

Dell Audio Mobile App

User's Guide

May 2026
Rev. A08



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 allows you to manage and customize your connected device with the following features:

- **Connect/Disconnect** supported Dell audio devices using Bluetooth® (Bluetooth® Low Energy).
- **View Device Information**, including firmware version, battery status, and the device user guide.
- **Customize Audio Settings**, including:
 - Audio Presets (Multimedia presets, Custom equalizer)
 - Noise Control (Active Noise Cancelling/Transparency, Mic noise cancellation, Sidetone)
 - **Manage Behavior** (Wear detection and automated action, Auto power off timing, Busy light)
 - **Voice Guidance**
- **Update Device Firmware.**
- **Find my Earbuds** (EB525 only). This feature assists you in locating lost earbuds.

Download and Installation

Dell Audio Mobile App can be downloaded from the Apple App Store or Google Play Store. Availability may vary by region.



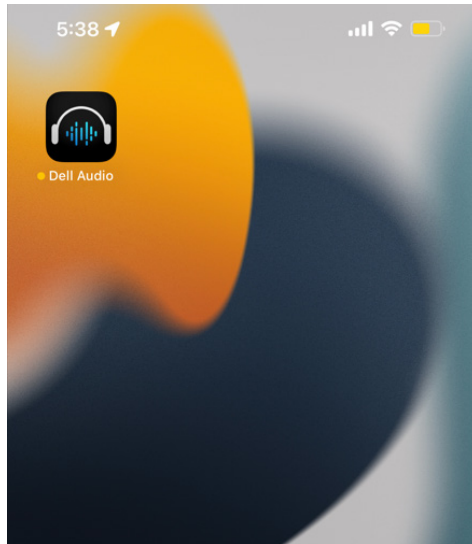
NOTE: Requires iOS 14 or later for iPhone or Android 11 or later for Android devices. Supported on mobile phones only.

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

Existing users in China region with Dell Audio Mobile 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](#)

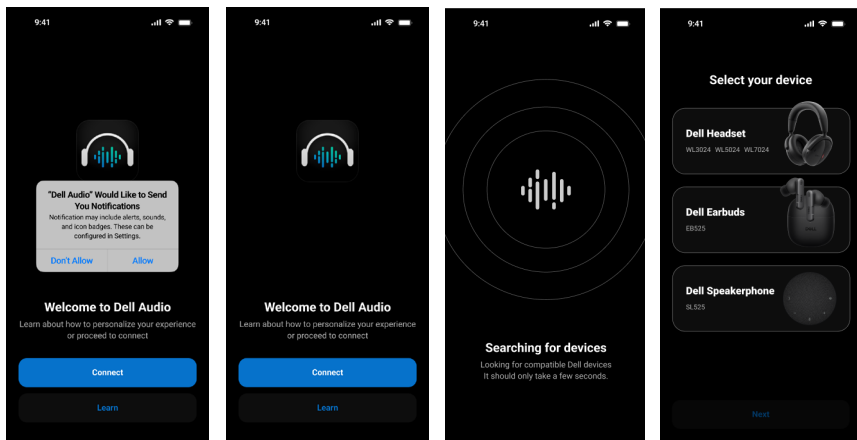
User interface

After successful installation, Dell Audio Mobile App icon will appear as shown below.



Ensure your Dell audio device is sufficiently charged before launching Dell Audio Mobile App to prevent interruption during pairing.

Welcome to Dell Audio



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

If multiple or no devices are detected, select your device from the list on the screen. The app will then guide you through the setup and connection process.

First-time connection

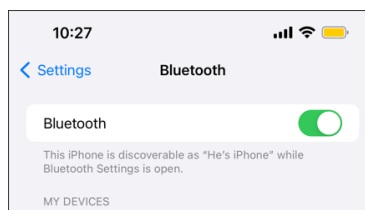
Before connecting to the app, the audio devices must be connected to the mobile phone via Bluetooth.

The connection process may vary between different devices (e.g., LED indicator colors). For detailed setup and connection instructions specific to your device, select your model from the **'Select your device'** page in the app.

You can access this page from the Welcome page during initial setup, or later from the homepage by adding more audio devices.

