Dell Audio app

User's Guide

September 2026
Rev. A09

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.

Copyright © 2026 Dell Inc. or its subsidiaries. All rights reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

Contents

Overview 4
Feature Availability by Model 5
Download and Installation 6
First-Time Connection 7
- **Device Pairing/Connection Flow** 7
- **Welcome to Dell Audio** 8
- **Types of Connection** 8
- **Walkthrough** 9
- **Add More Dell Audio Devices** 9
  - Switch Between Profiles 10
  - Remove Device 10

Device Information/Status 11
Device Guide 12
Audio Features 13
- **Noise Control** 13
- **Audio Modes** 13
  - Collaboration 14
  - Multimedia 14

Automated Actions 15
- **Wear/In-ear Detection** 15
- **Answer Calls** 15

Device Settings 16
Earbud Controls 17
- **General Controls** 17
- **Call Controls** 17
- **Microsoft Teams Controls** 18

Find My Device 19
- **Last Seen** 19
- **Notify When Left Behind** 19
- **Play Sound** 20

App Settings 21
- **Device Updates (Only for EB525)** 21

Responsive UI 22
Software Updates 23

Overview

Dell Audio app allows you to manage and customize your connected Dell audio device with the following features:

1. **Device Connectivity & Information.**
   - **Manage Connections:** Easily connect or disconnect supported Dell audio devices using Bluetooth® (Bluetooth® Low Energy).
   - **View Device Information:** View details for your Dell audio device, including device ID, firmware version, battery status, and the Device Guide.
   - **Find My Device:** Use the Find My Device feature to help track down and locate a misplaced Dell audio device.
2. **Audio & Noise Customization**
   - **Noise Control:** Manage background sound levels by switching between Active Noise Cancelling (ANC) and Transparency modes. On select Dell audio devices, when ANC is active, you can also turn on Adaptive ANC mode.
   - **Audio Modes:** Enhance sound by selecting pre-configured Multimedia Presets, fine-tuning your sound with the Audio Equalizer, or enabling call-centric settings like Mic Noise Cancellation and Sidetone.
3. **Automated Actions**
   - **Wear/In-ear Detection:** Automatically pause music or mute the microphone when you remove your Dell audio device.
   - **Answer Calls:** Answer incoming calls by lowering the boom microphone.
4. **Device Settings**

   Configure hardware preferences, including the Busy Light indicator, Auto Off timer, and Audio Guidance.
5. **Device Updates**

   Download and install the latest firmware updates directly through the app to improve performance and stability.

Feature Availability by Model

Table 1. Feature Availability by Model.

Feature	Availability
Noise Control	WL5024, WL7024, EB525, WL327, WL527
Adaptive ANC	WL527
Mic Noise Cancellation	WL3024, WL5024, EB525, WL327, WL527
Mic Noise Cancellation (outgoing/ incoming)	WL7024, SL525
Sidetone	WL3024, WL5024, WL7024, EB525, WL327, WL527
Multimedia Presets	All models
Custom Equalizer	All models
Wear Detection	WL5024, WL7024, WL527
In-ear Detection	EB525
Sensitivity	WL5024, WL7024
Pause Music	WL5024, WL7024, EB525, WL527
Mute Microphone	WL5024, WL7024, EB525, WL527
Quick Pause	WL7024
Answer Calls	WL3024, WL5024, EB525
Auto Off	All models
Busy Light	WL3024, WL5024, WL7024, WL327, WL527
Earbud Controls	EB525
Find My Device	EB525, WL327, WL527
Device Updates	EB525

Download and Installation

Dell Audio app can be downloaded from the Apple App Store (for iOS devices) or the Google Play Store (for Android devices). Availability may vary by region.

NOTE: Requires iOS 17 or later for iPhone, or Android 11 or later for Android devices. Supported on mobile phones only.

NOTE: End of support for China Region from 06 October 2026 onwards. Users will not be able to download Dell Audio app from Tencent Store and Apple App Store.

NOTE: Existing users in China region with Dell Audio app installed may continue to use it on their mobile devices at own risk. For more information, please visit End of Security Support for Dell Audio Mobile App (China only) | Dell US

After a successful installation, Dell Audio app icon will appear as shown below.

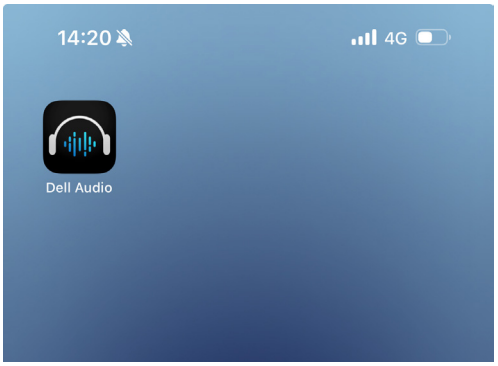


Figure 1. Dell Audio app icon

First-Time Connection

Before connecting to the Dell Audio app, your Dell audio device must be connected to the mobile phone via Bluetooth. Ensure your Dell audio device is sufficiently charged before launching the Dell Audio app to prevent interruption during the connection process.

Device Pairing/Connection Flow



Figure 2. Enable Bluetooth

1. Enable Bluetooth in Mobile System setting.
2. Press the power button once to power on your Dell audio device. Press and hold the power button for 3 seconds to enter pairing mode. You will hear a Bluetooth pairing voice prompt, and the power LED will blink rapidly to indicate the device is ready for pairing. Once paired, you will hear a voice prompt confirmation.
3. Select your Dell audio device from the list on your mobile Bluetooth settings screen to connect.

