# Dell Pro Wired Speakerphone
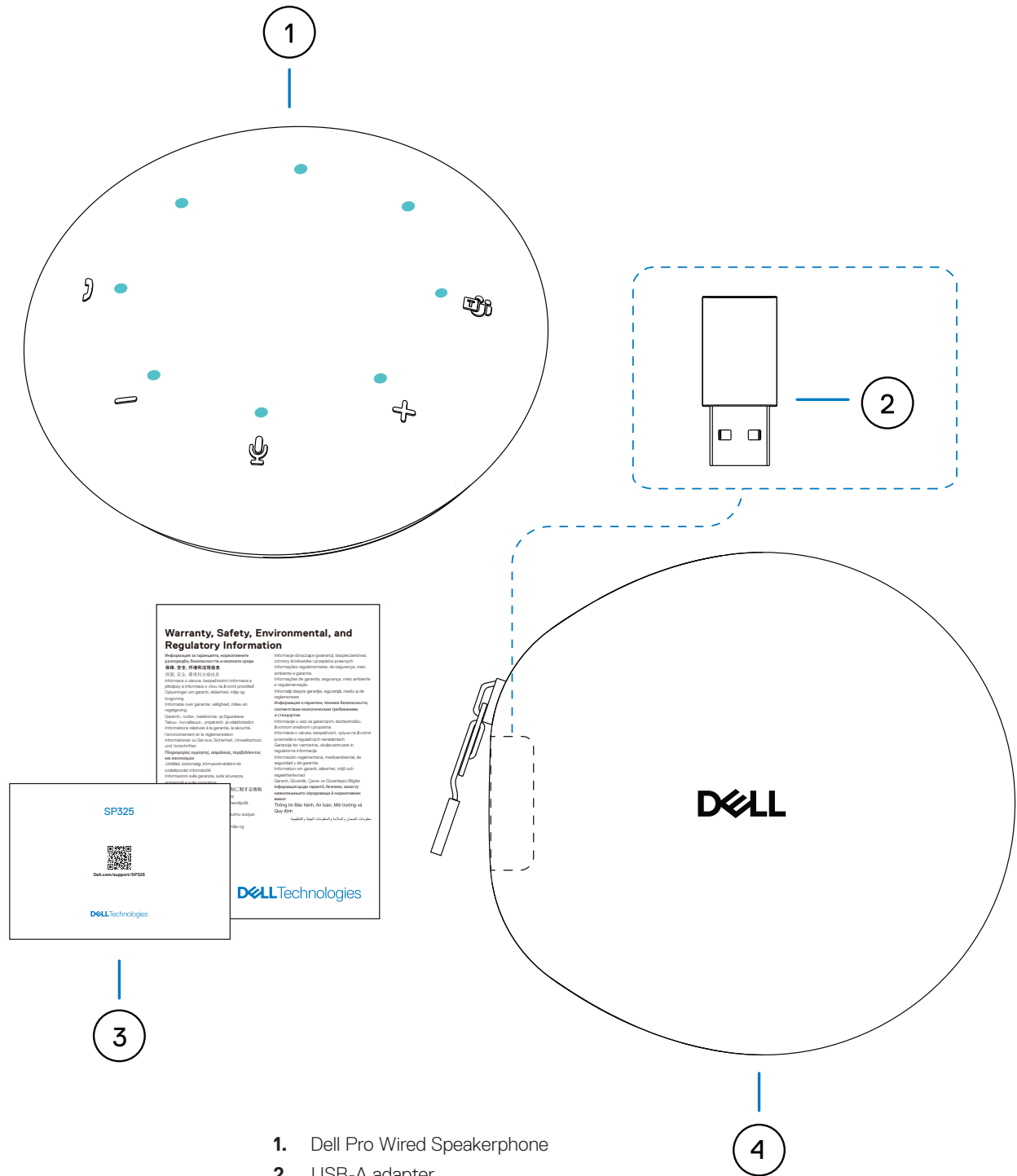# SP325

User's Guide

**D&LL**Technologies

# Notes, cautions, and warnings

(i) **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.**

# Contents

# What's in the box



1. **Dell Pro Wired Speakerphone**
2. **USB-A adapter**
3. **Quick Start Guide & Documents**
4. **Pouch**

This page provides the list of components that are shipped with your speakerphone. If any component is missing, contact Dell. For more information, see Contacting Dell.

ⓘ **NOTE:** Some items may be optional and may not ship with your speakerphone. Some features may not be available in certain countries.

