


Dell Pro Premium Conferencing Soundbar SB725

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.

Contents

- 1. Safety instructions 4
- 2. What’s in the box 5
- 3. Views 6
- 4. Setting up your soundbar with a Dell monitor 7
- 5. Status indication 9
 - Button and LED indication10
 - Operation behavior on Microsoft Teams13
 - SB725’s button behavior on some popular communication software14
- 6. Dell Display and Peripheral Manager 15
- 7. Specifications 16
- 8. Troubleshooting 17
- 9. Statutory information 19
 - Warranty19
 - Getting Help..... 20

Safety instructions

Use the following safety guidelines to protect your soundbar from potential damage and to ensure your personal safety. Unless otherwise stated, each procedure included in this document assumes that you have read the safety information that is mentioned in the document.

① **NOTE:** Before using the soundbar, read the safety information that is shipped with your soundbar and printed on the product. Keep the documentation at a secure location for future reference.

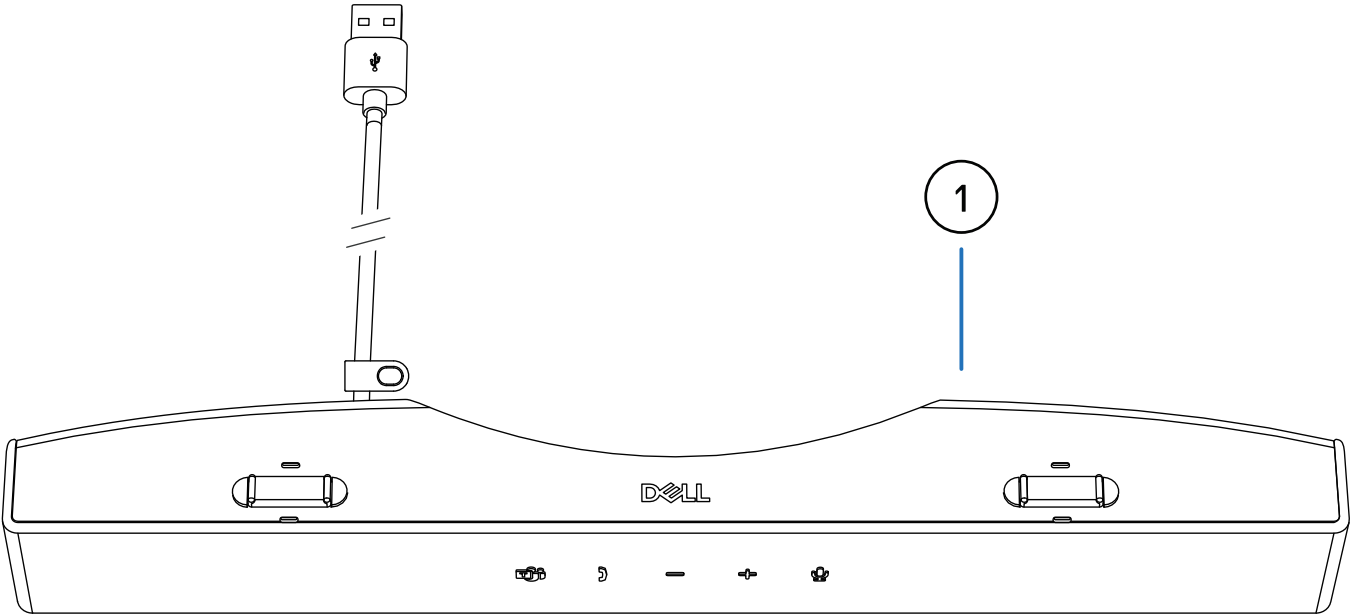
⚠ **WARNING:** Use of controls, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

⚠ **CAUTION:** The possible long-term effect of listening to audio at high volume through the headphones (on soundbar that support it) may cause damage to your hearing ability.

- Attach it securely to a compatible Dell monitor.
- The soundbar is fragile and can be damaged if dropped or hit with a sharp object.
- Keep the soundbar in room temperature. Excessive cold or hot conditions can have an adverse effect on the soundbar.
- Do not place and use the soundbar on a wet surface or near water.
- Do not subject the soundbar to severe vibration or high impact conditions. For example, do not place the soundbar inside a car trunk.
- Unplug the soundbar when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the soundbar.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on product.