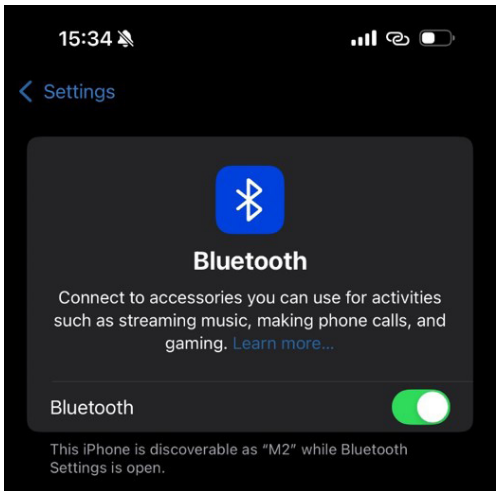


Figure 3. Connect your Dell audio device

4. Open the Dell Audio app. Your Dell audio device will be automatically added to the app.

Welcome to Dell Audio

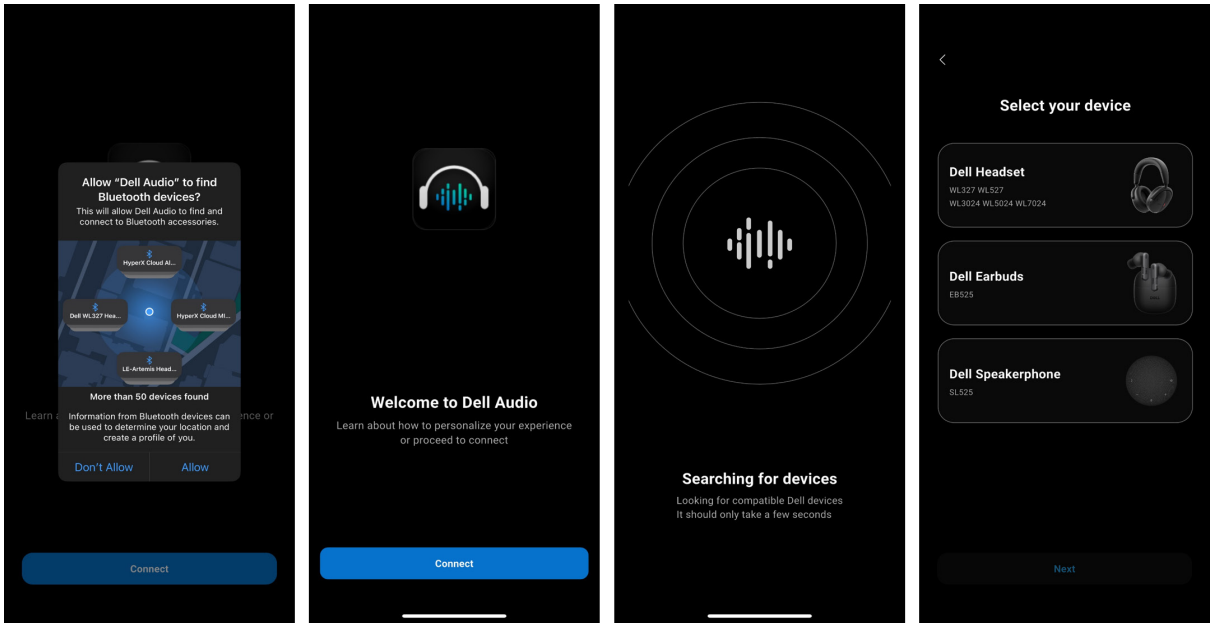


Figure 4. Welcome page and Select your device page

After installing the app and proceeding from the Welcome page, the Dell Audio app will automatically search for available Dell audio devices paired to the mobile phone via Bluetooth and connects if only one Dell audio device is detected.

If multiple or no devices are detected, you will be redirected to the **Select your device** page. Choose your Dell audio device from the list on the screen. The app will then guide you through the setup and connection process.

The connection process may vary between different devices (e.g., LED indicator colors). You can access this page from the Welcome page during initial setup, or later from the **Home Page** by adding more Dell audio devices.

NOTE: Your Dell audio devices must be connected to your phone's Bluetooth device list before they can be added or connected to the Dell Audio app using either connection method.

Types of Connection

Once the Dell audio device has been added to your mobile phone's Bluetooth list, it can connect to the Dell Audio app using one of two connection methods: **Auto Connection or Manual Connection**, depending on device status and settings.

1. **Auto Connection:** Auto Connection occurs when both of the following conditions are met:
   - Only one Dell audio device is currently connected to your phone's Bluetooth.
   - The Dell Audio app is not currently connected to any other Dell audio device.
2. **Manual Connection:** Manual Connection is required when either of the following conditions is true:
   - More than one Dell audio device is connected to your phone's Bluetooth.
   - Dell Audio app is already connected to another Dell audio device.

Walkthrough

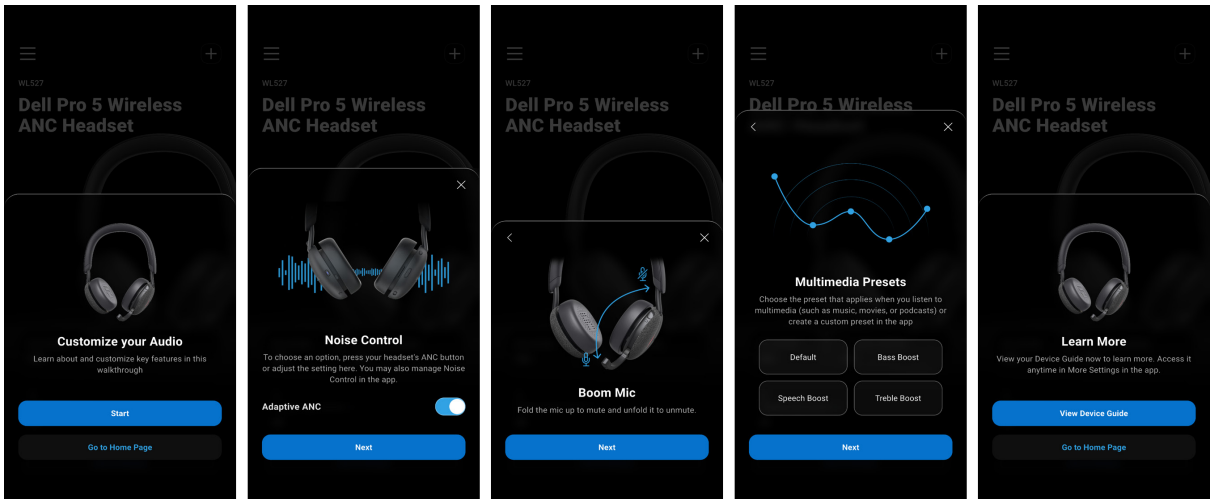


Figure 5. Interactive walkthrough

Once you add a device, an interactive **Walkthrough** will appear to introduce the device's key features. These pages demonstrate features like Adaptive ANC, Multimedia Presets, explaining how they enhance your Dell audio device experience. You can turn these key features ON or OFF directly within the walkthrough, or adjust the settings later in the **More Settings** page.

NOTE: Any feature settings (e.g., Adaptive ANC, Multimedia Presets) you enable or disable within the walkthrough are saved and will be applied to your Dell audio device immediately.

Add More Dell Audio Devices

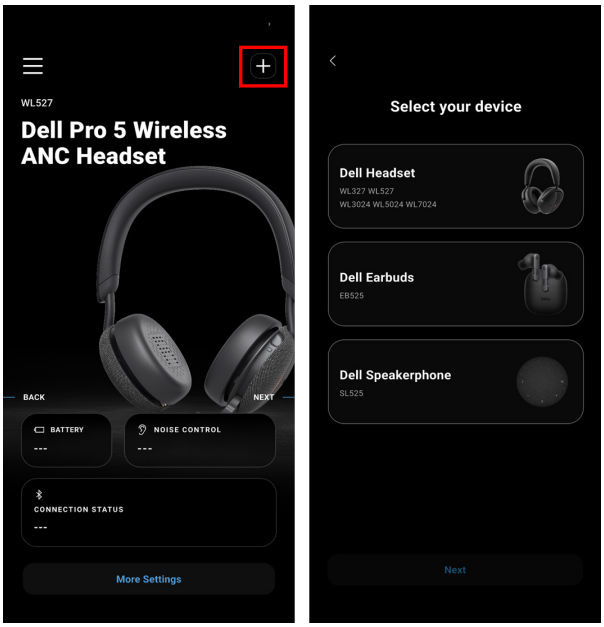


Figure 6. Add new device

After finishing the **Walkthrough**, you will enter the **Home Page**. To add another Dell audio device, tap the '+' button in the top right corner.

NOTE: While the Dell Audio app can store up to three device profiles, it allows for only one active connection at any time. When you connect a second Dell audio device, the first device is automatically disconnected from the app.

