

Dell Pro Wireless Headset

WL5022

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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Introduction

The Dell Pro Wireless Headset is a device that allows connectivity to computers and mobile devices with high-quality audio. The headset features a lightweight design with on-ear controls, and long-battery life for uninterrupted and hands-free audio experience.

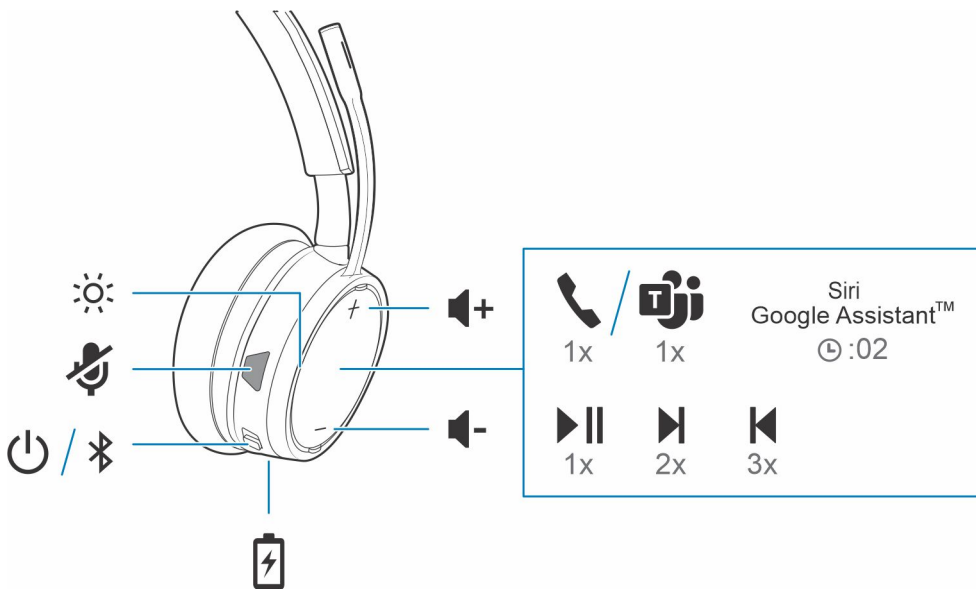
Package contents

Your headset ships with the components shown listed below. Ensure that you have received all the components and contact Dell (see your invoice for contact information) if something is missing.

- Wireless Headset
- USB cable
- Quick Start Guide (QSG)
- Safety, Environmental, Regulatory, and Warranty Information (SERI)

Overview

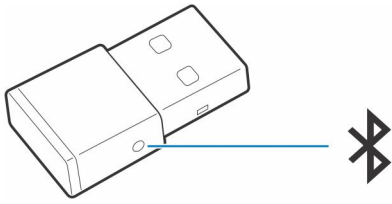
Headset overview



| | |
|------------------------|---|
| | LEDs/Online indicator |
| | Mute/unmute |
| | Power |
| | Bluetooth pairing |
| | Charging port |
| | Volume |
| | Call button/Press to interact with Microsoft Teams (app required) |
| Siri, Google Assistant | Smartphone feature: Default voice assistant |
| | Play/pause** |
| | Next track** |
| | Previous track** |

NOTE: **Functionality varies by application. The controls may not work with web-based apps.

USB Bluetooth adapter



Your high-fidelity Bluetooth USB adapter comes pre-paired to your device. Plug it into your computer to connect to computer audio.

NOTE: Adapter design may vary

Table 1. USB LED codes

| Standard LEDs | |
|-----------------------|-------------------------------|
| USB LEDs | What they mean |
| Flashing red and blue | Pairing |
| Solid blue | Headset connected |
| Flashing blue | On a call |
| Solid red | Mute active |
| Flashing purple | Streaming media from computer |

Table 2. LED codes for Teams

| LEDs when Microsoft Teams* is detected | |
|--|------------------------------|
| USB LEDs | What they mean |
| Flashing red and blue | Pairing |
| Solid purple | Microsoft Teams connected |
| Flashing blue | On a call |
| Solid red | Mute active |
| Pulsing purple | Microsoft Teams notification |