For information on safety instructions, see the Warranty, Safety, Environmental and Regulatory Information (WSERI) document that is shipped with your soundbar.

What's in the box



Warranty, Safety, Environmental, and Regulatory Information

Информация за гаранцията, нормативните разпоредби, безопасността и опазването на околната среда.
保証、安全、環境および法規制に関する情報
Informace o záruce, bezpečnostní informace a předpisy a informace o škodu na životní prostředí.
Opplýsingar um garanti, skiðkerfið, miðu og byggveitingar.
Informacje o gwarancji, bezpieczeństwie, środowisku i regulacjach.
Garanti, turvike, keskkonnale ja ligatustava teave, turvalisuse, ympäristö ja sääntöaset.
Informations relatives à la garantie, la sécurité, l'environnement et la réglementation.
Informationen zu Service, Sicherheit, Umweltschutz und Vorschriften.
Πληροφορίες σχετικά με την εγγύηση, την ασφάλεια, την προστασία του περιβάλλοντος και τον κανονισμό.
Järjestelmän, turvallisuuden, ympäristönsuojelun ja sääntöjen tiedot.
Informazioni sulla garanzia, sulla sicurezza, ambientale e sulle normative.
保証、安全、環境、および法規制に関する情報
후상승리, 안전, 환경 및 규정 정보
Garantia, siguranță, mediu și reglementări
Su gárantia, seaga, sprínka i reguláirim tuaisíais i nformáil.
Informasjon om service, sikkerhet, miljø og forskrifter

Informacje dotyczące gwarancji, bezpieczeństwa, ochrony środowiska i przepisów prawnych.
Informações regulamentares de segurança, meio ambiente e garantia.
Informations de garantie, sécurité, milieu ambiant e réglementation.
Informet despre garanție, siguranță, mediu și de reglementare.
Информация о гаранти, безопасност, околната среда и законодателство.
Informacje o wadze, bezpieczeństwie, środowisku i przepisach.
Informácie o záruke, bezpečnosti, vplyve na životné prostredie a regulačných nariadeniach.
Garantia, turvike, keskkonnale ja ligatustava teave.
Información regulamintara, mediuambiental, de seguridad y de garantía.
Información om garanti, sikkerhet, miljø och regelbundenhet.
Garanti, Güvenlik, Çevre ve Düzenleyici Bilgiler.
Informações sobre garantia, segurança, meio ambiente e regulamentação.
Thông tin Bảo hành, An toàn, Môi trường và Quy định.
معلومات الضمان والأمان والبيئة والتنظيمية