# Views

Answer/End call

Mute

Teams

Vol down

Vol up
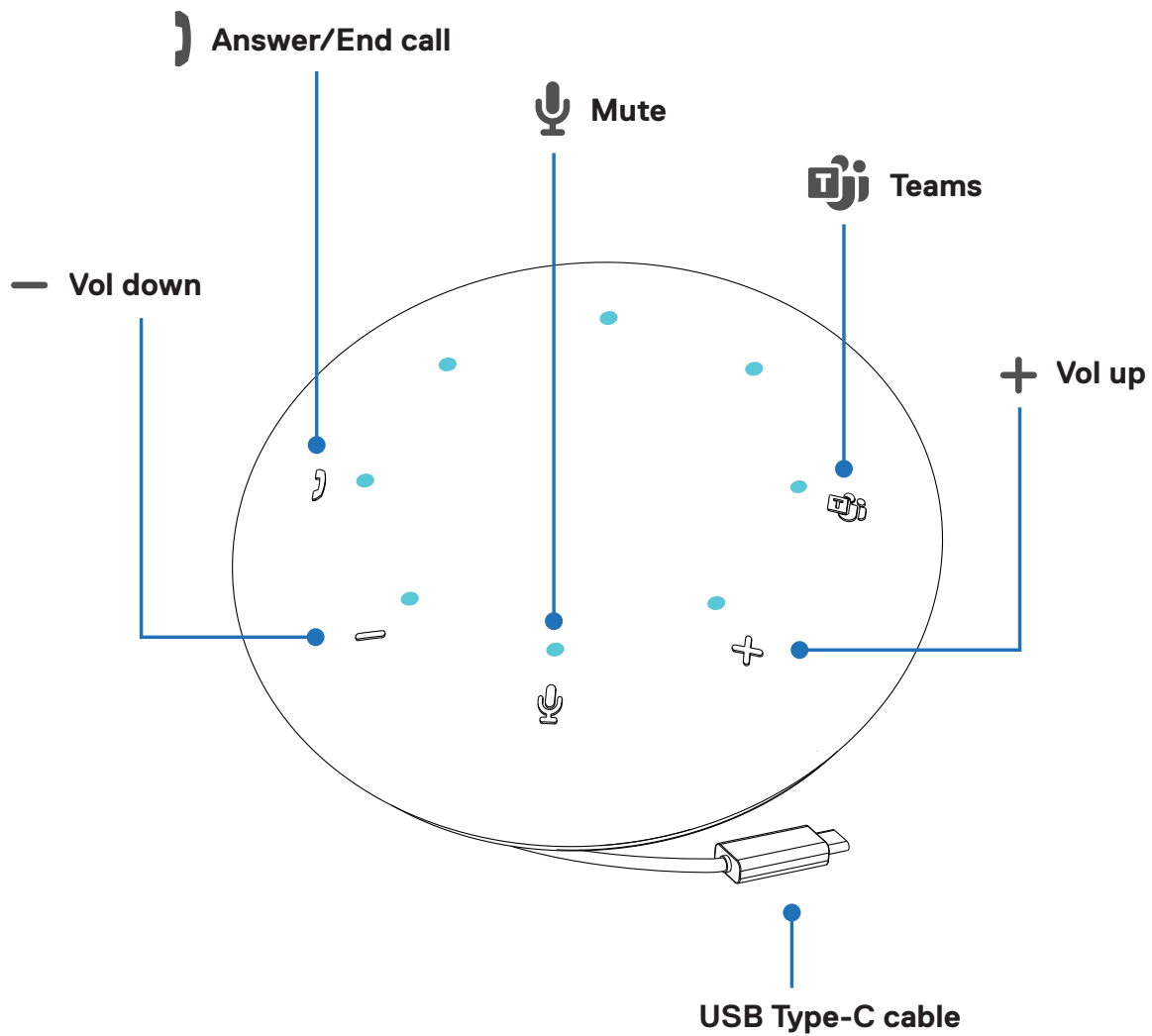
USB Type-C cable

# Using your Dell Pro Wired Speakerphone

1.  Locate the USB Type-C cable at the bottom of your SP325. With the USB Type-C cable facing you, release the USB Type-C cable from the grooves on the speaker.



