

Dell Audio Mobile App

User's Guide

September 2025
Rev. A05



Notes, Cautions, and Warnings



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



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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Overview

Dell Audio Mobile App supports the following:

- Pair/unpair supported Dell audio devices through Bluetooth® (Bluetooth® low energy).
- View device information, such as firmware version and battery status.
- Configure Audio device settings, such as:
 - Equalizer
 - Audio profile presets
 - Active Noise Cancelling (ANC)
 - Wear detection and automated action
- Audio device Firmware update.

Download and Installation

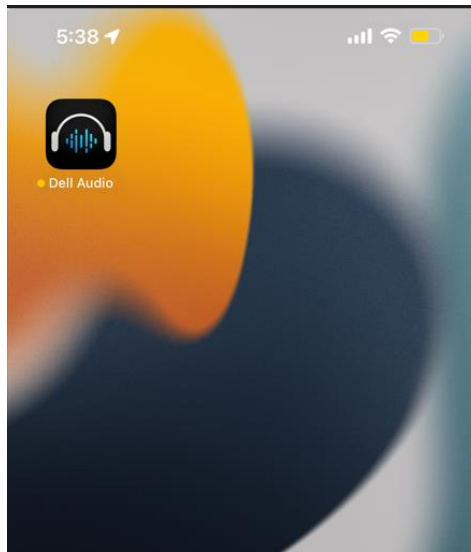
Users can download and install Dell Audio Mobile App from Apple App Store or Google Play Store. (Availability may vary by geographic region)



NOTE: Support only for Mobile Phones with Android 11 or iOS14 above for iPhone and Android Phone respectively.

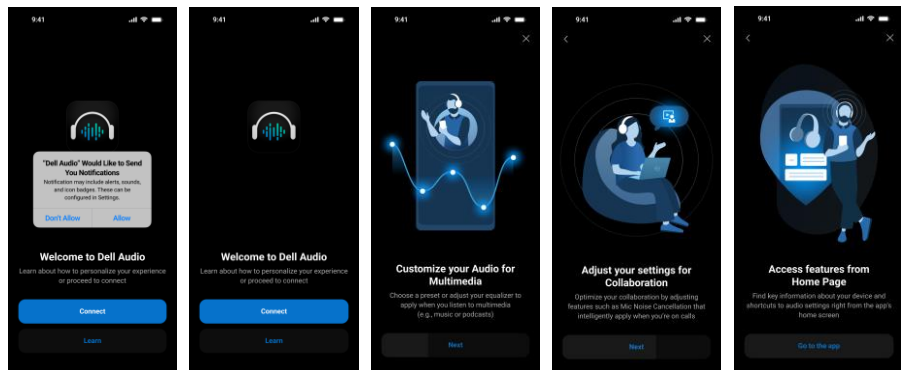
User interface

Dell Audio Mobile App Icon shows as below after successfully installed on Mobile Phone.

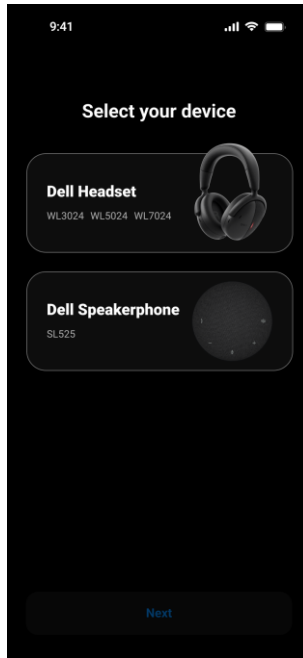


Users should ensure the Dell audio device is sufficiently charged before launching the Dell Audio Mobile App to prevent interruption in the pairing process.

First-time Walkthrough



On completion or skipping of the walkthrough, you will be taken to the main screen, where a complete list of supported devices will be shown. Select your device and the app will guide you through the set-up process for your device.

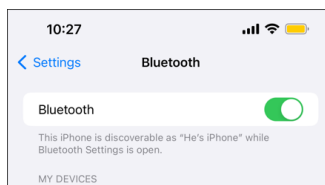


First-time connection

The connection process may vary among different products (e.g.: LED indication color, voice prompt wordings etc.) Select your device from the app in the “Select your device” page for detailed on-screen set-up instructions. You can access the “Select your device” page after completing the First-time Walkthrough or by adding more audio devices.

