

Dell Premier Wireless ANC Headset WL7024

User's Guide

Notes, cautions, and warnings

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

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

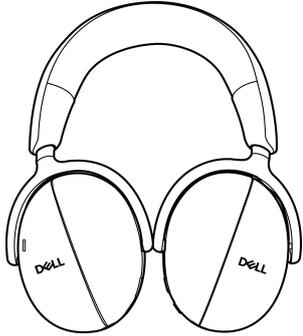
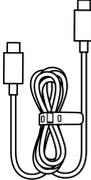
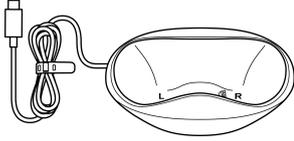
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What's in the box

Table 1. Headset components and descriptions.

Component image	Component description
	WL7024 headset
	Carry case
	USB Type-C to USB Type-C charging cable
	3.5 mm audio cable
	Documents
	USB Type-C charging dock
	USB Type-C wireless audio receiver
	USB Type-A adapter

- ① **NOTE:** Charge the headset before turning it on for the first time.
- ① **NOTE:** The documents that are shipped with your headset may vary depending on the region.
- ① **NOTE:** The carrying case protects the headset and prevents it from dust.

Features

Headset

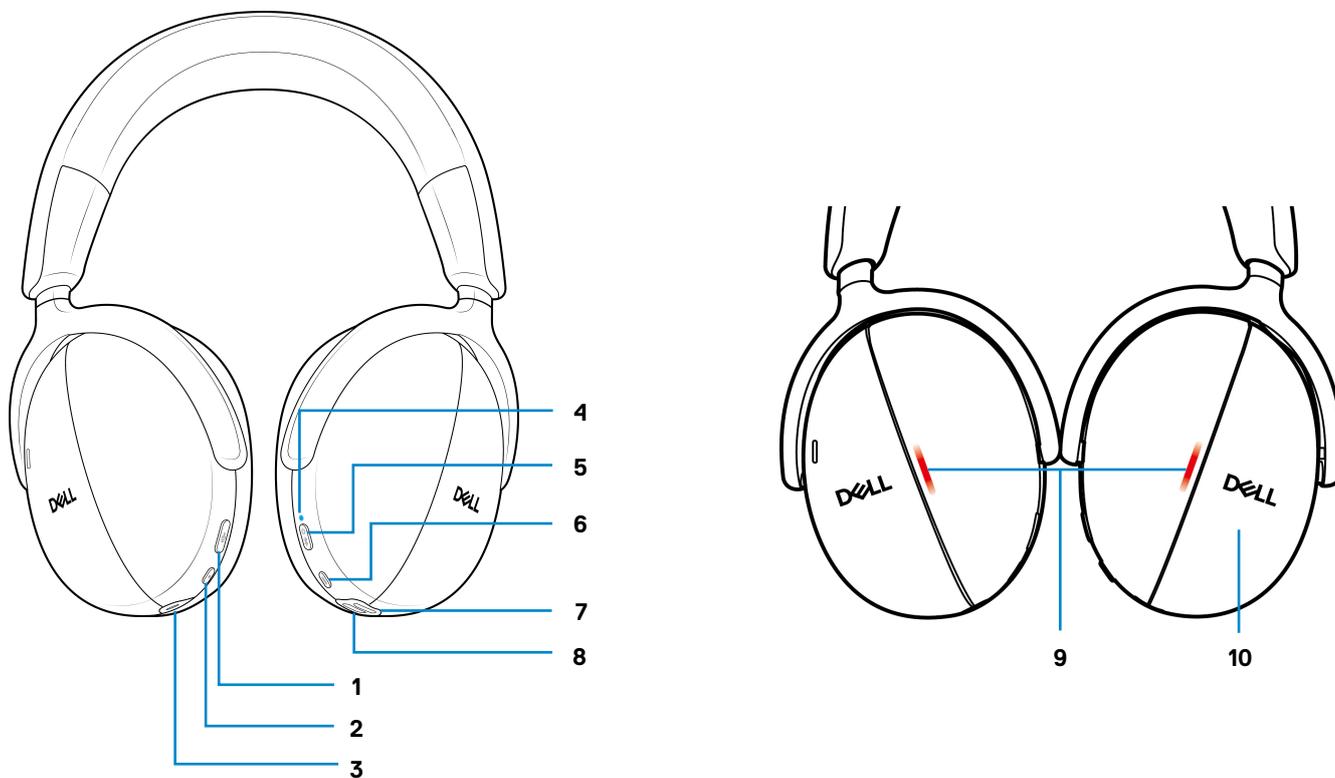


Figure 1. Headset features

Table 2. Headset features.

Label	Description
1	Mute button
2	Active Noise Cancellation (ANC) button
3	Audio port
4	Power LED
5	Power/Bluetooth pairing button
6	Teams button
7	USB Type-C port for charging
8	Power contacts for dock charging
9	Busy light LEDs
10	Touch controls

Accessories

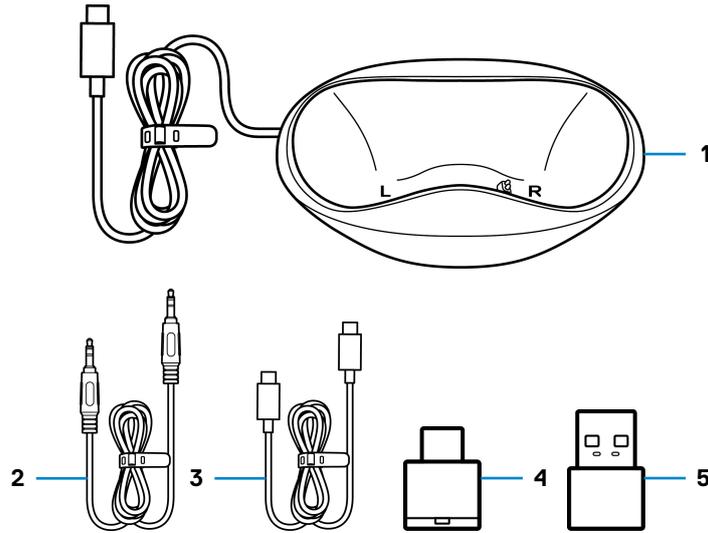


Figure 2. Accessories

Table 3. Accessories.

Label	Description
1	USB Type-C charging dock
2	3.5 mm audio cable
3	USB Type-C to USB Type-C charging cable
4	USB Type-C wireless audio receiver
5	USB Type-A adapter

Specifications

Table 4. Specifications.

Specifications	Value
Headset weight	297 g
Headset dimensions	<ul style="list-style-type: none"> Width: 150 mm Height: 190 mm Depth: 70 mm
Microphones	Omnidirectional microphone
Speaker	40 mm dynamic speaker
Speaker maximum input power	20 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)

Table 5. Compatible accessories.

Component description	Component
Compatible replacement ear cushion	Dell Premier Wireless Headset Ear Cushions – HE724
Replacement audio wireless receiver	Dell Wireless Audio Receiver – HR024

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 raadioseadmete 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.