USB Type-C cable

2.  Connect the USB Type-C cable or USB-A adapter of your SP325 to the USB Type-C or USB-A on your computer.

# Status indication

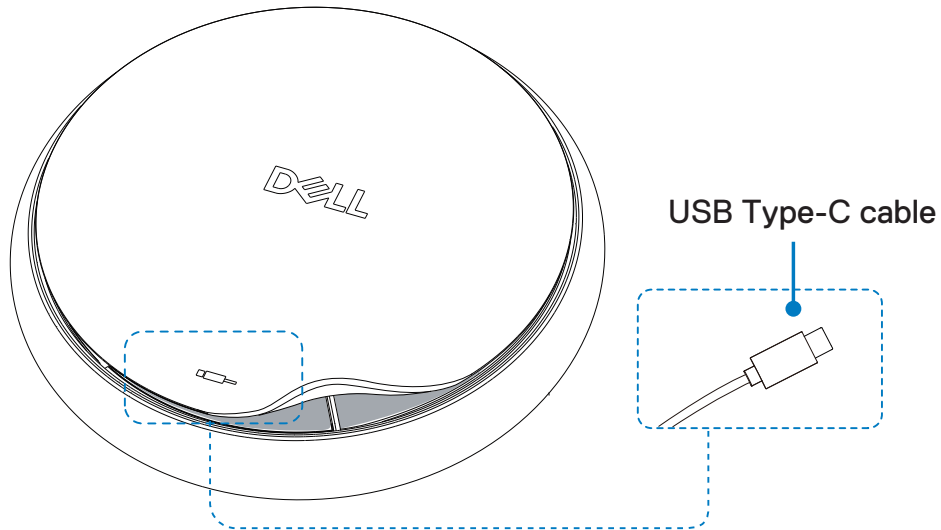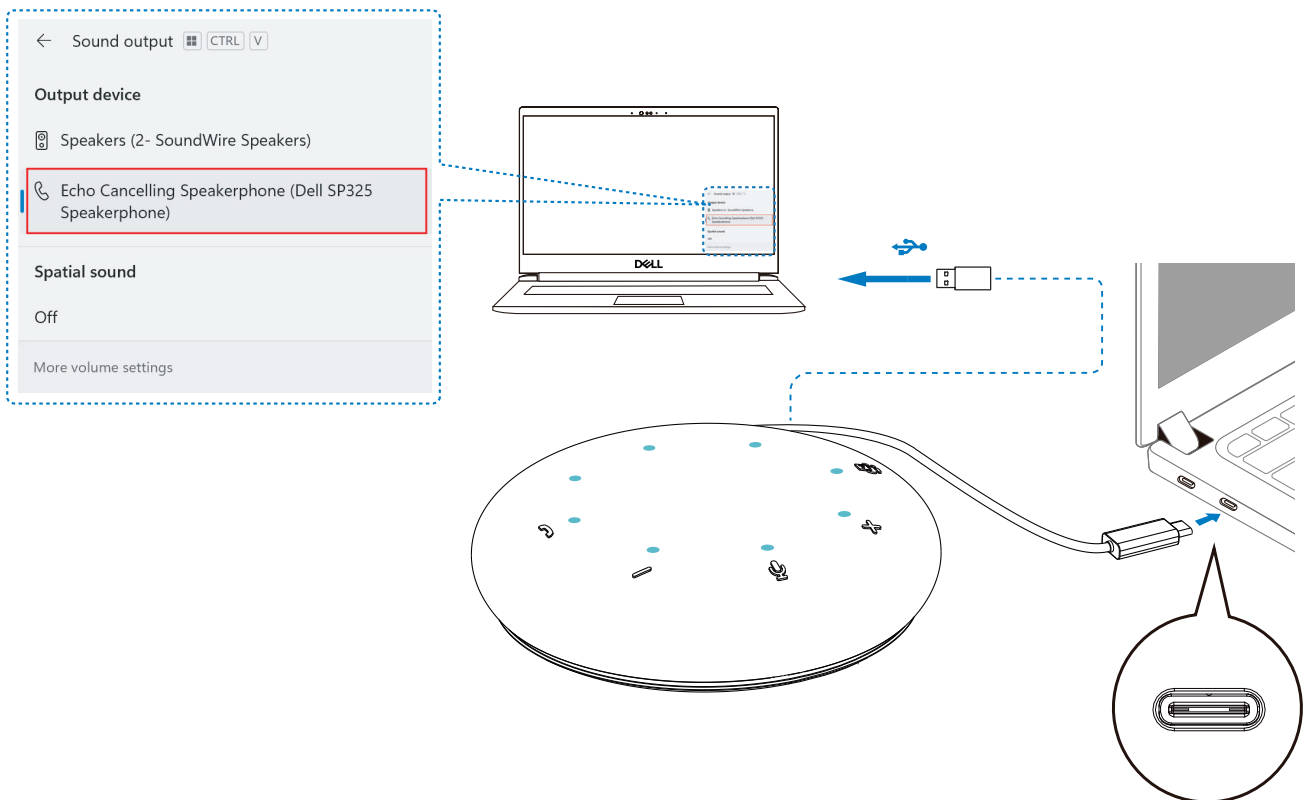SP325 speakerphone can be used for communication once it is connected to a computer.
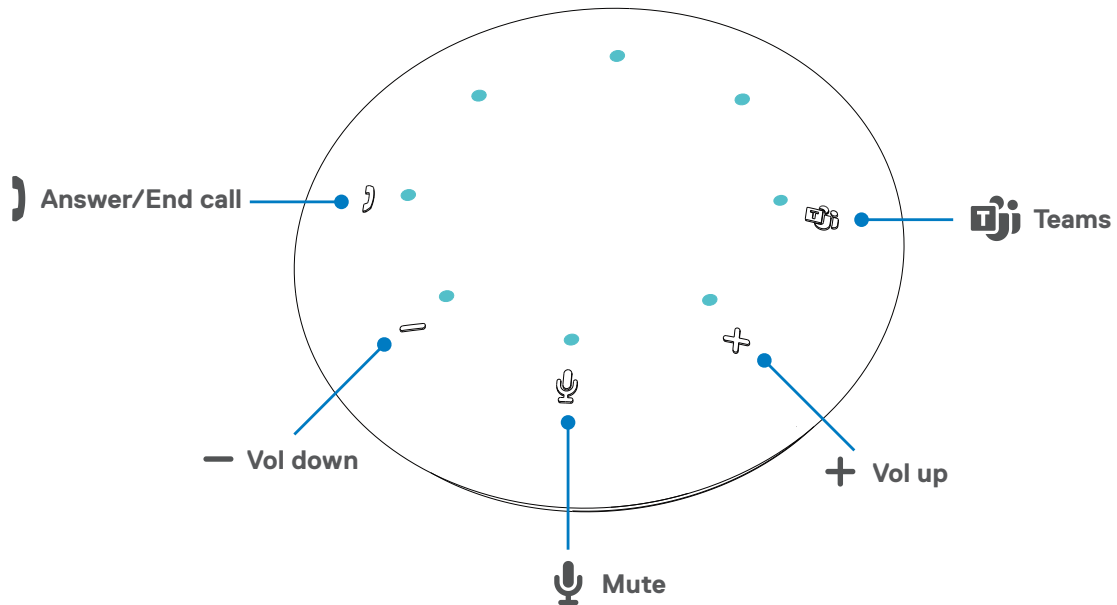


| Button | Function | User Action |
|:---:|:---|:---|
|  | Microsoft Teams button | Short tap: Open Teams<br>Long tap: Raise hand during the meeting |
| + | Speaker volume up | Short tap: Increase volume one step<br>Long tap: Increase volume to maximum in three seconds |
|  | Mute/Unmute microphone | Short tap: Toggle mute/unmute mic |
| — | Speaker volume down | Short tap: Decrease volume one step<br>Long tap: Decrease volume to minimum in three seconds |
|  | Answer/End call | Short tap: Answer/End call<br>Long tap: Reject call |

ⓘ  **NOTE:** The buttons on SP325 work best with Teams and Zoom.
ⓘ  **NOTE:** For other communication software, please access call controls via communication software UI.

