


Dell Pro Plus Earbuds

EB525

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 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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What's in the box

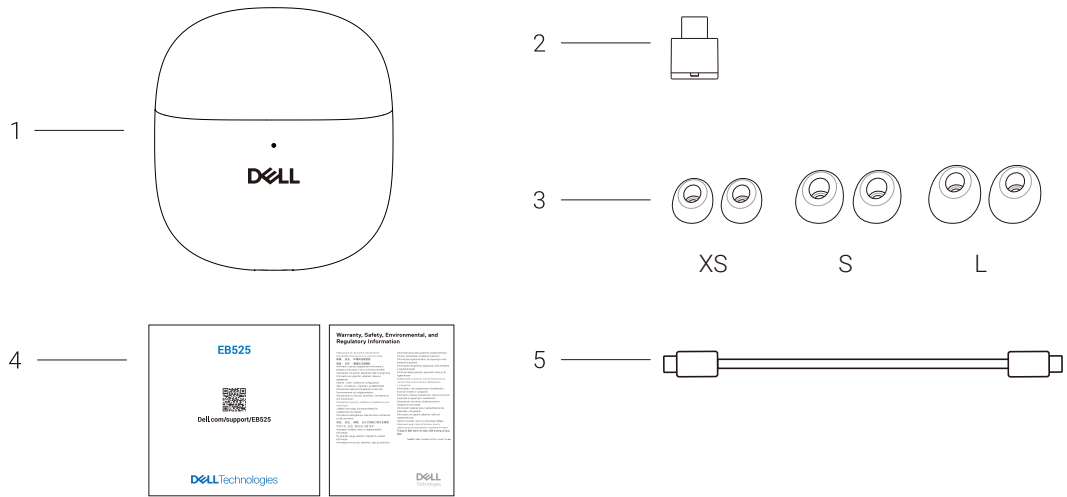


Figure 1. Package content

- 1 Dell Pro Plus Earbuds EB525
- 2 USB-C wireless audio receiver
- 3 Eartips-Pack of 3 pairs (The earbuds come pre-installed with the M size as the default.)
- 4 User documents
- 5 Type-C charging cable

NOTE: Charge the earbuds before powering them on for the first time.

NOTE: The documents shipped with your earbuds varies depending on the region/country.

Features

Earbuds

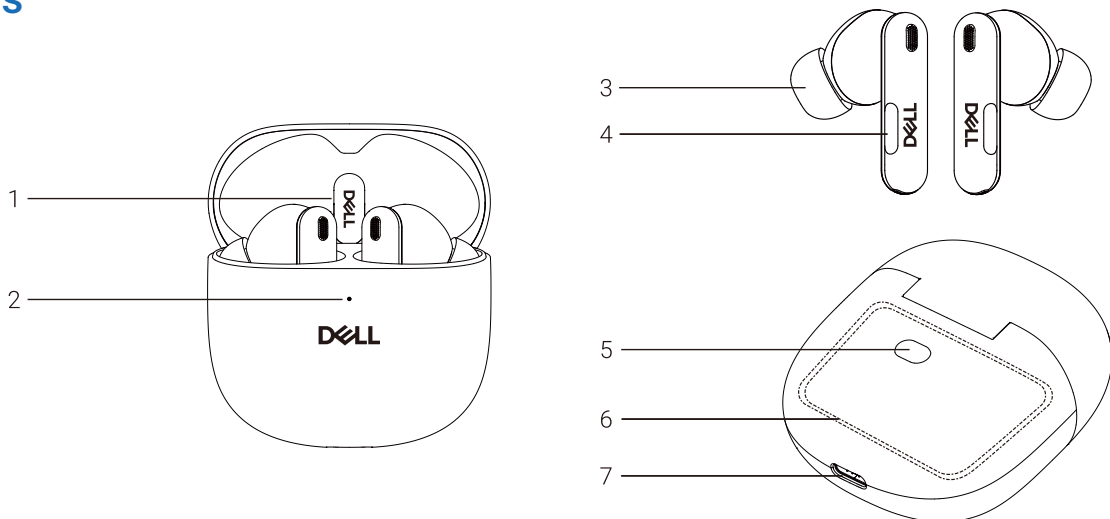


Figure 2. Earbuds features

- 1 USB wireless audio-receiver
- 2 Charging-case LED indicator
- 3 Eartip
- 4 Earbud button
- 5 Bluetooth/factory reset button
- 6 Wireless charging coil
- 7 USB-C charging port

Setting-up instructions

First power on

Use the charging cable to charge the case for 5 seconds with the lid closed and the earbuds placed inside.

After opening the lid of the charging case, the earbuds will automatically switch to Bluetooth pairing mode and the LED will blink white.

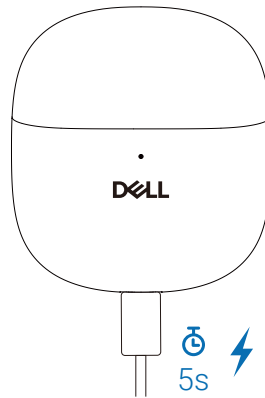


Figure 3. Charging

Wired charging

To charge the earbuds, connect the USB-C charging cable to the USB-C port on the charging case, then connect the other end of the USB-C port to the computer.

Wireless charging

Place the charging case on the wireless charger to charge.

NOTE: The wireless charger is not included in the package.

NOTE: Ensure that the battery is completely charged when using it for the first time. Once the battery level is below 20%, charge it within a month.