SB725

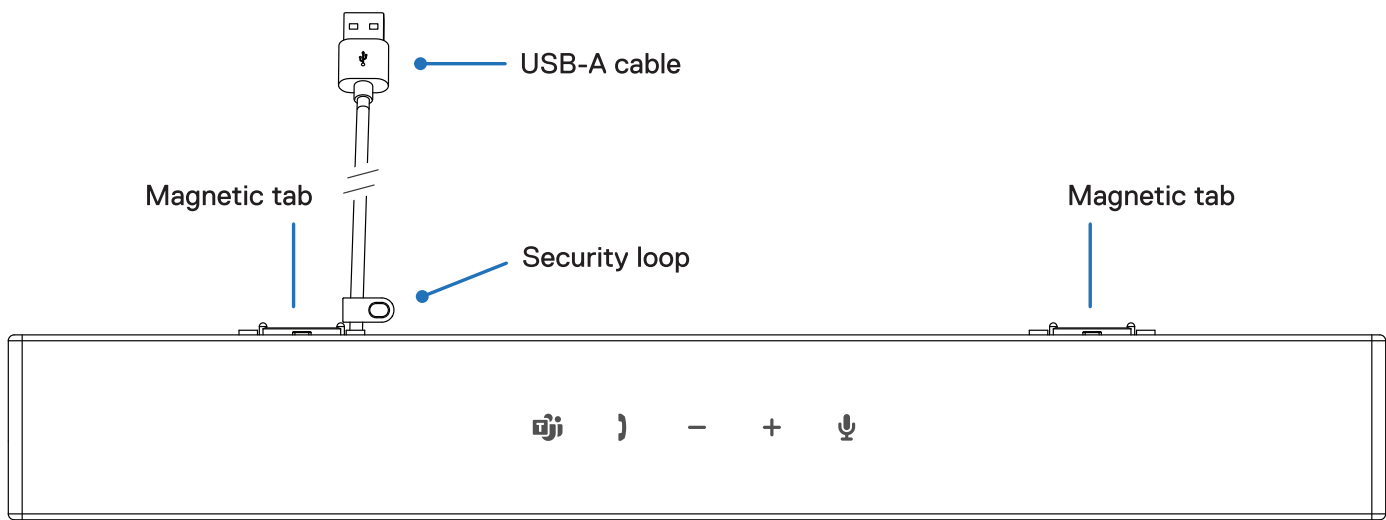
Dell.com/support/SB725

DELL
Technologies

- 1. Dell Pro Premium Conferencing Soundbar
- 2. Security chain
- 3. User documents

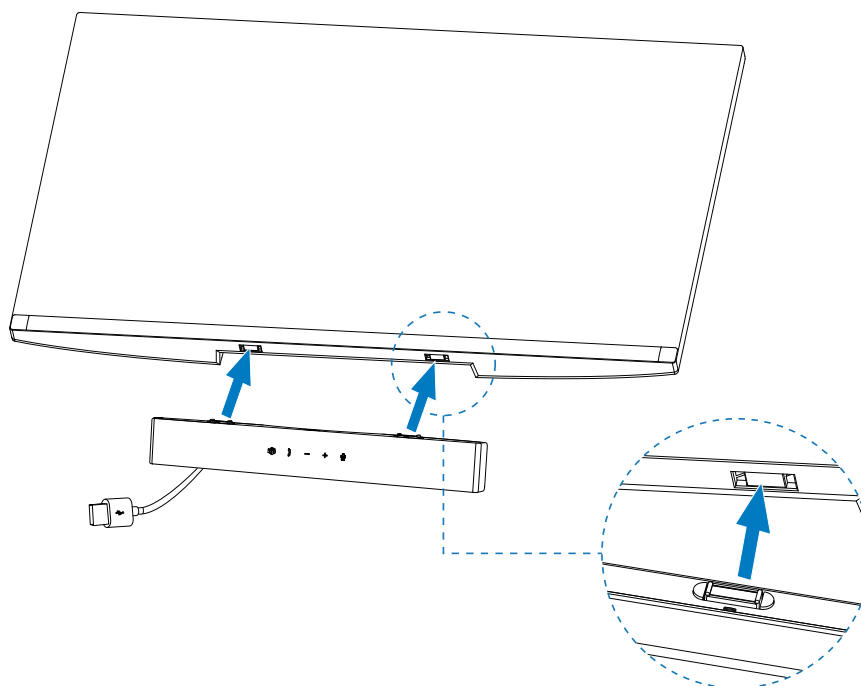
This page provides the list of components that are shipped with your soundbar. If any component is missing, contact Dell. For more information on contacting Dell, see [Dell support site](#).