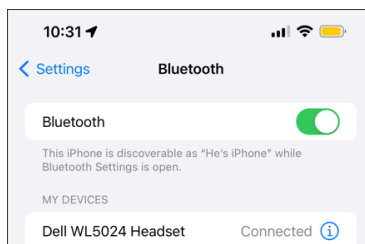
Device Pairing/Connection flow:

1. Enable Bluetooth in Mobile System setting.



Bluetooth is enabled.

2. Press the power button once to power on the device, press and hold the power button for 3 seconds to start the pairing mode and you hear a Bluetooth pairing voice prompt. The power LED blinks in a fast pace when it is ready for pairing. Once paired, there will be a voice prompt confirmation.
3. Select your Dell device in the mobile Bluetooth page and make the connection.



Device is connected

4. Open the Dell Audio Mobile App, the audio device will be automatically connected to the app via Auto Connection.



NOTE: The section above demonstrates the general pairing flow. Follow the instructions in the DAMA app for detailed guide for each audio device.

Types of connection

Once the Dell audio device has been added to the mobile phone's Bluetooth list, it can be connected to the Dell Audio Mobile App via 2 types of connection: Auto Connection and Manual Connection depending on several factors.

a. Auto Connection

- Only 1 active Dell audio device connected to the mobile phone Bluetooth list
- There are no other active Dell audio device connections to the Dell Audio Mobile App

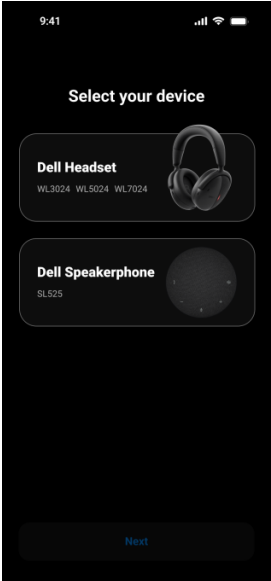
b. Manual Connection

- More than 1 active Dell audio device connected to the mobile phone Bluetooth list.
- There are existing activated Dell audio device connections to the Dell Audio Mobile App



NOTE: The audio device needs to be connected to the phone's Bluetooth list to connect to the app via either one of the above connection methods.

Adding more audio devices



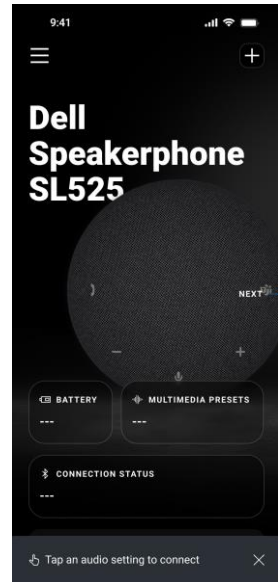
Click on the “+” button on the top right corner to add another audio device to Dell Audio Mobile App.



NOTE: Dell Audio Mobile App can store up to 3 audio devices but can only actively support one device connection at a time. When another device is actively connected to the app, the previous device will be disconnected from the app. At any point, only 1 device can be connected via the app.



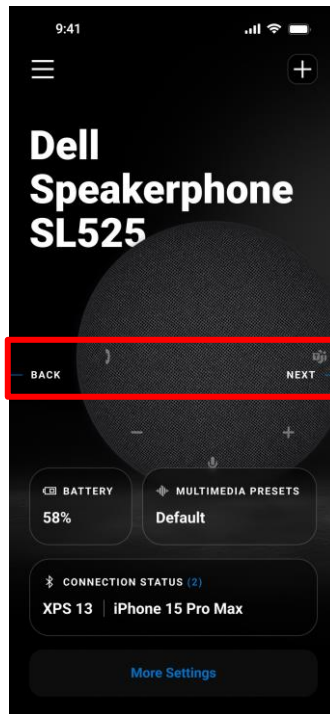
Connected



Disconnected



NOTE: Dell Audio Mobile App can store up to 3 wireless device records, users can navigate the record list via NEXT and BACK button but only one connection will be activated at one time. Tapping on an audio setting on the disconnected audio device screen will trigger a re-scan and attempt to resume the connection.