NOTE: *Requires Microsoft Teams desktop application

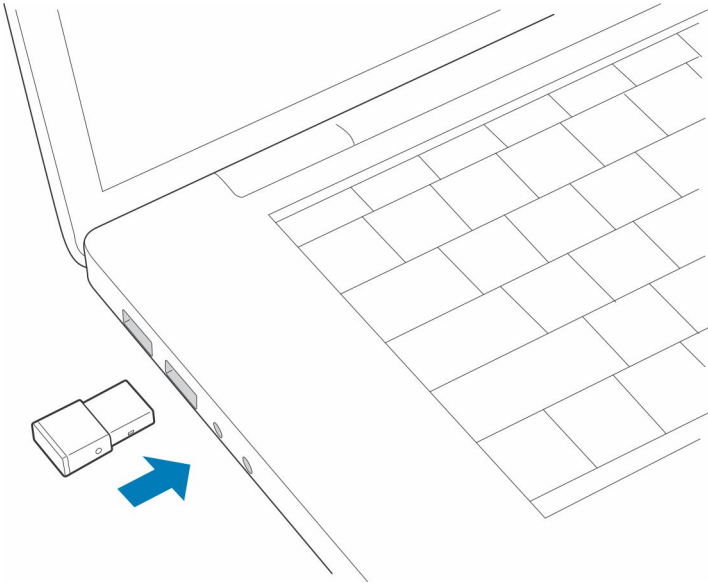
Connect and pair

Connect to PC

Your Bluetooth USB adapter comes pre-paired to your headset.

Steps


1. Turn on your headset and insert the Bluetooth USB adapter into your laptop or PC.

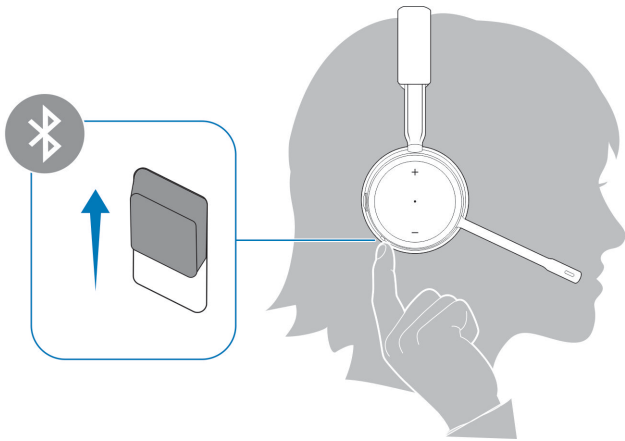


2. The USB adapter LED flashes and then turns solid to indicate the headset is connected to the USB adapter. If you are wearing your headset you hear "PC connected" to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid.
3. **OPTIONAL** Load Plantronics Hub for Windows/Mac by visiting poly.com/software or visit www.dell.com/support. This allows you to customize your headset behavior through advanced settings and options.

Pair to mobile device

Steps

1. To put your headset in pair mode, slide and hold the Power  switch away from the off position until you hear "pairing" and the headset LEDs flash red and blue.



2. Activate Bluetooth on your phone and set it to search for new devices.

- *iPhone* **Settings** > **Bluetooth** > **On***
- *Android* **Settings** > **On** > **Scan for devices***

i **NOTE:** *Menus may vary by device.

3. Select **Dell Headset WL5022**.

If necessary, enter four zeros (0000) for the passcode or accept the connection.

Once successfully paired, you hear "pairing successful" and the headset LEDs stop flashing.

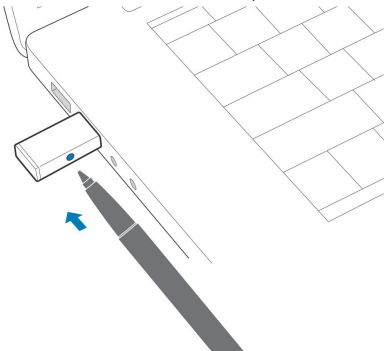
i **NOTE:** Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the Bluetooth USB adapter.

Pair USB adapter again

Typically, your USB adapter is pre-paired to your headset. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your headset.