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

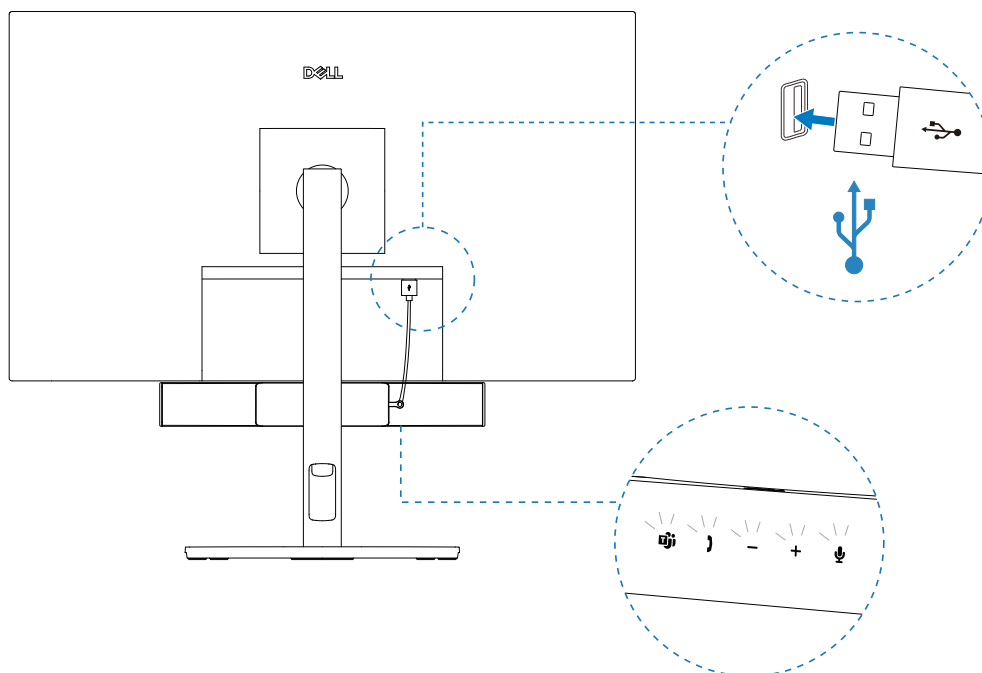


Setting up your soundbar with a Dell monitor

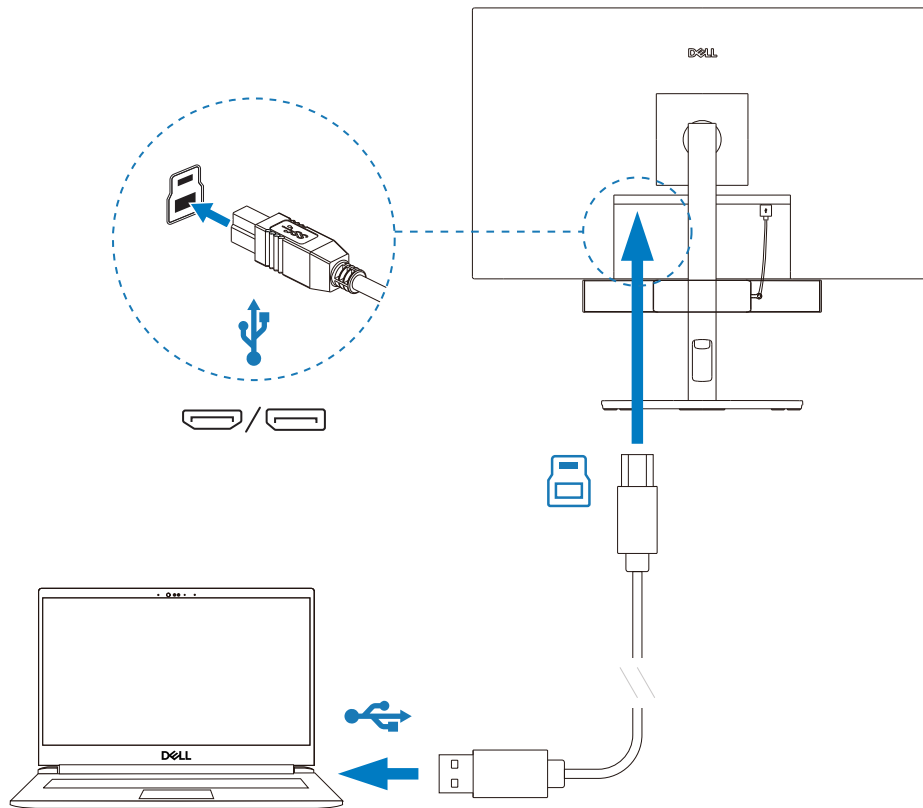
1. Align the magnetic tabs on the soundbar with the slots on the Dell monitor to secure the soundbar to the monitor's base.