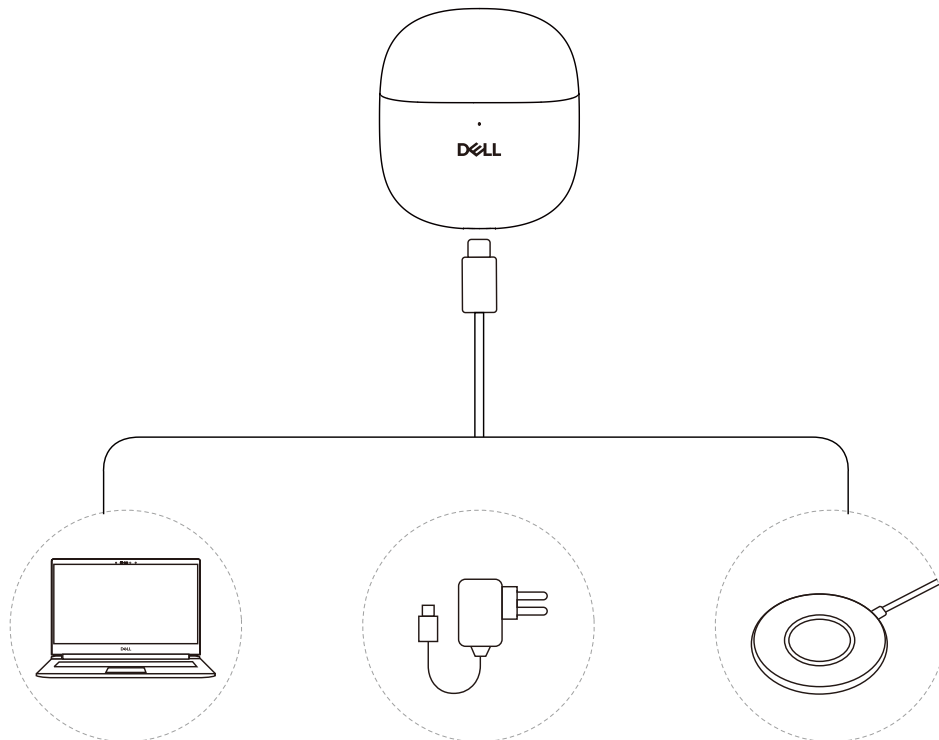


Figure 4. Charging methods

Connection methods

Dell Pro Plus Earbud EB525 supports connectivity via both Bluetooth and dongle.

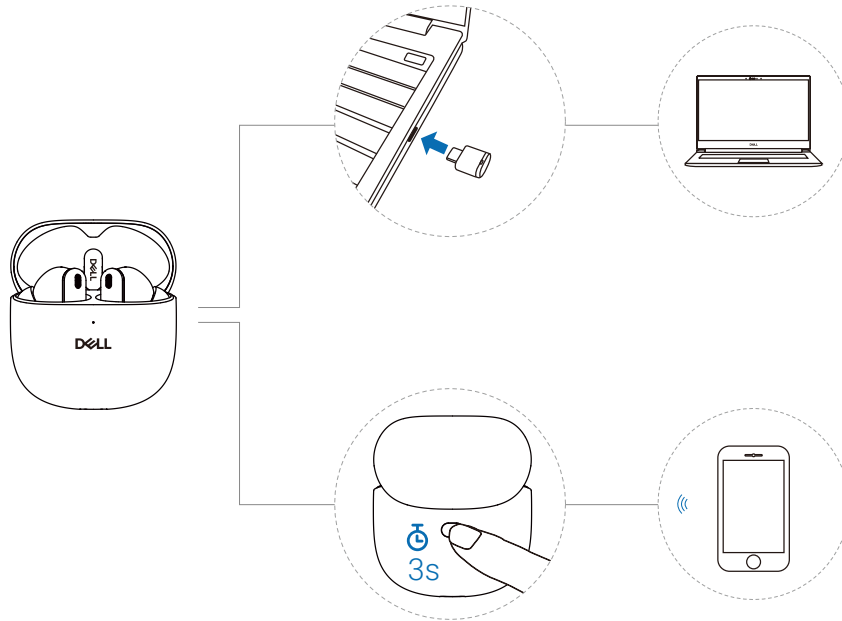


Figure 5. Connection methods

Battery status indicator

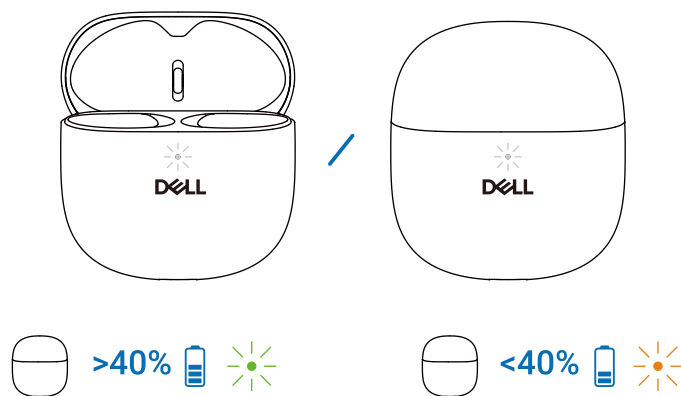
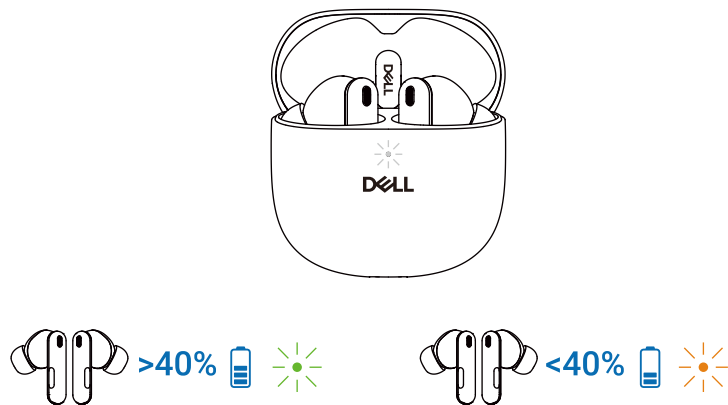
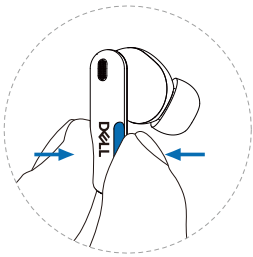


Figure 6. Battery status indicator

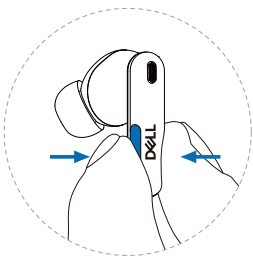
Button Indication



R

Figure 7. Right earbud

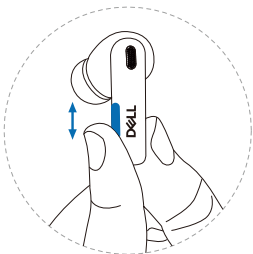
| MULTIMEDIA | | CALL |
|------------|----------------|-----------------------------|
| x1 | Single Pinch | Play / Pause |
| x2 | Double Pinches | Next track |
| x3 | Triple Pinches | Previous track |
| 2s | 2s Pinch&Hold | ANC On / Off / Transparency |
| | | Answer call / Mic On / Off |
| | | Reject / End call |
| | | NIL |
| | | ANC On / Off / Transparency |