Steps

1. Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
2. Put your headset in pair mode.
3. Put your Bluetooth USB adapter into pair mode by pressing and holding the recessed pair button with a pen or paperclip until the Bluetooth USB adapter flashes red and blue.



i **NOTE:** Adapter design may vary

Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

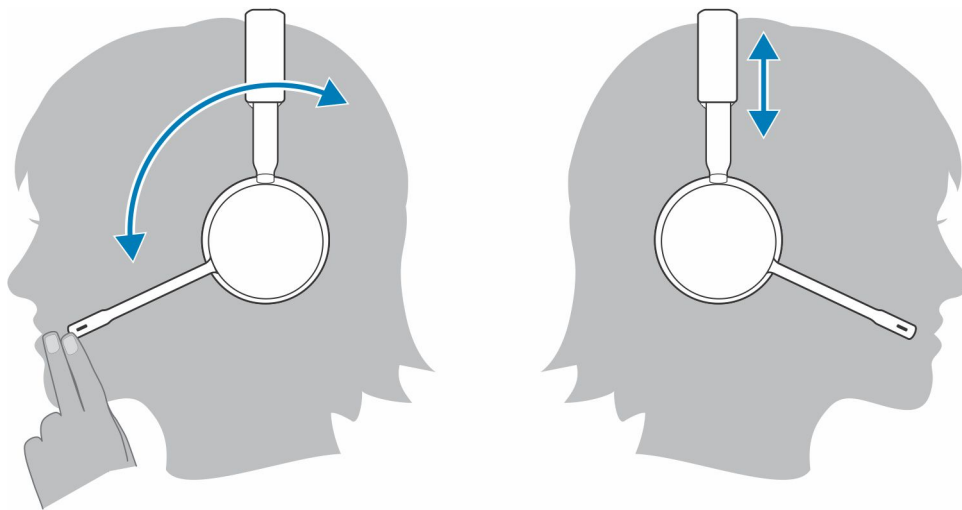
Fit and charge

Wear on the right or left

Steps

To position the microphone on the right or left side, rotate the microphone boom up and over. Gently bend the boom so it is approximately 2 finger widths from the corner of your mouth.

NOTE: For true stereo sound, wear the boom on your right side.



Charge

Steps

Charge your headset using the micro-USB cable. The headset LEDs flash when charging. It takes approximately 90 minutes to fully charge your headset. The LEDs turn off once charging is complete.

NOTE: The micro-USB cable plugs into a computer or wall charger's USB port.



Check headset battery status

There are 3 ways to check the headset battery status. Choose:

Steps



- Plantronics Hub for iOS/Android: check the home screen
- Plantronics Hub for Windows/Mac: click on the Plantronics Hub headset icon in the system tray or menu bar to view battery status
- Slide and release the Power  switch away from the off position. Listen to the voice alert or observe the headset LEDs.



Table 3. Headset LED behavior while charging

| | |
|-----|-------------------|
| Off | Charging complete |
| ○○○ | Battery high |
| ○○ | Battery medium |
| ● | Battery low |
| ⚡ | Battery critical |

 **NOTE:** To reset the accuracy of the talk time alert, deplete the headset battery then charge fully.

Load software

Some softphones require the installation of Plantronics Hub for Windows/Mac to enable headset call control (answer/end and mute) functionality.

Steps

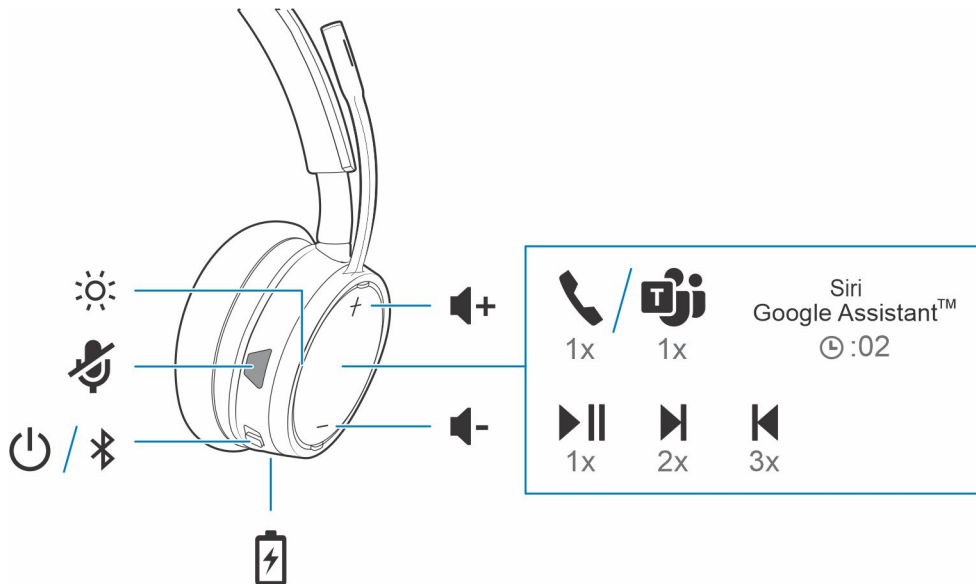
Download Plantronics Hub for Windows/Mac by visiting poly.com/software or visit www.dell.com/support.