# Operation behavior in Teams and Zoom

- **Making Teams calls:**
  Initiate a call through the Teams application on your computer.
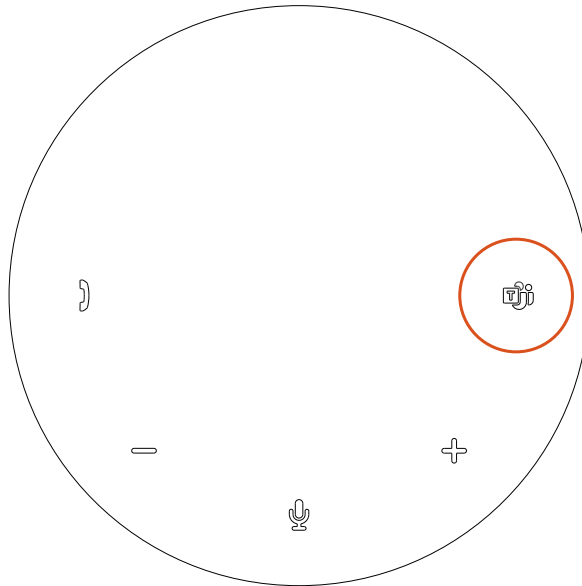
- **Making Zoom calls:**
  Initiate a call through the Zoom application on your computer.

- **Answering Teams and Zoom calls:**
  Press the Answer/End call button to answer the call.
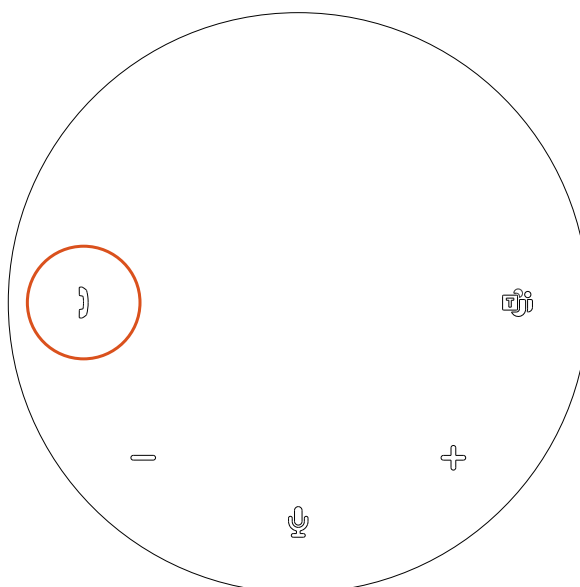
- **Adjusting the volume:**
  - Press the Volume up button to increase the volume. An audio prompt tone can be heard when the Volume up button is pressed.
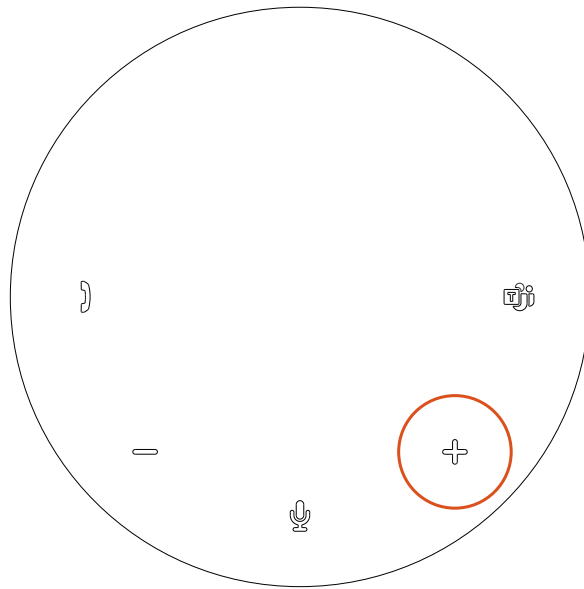


  - Press the Volume down button to decrease the volume. An audio prompt tone can be heard when the Volume down button is pressed.
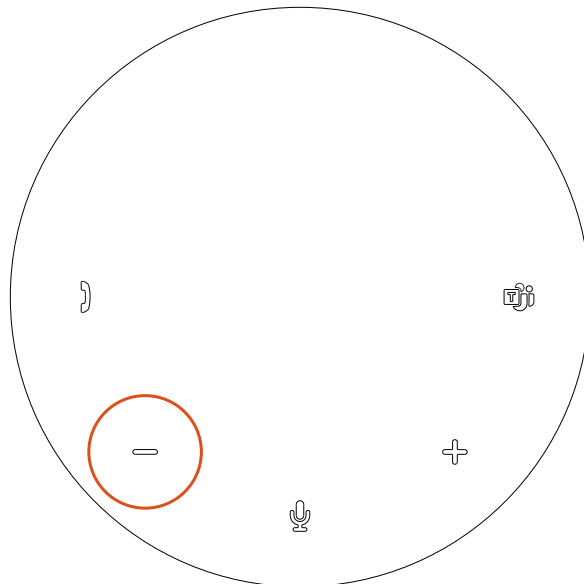
# Operation behavior on Button and LED