- **Switch Between Profiles**

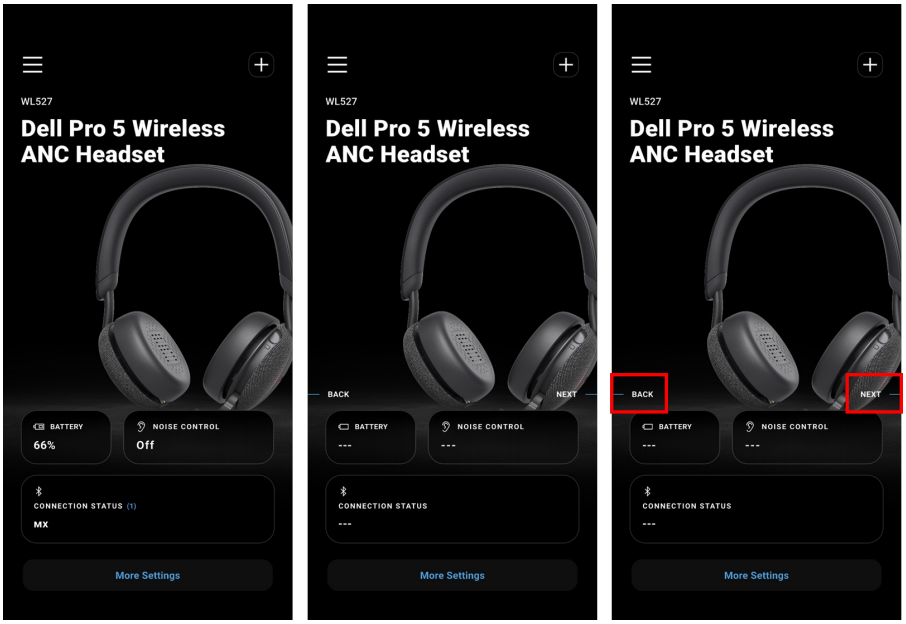


Figure 7. Device profiles in Homepage

Only one Dell audio device can be actively connected in the Dell Audio app at any time. Use the **Next** and **Back** buttons to browse your stored devices and connect to a different profile.

NOTE: To activate the connection to a disconnected device, simply tap any audio setting on its profile screen. This will automatically prompt the app to re-scan and reconnect.

- **Remove Device**

To remove a device from the Dell Audio app, tap the **Remove Device** button in the **More Settings** page. Once the device is removed, you will no longer be able to customize its settings or control its features through the app.

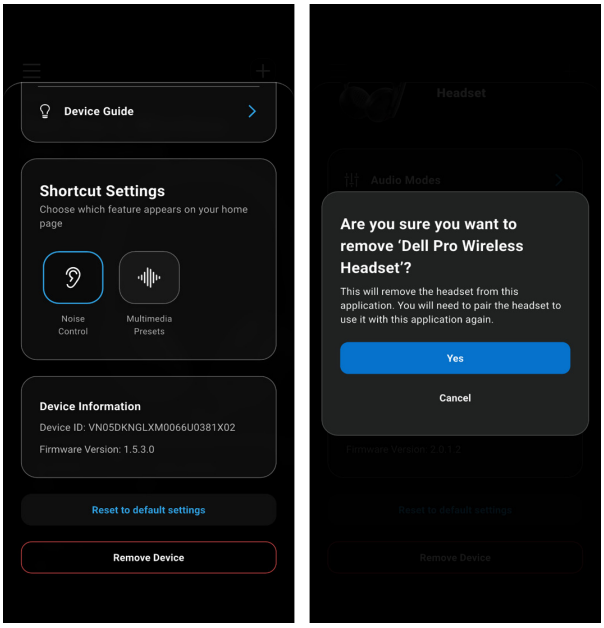


Figure 8. Remove Device

To completely remove the audio device from your mobile phone, you must unpair it directly from your phone's Bluetooth settings.

NOTE: Removing a Dell audio device from the Dell Audio app does not remove the Bluetooth pairing between the Dell audio device and your phone. You will still be able to use the Dell audio device for audio output and input via Bluetooth.

Device Information/Status

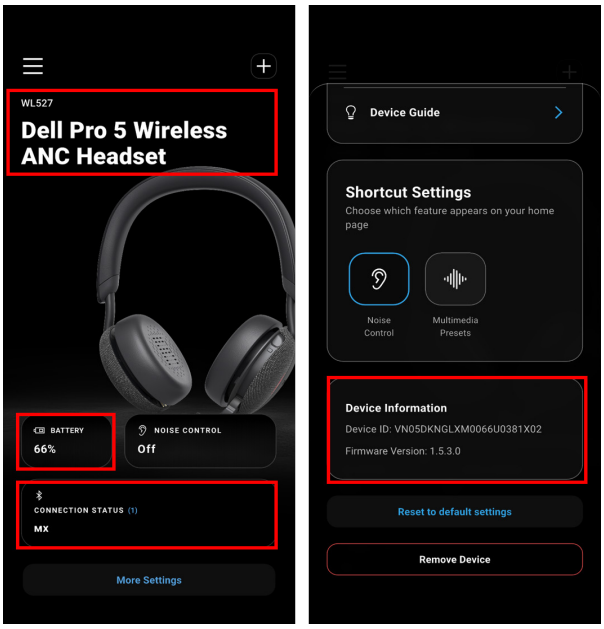


Figure 9. Device Information on the Home Page and in More Settings

Your Dell audio device's **Product Name, Model Number, Battery,** and **Connection Status** appear on the Home Page. For additional details, go to More Settings. Under Device Information, you can view the **Device ID** and **Firmware Version.**