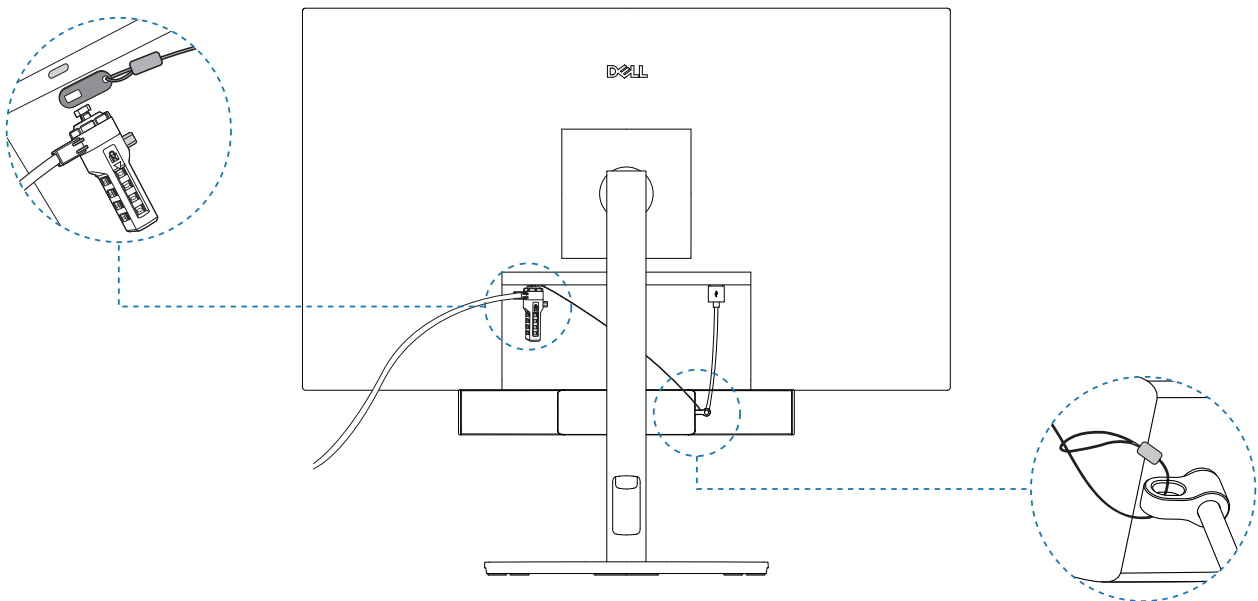
2. Connect the USB-A cable from the soundbar to the USB-A port on the Dell monitor.



3. Connect the USB upstream cable that is shipped with the monitor to the monitor and connect the other end of the cable to the computer.



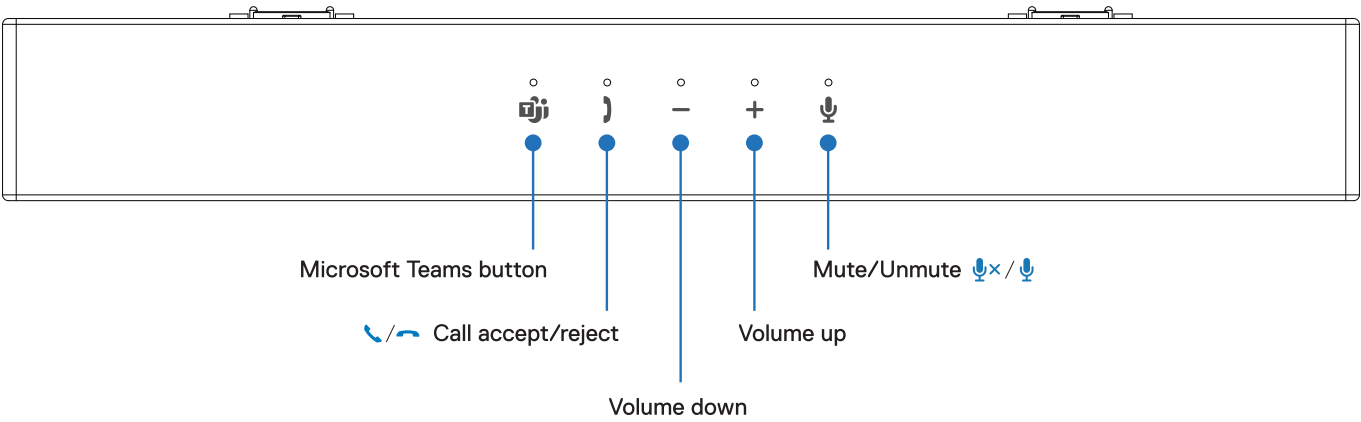
4. Install the security chain and security lock, if required.








NOTE: For computers that use HDMI or DisplayPort cables to connect to the monitor, the USB upstream cable must be connected to the monitor to ensure the soundbar works.

Status indication

The Dell Pro Premium Conferencing Soundbar makes it easier for you to handle your calls with quick access to essential control functions.