- **Powered on:**
  When powered on, the top-center LED will turn white.
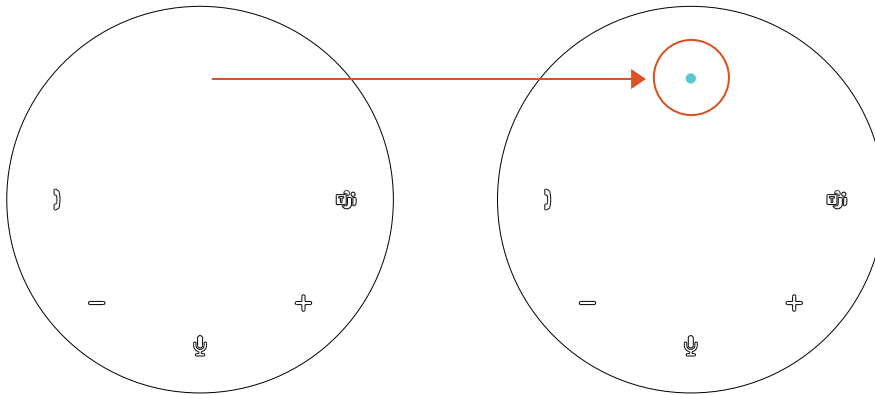
- **Incoming call:**
  When receiving an incoming call, the Answer/End call LED blinks in white.
  - Short press Answer/End call button to pick up the call.
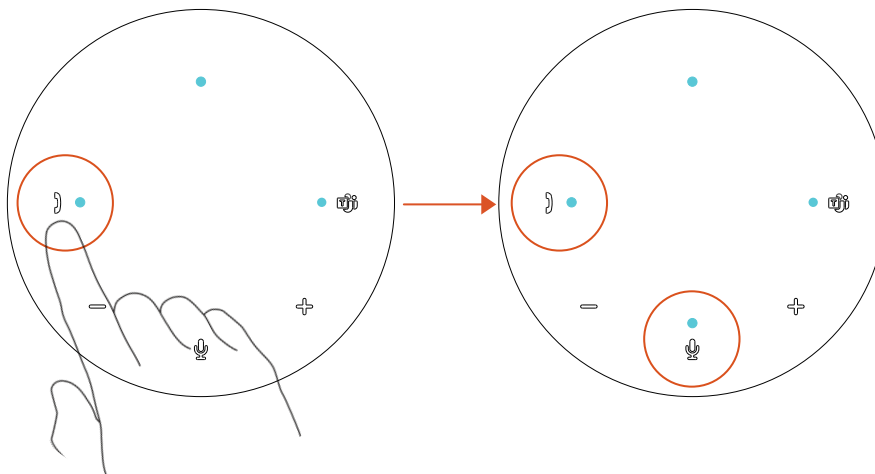
  - Long press Answer/End call button to reject the call.
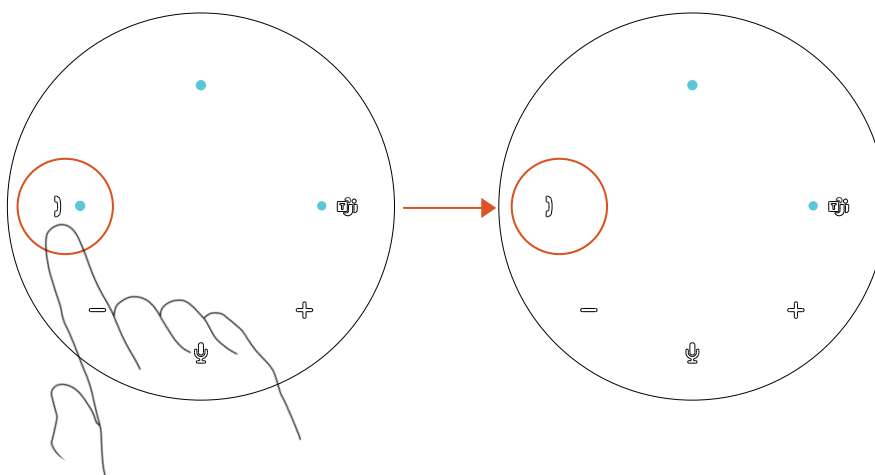
- **During call(Microphone unmuted):**
  Teams connected - Top center LED, Teams, Answer/End call, Mic LEDs will lit up with white color.
  If teams is not connected, Top center LED, Answer/End call, Mic LEDs will lit up with white color.
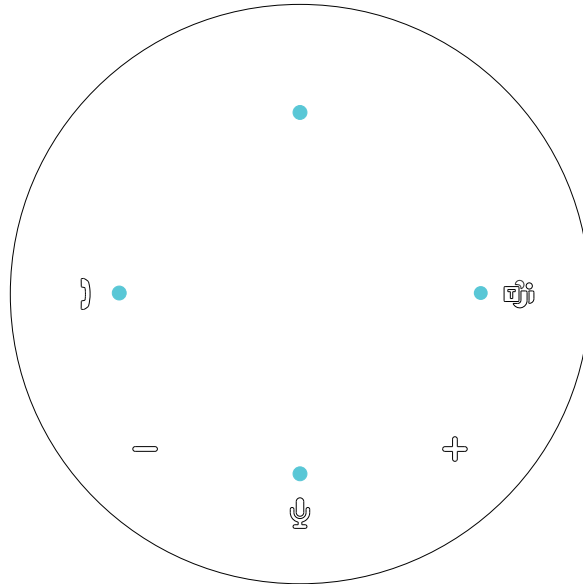


- **Microphone muted:**
  When the microphone is muted, all the LEDs will turn red until the microphone is unmuted.
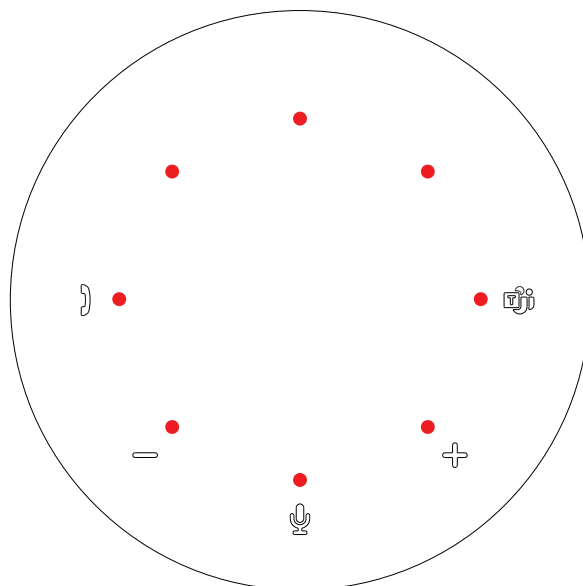
- **Adjusting volume:**
  When adjusting volume, the ring of LEDs will temporarily light up in white to indicate volume level.