Απαιτηση 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.

Įkrovimo 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-iċċarġjar:

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-velocità massima tal-iċċarġjar.

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 dotyczące 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.

Zahteve glede moči napajanja:

Za najhitrejše 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 радиооборудования, до 2.5Вт для достижения максимальной скорости зарядки.

Charging the headset

The headset can be charged using the USB Type-C charging cable or the charging dock. When it is charging, the power LED and busy light LED light up white and the LEDs turn off when the battery is fully charged. Battery charging time to fully charge the headset takes about 3 hours.

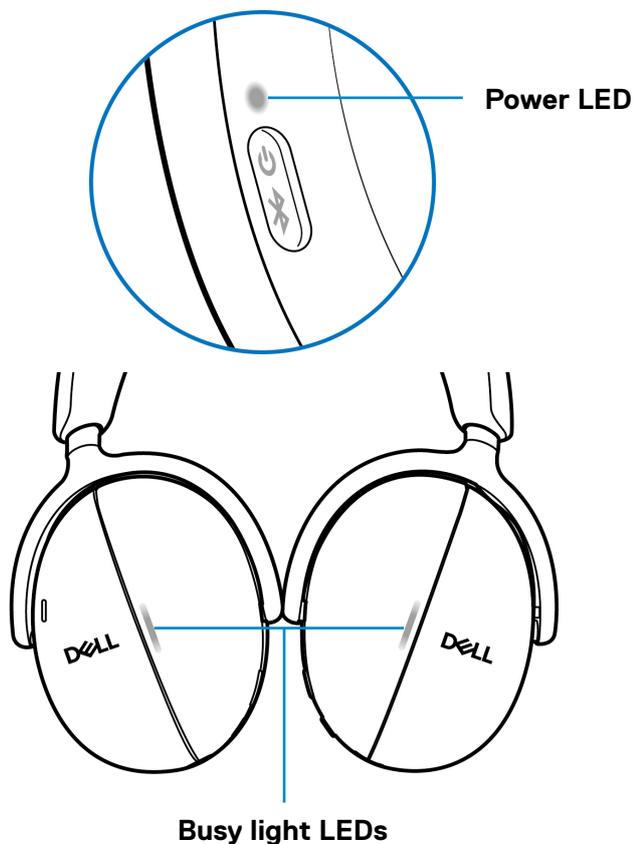


Figure 4. Power and busy light LEDs

- ① **NOTE:** Ensure that the battery is fully charged when using the headset for the first time.
- ① **NOTE:** To improve battery life, ensure to turn off the power switch when the headset is not in use.

Wireless charging using the charging dock

1. Connect the wireless charging dock to the USB wall charger or USB Type-C port of your computer.
2. Place the right earcup on the right (R) side of the charging dock. Ensure the pogo pins on the dock are connected to the power port of the right earcup.

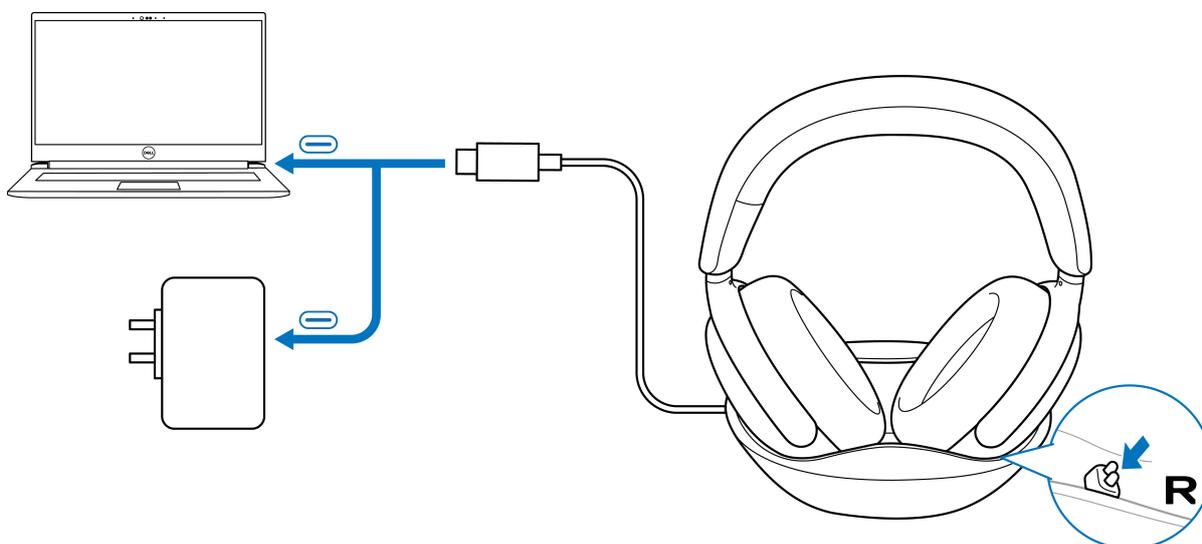


Figure 5. Wireless charging

Wired charging over USB Type-C

1. Connect the USB Type-C charging cable to the USB Type-C port on your headset.
2. Connect the other end of the USB Type-C port to the computer or USB wall charger.

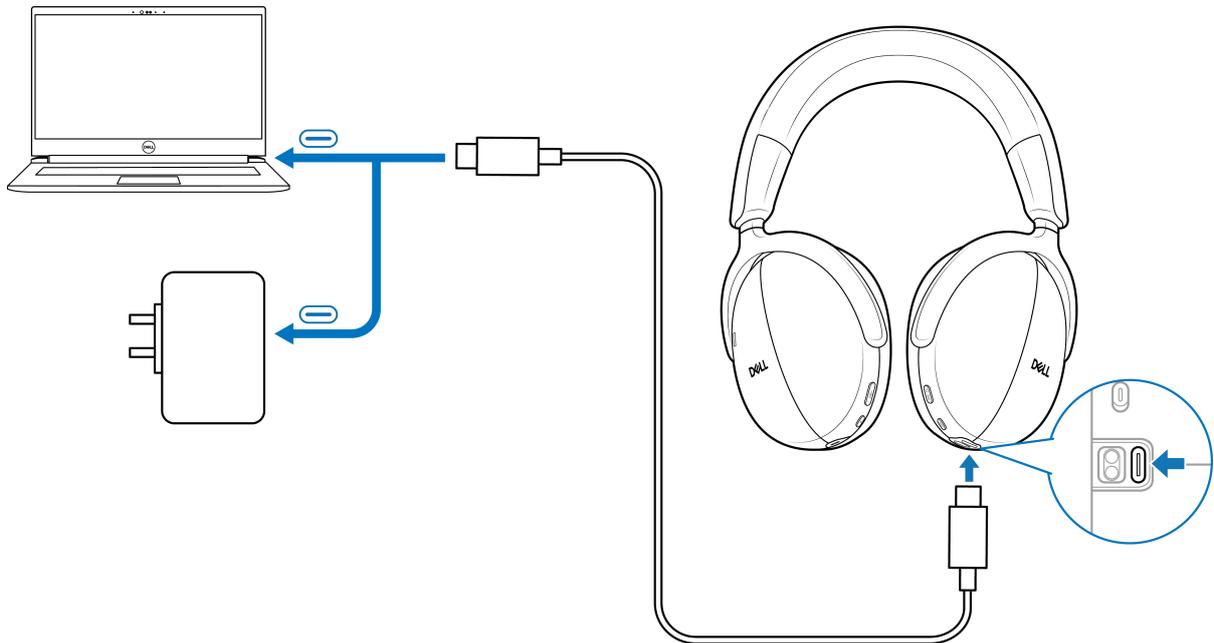


Figure 6. Wired charging

Battery status

You hear voice prompts of battery level when you turn on the headset - battery high or medium or low.

