cable. 2. Check if the webcam is detected in Device Manager. 3. Disconnect the webcam from any docking stations or USB-hubs, and connect it directly to the computer.
Image or video shows artefacts and flickering, due to interference from LED or Florescent light sources	To resolve this issue, additional customization is needed based on your environmental lighting. For details on how to resolve this, go to DDPM > Color and Image: 1. Switch on the Anti Flicker toggle. 2. Toggle between 50Hz and 60Hz to check which option eliminates the flickering.

Webcam does not work with Dell Display and Peripheral Manager and Camera app after hot-plugging the webcam to the computer	Wait for a few seconds after unplugging the camera before re-connecting it to the computer.
Webcam not detected when connected to a docking station or USB hub	1. Connect the dock or hub to a USB2.0/3.0 or USB-C port on the computer. 2. Update the firmware on the dock to the latest version.
Webcam is unable to automatically set the frame-rate and exposure	Auto-exposure and frame rate feature only function at low light condition and it is supported when HDR is turned off. Toggle off HDR on the DDPM to use auto-exposure and frame rate feature.
Microphone is not functional	1. Check if the microphone is enabled in the DDPM software. 2. Check if the computer has permission to access the webcam in the Windows/MacOS system settings. 3. Try using the webcam's microphone on a different application. Adjust the application settings to choose webcam as the input device. 4. Disconnect and reconnect the webcam. 5. If the webcam is connected to the computer through a docking station or monitor, try connecting the webcam directly to the computer.

Statutory information

Warranty

Limited warranty and return policies

Dell WB5023 webcam ships with a 3-year limited hardware. 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.

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 requirement.