Device Pairing/Connection flow:

1. Enable Bluetooth in Mobile System setting.

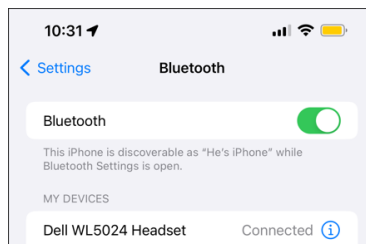


Bluetooth is enabled.

2. Press the power button once to power on the device. Press and hold the power button for 3 seconds to start 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 device on the mobile Bluetooth settings page to connect.



Device is connected

4. Open the Dell Audio Mobile App. The audio device will be automatically added to the app.



NOTE: The section above demonstrates the general pairing flow. Follow the in-app instructions for detailed guidance specific to each audio device.

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 Mobile App using one of two connection methods: **Auto Connection** or **Manual Connection**, depending on device status and settings.

a. 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 Mobile App is not currently connected to any other Dell audio device.

b. Manual Connection

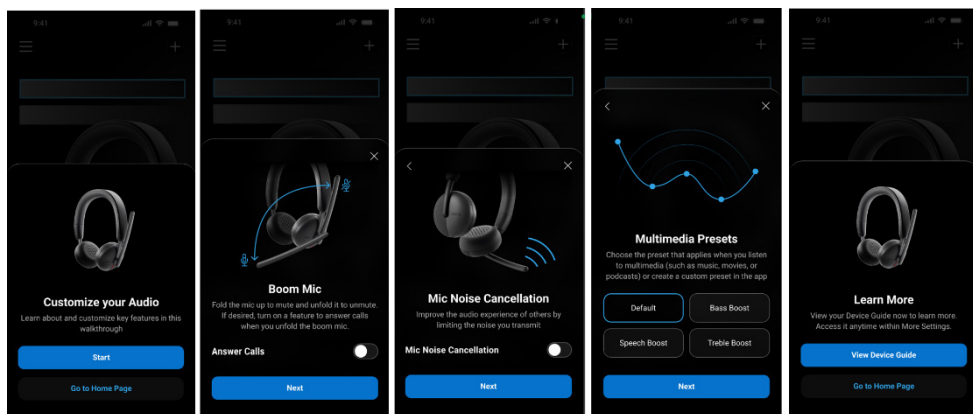
Manual Connection is required when either of the following conditions is true:

- More than one Dell audio device is connected to your phone's Bluetooth.
- Dell Audio Mobile App is already connected to another Dell audio device.



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

Walkthrough



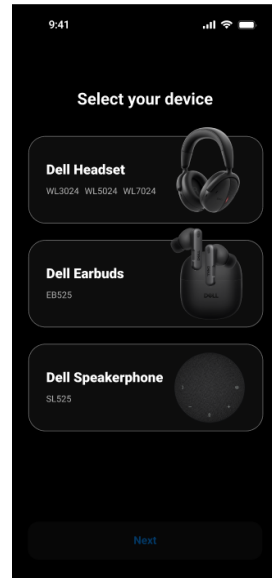
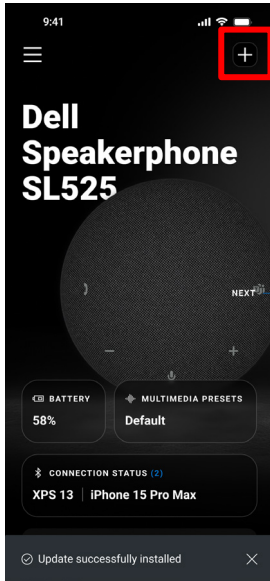
Once you add a device, an interactive **Walkthrough** will appear to introduce the device's key features. These walkthrough pages demonstrate features like Answer Calls, Mic Noise Cancellation and Multimedia Presets, explaining how they enhance your Dell audio device experience.

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., Answer Calls, Mic Noise Cancellation) you enable or disable within the walkthrough are saved and will be applied to your device immediately.