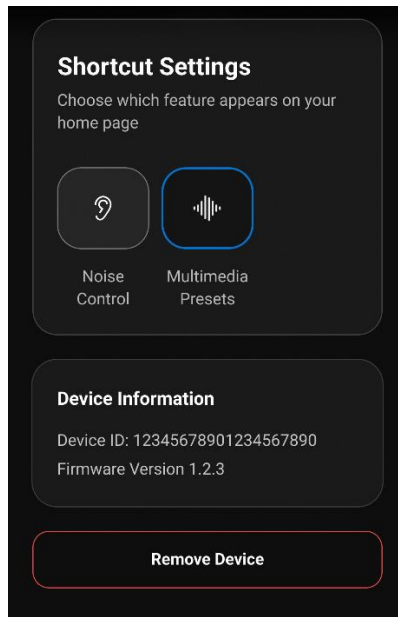


Remove Device

The connected audio device can be removed from Dell Audio Mobile App via **Remove Device**. By removing the audio device from Dell Audio Mobile App, users will not be able to perform advanced customization and control over the audio device.



NOTE: Removing the audio device from the Dell Audio Mobile App does not remove the Bluetooth pairing between the audio device and the mobile phone. Users will still be able to use the audio device as audio output and input via Bluetooth.



Remove Device

To remove the audio device completely from the mobile phone, users will need to remove the Bluetooth pairing from mobile phone's Bluetooth settings.

Audio device features

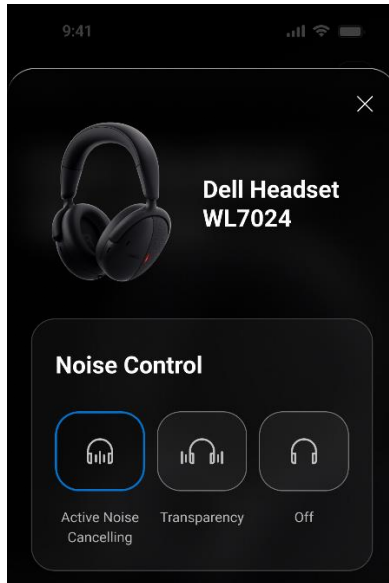
Manage Noise

Active Noise Cancellation

- Turn on the active noise cancellation feature to eliminate background and surrounding noises. [1]
- Adjust the transparency to control the level of ambient sound heard. [2]

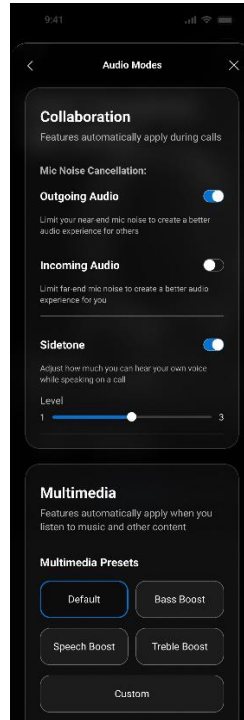
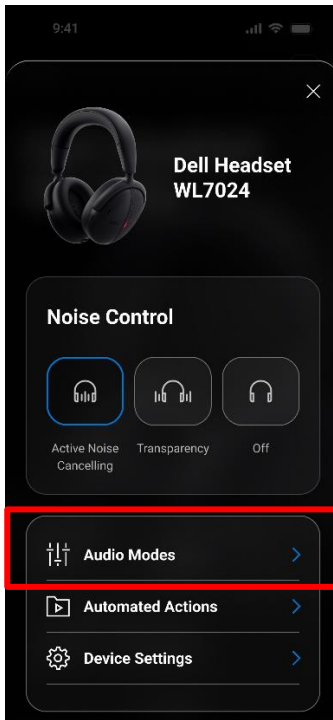


NOTE: These features will only apply for WL5024, WL7024



- 1 Active Noise Cancelling
- 2 Transparency level

Users can view or change other device settings stored under **Audio Modes**.