| | |
|---|---|
| 1 | 12 |
| 2 | 26 |
| 3 | 38 |
| 4 | 50 |
| 5 | 62 |
| 6 | 76 |
| 7 | 88 |
| 8 | 100 |

- When volume up is pressed, LED will light up in clockwise direction.
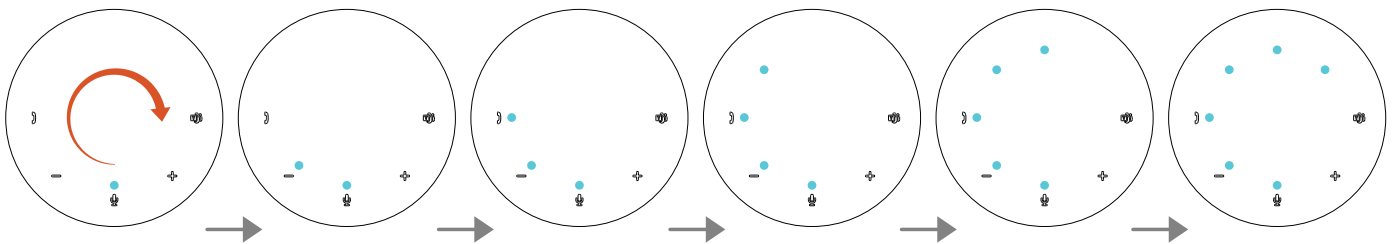


- When volume down is pressed, LED will turn off in anti-clockwise direction.
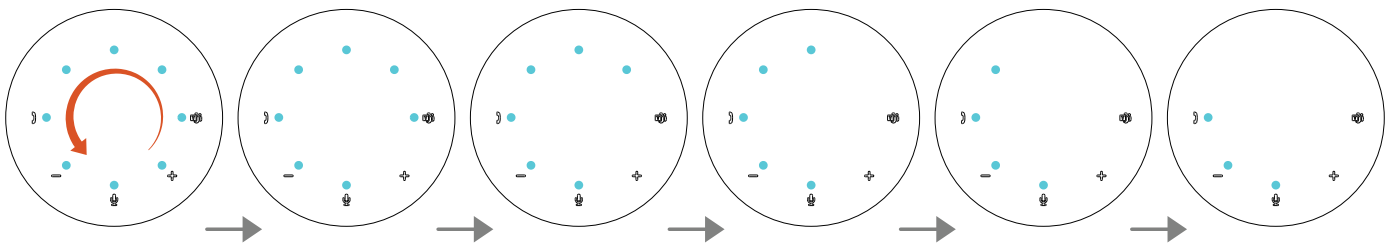
- **Hanging up a call:**
  When a call ends, short press Answer/End call button to hang up the call.
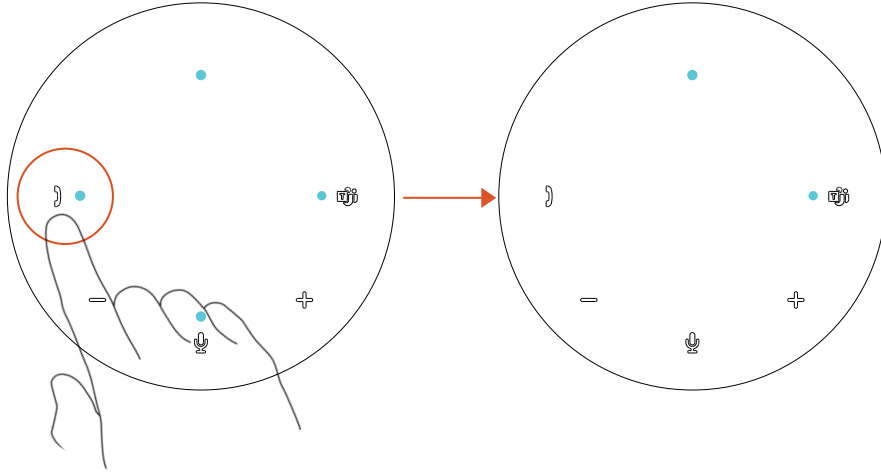
# Dell Display and Peripheral Manager

## What is 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 provide additional customization like Audio Mode, Microphone, Audio Output, and more.

## Installing Dell Peripheral Manager

When you connect the device to your computer for the first time, you will be prompted to download and install the app. Alternatively, you can manually install the software from Drivers & Downloads tab on **Dell.com/support/SP325/downloads.**

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

ⓘ **NOTE:** If Dell Display and 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 **Dell.com/support/ddpm.**

# Specification

## General

| | |
|---|---|
| Model number | SP325<br>Dell Pro Wired Speakerphone |
| Connection type | Wired (USB Type-C) |
| Supported operating systems | • Win 11/10 64 Bit including Windows-on-ARM64<br>• MacOS<br>• Chrome OS<br>• Linux Ubuntu 24.04 |

## Power ratings

| | |
|---|---|
| Operating voltage | 5V |

## Dimensions and weight

| | |
|---|---|
| Dimension | 125mm x 39mm |
| Weight | 295g |

## Speakerphone acoustic performance

| | |
|---|---|
| Speaker | • Type: Dynamic<br>• Size: 60mm<br>• Max Power: 3.2 W<br>• Max Output: 82 dBSPL @ 0.5m<br>• Frequency range: 90Hz~20kHz |