Add more audio devices:

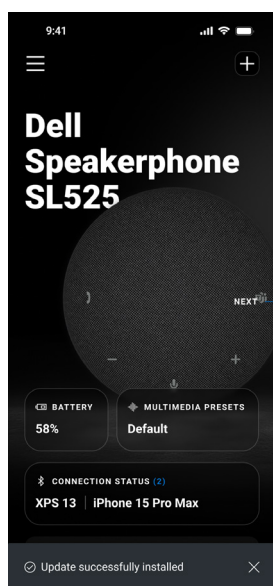


After finishing the walkthrough, you will enter the Home screen. To add another audio device, tap the '+' button in the top right corner.

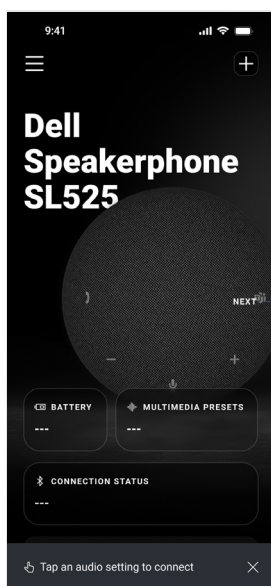


NOTE: While the Dell Audio Mobile App can store up to three device profiles, it allows for only one active connection at any time. When you connect a second device, the first device is automatically disconnected from the app.

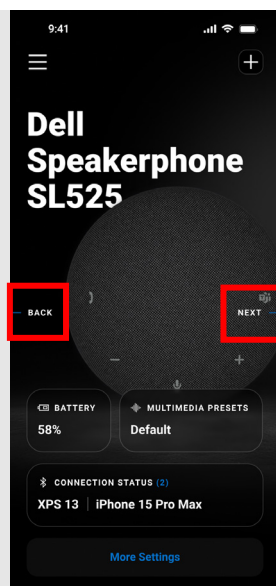
Switch between profiles



Connected



Disconnected



Switch between profiles

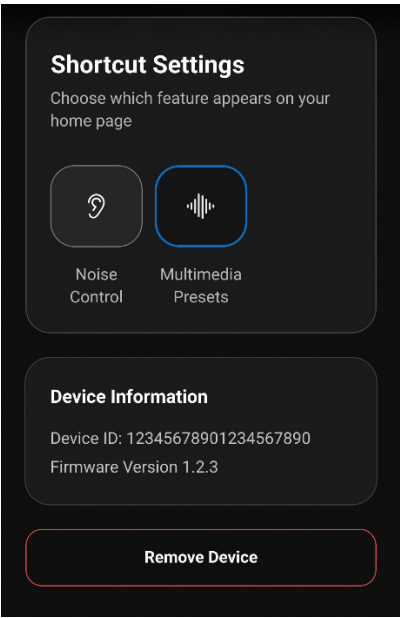
Only one device can be actively connected in the app. Swipe or use the **NEXT** and **BACK** buttons to browse your stored devices and connect to a different profile.



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 Mobile 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.



Remove Device

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



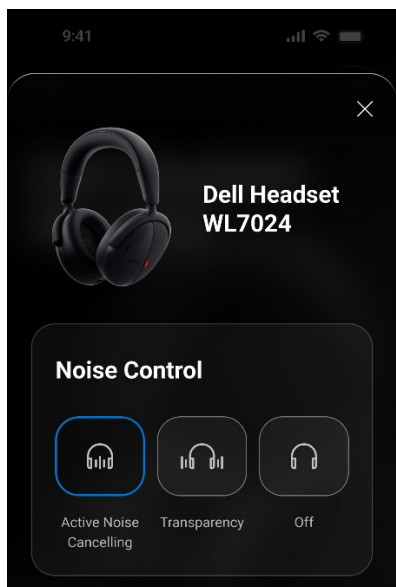
NOTE: Removing the audio device from Dell Audio Mobile App does not remove the Bluetooth pairing between the audio device and your phone. You will still be able to use the audio device for audio output and input via Bluetooth.

