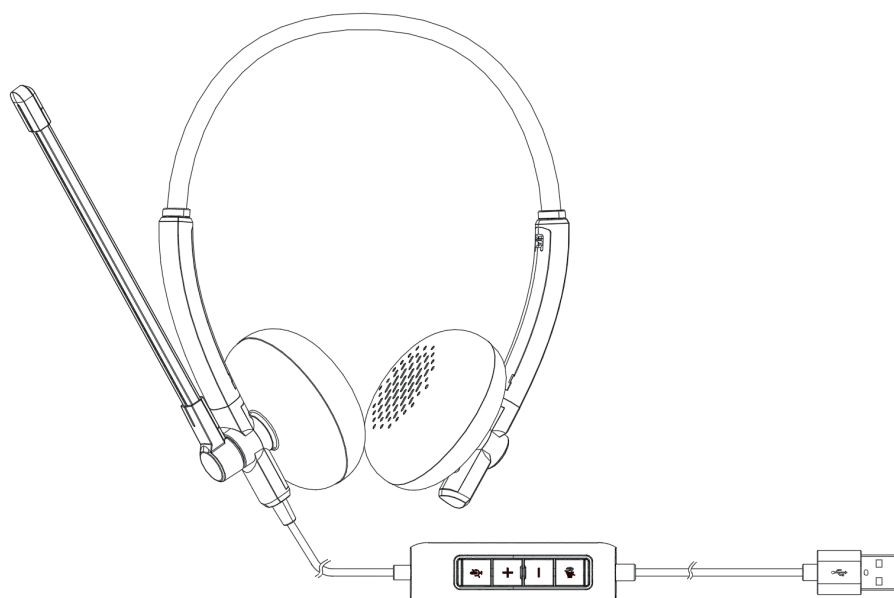


Dell Wired Headset

WH125

User's Guide



Regulatory model: HS2201

DELLTechnologies

-  **NOTE:** A NOTE indicates important information that helps you make better use of your computer.
-  **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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2025-03

Rev. A00

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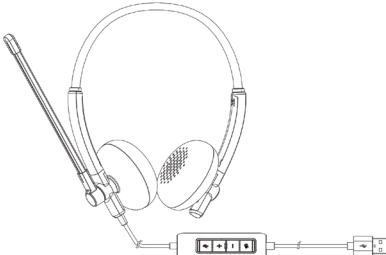
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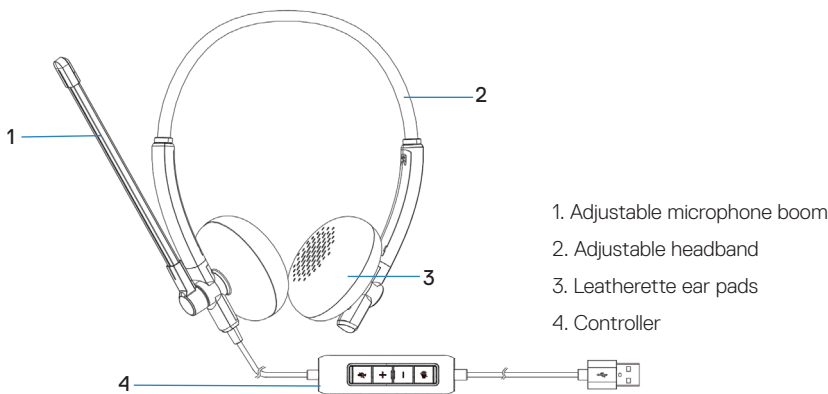
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What's in the box