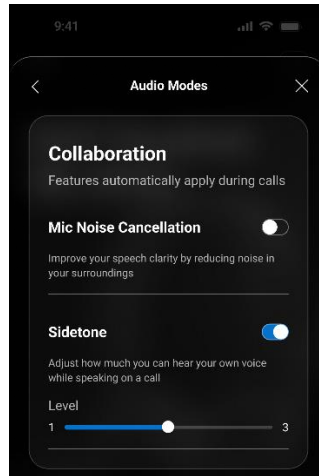
Collaboration

- Turn on the intelligent microphone noise cancellation feature to remove any background noise to allow your voice to be clearly heard. [1]
- Control how much you can hear your own voice while on a call, by adjusting the Sidetone slider. [2]



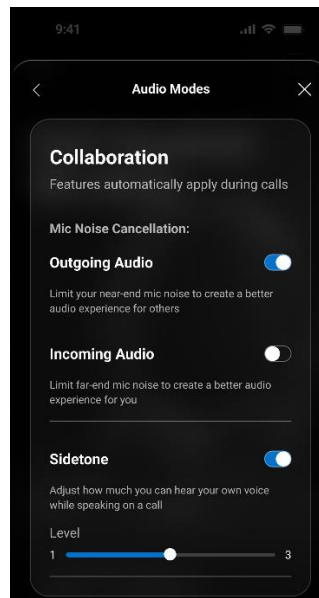
NOTE:

1. These features will apply only during a call.
2. Sidetone configuration is not available when the device is in "Transparency" mode under Noise Control.



1 Mic Noise Cancellation

2 Sidetone





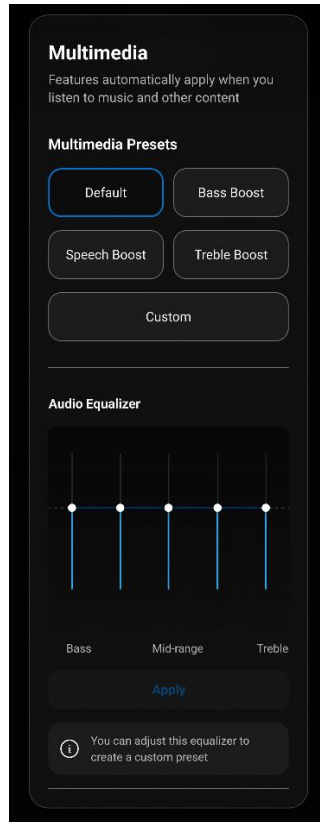
NOTE: Some audio devices have advanced customization for "Incoming Audio" and "Outgoing Audio" mic noise cancellation.

Multimedia

- You can select from speaker preset modes of Default, Bass Boost, Speech Boost, Treble Boost and Custom, depending on the desired sound enhancements in Mobile App supported audio devices. [1]
- You can change the bass, mid-range, and treble levels by moving the slider to achieve the desired audio range under Audio Equalizer. [2]



NOTE: These multimedia features do not apply in calls.



1 Audio Output Presets

2 Audio Equalizer

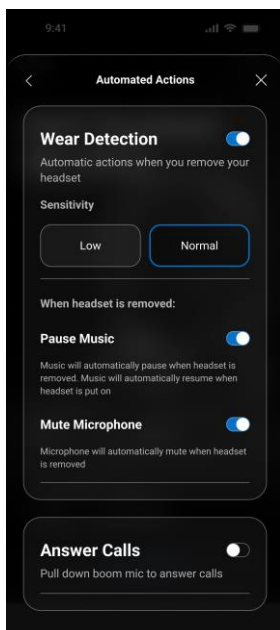
Automated Actions

Wear Detection

You can turn on wear detection to enable automatic actions when you remove your headset or earbud- [1]

- Turn on the pause music feature to automatically pause music playback when you take the device off, and resume playback when you put them back on. [2]

- Turn on the mute microphone feature to automatically mute the microphone when the device is removed. [3]
- Turn on Answer Calls feature to automatically answer calls when you pull the boom mic down. [4]