L

Figure 8. Left earbud

| MULTIMEDIA | | CALL |
|------------|----------------|-----------------------------|
| x1 | Single Pinch | Teams |
| x2 | Double Pinches | Next track |
| x3 | Triple Pinches | Previous track |
| 2s | 2s Pinch&Hold | ANC On / Off / Transparency |
| | | Launch Teams |
| | | Reject / End call |
| | | NIL |
| | | ANC On / Off / Transparency |



L R

Figure 9. Earbuds swipe button

| | | |
|----|-----------------------------|-----------------------|
| ↑ | Swipe Up | Volume Up |
| ↓ | Swipe Down | Volume Down |
| x2 | Double Pinches Both earbuds | Multi-device toggling |
| 3s | 3s Pinch&Hold Both earbuds | Dongle pairing |

Specifications

Table 1. Earbuds specifications and value.

| Specifications | Value |
|-----------------------------|-----------------------------|
| Earbuds weight | 6 grams x 2 |
| Charging case weight | 50.40 grams |
| Earbud dimensions | 32.22 x 24.58 x 23.38 mm |
| Charging case dimensions | 63.86 x 57.57 x 30.86 mm |
| Microphones | Noise reduction microphones |
| Speaker | 11.6 mm |
| Speaker maximum input power | 10 mW |
| Speaker frequency range | 20 Hz ~ 20 kHz |
| Operating temperature | 0°C to 40°C |
| Storage temperature | -5°C to 45°C |
| Operating humidity | 5% to 90% RH |

Charging power requirement

NOTE: The information in this section is applicable only to the European Union (EU) countries.

Charging power requirement:

The power delivered by the charger must be between minimum 2.5W required by the radio equipment, and maximum 5.0W in order to achieve the maximum charging speed.

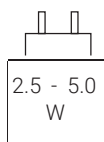


Figure 10. Charger

Изискване за мощност на зареждане:

Мощността, осигурявана от зарядното устройство, трябва да е между минимум 2.5W, изисквана от радиооборудването, и максимум 5.0W, за да се постигне максимална скорост на зареждане.

Požadavek na nabíjecí výkon:

Aby bylo dosaženo maximální rychlosti nabíjení, musí být výkon kondoděvaný nabíječkou mezi minimem 2.5W požadovaným rádiovým zařízením a maximem 5.0W.

Strømkrav til opladning:

Den effekt, der leveres af opladeren, skal være mellem de minimale 2.5W, der kræves af radioudstyret, og maksimaleffekten på 5.0W for at opnå den maksimale opladningshastighed.

Charging power requirement:

The power delivered by the charger must be between minimum 2.5W required by the radio equipment, and maximum 5.0W in order to achieve the maximum charging speed.

Laadimisvõimsuse nõue:

Maksimaalse laadimiskiirusesaavutamiseks peab laadija tarnitav võimsus jõgma raadioseadmete nõtava minimaalse võimsuse 2.5W ja maksimaalse võimsuse 5.0W vahele.

Lataustehovaatimus:

Laturin tuottaman tehon on oltava radiolaitteen vaatiman minimin 2.5W ja maksimin 5.0W vglillg maksimilatausnopeudensaavuttamiseksi.

Puissance requise pour le chargement:

L'alimentation fournie par le chargeur doit être comprise entre la puissance minimale requise par l'équipement radio (2.5W) et la puissance maximale autorisée (5.0W) afin d'atteindre la vitesse maximale de chargement.

Die vom Ladegerät bereitgestellte Leistung muss zwischen mindestens 2.5W für die Funkgeräte und maximal 5.0W liegen, um die maximale Ladegeschwindigkeit zu erreichen.

Απαίτηση ισχύος φόρτισης:

Η λτῆς ρῶφ ρβςῆζλ ῶ ψῶςλτῶσ ρςῆρζλ ῆβ ῶφῶβῶῆζυβλ ῶζυβπῆ υθῆ ζξκῆλτῶθῆ 2.5W ρῶφ βρβλυῶῆῆυβλ βρ!! υῶῆ ςβελῶζπῶρξλτῶῆῆ ῶβλ υθῆ ῶῆδλτῶθῆ 5.0W, ρςῶῶζλῶῆῆῆφ ζρλυζφῆζῶ θ ῶῆδλτῶθ υβῆῆυθυβ φ!!ςυλτῶσ.

Töltési teljesítményigény:

A maximális töltési sebességel GrGhez a töltő által leadott teljesítménynek a rádió berendezés által megkívételt minimális 2.5W és a maximális 5.0W között kell lennie.

Requisitidi alimentazione per laricarica:

L'alimentazione fornita dal caricabatterie deve essere compresa tra i 2.5W minimi richiesti dall'apparecchiatura radio e i 5.0W massimi, al fine di raggiungere la velocità di ricarica massima.

Uzlādes jaudas prasība:

Līdzlīja nodroinītajai jaudai jābūt no min. 2.5W, kas nepieciešama radio aprīkojumam, un maks. 5.0W, lai sasniegtu maksimālo uzlādes ātrumu.

Ųkrovimo galios reikalavimai:

Kad būtis pasiektas didžiausias Ųkrovimo greitis, Ųkroviklio galiapagal radijo Ųrangos reikalavimusturi būtis ne mažesnė kaip 2.5W ir ne didesnė kaip 5.0W.

Rekwizit dwar il-potenza tal-iċċarġar:

Il-potenza pprovdutamiġ-ġarġertrid tkun bejn il-minimuta € 2.5W meo tieš mit-tagomir tar- radju tieg oek, u l-massimuta € 5.0W biextinkisebil-velonitę massimatal-iġġarġar.

Vereiste oplaadstroom:

De stroom die door de oplader wordt geleverd, moet tussen minimaal 2.5W, vereist door de radioapparatuur, en maximaal 5.0W zijn om de maximale oplaadsnelheid te bereiken.

Wymaganie dotyczce zasilania:

Zasilanie dostarczane przez ładowarę musi znajdować się w zakresie od wartości minimalnej 2.5W wymaganej przez urządzenie radiowe po wartość maksymalną 5.0W zapewniając ładowanie z maksymalną szybkością.