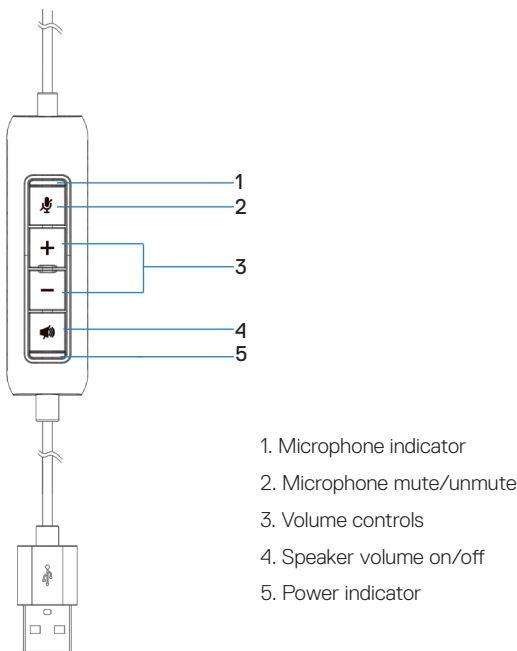
Dell WH125 headset	
User documents (Quick Start Guide, SERI and Warranty information)	Warranty, Safety, Environmental, and Regulatory Information Read this information carefully before using the product. It contains important information about the product, including safety, environmental, and regulatory information. It also contains information about the product's warranty and how to get technical support. SAFETY INFORMATION Read this information carefully before using the product. It contains important information about the product, including safety, environmental, and regulatory information. It also contains information about the product's warranty and how to get technical support. ENVIRONMENTAL INFORMATION Read this information carefully before using the product. It contains important information about the product, including safety, environmental, and regulatory information. It also contains information about the product's warranty and how to get technical support. REGULATORY INFORMATION Read this information carefully before using the product. It contains important information about the product, including safety, environmental, and regulatory information. It also contains information about the product's warranty and how to get technical support. WH125  Dell Technologies

Features

Headset



Controller

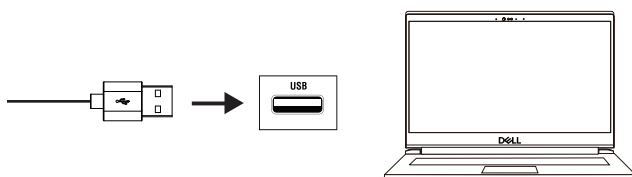


Specifications

Specifications	Value
Headset dimension	155 mm x 168.60 mm x 59.80 mm
Earpads dimensions	59.80 mm x 59.80 mm x 16.50 mm
Operating Voltage	3~5.50 V
System requirements	Windows 10 or latest MacOS 10.7 or latest Linux
Speaker Sensitivity	117±3dB
Speaker frequency range	20Hz~20KHz
Microphone Sensitivity	-46±3dBV/Pa
Microphone frequency range	100Hz~10KHz
MIC boom	270° rotational
Boom Mic Feature & Behavior	Flexible boom mic

Setting up the headset

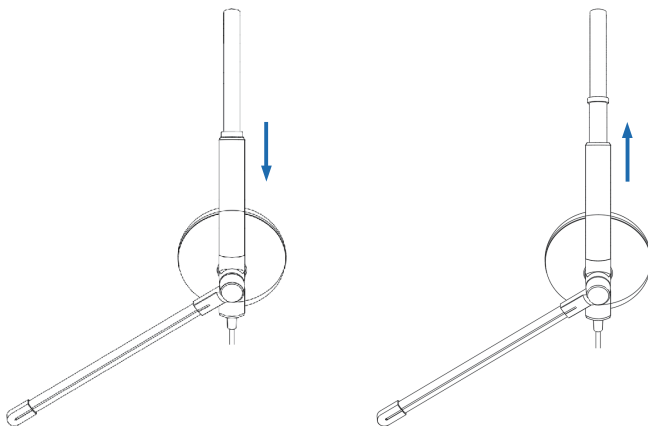
- 1 Connect the headset controller cable to a USB-A port on your laptop or desktop.



Headband & microphone boom fit

Headband fit

Adjust headset by sliding headband up or down.



Microphone boom fit

1. Microphone boom rotates to 270 degree to left or right (figure 1).
2. Adjust flexible microphone boom angle (figure 2).