Device Guide

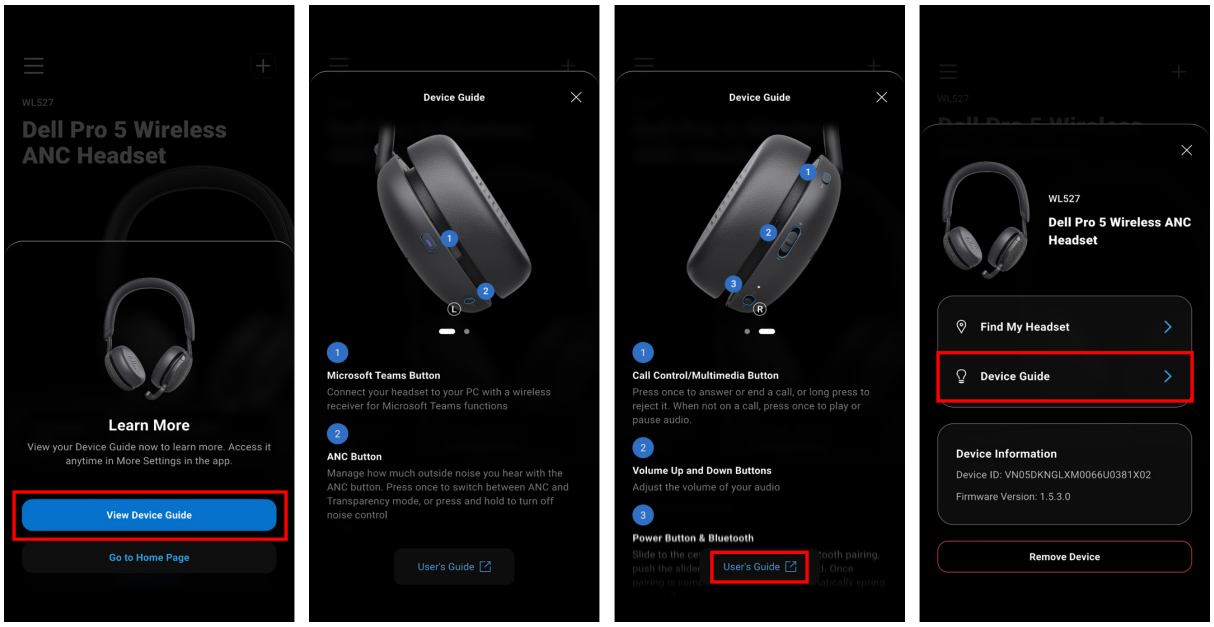


Figure 10. Accessing the Device Guide

The **Device Guide** offers additional guidance on your Dell audio device's features. You can access it in two ways:

1. Tap **View Device Guide** immediately after completing the **Walkthrough**.
2. Tap **Device Guide** tab from **More Settings**.

ⓘ **NOTE:** To view the full technical documentation, tap the User's Guide button. This will redirect you to the corresponding device guide on Dell.com via your default web browser.

Audio Features

Noise Control

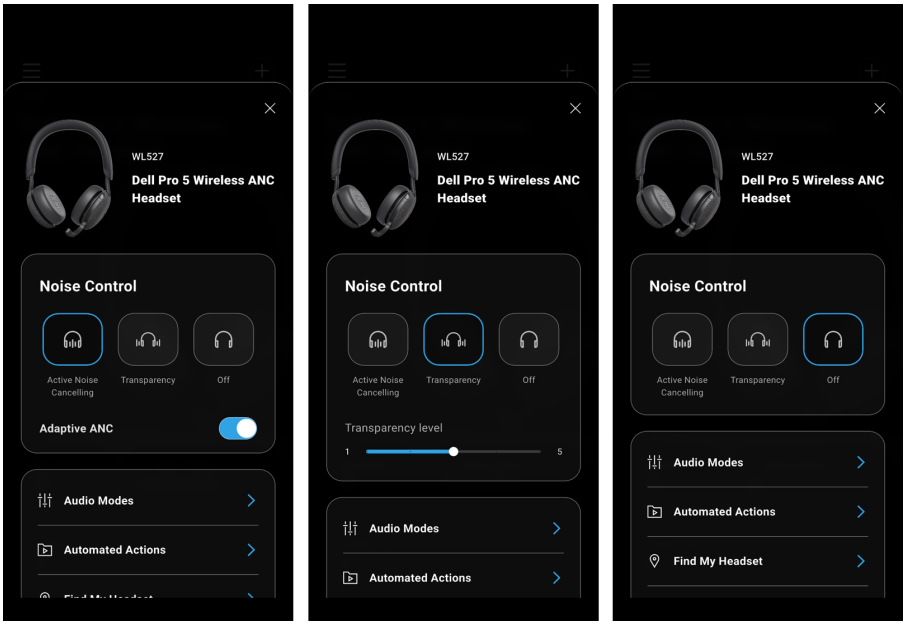


Figure 11. Noise Control settings

1. **ANC (Active Noise Cancelling) On/Off**: Turn on ANC to reduce background and surrounding noise.
2. **Adaptive ANC:** On WL527, you can also turn on **Adaptive ANC** mode while ANC is active. Adaptive ANC automatically adjusts the cancellation level based on your surroundings, so you get stronger noise reduction in loud environments and lighter cancellation in quieter ones.
3. **Transparency:** Adjust **Transparency** to control the level of ambient sound you hear.

Audio Modes

More audio settings can be viewed or changed under **Audio Modes**.

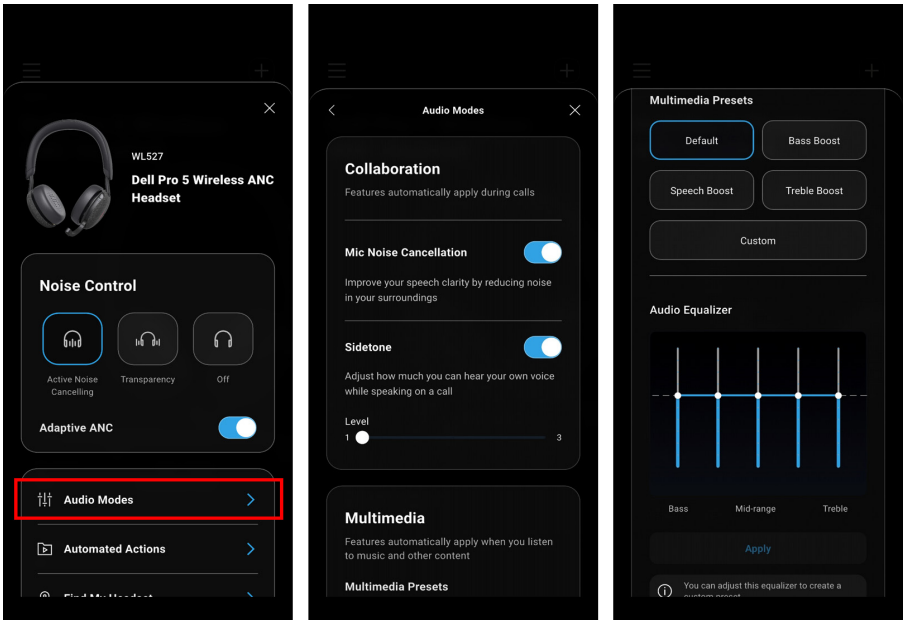


Figure 12. Accessing Audio Modes

NOTE: Settings under Multimedia automatically applies during streaming. And settings under Collaboration automatically apply during calls.

- **Collaboration**

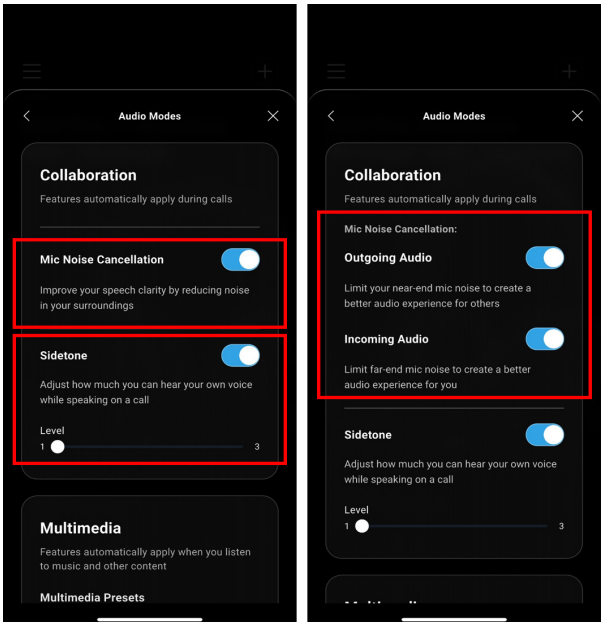


Figure 13. Mic Noise Cancellation and Sidetone controls

1. **Mic Noise Cancellation:** Turn on to reduce background noise for clearer voice transmission.
   - On the Dell audio device WL7024 and SL525, Mic Noise Cancellation has two separate controls instead of a single toggle.
     - **Outgoing Audio:** Turn on to filter noise around you, ensuring your voice is clear to others.
     - **Incoming Audio:** Turn on to suppress the other person's background noise, improving your listening experience.
2. **Sidetone:** Adjust the Sidetone slider to control how much you hear your own voice during calls.