## Microphone

| | |
|---|---|
| Omni-directional microphone | • Quantity: 4<br>• Sensitivity: -37 ± 1 dBFS |

## Environmental

| | |
|---|---|
| Dust / water ingression | IP64 |

# SP325's button behavior on conmunication application

*Microsoft Teams work as intended with SP325's buttons, table below has behavior of speakerphone buttons in most of the popular communication software.

| Button | 🎤 | ) | | | + | — |
|---|---|---|---|---|---|---|
| **Function** | **Mute/ Unmute** | **Accept call** | **End call** | **Reject call** | **Volume up** | **Volume down** |
| **Communication application** | | | | | | |
| **Microsoft Teams** | OK | OK | OK | OK | OK | OK |
| **Zoom** | OK | OK | OK** | OK | OK | OK |
| **Google Meet** | OK | X | OK | X | OK | OK |
| **Slack** | OK* | X | X | X | OK | OK |
| **Amazon Chime** | OK* | X | X | X | OK | OK |
| **Cisco Webex** | OK* | X | X | X | OK | OK |
| **Rainbow (Alcatel Lucent)** | OK* | X | X | X | OK | OK |
| **GoToMeeting** | OK* | X | X | X | OK | OK |
| **Cisco Jabber** | OK* | X | X | X | OK | OK |

ⓘ **NOTE:** OK* indicates Mute/ Unmute button works as intended, but for these apps the status may not sync with the app interface.

ⓘ **NOTE:** OK** indicates Answer/ End/ Reject Call button has 2 different states.

     1. Reject call - Can be done via long press Answer/ End Call button for one second on speakerphone.

     2. End an ongoing call - Can be done ONLY from Zoom app.

# Statutory information

## Warranty

### Limited warranty and return policies

Dell-branded products carry 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, **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 applies 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 **Dell.com**, selecting your country or region from the list at the bottom of the "home" page and 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 applies 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 **Dell.com**, selecting your country orregion 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 .
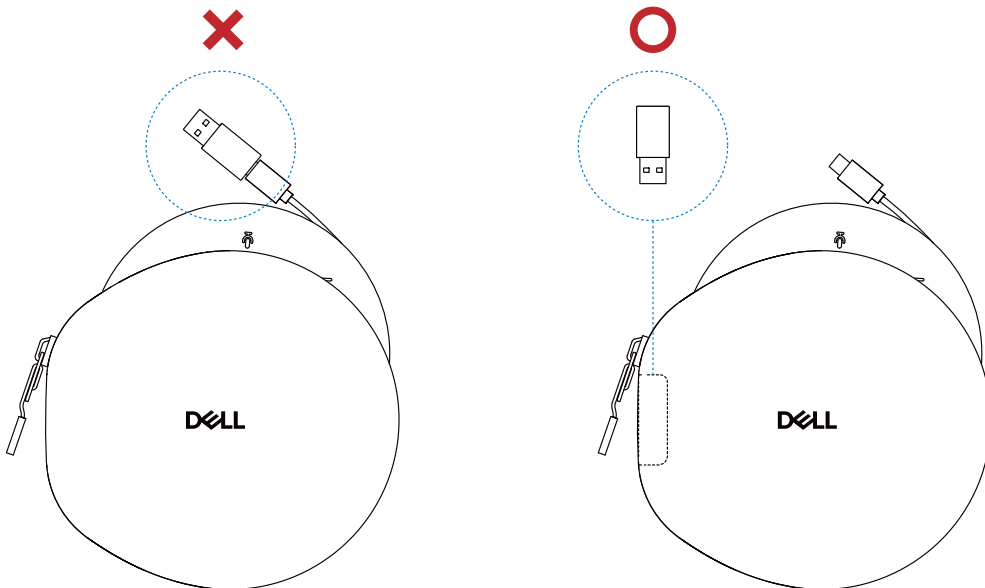
ⓘ **NOTE:** Warranty for pouch is not covered.

## Terms and conditions of sale are specied in agreements with authorized resellers

The crossed out wheeled bin symbol indicates that used electrical and electronic equipment and batteries should not be disposed of with unsorted municipal waste; disposal of this type of waste should be carried out separately from other waste. The equipment meets the requirements of the Technical Regulations of the Customs Union "Electromagnetic compatibility of technical equipment" (TR CU 020/2011).

The equipment meets the requirements of the Technical Regulations of the Eurasian Economic Union "On the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products" (TR EAEU 037/2016).