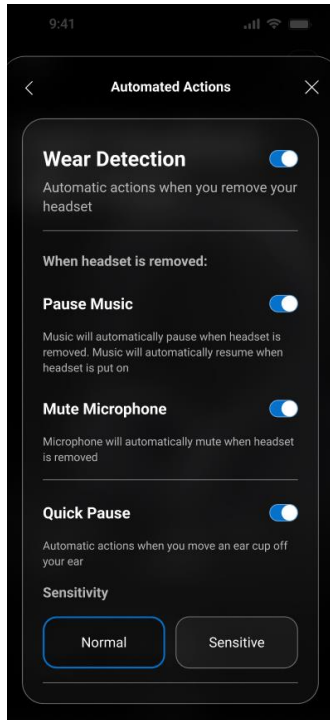


1. Wear Detection
2. Pause Music
3. Mute Microphone
4. Answer Calls



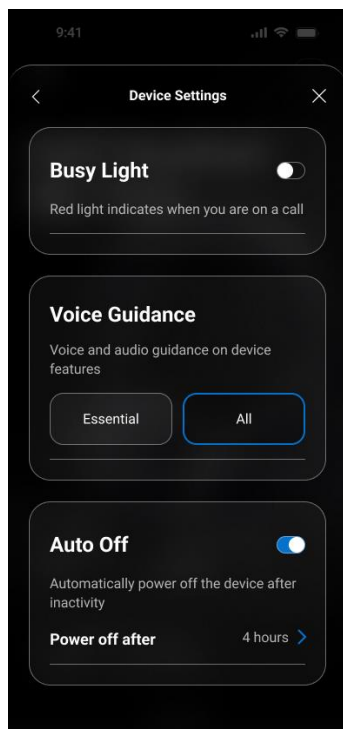
NOTE:

1. These features are not available for SL525 WL3024.
 2. Sensitivity setting for WL5024 is applicable for Wear detection.
- Quick Pause feature is available for WL7024. It allows users to pause the multimedia stream when users take off an ear cup on either side.



Device Settings

- Turn on the busy light feature for headsets to enable indicator light when on a call. [1]
- Turn on the voice guidance feature to hear audio prompts and announcements for device features: [2]
 - Full: Full set of voice prompts
 - Minimal: Essential voice prompts only
- You can customize inactivity duration to turn off device automatically with Auto Off for all devices. [3]



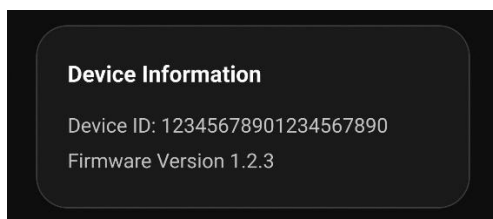
1 Busy Light

2 Voice Guidance

3 Auto Off

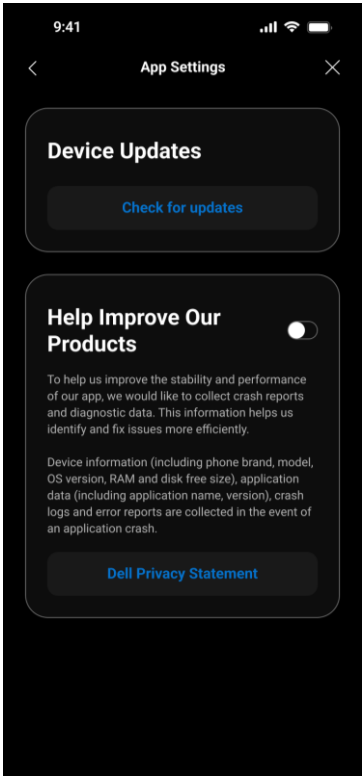
Device information/Status

Device information including battery level, device ID and Firmware version will be displayed after the device is connected.



App Settings

Under this menu, users can check and perform audio device firmware update and enable/disable sharing device data to Dell.