Requisito de potencia de carregamento:

A potência fornecida pelo carregador deve situar-se entre o mínimo de 2.5W exigido pelo equipamento de rádio e o máximo de 5.0W, a fim de atingir a velocidade máxima de carregamento.

Cerința de alimentare pentru încărcare:

Alimentarea furnizată de încărcător trebuie să fie între minimum 2.5W, valoarea impusă de echipamentul radio, și maximum 5.0W pentru a obține viteza maximă de încărcare.

Požiadavky na napájanie:

Na dosiahnutie maximálnej rýchlosti nabíjania musí byť v kondodčaní nabíjajúkou medzi minimom 2.5W požadovaným rýchlostným zariadením a maximom 5.0W.

Zahteve glede moč napajanja:

Za najhitreje polnjenje mora napajalnik dovajati moč med najmanj 2.5W (kar zahteva radijska oprema) in največ 5.0W. **Requisito de carga:**

La potencia suministrada al equipo de radio debe de ser entre 2.5W y 5.0W para obtener la velocidad de carga máxima en equipos de radio.

Strömförsörjningskrav förladdning:

Den ström som levereras av laddaren måste vara mellan minst 2.5W och högst 5.0W enligt radioutrustningens kravfratt uppnå maximal laddningshastighet.

Требования к мощности для зарядки:

Зарядное устройство должно подавать мощность в диапазоне от 2.5Вт, согласно минимальному требованию для радиоборудования, до 5.0Вт для достижения максимальной скорости зарядки.

Battery

Battery life

The earbuds battery can last up to 8 hours for audio playback and 5 hours talk time. With the charging case, the total audio playback can last up to 32 hours and talk time can last up to 15 hours.

A 5-minute charge using the charging case provides up to 1 hour of audio playback and 40 minutes of talk time.

Battery status

Table 2. Battery status indicator.

| Status | LED | Statement |
|----------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------|
| Charging lid open (Earbuds inside the case) | Green | Earbuds battery level $\geq 40\%$ (Displays battery status of the lower battery earbud) |
| | Orange | Earbuds battery level $< 40\%$ (Displays battery status of the lower battery earbud) |
| Charging case lid open (Without earbuds inside the case) | Green | Charging case battery level $\geq 40\%$ |
| | Orange | Charging case battery level $< 40\%$ |
| Charging case lid close (with/without earbuds inside) | Green | Charging case battery level $\geq 40\%$ |
| | Orange | Charging case battery level $< 40\%$ |

First Power On

Use the charging cable to charge the case for 5 seconds with the lid closed and the earbuds placed inside.

After opening the lid of the charging case, the earbuds will automatically switch to Bluetooth pairing mode and the LED will blink white.

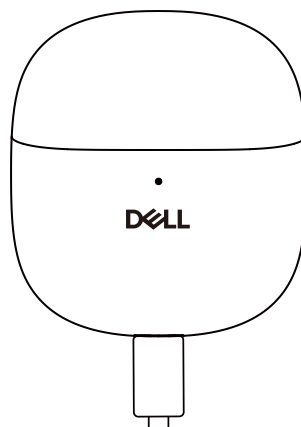


Figure 11. Charger the case

Power off

The Earbuds will automatically power off after 30 minutes of inactivity, whether they are outside the charging case or inside it with the lid open.

When placed in the charging case with the lid closed, the earbuds will automatically power off once fully charged.

When the charging case is out of battery, the earbuds inside the charging case with the lid closed will automatically turn off as well.

Connecting the Earbuds to your device

System requirements

Windows 10, 64-bit, Windows 10, 64-bit,

Windows 11, 64-bit, Windows 11, 64-bit,

MacOS, MacOS,

Android and IOS. Android and IOS.

Connecting your Dell Pro Plus Earbuds Using Dell Pair

Dell Pair supports the following:

- Detect Dell peripheral devices such as wireless headset/earbuds, mouse, and keyboard.
- Seamlessly pair devices through Bluetooth.

Download and installation

Dell Pair is pre-installed on certain Dell computers. For more information on the list of Dell Pair compatible devices, see www.dell.com/support/kbdoc/000201693.

If your laptop model is supported but Dell Pair is not available, you can manually download and install the application.

1. Go to **Dell.com/support**.
2. In the **Search support** box, enter the Service Tag of your computer and then click **Search**.
3. In the **Drivers & Downloads** section, download the Dell Pair executable file.
4. Follow the on-screen instructions to complete the installation. After the installation is complete, **Dell Pair** is available on **Windows** start menu.

Steps to pair through Dell Pair

1. Place your wireless earbuds next to the computer, and open the charging case lid to power on.

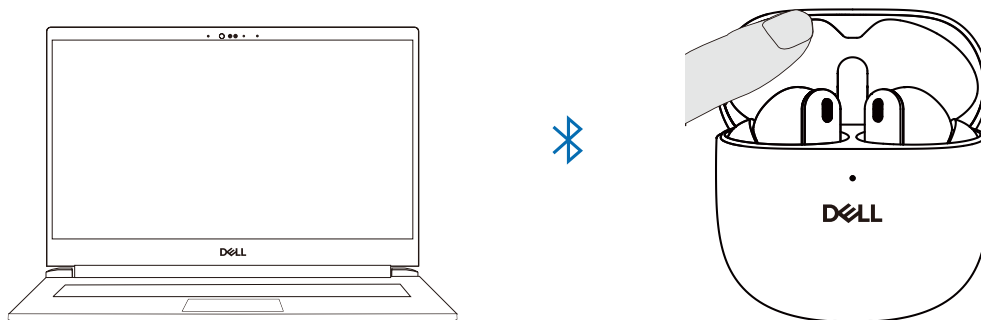


Figure 12. Connect the earbuds with the Dell laptop through Dell Pair

2. Press and hold the button on the charging case for 3 seconds and the LED blinks white to indicate that Bluetooth pairing has started.