NOTE: Sidetone adjustment is not available when the device is in Transparency mode under Noise Control.

- **Multimedia**

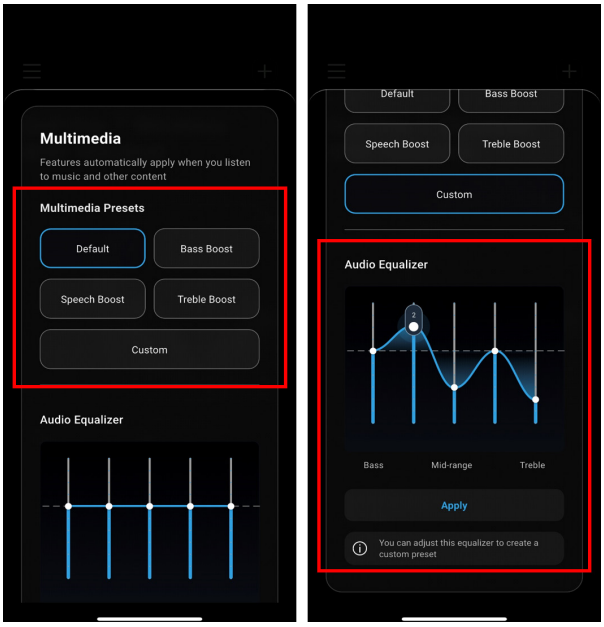


Figure 14. Multimedia Presets and Audio Equalizer settings

1. **Multimedia Presets**: Select from speaker preset modes: Default, Bass Boost, Speech Boost, Treble Boost, or Custom to enhance sound quality on supported Dell audio devices.
2. **Audio Equalizer:** Adjust Bass, Midrange, and Treble levels using the sliders under Audio Equalizer to achieve your desired audio range.

NOTE: These multimedia features apply only during streaming, not during calls.

Automated Actions

Wear/In-ear Detection

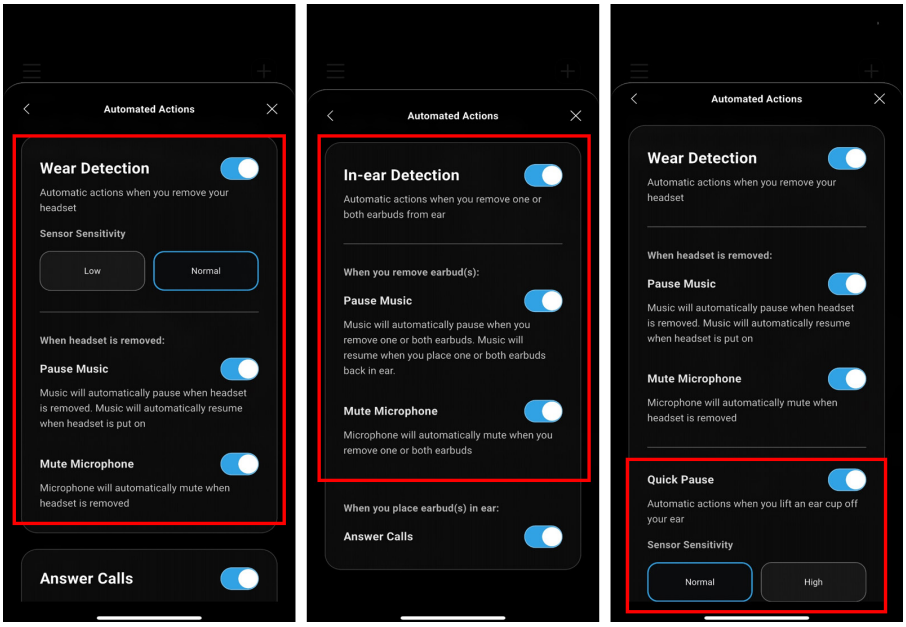


Figure 15. Wear Detection, In-ear Detection, and Quick Pause settings

Enable **Wear Detection** (for headsets) or **In-ear Detection** (for earbuds) to trigger automatic actions when you remove or put on your Dell audio device.

1. **Pause Music:** Turn on to automatically pause playback when you remove your Dell audio device, and resume playback when you put it back on.
2. **Mute Microphone:** Turn on to automatically mute the microphone when your Dell audio device is removed.
3. **Sensor Sensitivity:** Adjust to control how easily Wear/In-ear Detection responds.
4. **Quick Pause:** Turn on to automatically pause multimedia playback when you remove either ear cup.

NOTE: Pause Music, Mute Microphone, Sensor Sensitivity, and Quick Pause cannot be changed until Wear/In-ear Detection is turned on.

Answer Calls

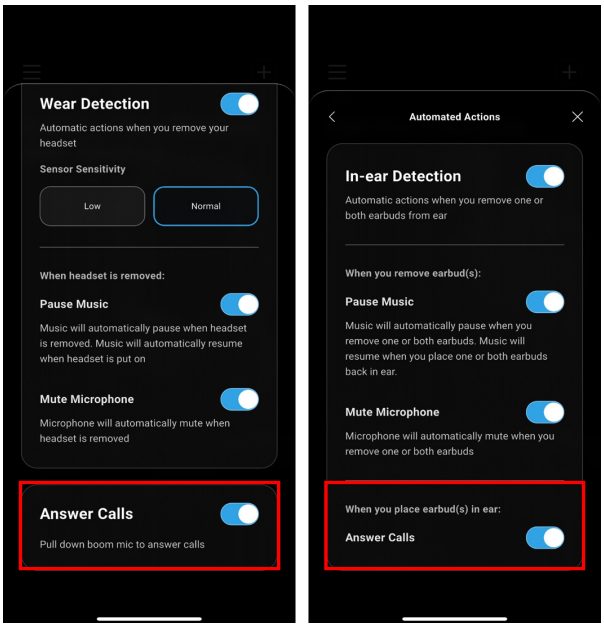


Figure 16. Answer Calls (headset vs. earbuds)

1. On Dell audio devices: WL3024, WL5024, turn on Answer Calls to automatically answer incoming calls when you pull down the boom mic.
2. On the Dell audio device: EB525, turn on Answer Calls to automatically answer incoming calls by placing an earbud in your ear.