- High: Prompted when the battery level is between 70% to 100%.
- Medium: Prompted when the battery level is between 69% to 10%.
- Low: Prompted when the battery level is under 10% and right before powering off.

Battery life

Table 6. Battery life.

Activity/mode	Battery life
Talk time	<ul style="list-style-type: none"> • Up to 28 hours if ANC and busy light are off. • Up to 26 hours if ANC is on and busy light is off.
Listening time	<ul style="list-style-type: none"> • Up to 80 hours if ANC and busy light are off. • Up to 60 hours if ANC is on and busy light is off.
Sleep mode	The headset enters the sleep mode after 4 hours of inactivity.

Turning on or 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 prompts.

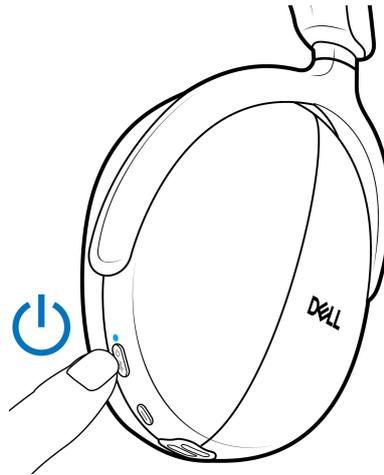


Figure 7. Power button location

Power LED status

Table 7. Power LED status.

Status	Power LED
Power on	Lights up in static blue for 3 seconds, then starts flashing blue.
Power off	Lights up in static blue for 1 second, then fades off.

Connecting your wireless headset to your devices

Your headset can be connected with devices using wireless audio receiver, Bluetooth and Dell Pair, or audio cable. You can connect and switch between a laptop, desktop, or any compatible device. We recommend to use the wireless headset with the wireless audio receiver for best experience.

Connecting the headset to your device using the wireless audio receiver

The wireless audio receiver is pre-paired with the headset in the factory. Plug the wireless audio receiver into the USB Type-C port on the computer. A USB Type-A adapter is also provided as an alternative for connection to the USB Type-A port.

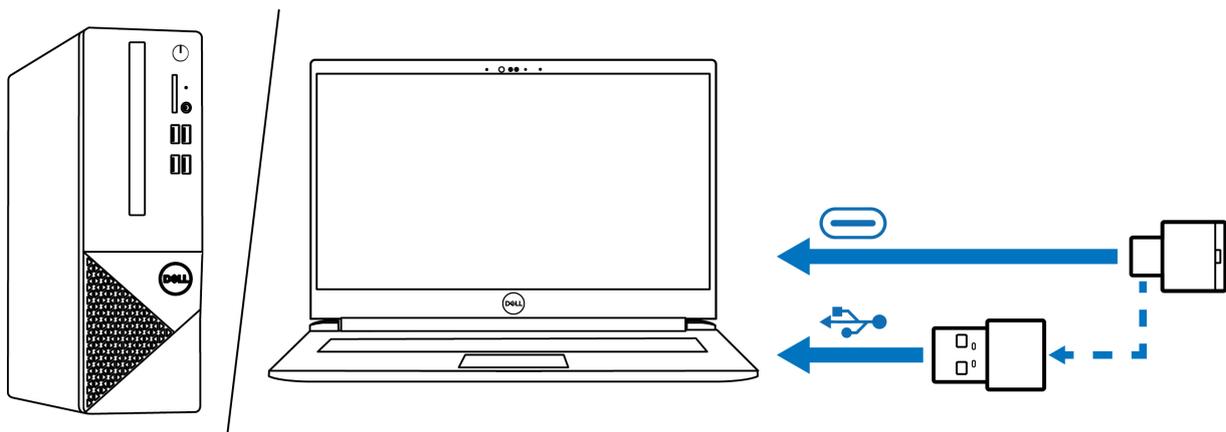


Figure 8. Connecting the wireless audio receiver

NOTE: For more information about the wireless audio receiver LED status, see [Wireless audio receiver LED status on page 25](#).

Bluetooth Dell Pair connection

Dell Pair supports the following features:

- Detect Dell peripherals, such as wireless headset, mouse, and keyboard.
- Pair devices through Bluetooth.

Download and installation

Dell Pair is pre-installed on certain Dell computers. For more information about 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. Open the Dell support home page: 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 the **Windows** start menu.

Connecting the headset to your device using Dell Pair

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

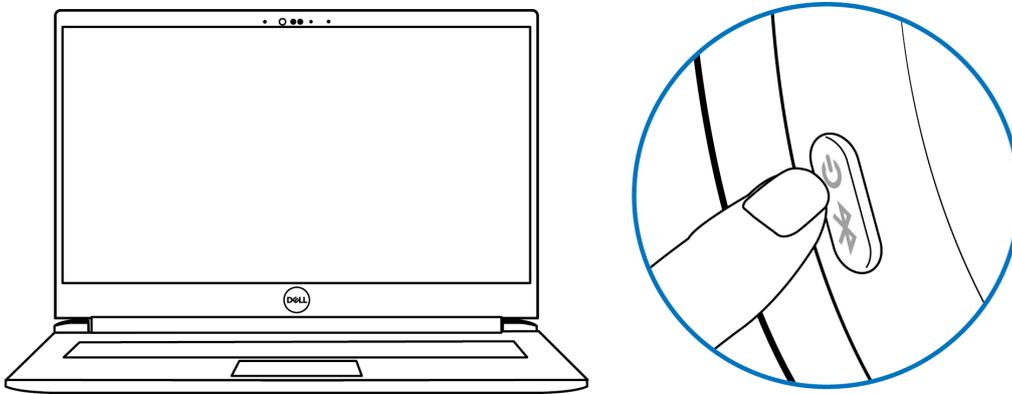


Figure 9. Turning on the headset

2. Press and hold the power button for 3 seconds, ensuring that the LED flashes blue, indicating the Bluetooth pairing has been initiated. You hear Bluetooth pairing voice prompt.