- 1 Firmware update
- 2 Sharing data to Dell



NOTE:

- 1. Users may check for firmware updates manually by clicking on “Check for updates” under “App Settings”. [1]
- 2. By enabling “Help Improve Our Products”, users agree the app to collect and send audio devices related diagnostic data to Dell, such as crash data logs. [2]

Find My Earbuds

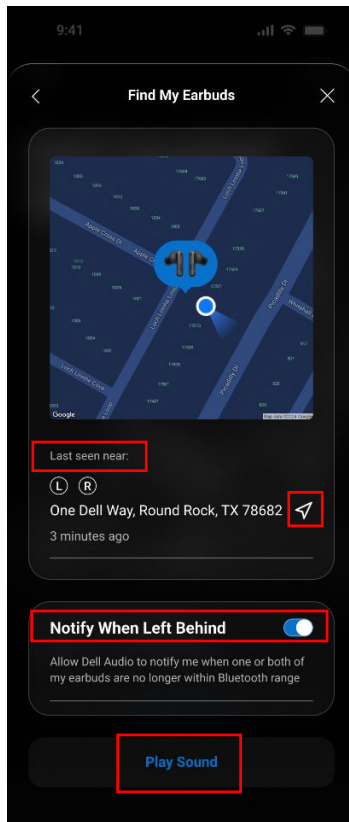
Find My Earbuds feature is available on the Dell Audio Mobile App from version 1.1.1 and above. It allows users to track the location of supported earbuds.

- You can see the location of the earbuds where it was last connected to the phone before it lost connection to the phone. [1]
- You can click on the navigation icon to navigate to the location of the earbuds through default map application on the mobile phone (eg: Maps on iOS, Google Maps on Android). If no default map application is found on user's mobile phone, the map navigation will be opened in the browser. [2]
- By enabling "Notify When Left Behind", the app will send a notification after the earbuds left the Bluetooth connection range of the mobile phone. [3]
- The earbuds will chime upon clicking on "Play Sound" button, it helps to locate the earbuds when the earbuds are in connection with the phone. [4]



Note:

1. **This feature is currently not supported in China, on mobile devices that have Dell Audio Mobile App downloaded from Tencent Store.**
2. **Users will need to grant Location and Notification permissions to Dell Audio Mobile App to use "Find My Earbuds" features.**