Device Settings

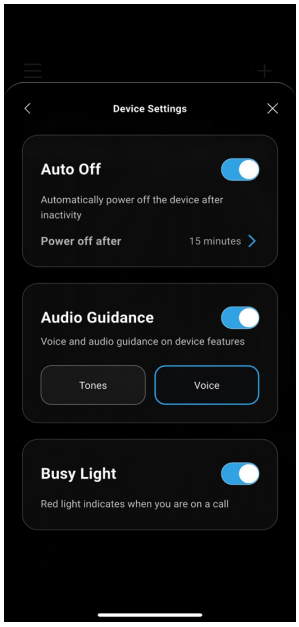


Figure 17. Device Settings screen

1. **Auto Off:** Turn on Auto Off to automatically power off your Dell audio device after a period of inactivity. Then, set how long to wait under Power off after.
2. **Audio** Guidance: Turn on Audio Guidance to hear audio prompts and announcements about your Dell audio device's features. Then, choose a level of detail:
   - Voice: Provides complete audible announcements.
   - Tones: Provides only the essential announcements.
3. **Busy Light:** Turn on Busy Light to enable the indicator light during calls.

Earbud Controls

Customize touch gesture controls for your Dell audio device under **Earbud Controls** in **More Settings**. Since the left and right earbuds can have different gesture assignments, select **Left** or **Right** before customizing. To use a gesture, press the stem with your thumb and forefinger.

General Controls

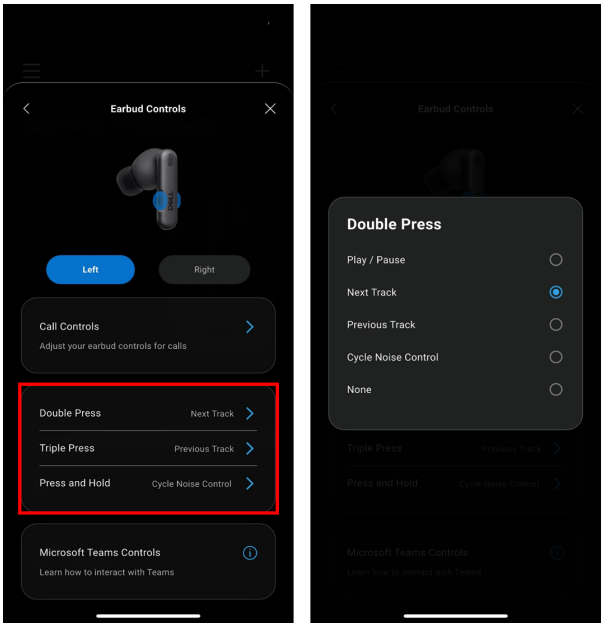


Figure 18. Assigning an Earbud Controls gesture

Available gestures may differ between the left and right earbud. Tap a gesture, such as Single Press, Double Press, Triple Press, or Press and Hold, to assign it one of the following actions: Play/Pause, Next Track, Previous Track, Cycle Noise Control, or None.

Call Controls

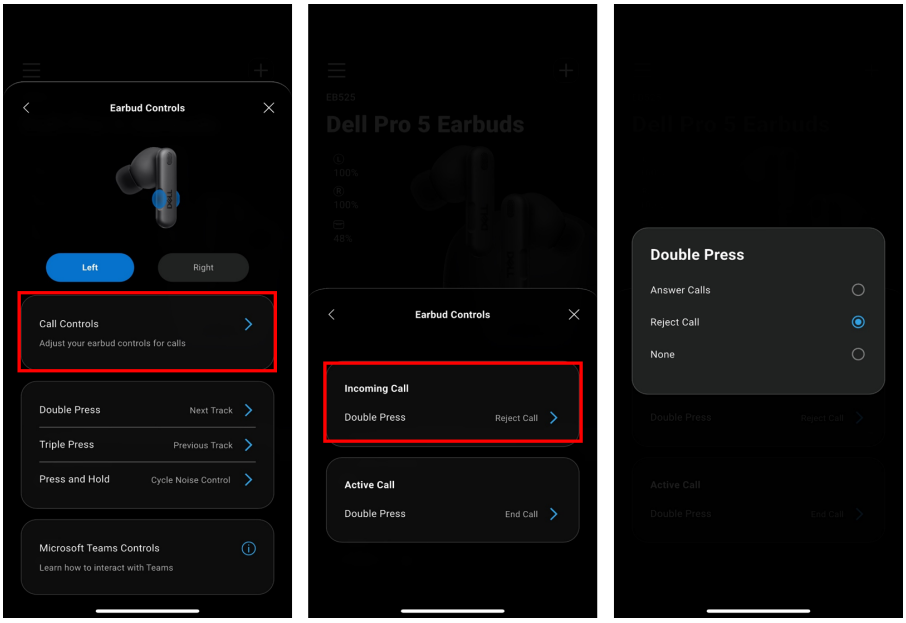


Figure 19. Setting a Call Controls gesture

Tap **Call Controls** to customize gestures for **Incoming Call** and **Active Call**. Available gestures may differ between the left and right earbud.

1. Incoming Call: Answer or reject a call.
2. Active Call: Mute or unmute, end the call, or cycle Noise Control.

Microsoft Teams Controls

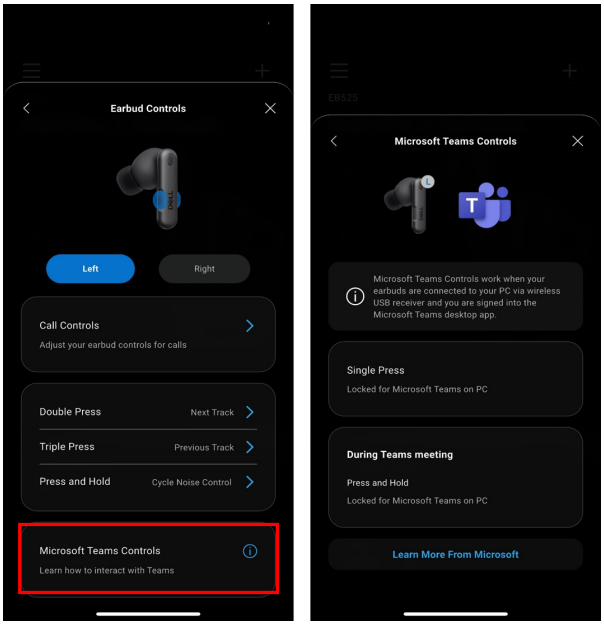


Figure 20. Microsoft Teams Controls

Microsoft Teams Controls are gesture controls that work with the Microsoft Teams desktop app when your Dell audio device is connected to your PC through the wireless USB receiver.

NOTE: Some gestures, such as Single Press and Press and Hold, are reserved for Microsoft Teams functions and can't be reassigned while Teams Controls are active.

Find My Device

Use **Find My Device** to help locate a misplaced Dell audio device.

NOTE: In the app, this feature is labeled Find My Headset or Find My Earbuds, depending on your Dell audio device type.