Audio device features

Noise Control

Active Noise Cancelling

- Turn on **Active Noise Cancelling** to reduce background and surrounding noise. [1]
- Adjust **Transparency** to control the level of ambient sound you hear. [2]



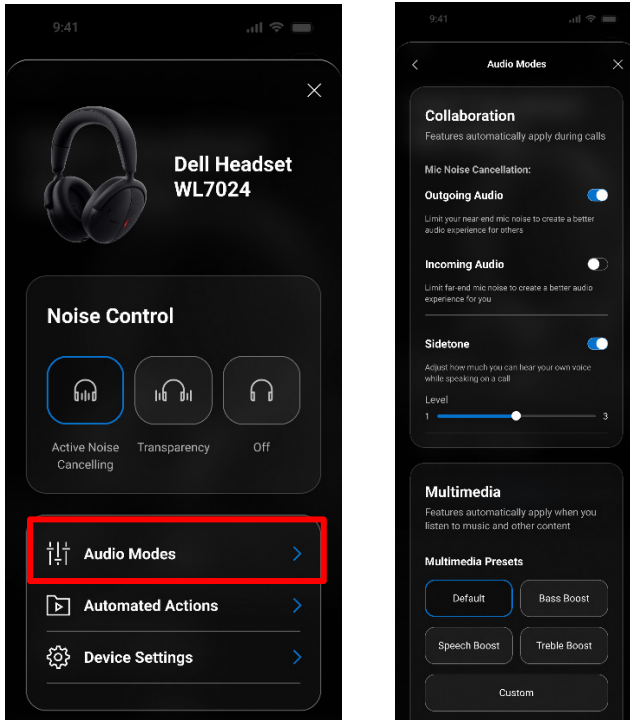
- 1 Active Noise Cancelling
- 2 Transparency level
- 3 Off



NOTE: These features will only apply for WL5024, WL7024, EB525

Audio modes

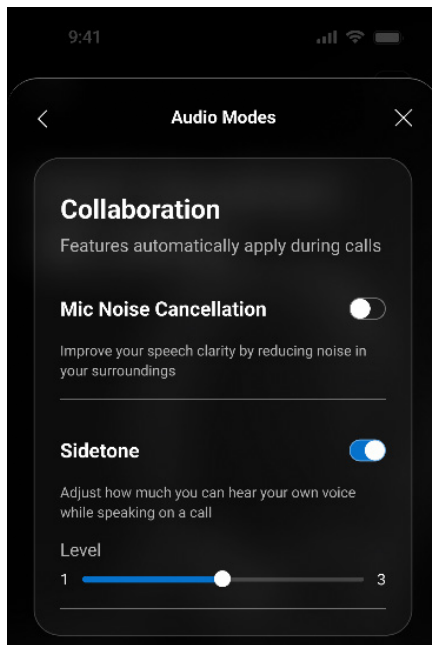
Other device settings can be viewed or changed under **Audio Modes**.



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

Collaboration

- Turn on **Microphone Noise Cancellation** to reduce background noise for clearer voice transmission [1]
- Adjust the **Sidetone** slider to control how much you hear your own voice during calls. [2]