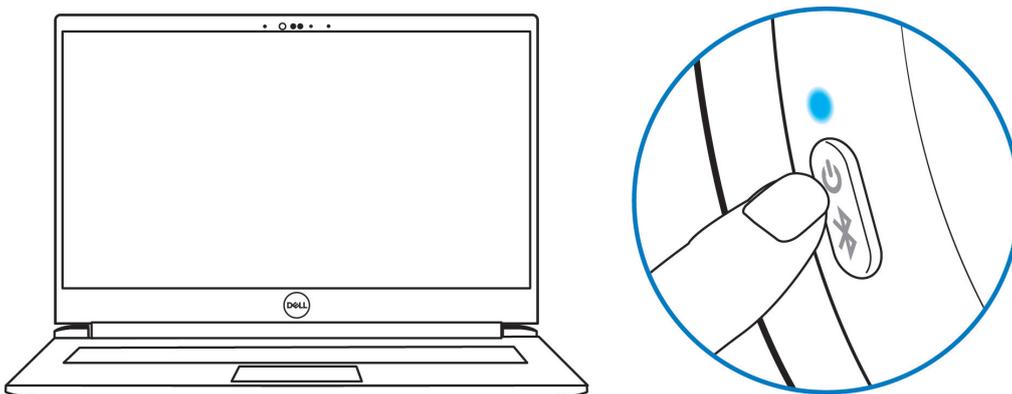


Figure 10. Power LED color

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



Figure 11. Bluetooth pairing starts



Figure 12. Bluetooth pairing in progress

- 4. The wireless headset is ready for use once pairing is successful. You hear a device connected voice prompt.



Figure 13. Ready to use

Connecting the headset to your device using Bluetooth

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

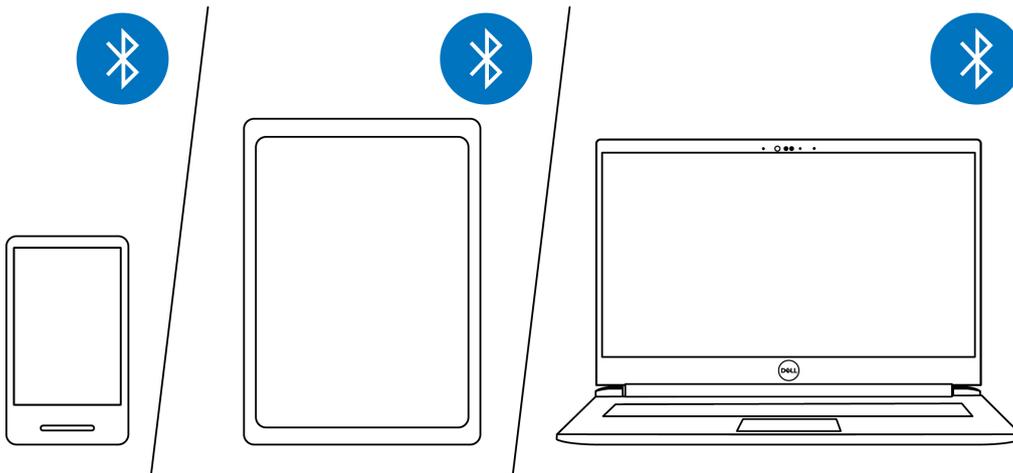


Figure 14. Turning on Bluetooth

2. Press the power button to turn on the headset. Then press and hold the power button for 3 seconds to start pairing. You hear a Bluetooth pairing voice prompt and the power LED begins rapidly flashing in blue.

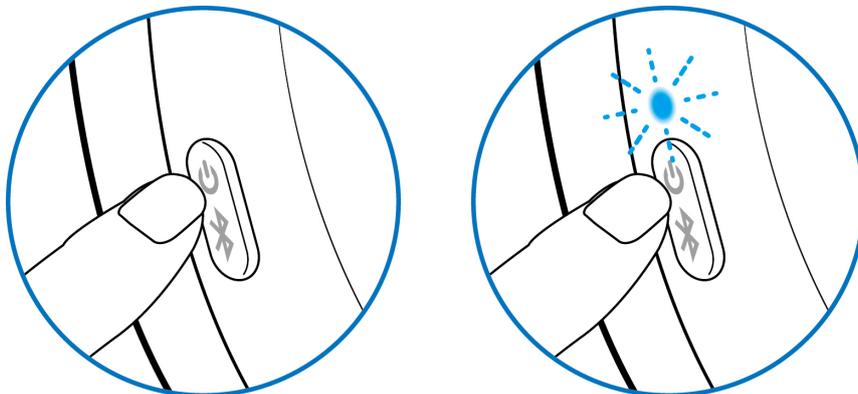


Figure 15. Turning on the headset and power LED rapidly flashing blue

3. Connect the headset to a smartphone, tablet, or laptop. The power LED lights blue for 3 seconds before changing to slowly flashing blue. You hear a device connected voice prompt.

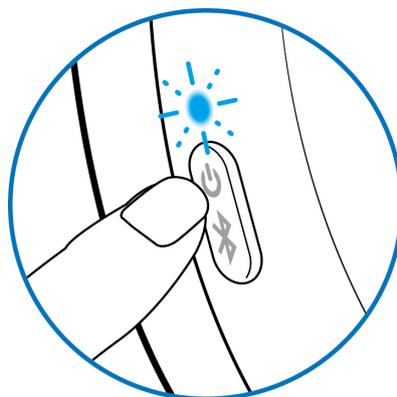


Figure 16. Power LED slowly flashing blue

Swift pair:

1. In Windows Search, type **Bluetooth**.
2. Click **Bluetooth and other devices settings**. The **Settings** window appears.
3. Ensure that the Show notifications to connect using Swift Pair box is checked.
4. Ensure that the Bluetooth is turned on.

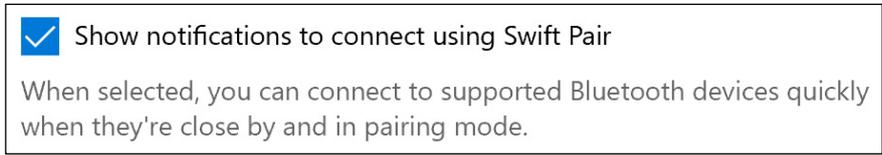


Figure 17. Enable Swift Pair

5. Place your headset near your computer. The **New Dell WL7024 found** window appears.
6. Click **Connect** and confirm the pairing process on both the headset and your computer

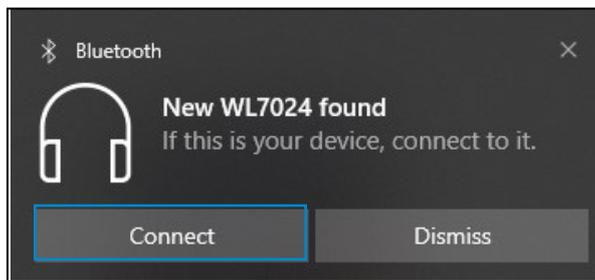


Figure 18. New WL7024 found message

Add device:

1. In Windows Search, type **Bluetooth**.
2. Click **Bluetooth and other devices settings**. The Settings window appears.
3. Ensure that the Bluetooth is turned on.
4. Click **Add Bluetooth or other device > Bluetooth**.
5. From the list of available devices, click **Dell WL7024 Headset**.