Last Seen

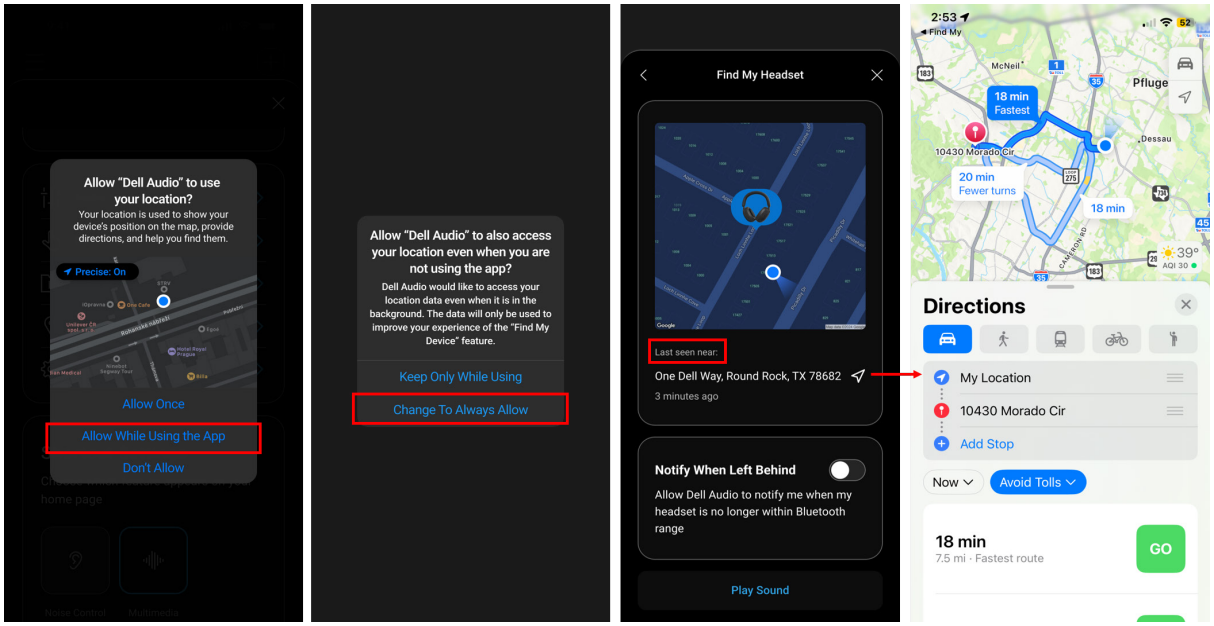


Figure 21. Location permissions and Last Seen

The **Last Seen** feature allows you to view the last known location where your Dell audio device was connected to your phone before losing connection. Tap the navigation icon to navigate to your Dell audio device's location through your phone's default map app (Maps on iOS, Google Maps on Android). If no default map app is installed, navigation opens in the browser.

NOTE: To use Last Seen, you must allow the Dell Audio app to access your phone's location.

Notify When Left Behind

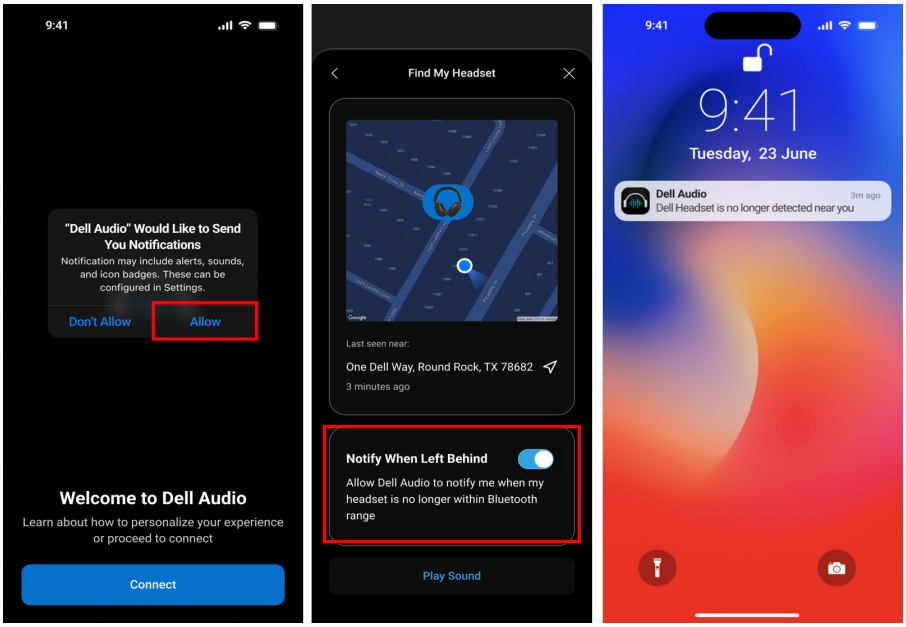


Figure 22. Notification permission and Notify When Left Behind alert

Enable Notify When Left Behind to receive a notification alert when your Dell audio device moves out of Bluetooth range from your phone.

NOTE: To use Notify When Left Behind, you must allow the Dell Audio app to send notifications.

Play Sound

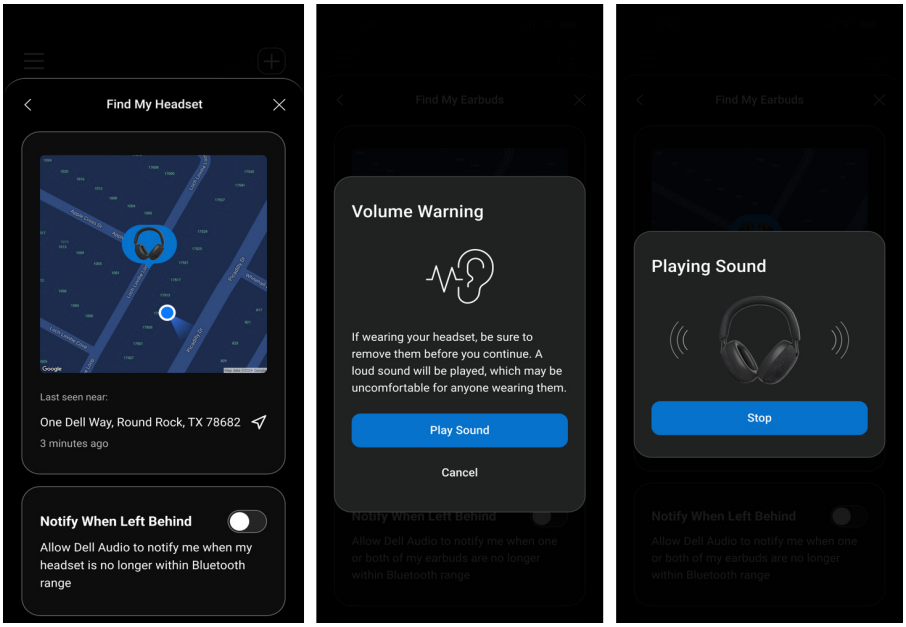


Figure 23. Play Sound

Tap the **Play Sound** button to make your Dell audio device emit a chime sound, helping you locate it when it is still connected to the phone and Dell Audio app but you cannot visually locate it nearby.