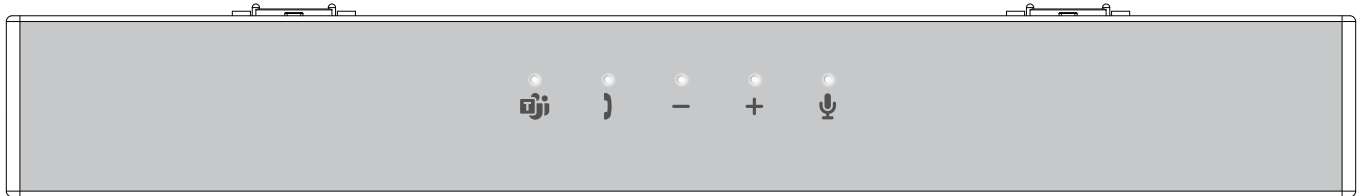


Button	Action	LEDs
	Open Microsoft Teams	Microsoft Teams button LED will show white static or blink (Refer Microsoft Teams button on Teams device for more information)
	Call accept/reject	Incoming call: Call accept/reject button LED blink white In call: Call accept/reject button LED static white *Mute/unmute button LED will light up as well during call
	Volume down	Vol - LEDs light up temporarily
	Volume up	Vol + LEDs light up temporarily
	Mute/Unmute	Mic in use, mic active Mic LED : White Mic in use, mic mute Mic LED : Red Mic not in use Mic LED : Off

Button and LED indication

- **Powered on/plugged in:**

LEDs light up for 3 seconds when the device is plugged in.



- **Incoming, Pickup, Active, Hang up call:**

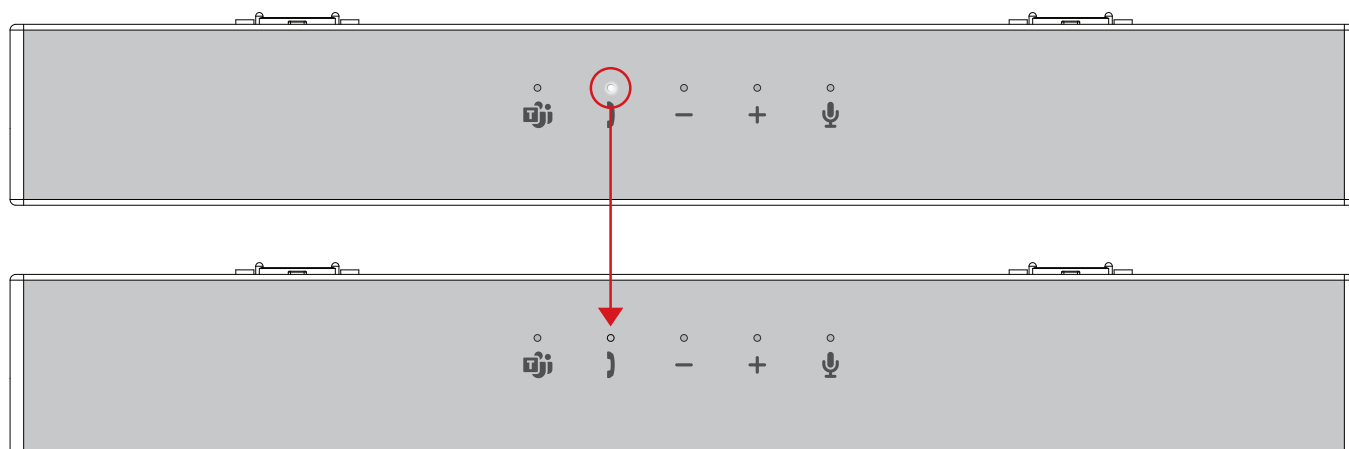
1. Call accept/reject button LED blink white if receiving a call.