# Regulatory logo & storage

USB Type-C cable
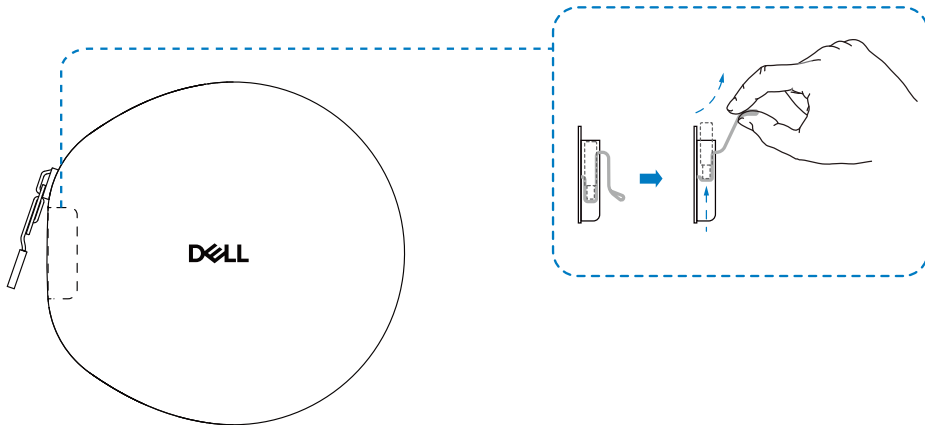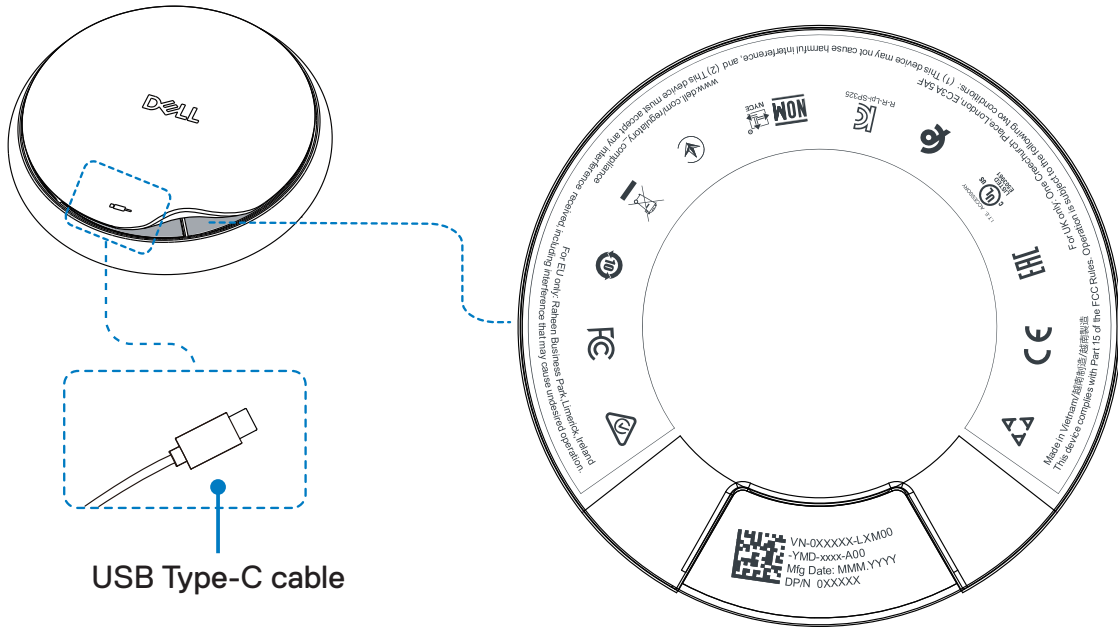
# Troubleshooting

| Problems | Possible solutions |
|---|---|
| Update your system's BIOS and SP325 firmware | • LEDs blinking with pink color \| SP325's firmware is updating.<br>• Update the BIOS and drivers of your computer.<br>  For more information, see **Dell.com/support/drivers**<br>• Update your Dell Speakerphone SP325 firmware from **Dell.com/support/drivers**<br>• Driver updates are only possible on Windows 10/11 64-Bit operating system.<br>• Connect Dell Speakerphone SP325 to your computer before updating the firmware. |
| SP325's buttons don't respond while making a call via conferencing applications other than Teams. | • On applications other than Teams, it is recommended to use the in-app controls rather than the buttons on the Dell SP325.<br>• Refer to speakerphone button behavior with various UC apps as above table in Page 16 of the document. |
| Answer call button doesn't work when receiving calls from Teams | • This occurs when you have multiple conferencing applications installed on your device and active simultaneously. In these scenarios, it is recommended to use the in-app controls rather than the buttons on the Dell Speakerphone SP325. |
| The Echo can be heard during the call | • SP325 has the Echo cancellation feature, which minimizes and reduces any echo heard on calls.<br>• If you hear an echo from your device, it is possible that the user on the other end does not have the echo cancellation feature. |
| No audio | • Disconnect and reconnect the Dell Speakerphone SP325 to your computer.<br>• Check the computer sound setting and select the Dell Speakerphone SP325 as the playback device.<br>• Adjust the volume settings to an adequate level. |
| Microphone doesn't work | • Disconnect and reconnect the Dell Speakerphone SP325 to your computer.<br>• Check the computer sound setting and select the Dell SP325 as the recording device. |
| Can't make a phone call or pick up an incoming call in device button via Line, WhatsApp and WeChat? | • The Answer Call button on the Dell Speakerphone SP325 is functional on Teams. For apps that are not supported, it is recommended to use the in-app controls rather than the buttons on the Dell Speakerphone SP325. |
| Abnormal sound | • Remove any obstructions between SP325 and the user.<br>• Reconnect SP325 with your device again.<br>• Disable System Audio Enhancements. |
| When I mute or unmute the microphone using the Windows system control panel settings, the following issue or set of issues arises:<br>• It does not correctly reflect the mute status on my speakerphone or within applications such as Teams and Zoom.<br>• It results in delayed response on mute state in Teams and Zoom.<br>• It displays error messages on Teams and Zoom. | • Use the dedicated mute button on your speakerphone to control the mute or unmute feature in Teams and Zoom.<br>• The Human Interface Device (HID) Telephony controls mute or unmute feature on Zoom and Teams. The mute button on your speakerphone 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. |

| Problems | Possible solutions |
|---|---|
| The sound coming through the speakerphone appears to be at a lower or quieter level when I open the system control panel for audio devices. | • Close the control panel before using the speakerphone to listen to music or audio. The speakerphone has call and music modes with varying audio volumes. Accessing the system control panel temporarily switches it to call mode, but it reverts to music mode once you leave the control panel. |
| Volume control not working. | • Volume control key works only when the media is actively playing in the background. |

# Getting help

## Contacting Dell

Dell provides several online and telephone-based support and service options. Availability varies by country or region 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 **Dell.com/support.**
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

ⓘ **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.