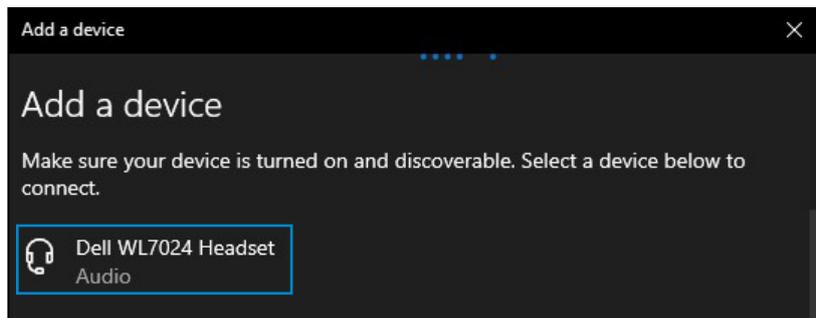


Figure 19. Add Dell WL7024 Headset

NOTE: If the headset is not listed, ensure that the headset is in pairing mode.

6. Confirm that both the headset and the device are paired. After the headset and a device are paired, they connect automatically when the Bluetooth is enabled and within Bluetooth range. The connection occurs unless the headset is in wired audio mode.

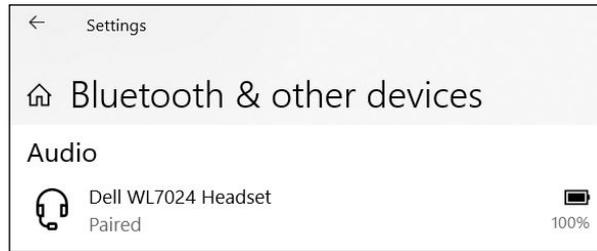


Figure 20. Pairing is complete

Connecting the headset to your device using the audio cable

Connect the 3.5 mm audio cable to your device, then connect the other end of the cable to the audio port on the left earcup.

While in wired audio mode, the headset turns into a passive headset with power on, power off, and ANC functions only. Touch controls are inactivated. To adjust volume, use the device control panel.



Figure 21. Audio cable connection

- NOTE:** When the headset is charging, the 3.5 mm audio mode is not supported.
- NOTE:** When the 3.5 mm audio cable is inserted, then the audio mode takes priority over calls/music. The Bluetooth mode becomes unavailable.
- NOTE:** When the 3.5 mm audio cable is inserted and the headset is powered off then the headset is in a passive mode. When the headset is powered on, the ANC functions become available. However, the microphone function is unavailable.
- NOTE:** When the 3.5 mm audio cable is disconnected, the headset searches for and connects to the previous wireless audio receiver. The previous Bluetooth connection is not automatically reestablished.

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.

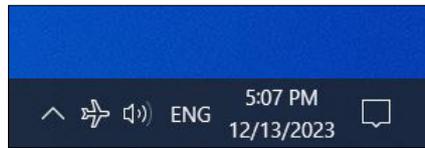


Figure 22. Speaker icon location

2. Click the Playback tab and set the following:
 - If using the wireless audio receiver connection, select the Dell HR024 Audio Receiver as the default playback, and default communication device.
 - If using the Bluetooth connection, select the Dell Headset WL7024 as the default playback, and default communication device.

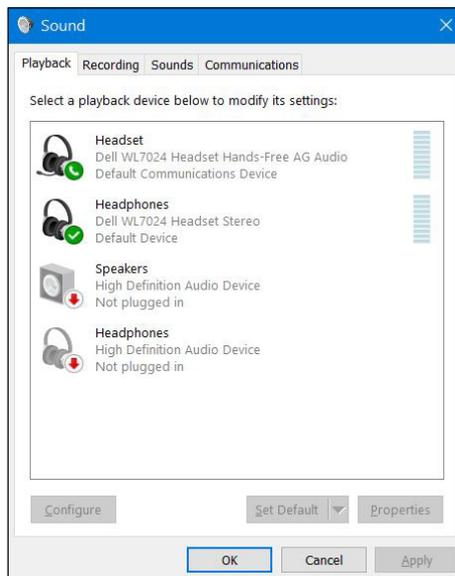


Figure 23. Sound settings

3. Click the **Recording** tab and set the **Dell Headset WL7024** as the default device. Adjust headset microphone volume and computer sound volume accordingly.

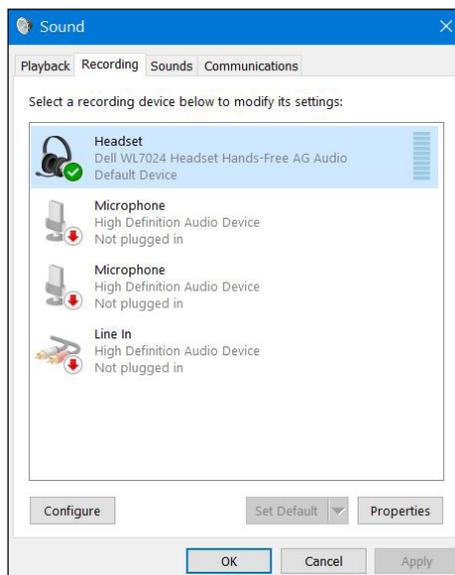


Figure 24. Recording tab

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

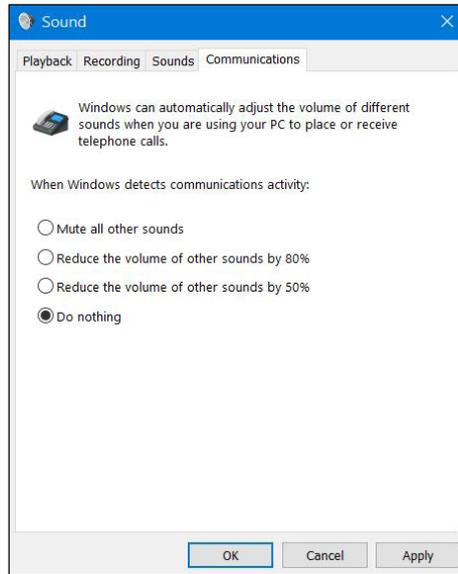


Figure 25. Communications tab

Multilink mode

In multilink mode, you can connect your headset with up to two hosts simultaneously over Bluetooth or wireless audio receiver. The host that is connected over the wireless audio receiver always has the priority.

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 clockwise 20 degrees and counterclockwise 90 degrees.