App Settings

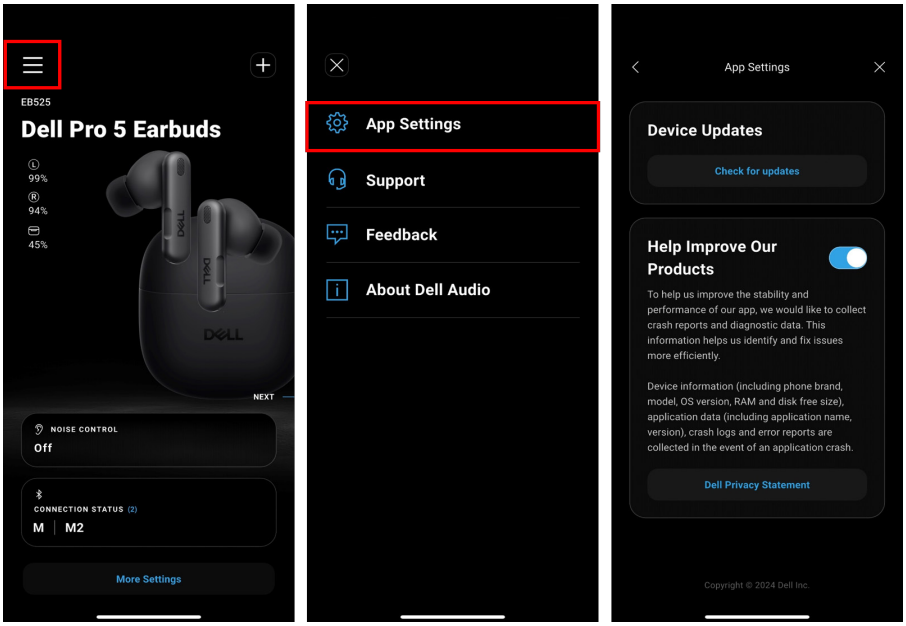


Figure 24. Accessing App Settings

Access App Settings from the menu in the top-left corner of the Dell Audio app. From here, you can check for Dell audio device firmware updates and manage whether the Dell Audio app shares diagnostic data with Dell. By enabling 'Help Improve Our Products' you allow the app to collect and send audio device diagnostic data to Dell, such as crash logs.

Device Updates (Only for EB525)

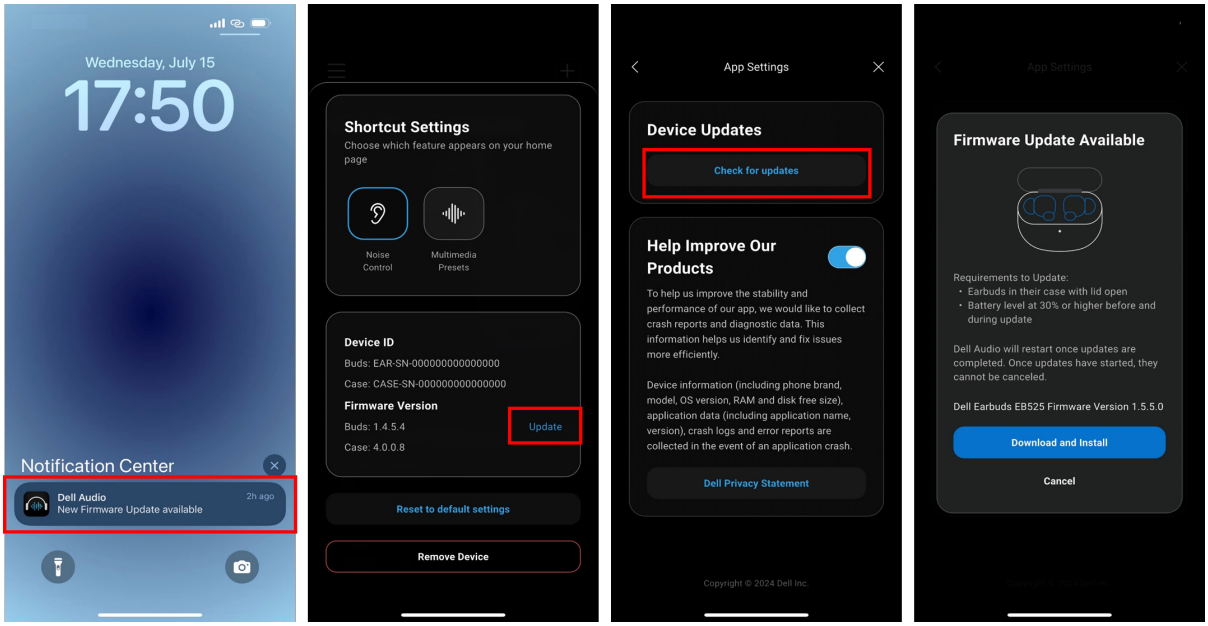


Figure 25. Device firmware update

1. Automatic Notification: The Dell Audio app will notify you via a pop-up when a new firmware update is available for your connected Dell audio devices.
2. From Device Information: You can update the firmware for each connected device individually by tapping the Update button in Device Information under More Settings.
3. Manual Check: You can check for updates manually by tapping Check for updates under App Settings.

NOTE: This feature is currently only available on the Dell audio device: EB525.

NOTE: Firmware updates for other Dell audio devices are available on dell.com through the standalone updater or Dell Display and Peripheral Manager (DDPM), which is also available through the Microsoft Store.

Responsive UI

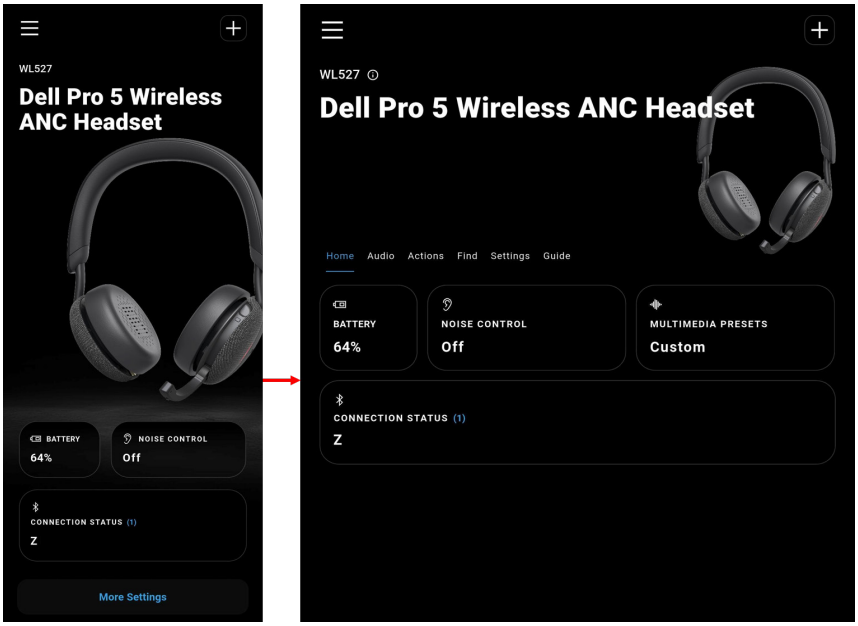


Figure 26. Compact layout (left) and responsive layout (right)

On Android devices with larger screens, such as an unfolded foldable phone, the Dell Audio app automatically adjusts its layout to make better use of the extra space. Instead of scrolling through stacked cards and moving between screens, you'll see tabs across the top, Home, Audio, Actions, Find, Settings, and Guide, and related settings are shown side by side on the same screen.

NOTE: Responsive UI is currently available on Android only.

NOTE: All the same features are available in both layouts, just organized differently. The app switches automatically based on your screen size.

Software Updates

The Dell Audio app is updated through your phone's app store. To check for a new version, visit the Apple **App Store** or **Google Play Store**.