Manage your headset settings on your computer with Plantronics Hub:

- Call control for softphones
- Change headset language
- Update firmware
- Turn features on/off

The Basics

About this task



Power on/off

Steps

Slide the switch  to power on or off.

Adjust the volume



Steps

Tap the Volume up (+) or down (-) button.

Make/Take/End Calls

Interact with Microsoft softphone

Steps

- For Microsoft Teams, tap the headset's Call  button to interact (application required).
- For Skype for Business, press and hold the headset's Call  button for 2 seconds to interact (application required).
- Set your target phone by going to Plantronics Hub for Windows/Mac > **Softphones** > **Software Settings** > **Target Softphone**



Play or pause audio


Steps

Tap the Call  button.

Track selection



Steps


Double-tap the Call  button to skip to the next track or triple-tap the Call  button to play the previous track.

 **NOTE:** Functionality varies by application. May not function with web-based apps.

Fast forward/rewind

Steps

Double-tap and hold the Call  button to fast-forward. Triple-tap and hold the Call  button to rewind.

 **NOTE:** Functionality varies by application. May not function with web-based apps.

Voice assistant

Steps

Siri, Google Assistant™, Cortana Press and hold the Call button for 2 seconds to activate your phone's default voice assistant. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.

More Features

Select language

Steps

You can wirelessly change your headset language using Plantronics Hub software. Download: poly.com/software. Choose:

- With your headset paired to your smartphone, select headset language in Plantronics Hub for iOS/Android
- With your headset connected to your computer via USB adapter or cable, select headset language in Plantronics Hub for Windows/Mac*

**USB adapter not included in all models.*

Enable Tile

About this task

With the Tile app enabled on your mobile device, you can ring your lost headset or locate it on a map and ask the Tile community for help.


Steps

1. Pair the headset to your mobile device
2. Update your Plantronics Hub mobile app (software) if necessary
3. Launch Plantronics Hub app and ensure that your headset (firmware) is up-to-date
4. From Plantronics Hub main menu, choose **Apps > Tile > Enable**
5. Launch the Tile app and follow the instructions to connect your headset

DeepSleep Mode

If you leave your headphones powered on but out of range of your paired phone or USB adapter for more than 7 days, your headset conserves its battery power by entering into DeepSleep mode.

Steps

Once back in range with your phone or USB adapter, press the Call control  button to exit DeepSleep mode.

Online indicator

Steps


Your headset LEDs flash red to inform others that you are on a call. Manage settings in `red` and `blue`.

Corded mode (audio over USB)

If your audio is cutting out during softphone calls, you may be experiencing Bluetooth density problems. Improve audio performance by using density-friendly corded mode.

Steps

1. Disconnect your Bluetooth USB adapter from your computer
2. Connect your headset directly to your computer with the provided 1.5 m USB cable
3. Power off your headset to use density-friendly corded mode

 **NOTE:** Your headset battery charges while in corded mode.

Update firmware


Keep your firmware up-to-date to improve performance and add new features to your headset.

Update your firmware using your computer or mobile device with Plantronics Hub for Windows/Mac or Plantronics Hub for iOS/Android, respectively. Download Plantronics Hub at poly.com/software or visit www.dell.com/support. Choose:

- Plantronics Hub for Windows/Mac: With your headset connected your computer, check Updates for available firmware update
- Plantronics Hub for iOS/Android: With your headset paired to your smartphone, check Settings for available firmware update

While updating firmware:

- Remove your headset from your ear. Do not use your headset or device until the update is complete.
- Disconnect your headset from other devices such as phones, tablets and computers
- Do not start a second update from a second device
- Do not stream media on your smartphone
- Do not answer or place a call

 **NOTE: Smartphone:** If you receive a lot of calls, emails or texts, try turning on the *Do Not Disturb* feature in your smartphone's settings while you update.