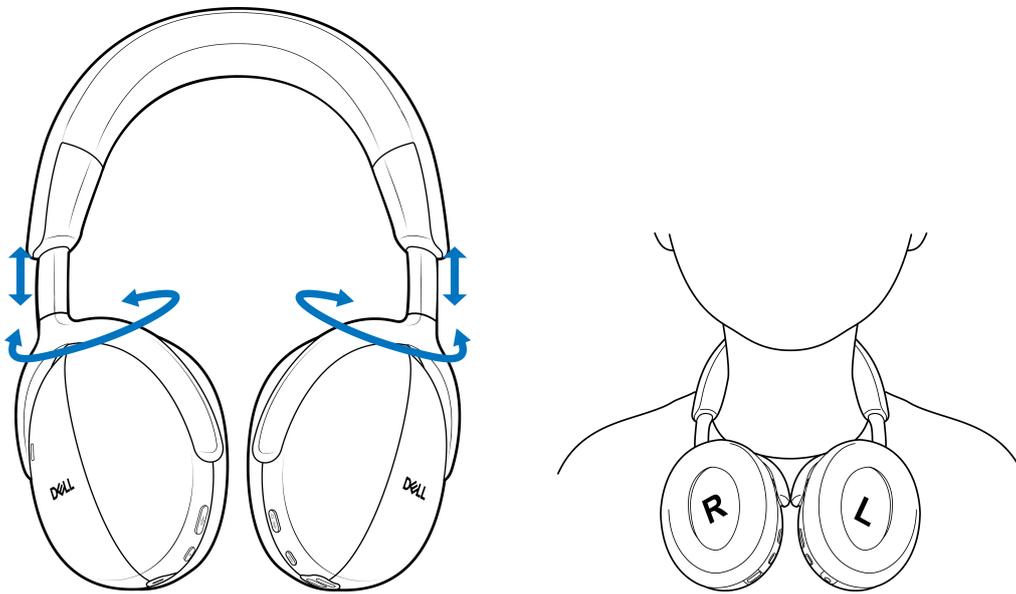


Figure 26. Adjusting the headset

Boomless microphone sound capture

Your headset has a boomless microphone that supports ± 15 degrees wearing angle. The microphone can isolate the sound from the surrounding noises. To mute the microphone, press the mute button on the left earcup. To unmute, press the mute button again. You hear the microphone status voice prompt every time that you press the mute button.

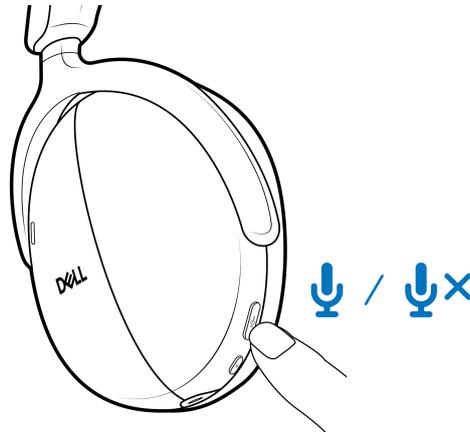


Figure 27. Mute/unmute button location

For optimal voice capture, ensure that the headband is at its normal position and the earcup is oriented correctly.

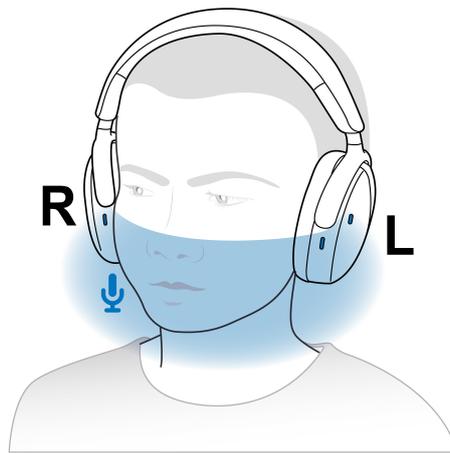


Figure 28. Optimal voice capture

NOTE: You experience the sidetone effect when you rub or scratch the microphone opening during a call. Select your preferred sidetone level or disable this function in Dell Peripheral Manager.

Wear detection

Your headset has an integrated wearing detection. For example, if you take off the headset, it pauses the music and mutes the microphone during a call. You can temporarily pause music by lifting one earcup from your head. Playback resumes automatically when you return the earcup on your ear. You can customize the wear detection settings in Dell Peripheral Manager.

Different wear detection scenarios are described in the table below:

Table 8. Wear detection scenarios.

Status	User action	Action outcome	Note
Taking off the headset:			
Streaming music	Taking off the headset and placing it on the surface or wearing it around the neck.	<ul style="list-style-type: none"> Playing music pauses. Touch controls become disabled. Headset enters the sleeping mode. 	If you continue playing music after taking off the headset: <ul style="list-style-type: none"> Music resumes playing. Headset wakes from the sleep mode and does not power off after 4 hours.
During a call	Taking off the headset and placing it on the surface or wearing it around the neck.	<ul style="list-style-type: none"> Call audio maintains. Automatically mutes microphone. Disables touch controls. Enters the sleep mode after the call ends. 	If you unmute the microphone after taking off the headset: <ul style="list-style-type: none"> The microphone turns on.
Streaming music/during call	Lift one earcup from the head to listen to a conversation or listen to music.	Automatically mutes microphone.	Streaming music or call continues after the earcup is replaced on the ear.
Continue wearing the headset:			
Previously streaming music	Continue wearing the headset.	<ul style="list-style-type: none"> Wakes from the sleep mode. Resumes playing music. 	Playing music resumes in less than 1 second.
Ongoing call	Continue wearing the headset.	Microphone remains muted/unmuted depending on the previous state.	
Ongoing call has ended	Continue wearing the headset.	Wakes from the sleep mode.	Playing music resumes in less than 1 second.

Changing the ANC modes

Press the ANC button to switch between ANC on, transparency, and ANC off modes.

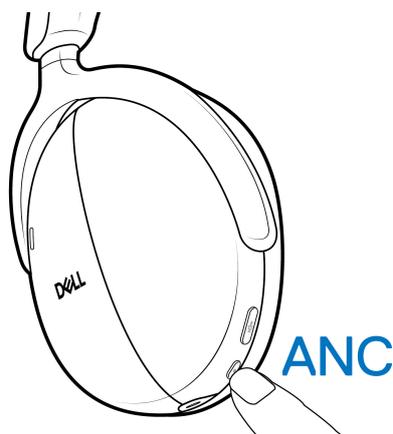


Figure 29. ANC button location

When changing the ANC mode, you hear voice prompts informing the mode that you have chosen.

Using Teams

- ① **NOTE:** Teams function is supported only if you establish the connection from your device to the headset using the wireless audio receiver.
1. Connect the wireless audio receiver to your device and pair your device with the headset. For more information about pairing, see [Connecting the headset to your device using the wireless audio receiver on page 12](#).
 2. When Teams is active and signed in, press the Teams button to invoke and bring it to the front. While on a Teams call, if you long press the Teams button, you hear a single beep audio prompt. It indicates that they can raise their hand in the Teams call.

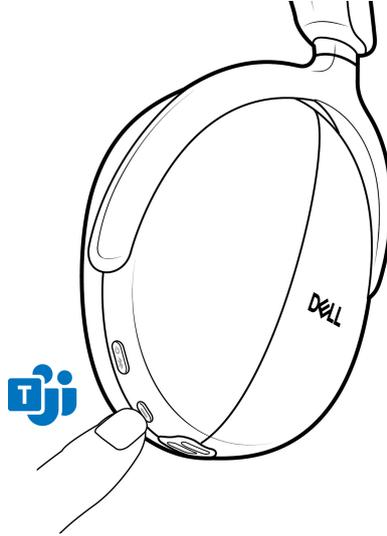


Figure 30. Teams button location

- ① **NOTE:** For more information about the wireless audio receiver LED status, see [Wireless audio receiver LED status on page 25](#).