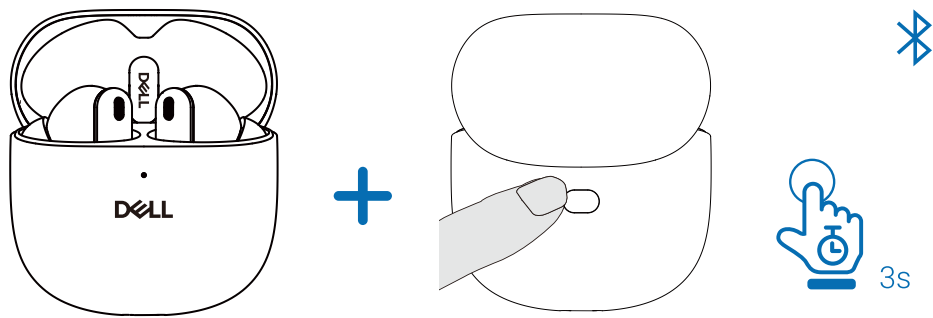


Figure 13. Earbuds with charging case

3. Dell Pair notifies you when a supported device is powered on. Click "Pair" to initiate a seamless Bluetooth connection with the device.

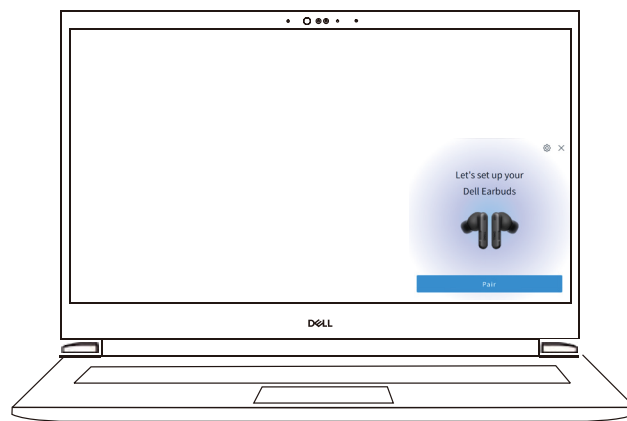


Figure 14. Dell Pair interface

4. The wireless earbuds are ready for use once pairing is successful.

Connecting the earbuds to the device using the USB wireless audio receiver

1. Plug the USB-C audio receiver into the USB-C port on the computer.

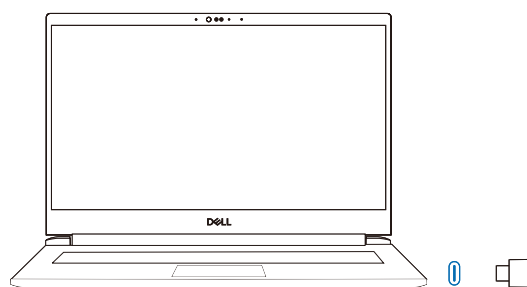


Figure 15. USB-C port on laptop

2. Open the charging case lid to automatically pair with the wireless audio receiver.

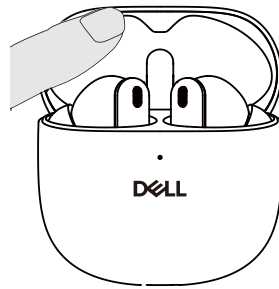


Figure 16. Earbuds with charging case

3. When the earbuds are connected, the LED on the audio receiver will turn blue. Each earbud connects to the device individually, and you'll hear a voice prompt from each one upon successful connection.

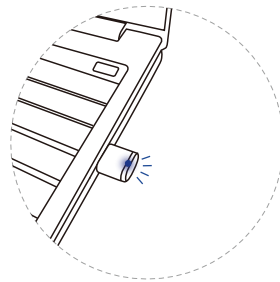


Figure 17. Audio receiver LED

Connecting the Earbuds to the device using Bluetooth

1. Enable Bluetooth on your smartphone, tablet, or laptop prior to pairing the earbuds via Bluetooth.

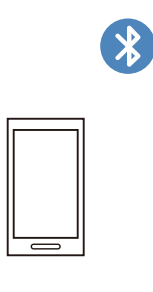


Figure 18. Mobile phone

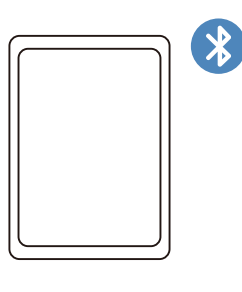


Figure 19. Tablet

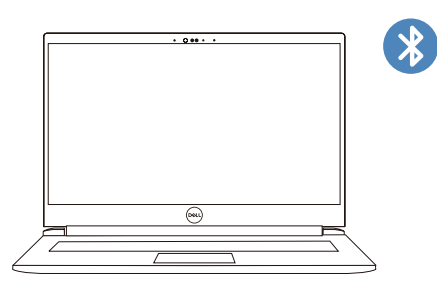


Figure 20. Laptop

2. Open the lid of the charging case and hold down the case button for 3 seconds. The white LED on the case will start flashing, indicating that Bluetooth pairing mode is activated.

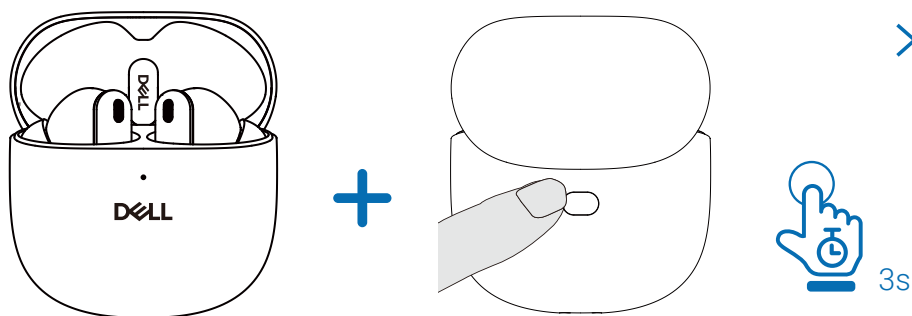


Figure 21. Earbuds with charging case

3. You can open the computer or mobile phone Bluetooth setting to pair the earbuds .

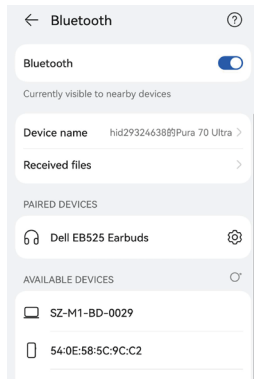


Figure 22. Bluetooth settings on mobile phone

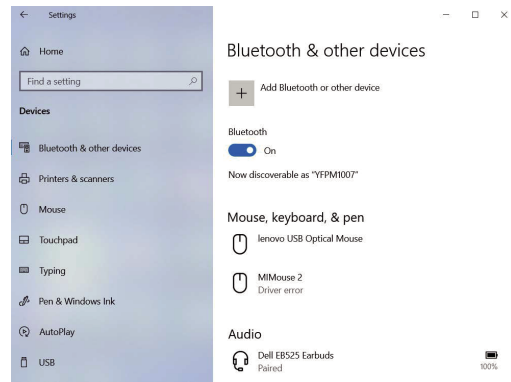


Figure 23. Bluetooth settings on computer

4. Pair the earbuds with your smartphone, tablet, or laptop. The static white LED will illuminate for 3 seconds before gradually transitioning to indicate the battery level.