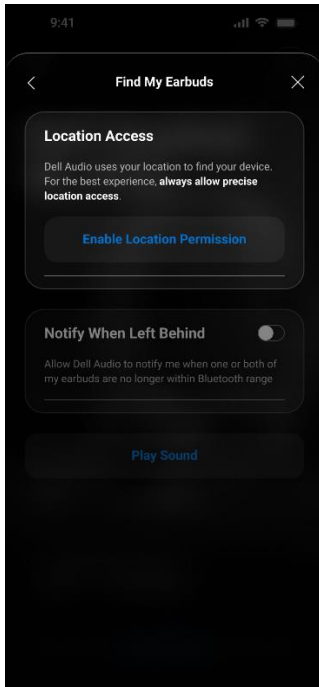


1. Last Seen

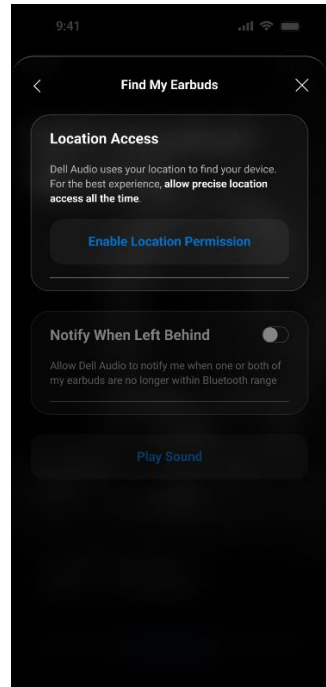
2. Navigate to earbuds

3. Notify When
Left Behind

4. Play Sound



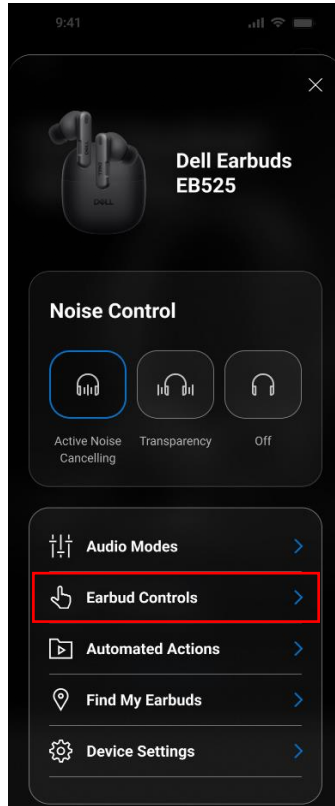
Enable Location Access
in iOS



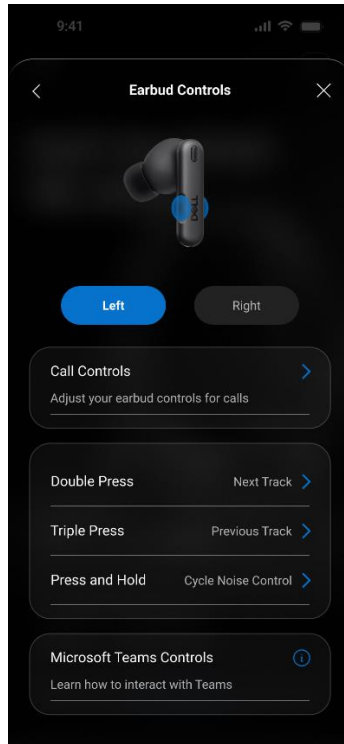
Enable Location Access
in Android

Earbud Controls

- You can customize the gesture controls for your audio devices under “Earbud Controls” settings.

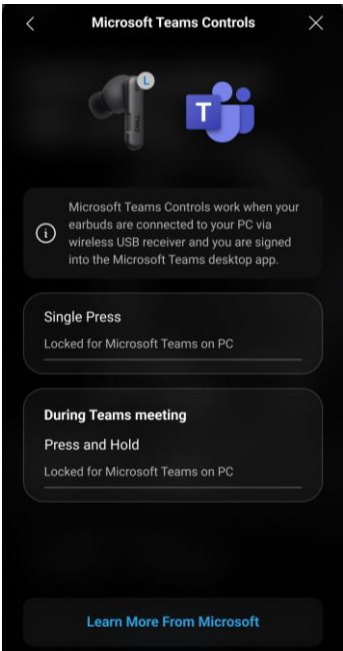


Access the earbud controls via the “Earbud Controls” tab



Each individual earbud can support different gesture controls.

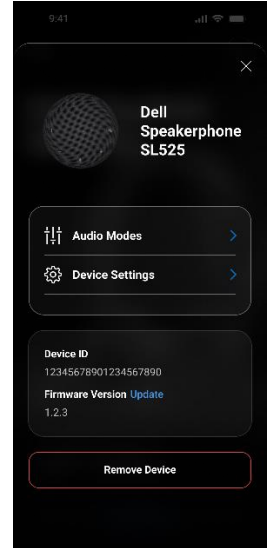
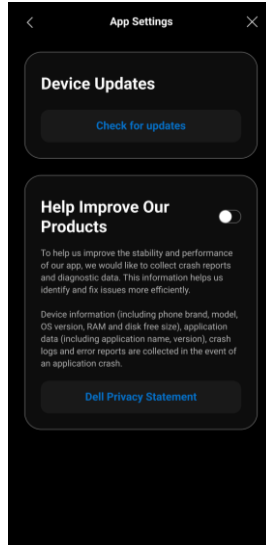
Microsoft Teams Controls are a set of gesture controls designed to integrate with the Microsoft Teams desktop application on supported Dell audio devices.



NOTE:
Microsoft Teams Controls can only support the Microsoft Teams desktop app on Windows when connected to the PC via wireless USB receiver.

Firmware updates

If there are new firmware updates for devices connected to the Dell Audio Mobile App, users may choose to Download and Install the latest firmware updates or ignore the firmware updates for the device.



1. Pop-up notification

2. App Settings

3. More Settings



NOTE:

User may perform firmware update for the audio devices via 3 methods:

1. Dell Audio Mobile App will notify users via pop-up notifications when there are new firmware updates available for the connected devices. [1]
2. Users may check for firmware updates manually by clicking on "Check for updates" under "App Settings". [2]
3. Alternatively, user may update the firmware for each connected device individually under "More Settings". [3]

Software updates

The Software update for Dell Audio Mobile App can be done via iOS App Store, Google Play store and Tencent Store. User can check if there is any new update available on the respective app stores.