2. Call accept/reject button LED in static white when user is in a call.



3. Call accept/reject button LED turns off when the call ended.



- **Mute/Unmute:**

1. Mute/Unmute button LED lights up red if mic is muted.



2. Mute/Unmute button LED turns white when mic is unmuted

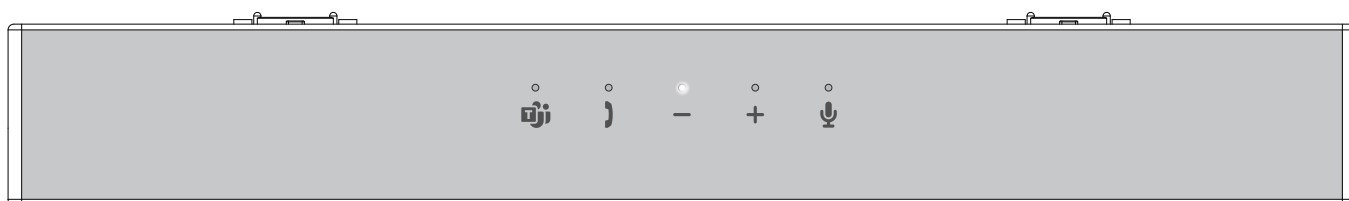


- **Volume up/down:**

Volume up/down LED indicates in white when the button is pressed.



Volume up



Volume down

Operation behavior on Microsoft Teams

For information on using Teams button, please refer to support.microsoft.com.

- **Answer incoming Teams calls:**

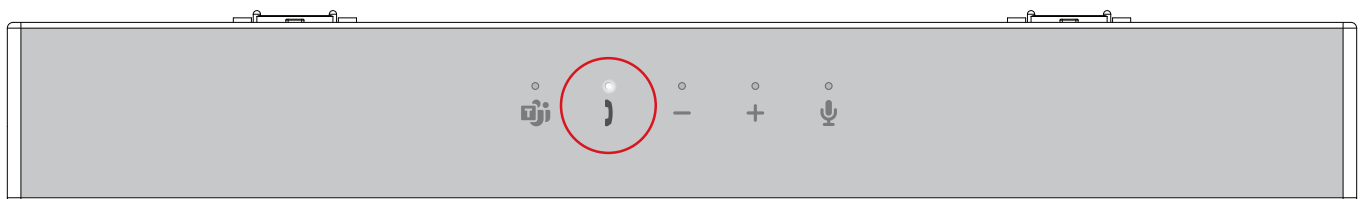
Press the call accept/reject button to answer the incoming call.

- **Reject incoming Teams calls:**

Long press the call accept/reject button for one second to reject the incoming call.

- **End Teams calls:**





Press the call accept/reject button to end the call.



State	Button press	Result
<ul style="list-style-type: none">• No Teams		<ul style="list-style-type: none">• Microsoft Teams button LED off
<ul style="list-style-type: none">• Teams installed• Not running, not signed in• Running, not signed in		<ul style="list-style-type: none">• Device enumerated• Microsoft Teams button LED blink white for 10s then go off
<ul style="list-style-type: none">• Teams running, not signed in	Short	<ul style="list-style-type: none">• Microsoft Teams button LED blink 3 times then go off
<ul style="list-style-type: none">• Teams installed• Signing in, but failed		<ul style="list-style-type: none">• Microsoft Teams button LED Light up in white for max 70s then go dark
<ul style="list-style-type: none">• Teams running, signed in		<ul style="list-style-type: none">• Microsoft Teams button LED shows static white
<ul style="list-style-type: none">• Teams running, signed in• Teams' notification / missed call / voice mail / meeting start		<ul style="list-style-type: none">• Microsoft Teams button LED pulsing white for max 5 mins if no action from user• Stop pulsing as soon as user takes action

SB725's button behavior on some popular communication software

Microsoft Teams work as intended with SB725's buttons, Table below has behavior of speakerphone buttons in most of the popular communication software.

Buttons					
Function	Mute/ Unmute	Accept Call	End/ Reject Call	Volume Up	Volume Down
Communications software					
Microsoft Teams					
Zoom					
Google Meet					
Cisco Webex					
FaceTime					
Slake					
GoToMeeting					

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

NOTE: OK** means 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 via Zoom app.

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 assigning preset modes (Speech, Bass boost, Treble boost). Users can also create customized audio presets using Audio Equalizer. Besides they can toggle on and off AI Mic Noise Cancellation uplink and downlink, Sound Notification and get latest firmware updates.

Installing Dell Display and 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 your product page.