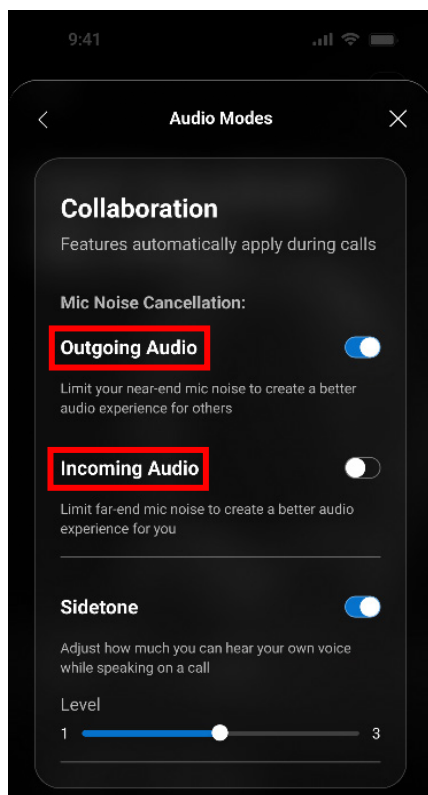
1 Mic Noise Cancellation

2 Sidetone



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

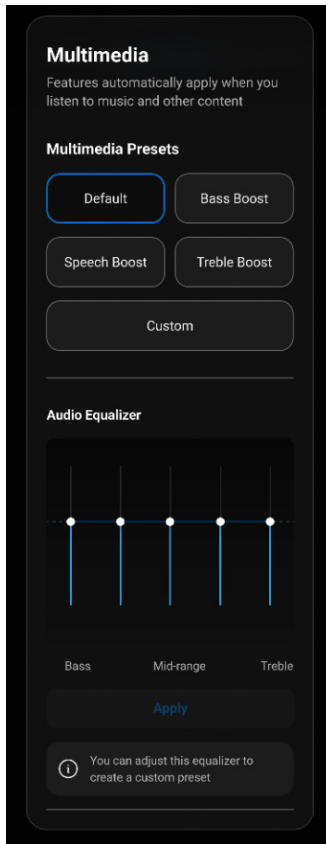
- The Mic Noise Cancellation setting manages background sounds for better call quality. Outgoing Audio filters noise around you, ensuring your voice is clear to others. Incoming Audio suppresses the other person's background noise, improving your listening experience.
- Mic Noise Cancellation is only available on the following audio devices: **WL127, WL327, WL527, WL727, SL525, EB525**



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

Multimedia

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



1 Multimedia Presets

2 Audio Equalizer



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

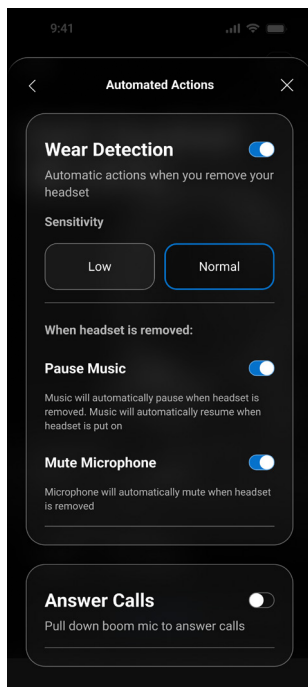
Automated Actions

Wear Detection

Enable Wear Detection to trigger automatic actions when you remove or wear your headset or earbuds. [1]

- Turn on Pause Music to automatically pause playback when you remove the device and resume when you put it back on. [2]

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

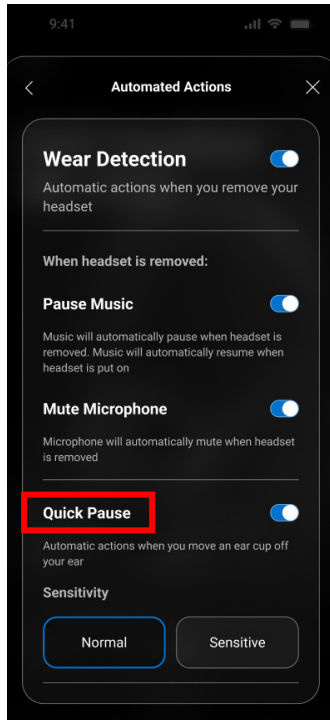


1. Wear Detection
2. Pause Music
3. Mute Microphone
4. Answer Calls



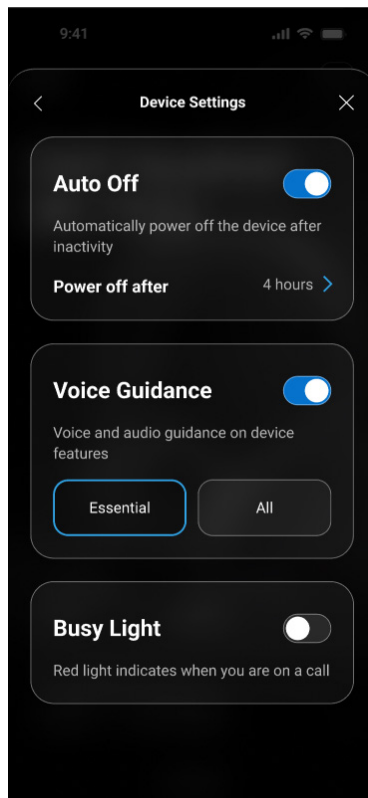
NOTE:

1. These features are not available on SL525 and WL3024.
 2. Sensitivity settings for Wear Detection are available on WL5024.
- **Quick Pause** is available on certain audio devices. It automatically pauses multimedia playback when you remove either ear cup.