Note: In LE Audio mode, if you don't complete the pairing process twice, only one earbud may connect. To fix this, remove the existing pairing record from your device and re-pair the earbuds. Perform the pairing process twice to ensure both earbuds connect properly.

Configuring the earbud on your computer

To use your earbuds on the computer, select the playback device and the recording device by default in **Windows Audio** Settings.

1. On the taskbar, right-click the speaker icon and click **Sound**. The sound dialogue box appears.

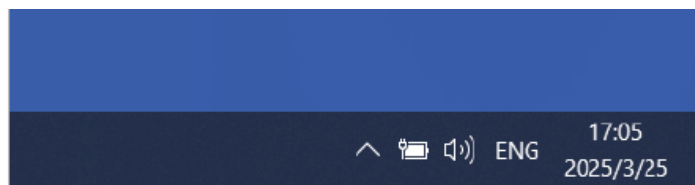


Figure 24. Sound icon on laptop

2. Select audio output device on the computer and set the following:

The **Dell EB525 Earbuds hands-Free AG Audio** as the default playback device.

The **Dell EB525 Earbuds hands-Free AG Audio** as the default communication device.

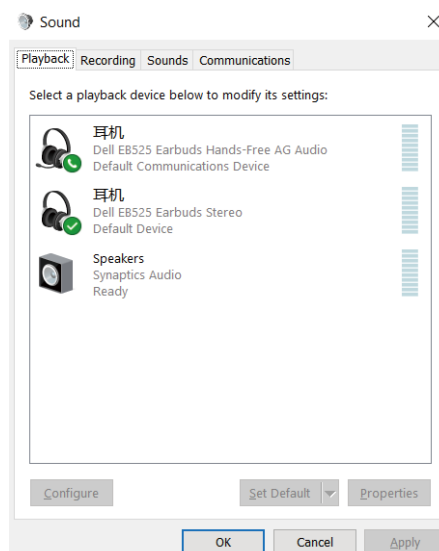


Figure 25. Playback settings on laptop

3. Click on the Recording tab and set "Dell EB525 Earbuds Hands-Free AG Audio" as the default device. Then, adjust the microphone volume of the earbuds and your computer's sound volume as required.

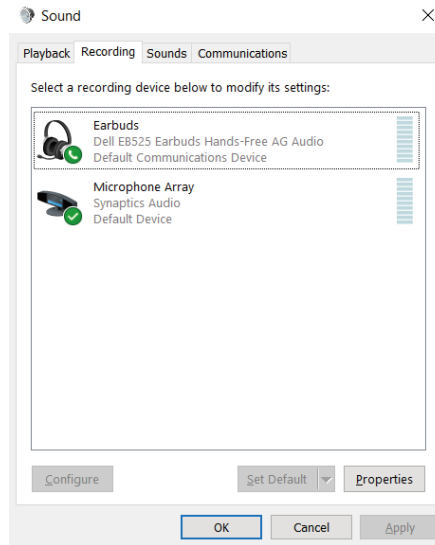


Figure 26. Recording settings on laptop

4. Click the Communications tab, select Do nothing, and then click OK.

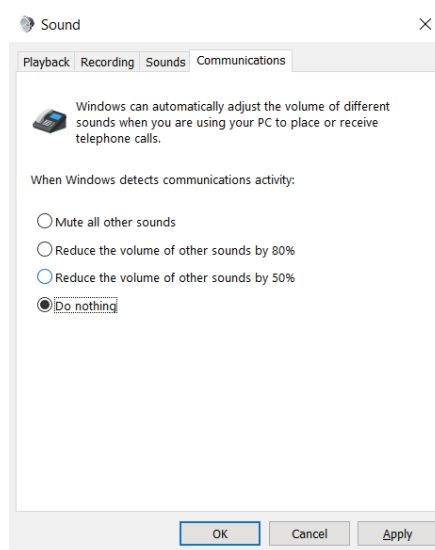


Figure 27. Communications settings on laptop

Using the earphone

Wearing the earphone

Remove the earbuds from the charging case and place them in your ears.

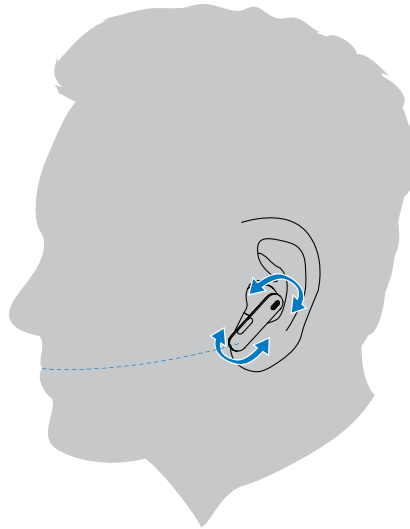


Figure 28. Earbuds wearing

Mute or unmute the microphone

Single pinch the right earbud button can turn on the microphone and turn off the microphone during the call. You can hear the prompt "mic on or mic off" once you single pinch the right earbud button.

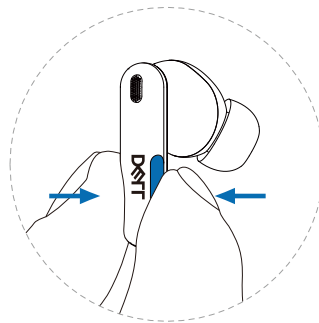


Figure 29. Right earbud

Factory reset

1. Place the earbuds into the charging case with the lid open.
2. Press and hold the button on the charging case for 10 seconds. The LED on the case will blink white, then blink orange.