Multimedia and call functions

NOTE: Multimedia and call functions can be performed using the right earcup's touch zone.

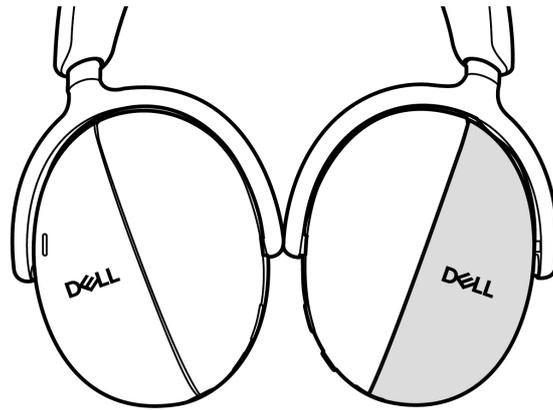
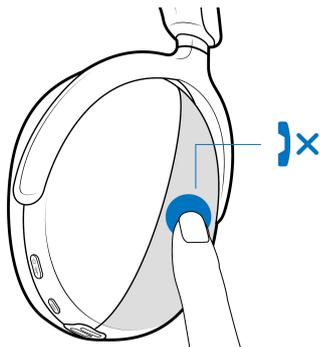
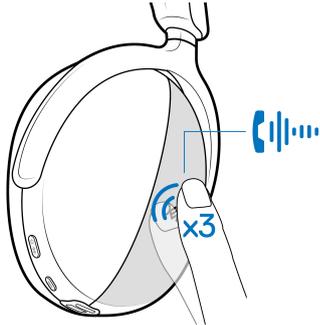


Figure 31. Touch active zone on the right earcup

Table 9. Multimedia and call functions.

Function	Action	
Increase volume	<ul style="list-style-type: none"> Swipe up repeatedly until you reach the preferred volume level. When you have reached the maximum volume level, you hear a double beep audio prompt. 	
Decrease volume	<ul style="list-style-type: none"> Swipe down repeatedly until you reach the preferred volume level. When you have reached the minimum volume level, you hear a double beep audio prompt. 	
Continuous volume change	Swipe and hold in the preferred direction.	
Go to the next track.	Swipe to the right	
Go to the previous track.	Swipe to the left	
Play or pause.	Tap twice on the touch zone.	
Answer and end the call. NOTE: During the call, the busy light LED turns static red on both earcups. You can modify the busy light LED behavior on Dell Peripheral Manager. NOTE: You hear a ringtone of an incoming call.		

Function	Action	
Reject the incoming call.	Touch and hold	
Downlink noise reduction. (Incoming audio noise cancellation when calling.) i NOTE: Downlink noise reduction focuses solely on speech-vocals. For example, if you are using a phone and someone plays music during the online meeting then you can activate this feature to remove the interfering music from the conversation.	Tap three times on the touch zone.	

Wireless audio receiver LED status

Table 10. Wireless audio receiver LED status.

Status	Wireless audio receiver LED
Headset is not connected.	Flashes blue
In pairing mode	Rapidly flashes blue.
Headset is connected but no Teams.	Static blue
Headset is connected, Teams is not active and not signed in.	Flashes purple for 10 seconds and then goes to the previous state.
Headset is connected, Teams is active but not signed in.	Flashes purple for 3 times and then lights up in blue.
Headset is connected but sign-in to Teams has failed.	Flashes purple for up to 70 seconds and then lights up in blue.
Headset is connected, Teams is running and signed in.	Static purple
Headset is connected, Teams is running and signed in, Teams notifications, missed call, voice mail, or meeting alert is displayed on the screen.	Flashes purple for up to 5 minutes until the user acts on it.
Headset is connected, and the microphone is muted.	Static red
Headset is connected, and the microphone is unmuted.	Static green

Replacing the ear cushions

① **NOTE:** Compatible replacement ear cushion model: Dell Premier Wireless Headset Ear Cushions – HE724 can be purchased at [Dell.com](https://www.dell.com).

To remove the ear cushion from the headset, hold the earcup firmly and then pull the ear cushion from the middle front.

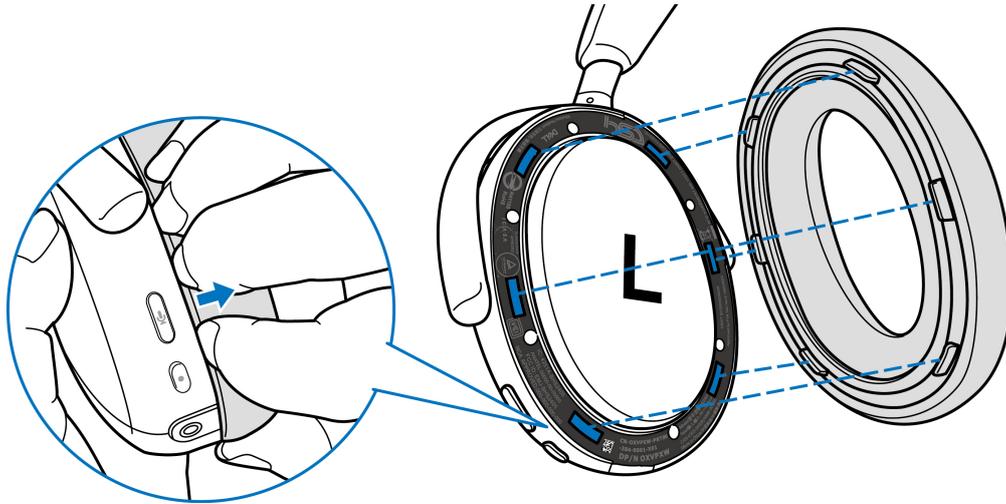


Figure 32. Ear cushion replacement

The left and right ear cushions are the same. To fit them into the earcup, align the slots on the earcup to tabs on the ear cushion. You can adjust the shape after the earcup is fitted.

Regulatory and PPID label position

The regulatory labels and Product Part Identification (PPID) are under the ear cushion of both earcups. Remove the ear cushion to find the regulatory labels and PPID.

① **NOTE:** The following image is a sample figure to show the regulatory label location only. Locate the ear cushion of your device to find the applicable regulatory labels or logos.