Device Settings

- Turn on **Busy Light** to enable the indicator light during calls. [1]
- Turn on **Voice Guidance** to hear audio prompts and announcements for device features. Then, select a level of detail [2]:
 - All: Complete set of voice prompts
 - Essential: Minimal voice prompts only
- Customize the **Auto Off** inactivity timer to automatically power off your device. This feature is available on all devices. [3]



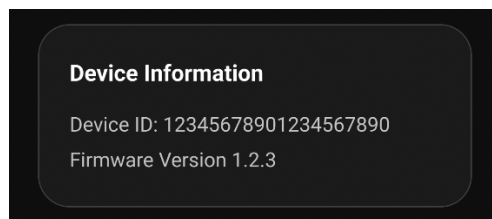
1 Auto Off

2 Voice Guidance

3 Busy Light

Device information/Status

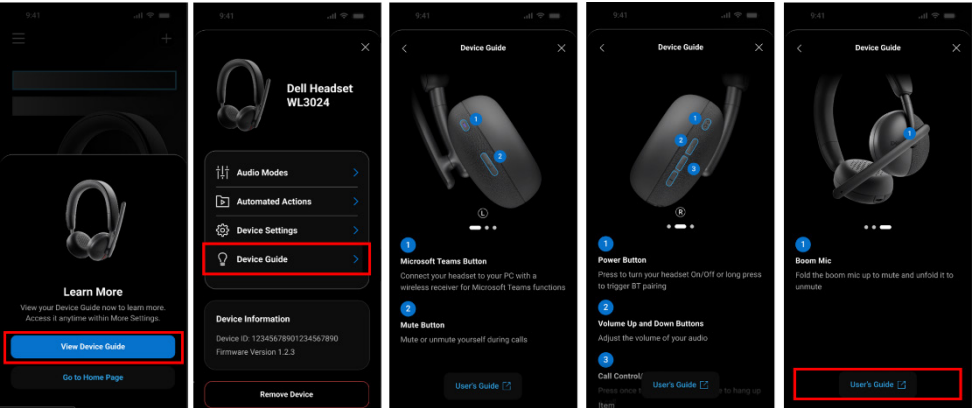
Device information, including battery level, device ID, and firmware version, is displayed after the device connects.



Device guide

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

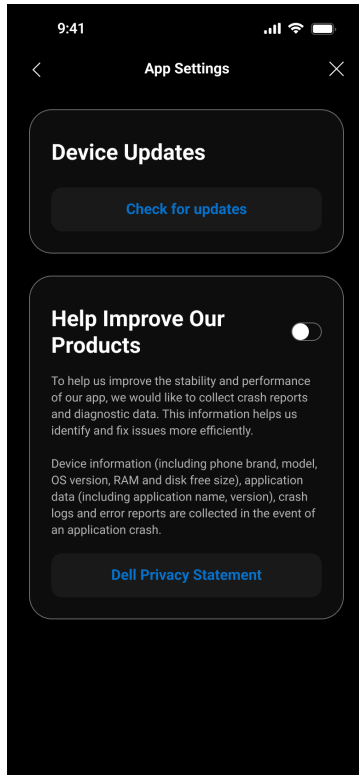
- 1. Immediately after completing the feature **Walkthrough**.
- 2. From **More settings**, select the **Device Guide** tab.



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.

App Settings

In **App Settings**, you can check for and perform audio device firmware updates and enable or disable sharing device data with Dell.



1 Device firmware update

2 Share data with Dell to help us improve our products



NOTE:

1. You can check for firmware updates manually by tapping 'Check for updates' under App Settings. [1]
2. By enabling 'Help Improve Our Products' you allow the app to collect and send audio device diagnostic data to Dell, such as crash logs. [2]

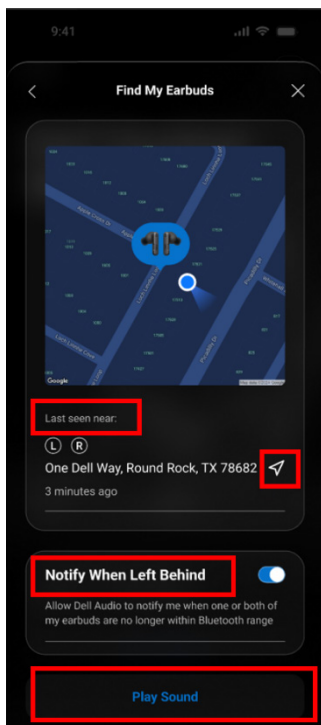
Find My Earbuds

Find My Earbuds is available in Dell Audio Mobile App version 1.1.1 and later. It allows you to track the location of supported earbuds.