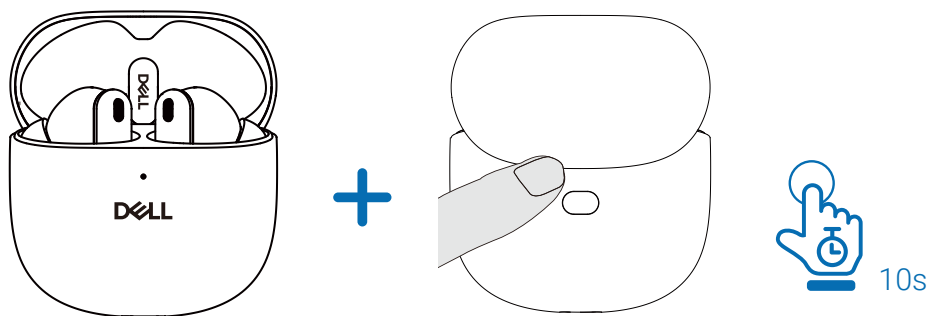


Figure 30. Earbuds with charging case

Regulatory and PPID label position

The regulatory and PPID labels are located on the inner lid of the charging case.

NOTE: The image below is a sample illustration intended only to show the location of the regulatory label. To view the actual regulatory and PPID labels or logos, open the lid of the charging case.

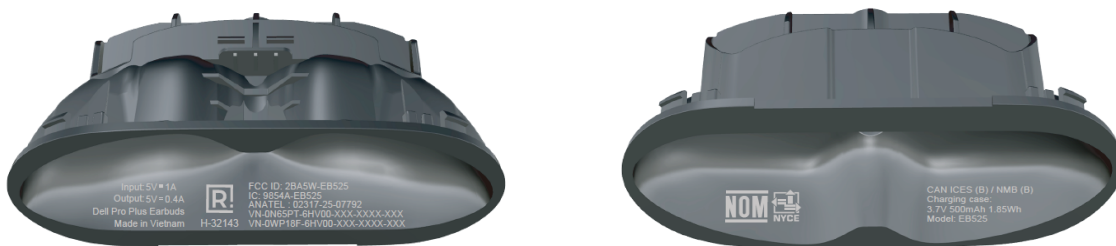


Figure 31. Regulatory and PPID label position

Updating the firmware

To ensure optimal performance, please update the firmware of both the USB wireless audio receiver and the earbuds.

Updating the earbuds firmware manually

- Go to Dell.com/support/EB525/downloads and search for Dell Pro Plus Earbud EB525
- From the Drivers & Downloads tab, download the Dell Pro Plus Earbud EB525 earbuds firmware update tool.
- Connect your earbuds to your cellphone via bluetooth.
- Open the downloaded Dell Pro Plus Earbud EB525 firmware update tool.
- Click on the Update button. Once the firmware update is complete, the Update Complete! OK message is displayed.
- Close the window.

NOTE: Disconnecting the earbuds, closing the earbuds firmware update tool, or turning off the cellphone during a firmware update may cause damage to the earbuds.

You can also update the firmware of your earbuds using either Dell Display and Peripheral Manager or Dell Audio.

1. Connect your earbuds to your device using either Dell Display and Peripheral Manager or Dell Audio.
2. Navigate to Settings, then select Application Settings.
3. Click the Update Firmware button.
4. Once the update is complete, a message will appear: "Update Complete!OK".

Updating USB wireless audio receiver firmware manually

1. Go to Dell.com/support and search for Dell Pro Plus Earbud EB525
2. From the Drivers & Downloads tab, download the Dell Pro Plus Earbud EB525 earbuds firmware update tool.
3. Connect your earbuds to your computer through the USB audio receiver.
4. Open the downloaded Dell Pro Plus Earbud EB525 firmware update tool.
5. Click on the Update button. Once the firmware update is complete, the Update Complete! OK message is displayed.
6. Close the window.

NOTE: Disconnecting the USB wireless audio receiver or closing the firmware update tool software, or shutting down the computer during a firmware update will damage the USB wireless audio receiver.

Dell Display and Peripheral Manager

What is Dell Display and Peripheral Manager?

- The Dell Display and Peripheral Manager application helps you manage and set up various Dell Peripherals connected to your Windows OS computer.
- It allows the user to make changes to the audio and device settings with additional customization such as Earbud controls, Audio Output, Sidetone, toggling on/off adaptive ANC and more.
- You may also check the earbud's battery status and connectivity

Installing Dell Display and Peripheral Manager on Windows

- When you connect the device/peripheral to your computer for the first time, installer prompt is displayed and you may choose to download the software or decline the installation.

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

Dell Audio

Dell Audio is a companion mobile app for your earbuds that enables you to personalize and enable features when you are paired to a smartphone.

Installing Dell Audio on your smartphone

To download this app, search for Dell Audio on the App Store (for iOS users) and on the Google Play Store (for Android users).

NOTE: Dell Audio is available only in selected locations. Check the availability for your location in the app store.

Dell Audio Troubleshooting

| Problems | Possible solutions |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Earbud does not turn on upon first use | Charge the earbud before turning it on for the first time. |
| The earbuds sometimes fail to charge | Use the dry cloth to clean the charging PIN of the earbuds and use the cotton swab to clean the POGO PIN on the charging case. |
| When connected via Bluetooth, only one side of the earbud has audio | <ul style="list-style-type: none">• Check if the device support LE audio.• Delete the existing pairing history from your device and re-pair the earbuds.• During connection, the system will pop up " New EB525 found. To pair your earbuds, select Connect". Choose Connect.• Another pop up will appear" One Bluetooth earbuds connected. We found the other Bluetooth earbuds. Connect Now". Choose to connect again. |
| Dell Pair notification does not open when a Bluetooth devices turned on for the first time | <ul style="list-style-type: none">• Windows 10 (version 19041) is the oldest version to support Dell Pair.• Bluetooth version 5.0 or later is available.• Bluetooth is supported on the computer. It has turned on under Windows settings.• The Bluetooth device supports detection by Dell Pair.• If the Bluetooth device is within the computer's detection range, and if the peripheral being connected is a mouse or keyboard, then pick up the device and move it closer to the PC.• Check that the computer and the Bluetooth devices have sufficient battery charge to operate.• The Bluetooth device must be updated to the latest firmware.• The Bluetooth controller on the computer is from Intel.• Power cycle the Bluetooth device. |
| Dell Pair reports a pairing error | Proceed to reconnect through Dell Pair with the following steps: <ol style="list-style-type: none">1. If a Bluetooth device is near the computer or in pairing mode, or if Dell Pair UI assists with the pairing process.2. Wait for pairing error window to auto-dismiss, and then remove the Bluetooth device from the computer.3. Bring the Bluetooth device closer to the computer.4. Ensure that the Bluetooth device is in pairing mode and the pairing LED is blinking. |
| Earbud has no sound | <ul style="list-style-type: none">• Ensure that the earbud is turned on and connected through the wireless audio receiver, or Bluetooth.• Ensure that the computer volume and the media player are not muted while the audio player is playing the music.• Click the volume icon on your computer and adjust the volume level on the volume bar.• Check the playback setting on the computer, and ensure that the default device is set to a Dell Pro Plus Earbuds EB525.• Keep the earbuds within the range (30 m) of the wireless audio receiver or connected mobile devices (if connected through the wireless audio receiver or Bluetooth).• Check if the wireless connection is working.• Check that the earbud is connected to wireless audio receiver (recommended mode) on your computer. |