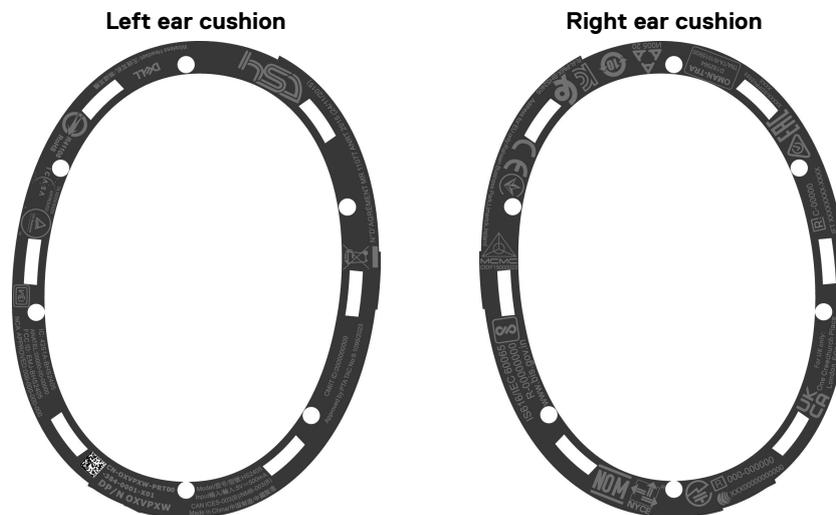


Figure 33. Regulatory and PPID label location

Updating the firmware

For optimal performance, it is recommended to update the firmware for the wireless audio receiver and headset.

Updating the headset firmware manually

1. Go to <http://www.dell.com/support> and search for **Dell Headset WL7024** or **Dell Wireless Audio Receiver – HR024**.
 2. From the Drivers & Downloads tab, download the **Dell Headset WL7024 Headset firmware** or **Dell Wireless Audio Receiver – HR024 firmware** update tool.
 3. Connect your headset to your computer through the USB cable or plug in the wireless audio receiver to the USB port of your computer.
 4. Open the downloaded **Dell Headset WL7024 Headset firmware** or **Dell Wireless Audio Receiver – HR024 firmware** update tool.
 5. Click 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, unplugging the wireless audio receiver, closing the headset/wireless audio receiver firmware update tool, or shutting down the computer during a firmware update will damage the headset and/or the wireless audio receiver.
- NOTE:** You can also update the headset firmware through Dell Peripheral Manager.

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.

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 iOS 14 and above and Android 11 and above.

- NOTE:** Dell audio may not be available in your location. Check the availability in the app store.

Troubleshooting

Table 11. Troubleshooting.

Problems	Possible solutions
Headset does not turn on upon first use.	<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.
I cannot hear the caller.	<ul style="list-style-type: none"> • Swipe the volume up on your touch area on the right side earcup. Also, check and adjust the volume settings on your computer for accuracy. • Open the audio settings in your sound control panel preferences and select your headset as the default audio device.
Callers are unable to hear me.	<ul style="list-style-type: none"> • Unmute the microphone by pressing the mute button. • Ensure that three microphone holes are not covered on the headset. • When wearing the headset, ensure that the tilting angle is not too large. • Open the audio settings in your sound control panel preferences and select your headset as the default audio device.
Audio in the headset supervening distortion, and I am hearing an echo.	<ul style="list-style-type: none"> • Lower the headset volume until the distortion disappears. • Check that the incoming noise reduction function is enabled on Dell Peripheral Manager.
The other headset I was using to listen to music on my computer does not work anymore.	Open the audio settings in your sound control panel/preferences and select your headset as the default audio device.
My computer is not able to detect the presence of the headset or establish a proper connection with it.	Open the audio settings in your sound control panel/preferences and select your headset as the default audio device.
It appears that the ANC feature is not working.	<ul style="list-style-type: none"> • Ensure that the headset is properly connected to the computer. Reestablish the connection if necessary. See Connecting your wireless headset to your devices on page 12. • 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 earcup.
The wearing detection is not working while listening to music or engaging in a phone call.	<ul style="list-style-type: none"> • Ensure that the headset is properly connected to the computer. Re-establish the connection if necessary. See Connecting your wireless headset to your devices on page 12. • Ensure the wear detection function is triggered on Dell Peripheral Manager. • Use the touch controls on the headset to replay music or increase the volume.

Problems	Possible solutions
<p>When I mute or unmute the microphone using the Windows computer control panel settings, the following issue or set of issues arises:</p> <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. 	<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 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. • Ensure that the headset is connected to the computer using the HR024 audio receiver. • Ensure that the headset is set as the default playback and communication device on your computer. See Configuring the headset on your computer on page 18. • In Zoom or Teams application, ensure that the audio device selected for the sound output and microphone is HR024 audio receiver.
<p>The sound coming through the headset appears to be at a lower or quieter level when you open the computer control panel for audio devices.</p>	<p>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 computer control panel temporarily switches it to call mode, but it reverts to music mode once you have the control panel.</p>
<p>Cannot hear the caller due to excessive background noise.</p>	<p>Enable downlink AI noise reduction to enhance speech clarity by filtering out music, sounds, and background noise from the caller audio, focusing solely on speech-vocals.</p>
<p>How can downlink AI noise reduction be quickly disabled when sharing media during a meeting?</p>	<p>To share audio and media during a meeting, triple-tap on the touch zone to disable the downlink AI noise reduction feature.</p>
<p>Multimedia controls or volume control not working.</p>	<p>Multimedia controls (play or pause) and volume control work when media is playing in the background.</p>
<p>Headset button not working.</p>	<ul style="list-style-type: none"> • Check the headset connection mode - audio receiver or Bluetooth. • Connect using the wireless audio receiver because headset buttons do not work when connected through Bluetooth.
<p>Touch gestures not working.</p>	<ul style="list-style-type: none"> • Touch controls support only single finger gestures. • Clean the touch surface (right earcup) with a piece of dry cloth.
<p>Dell Pair notification does not open when a Bluetooth device is turned on for the first time.</p>	<ul style="list-style-type: none"> • Ensure it supports Bluetooth version 5.0 or above. • Ensure that Bluetooth is turned on in Windows settings. • The Bluetooth device supports detection by Dell Pair if the Bluetooth device is within the computer detection range. And if the peripheral being connected is a mouse or keyboard, then pick up the device and move it closer to the computer. • Check that the computer and the Bluetooth devices have sufficient battery charge to operate. • The Bluetooth device must be updated to the latest firmware. • Ensure that the Bluetooth controller on the computer is from Intel.
<p>Dell Pair reports a pairing error.</p>	<p>Reconnect through Dell Pair by following these steps.</p> <ol style="list-style-type: none"> 1. Wait for the pairing error window to autodismiss, and then remove the Bluetooth device from the computer. 2. Bring the Bluetooth device closer to the computer. 3. Ensure that the Bluetooth device is in pairing mode and the power LED is flashing.

Problems	Possible solutions
Wireless audio receiver is flashing blue but cannot establish connection with my headset.	<ul style="list-style-type: none"> • Ensure that the headset is turned on and has sufficient battery charge to operate. • Restart your computer. • Re-pair your headset with the wireless audio receiver in Dell Peripheral Manager or use a standalone pairing tool.
Multiple devices with a (?) are found in Device Manager.	<p>They are proprietary Bluetooth features or profiles that are supported by WL7024. 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> 
My headset stopped working.	Reset the headset by pressing and holding the power button for over 10 seconds.

Warranty information

Limited hardware and return policies

The Dell Premier Wireless ANC Headset WL7024 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.