- ‘**Last seen**’ feature allows you to view the last known location where the earbuds were connected to your phone before losing connection. [1]
- Tap the ‘**navigation icon**’ to navigate to the earbuds' 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. [2]
- Enable ‘**Notify When Left Behind**’ to receive a notification alert when the earbuds move out of Bluetooth range from your phone. [3]
- Tap the ‘**Play Sound**’ button to make the earbuds emit a chime sound, helping you locate the earbuds when they are still connected to your phone but you cannot visually locate them nearby [4]

1. Last Seen

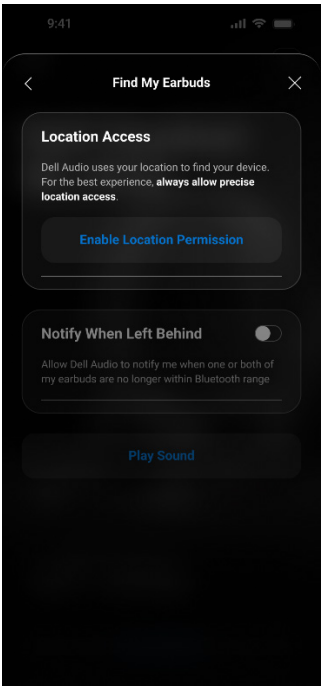
2. Navigate to earbuds



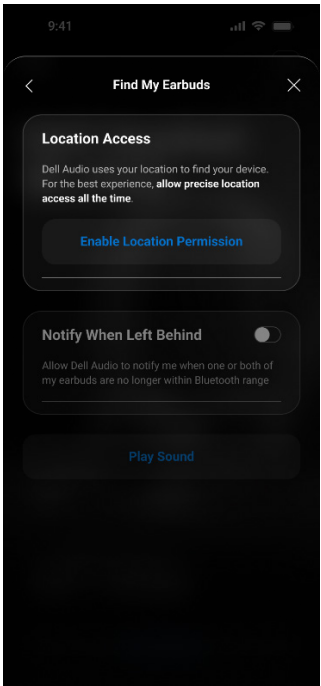
3. Notify When Left Behind

4. Play Sound

Permission requirement:



Enable Location Access
in iOS



Enable Location Access
in Android

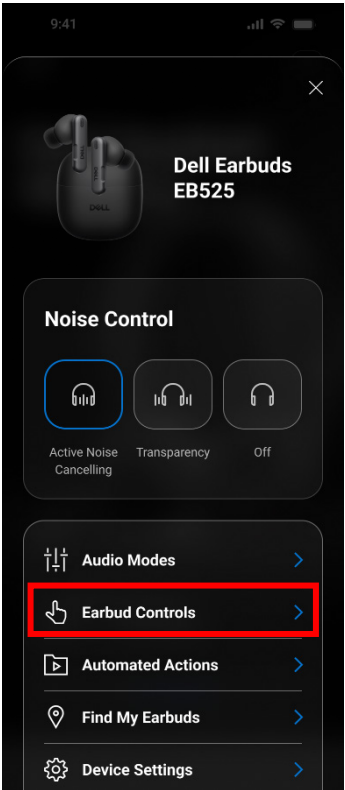


Note:

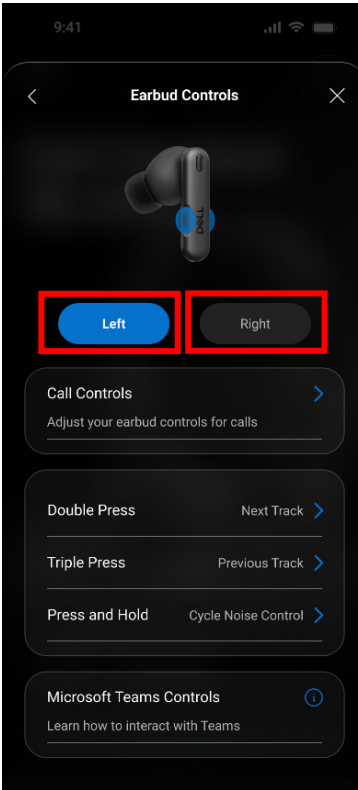
- 1. The ‘Last Seen’ feature is not available in the China Android version of Dell Audio Mobile App downloaded from Tencent Store.
- 2. To use Find My Earbuds, you must grant Location and Notification permissions to Dell Audio Mobile App.