Problems

Possible solutions

Unusual or distorted sound is coming from the earbuds

- Check if something is obstructing the earbud.
- Adjust the volume level up and down, and check if the distorted sound changes.
- Keep the earbuds within the range (30 m) of the wireless audio receiver or connected mobile devices (if connected through the wireless audio receiver or Bluetooth).

Unbalanced sound in the earbud

- Check the computer volume balance is set correctly.
- Right-click the earbuds icon.
 - Select playback devices.
 - Right-click the default playback devices and select Properties.
 - Select Levels and click Balance.

Wireless range is too short

- Make sure that no metal or electronic objects are blocking or covering the wireless audio receiver or the linked devices.
- Connect the wireless audio receiver to the USB port located at the side of your computer.
- Ensure that no other USB device is connected adjacent to the wireless audio receiver.

Media key or volume control not working

- The media key (play or pause) and volume control key work when the media is actively playing in the background.

Charging case buttons not working

- Long press the charging case button for 30s restart.

Imbalance or mono sound during the channel testing

- Ensure that you are not on a call during the channel testing.
- Do not run any recording application during the channel testing.

Mute button is not synced between the system and the earbud.

- Check the earbud connection mode-audio receiver or Bluetooth.
- Connect using the audio receiver because earbuds mute button doesn't sync with the system when connected through Bluetooth.

Multiple devices found when connecting manually through Bluetooth.

- Select Dell EB525 Earbuds from the devices found and connect to Bluetooth manually.

Warranty information

Limited hardware and return policies

The Dell Pro Plus Earbuds EB525 come with a 2-year limited hardware warranty. If the earbuds are purchased together with a Dell system, the earbuds are covered under their own warranty and are not included in the system's warranty coverage.

1. **Warranty Coverage:** The Dell Pro Plus Earbuds EB525 come with a 2-year limited hardware warranty. There is no upsell warranty option available, and the earbuds are not covered under any tied order-based system warranty.
2. **Charging Case:** The charging case is not water-resistant.
3. **Earbuds Durability:** The Dell Pro Plus Earbuds are resistant to dust, sweat, and water, making them suitable for non-water sports and exercise. They are rated IP54, but this resistance is not permanent or guaranteed.
4. **Moisture Handling:** If the earbuds or your hands are wet, dry them thoroughly before handling or placing the earbuds into the charging case. Inserting wet earbuds may cause damage.
5. **Heat Safety:** Keep the earbuds and charging case away from fire or hot surfaces.
6. **Charging Case Use:** The provided charging case is designed only for charging the Dell Pro Plus Earbuds EB525.
7. **Battery Life:** Actual battery life may vary depending on usage conditions, settings, charging frequency, Bluetooth signal strength, and other factors.
8. **Battery Maintenance:** To prolong battery life and maintain performance, avoid extreme temperatures and prevent the battery from fully discharging regularly.
9. **Cleaning Instructions:** Clean the earbuds and charging case using a clean, dry cloth.

For U.S. customers:

The purchase and your use of this product is subject to Dell's end user agreement, which is available at [Dell.com/terms](https://www.dell.com/terms). This document contains a binding arbitration clause.

For European, Middle Eastern and African customers:

Dell Pro Plus Earbuds EB525 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 also provides an additional hardware warranty. More details of the Dell end user contract and warranty terms can be found in [Dell.com](https://www.dell.com). Select your country or region from the list at the bottom of the "home page" and then click the "terms and conditions" link for the end user terms or the "support link" for the warranty terms.

For non-U.S. customers:

Dell Pro Plus Earbuds EB525 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 also provides an additional hardware warranty. More details of the Dell end user contract and warranty terms can be found in [Dell.com](https://www.dell.com). Select your country or region from the list at the bottom of the "home page" and then click the "terms and conditions" link for the end user terms or the "support link" for the warranty terms.

Safety information

- △ Keep the volume at optimal levels while in use. Do not listen at high volume levels for a long period. Prolonged exposure to a high volume may cause a high sound pressure and may cause a risk of hearing damage.

Security information

NOTE: Your Bluetooth earbud supports Bluetooth only for wireless communication. Any audio recording, or background listening is not enabled.

Bluetooth functionality:

- Audio playback (wireless music and media)
- Voice communication through the integrated microphone
- Basic controls such as volume adjustment, microphone on or microphone off
- Supports only the functions for basic operations and other Bluetooth services like file sharing are not enabled

NOTE: Your Bluetooth headset has an integrated microphone for phone calls and voice features.

Microphone functionality:

- Captures your voice only when you turn the microphone on, by pulling out the boom mic.
- Used for calls or voice apps when the earbud is connected.

How to Control the microphone:

- Single pinch the right earbud button can turn on the microphone and turn off the microphone during the call.
- You can hear the prompt "mic on or mic off " once you single pinch the right earbud button.

Privacy Info:

- The microphone is off by default and does not record or listen in the background.

Restoring earbuds to factory settings:

Restoring earbuds to factory setting will clear all the Bluetooth device list from your product and will reset all settings to factory default.

To restore the earbuds, perform the following steps:

1. Insert the earbuds into the charging case with the lid open;
2. Press and hold the case button for 10 seconds to perform a factory reset.
3. You will see the charging case LED blink white, then blink orange, static orange means the factory reset is finish.

Revision History

The following table provides the revision history of this document:

Revision history

| Revision | Date | Description |
|-----------------|-------------|-----------------------|
| A00 | August 2025 | Original publish date |