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

Specification

General

Model number	SB725
Connection type	Wired (USB-A)
Supported operating systems	<ul style="list-style-type: none">• Win 11/10 64-bit including Windows-on-ARM64• MacOS

Power ratings

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

Dimensions and weight

Dimension	298 x 40 x 34.5mm
Weight	250g+/-6g

Audio output

Type	Dynamic
Size	>31mm
Max Power	1.8W x 2
Max Output	90 dBSPL @ 0.5m
Frequency Range	150Hz - 20kHz

Microphone input

Omni-directional microphone	Sensitivity: -37 ± 1 dBFS
-----------------------------	---------------------------

Environmental

Operating temperature / humidity	0 to 40°C
Water / dust ingress	Not applicable

Troubleshooting

Problems

Possible solutions

Soundbar does not power on

- Ensure that the USB upstream cable* is connected from your computer to the Dell monitor to enable USB pass-through. This additional USB upstream cable connection is required if your computer is using an HDMI or DisplayPort cable.
 - Once the USB upstream cable* is connected to the monitor, check if the Teams button LED, which is also the power indicator, lights up.
 - If the power indicator is not on, check if the USB cable* from the soundbar is connected properly to the USB port on the Dell monitor.
- *The upstream cable is shipped with the monitor.

Soundbar is on but not functioning

- If the power indicator is turned on and the soundbar does not function, disconnect the soundbar and restart your computer. Reconnect the soundbar and check if it regains functionality.
- Open **Device Manager** on your computer and check if the soundbar is listed under audio devices.
- Test the USB port on the Dell monitor by connecting another USB device to it.
- Test the soundbar by connecting it directly to your computer via USB.
 1. If the soundbar works on the computer, you may have a defective USB port on the Dell monitor or a defective USB upstream cable.
 2. If the soundbar does not work, it may be faulty and must be replaced.In either instance, check "Contacting Dell" for help.

No audio from soundbar

- Ensure that the soundbar is the default playback device on Windows audio settings.
- Try connecting the soundbar to different USB ports on the Dell monitor.
- Adjust the volume levels on Windows and the application in use. Also, play an alternate audio file or an online media is possible.
- Clean or reconnect all cables again. Test the soundbar with a different audio source, such as from another computer.
- Go to the Control Panel on your computer and click **Sound**. Check if the Dell SB725 soundbar is displayed in the list of playback devices under the Playback tab of the Sound dialog box. If the Dell SB725 soundbar is not the default device (indicated by a green tick beside the icon), right-click the Dell SB725 soundbar and select **Set Default > Default Device**.
- Reinstall the onboard drivers or the sound card drivers and restart the computer.

Distorted sound

- Set all volume controls to their midpoints.
- Decrease the volume of the audio application.
- Test the soundbar using another audio source such as another computer.
- Ensure there are no magnetic devices or any objects obstructing the speakers on the soundbar.

Unbalanced sound output

- Set the Windows audio balance controls of the left and right speaker to their midpoints.
- Troubleshoot the sound card of your computer.

Problems

Possible solutions

Low volume

- Set all Windows volume controls to their maximum.
- Increase the volume of the audio application.
- Test the soundbar using another audio source such as another computer.

Buzzing noise

- Check if any other objects are attached to the soundbar.
- Ensure that the soundbar is attached to the monitor and no loose objects are hanging or touching the soundbar, or stuck near the magnet on the soundbar.
- Try to reduce the volume using Windows volume controls.
- Ensure that the cables do not interfere with the soundbar.

Soundbar cannot be mounted on the monitor

- Check if the monitor model is compatible with the soundbar.
- For more information about the supported monitor models, find the Dell SB725 soundbar page at **Dell.com**.
- Check if the soundbar slots on the monitor are open and there is no Mylar cover obstructing the slots.

Microphone does not work

- Check if the Dell SB725 soundbar is plugged into the computer correctly.
- Check the computer sound setting and select the Dell SB725 soundbar as recording device.

Answer call function does not work on the Dell SB725 soundbar when receiving calls from Teams

- If multiple conferencing applications are installed on or used in the same device, you may not be able to get response from the Dell SB725 soundbar. Try to answer incoming calls by interface of the application.

Call accept/reject button does not function during Line, WhatsApp, and WeChat calls.

- The Dell SB725 soundbar Teams button only supports Teams, app you can answer incoming calls by the application's interface.

Statutory information

Warranty

Limited warranty and return policies:

Dell-branded products carry a 3-year limited hardware 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 at <https://www.dell.com/terms>, selecting your country or region 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 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 at <https://www.dell.com/terms>, selecting your country or region 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

Contact Dell:

Dell provides several online and telephone-based support and service options.

Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Go to **www.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.

① **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.