Earbud Controls

- Customize gesture controls for your audio devices under **Earbud Controls** settings.

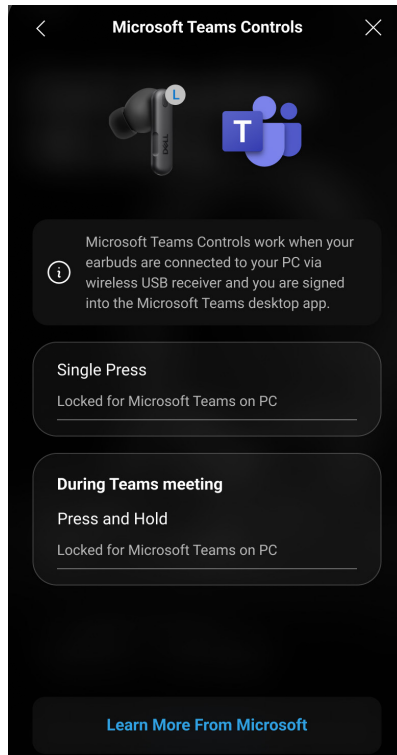


Access this feature through the **Earbud Controls** tab in **More Settings**.



Each individual earbud can support different gesture controls.

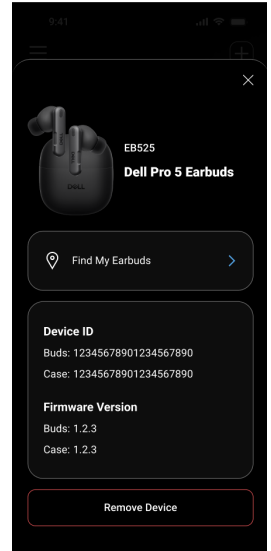
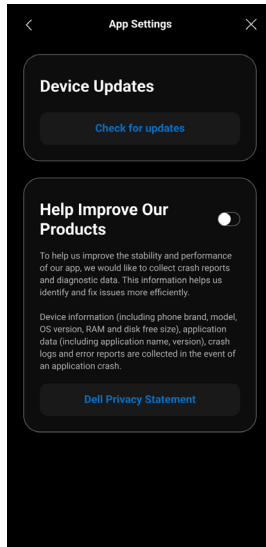
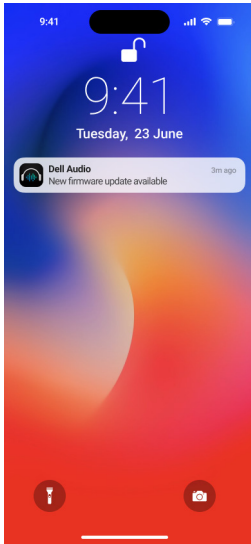
- **Microsoft Teams Controls** are gesture controls designed to integrate with the Microsoft Teams desktop application on supported Dell audio devices.



NOTE: Microsoft Teams Controls work only with the Microsoft Teams desktop app on Windows and require connection via the wireless USB receiver.

Firmware updates

If new firmware is available for devices connected to the Dell Audio Mobile App, you can choose to install the update or ignore it.



1. Pop-up notification

2. App Settings

3. More Settings



NOTE:

You can perform a firmware update for your connected audio devices using one of 3 methods:

1. **Automatic Notification:** Dell Audio Mobile App will notify you via a pop-up when a new firmware update is available for your connected devices. [1]
2. **Manual Check (App Settings):** You can check for updates manually by tapping Check for updates under App Settings. [2]
3. **Individual Device Update (More Settings):** Alternatively, you can update the firmware for each connected device individually under More Settings. [3]

Software updates

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