Headset recovery

If you have several failed attempts at an over-the-air firmware update, or if your headset becomes unresponsive, take the following steps:

1. Download and install Plantronics Hub for Windows/Mac at poly.com/software or visit www.dell.com/support
2. Connect your headset to your computer using a USB cable
3. Open Plantronics Hub, go to Help > Support > Firmware Updates & Recovery and enter your Product ID (PID) to complete the recovery

Find your Product ID (PID). Choose:

- Plantronics Hub app's headset recovery instructions
- Plantronics Hub app's home screen

Troubleshooting

Troubleshooting

Table 4. Dell WL5022 troubleshooting

| Issue | Resolution |
|--|--|
| <p>The headset audio is not working as expected when connected to my computer.</p> <ol style="list-style-type: none"> 1. During a call, nobody can hear me 2. During a call, I can't hear anybody 3. Music is not coming through my headset 4. When I play music and a call comes in, the music is too loud or doesn't pause | <ol style="list-style-type: none"> 1. Configure the headset sound on your computer using the Dell Peripheral Manager app. 2. Ensure that only one softphone application is opened at a time. 3. For best performance, ensure your headset firmware is up-to-date. See Update firmware. |
| <p>My headset call control is not working as expected when on a softphone call.</p> | <p>Check the following:</p> <ol style="list-style-type: none"> 1. For best performance, ensure your headset firmware is up-to-date. See Update firmware. 2. Ensure that only one softphone application is opened at a time. 3. If required, enable headset control (answer/end and mute) functionality using the Dell Peripheral Manager app. 4. Ensure the softphone you are using is supported by the Dell WL5022. |
| <p>How do I interact with Microsoft Teams or Skype for Business?</p> | <ol style="list-style-type: none"> 1. For Microsoft Teams, tap the Call button to interact. 2. For Skype for Business, press and hold the Call button for 2 seconds to interact. 3. Select the headset as the target audio device through Windows settings. |
| <p>Does my Microsoft Teams-enabled headset work with other softphones?</p> | <p>Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Select the headset as the target audio device through Windows settings.</p> <p>When you configure another softphone, the Call button:</p> <ul style="list-style-type: none"> • Doesn't interact with Teams. • Doesn't go to Teams notifications. • Will not launch Cortana. |
| <p>The headset audio is cutting out during softphone calls.</p> | <p>• You may be experiencing Bluetooth density issues. Use density-friendly corded mode. See Corded mode (audio over USB).</p> |
| <p>The headset talk time is not accurate.</p> | <p>Deplete your headset battery and then fully charge to reset the accuracy of the talk time prompts.</p> |

Statutory information

Warranty

Limited warranty and return policy

Dell-branded products carry a 3-year limited hardware warranty. If purchased together with a Dell system, it will follow the system warranty.

For U.S. customers:

This purchase and your use of this product are subject to Dell's end-user agreement, which you can find at www.dell.com/terms. This document contains a binding arbitration clause.

For European, Middle Eastern and African customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's end user contract terms.

Dell may also provide an additional hardware warranty—full details of the Dell end user contract and warranty terms can be found by going to www.dell.com, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link for the end user terms or the "support" link for the warranty terms.

For non-U.S. customers:



Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty—full details of Dell's warranty terms can be found by going to www.dell.com, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link or the "support" link for the warranty terms.

Getting help and contacting Dell

Self-help resources


You can get information and help on Dell products and services using these self-help resources:


Table 5. Self-help resources

| Self-help resources | Resource location |
|---|--|
| Information about Dell products and services | www.dell.com |
| My Dell |  |
| Tips |  |
| Contact Support | In Windows search, type <code>Contact Support</code> , and press Enter. |
| Online help for operating system | www.dell.com/support/windows www.dell.com/support/linux |
| Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents. | Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer . |
| Dell knowledge base articles for a variety of computer concerns | <ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles. |

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

 **NOTE:** Availability varies by country/region and product, and some services may not be available in your country/region.

 **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.