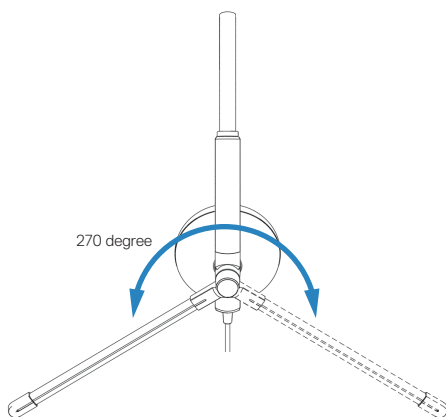


figure 1

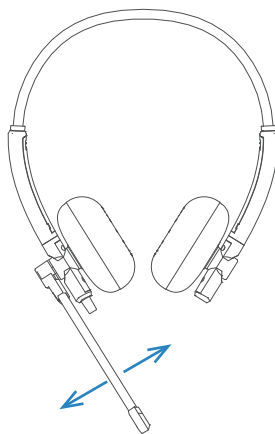
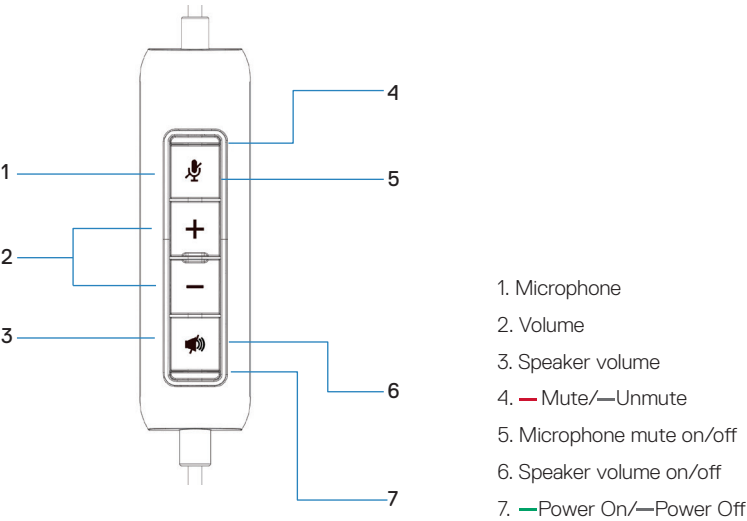


figure 2

Buttons and indicator light

Button	Usage		Indicator Light	Action
	Microphone	Mute	Microphone	Short press to Mute
		Unmute	No Light	Short press to Unmute
+	Volume		No Light	Short press to increase volume
-				Short press to decrease volume
	Speaker Volume	Turn on volume	No Light	Short press to turn volume on/off
		Turn off volume		
  Mute + Speaker volume on			The receiver is unable to hear the user, but the user can hear the receiver	
  Unmute + Speaker volume off			The receiver can hear the user, but the user is unable to hear the receiver	
  Mute + Speaker volume off			Both user and receiver are unable to hear each other	
  Unmute + Speaker volume on			Both user and receiver can hear each other	



Regulatory and PPID label



NOTE: The following image is a sample illustration to show the regulatory label location only.

Barcode content:
VN0KR34NLXN00YMDxxxxA00



Frequently asked questions

1. How do I know if my headset is on?

The Dell WH125 headset has a status-LED on the controller that stays on (green light) when the headset is in use. The status-LED behavior is as follows:

Headset is on - Status LED is solid green

Headset is off - No light

2. How to handle and maximize product shelf life?

Proper Adjustment: When adjusting the size or fit of the headset, do so with care and avoid applying excessive pressure or pulling forcefully on the extender.

Stretch the Headband: If your headset is new, they might be a bit stiff and exert too much clamping force. Gently stretching (max 260 mm) the headset to help reduce this force. Or when not in use, place the headset on another object that is slightly larger than your head. It can help to gradually reduce the clamping force over time.

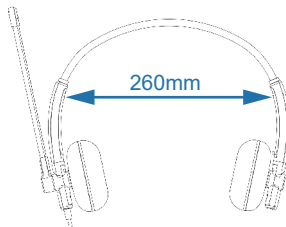
Avoid Dropping: Be cautious not to drop the headset. Place the headset on a secure surface when not in use and avoid placing heavy objects on top of it.

Transport Safely: When traveling with the headset, it is recommended to use a protective case or bag. It helps safeguard the headset from impact, scratches, and other potential damage during transportation.

Cable Management: Take care when handling the cables. Avoid bending them excessively or twisting them tightly, as it can strain the connectors and potentially lead to damage. Handle the cables gently and avoid tugging or pulling them forcefully.

Storage: When not in use, store the headset in a clean and dry environment. Keep it away from extreme temperatures, humidity, or direct sunlight, as these conditions can affect its performance and durability.

⚠ CAUTION: Applying excessive force to extend the headset beyond 260 mm may result in damage or breakage.



Troubleshooting

Problem	Possible solutions
No audio from headset	1. Unplug and reconnect the headset to the computer. 2. Test on an alternate device if available.
Echo heard from the microphone	1. Adjust the volume on your computer. 2. Adjust the microphone boom so that it is not too close to your mouth.
Audio issues	1. Adjust microphone closer to your mouth. 2. Adjust the microphone volume on the adapter or adjust the microphone type on the selected adapter. 3. Unplug and reconnect the headset to check again.
Computer speakers playing audio despite having the headset plugged in.	Check the "Setting>System>Sound>Select Output Device" and select "DELL Wired Headset".

Statutory information

Warranty

Limited warranty and return policies

Dell WH125 headset ships with a 3-years limited hardware warranty. If purchased together with a Dell computer, it follows the computer warranty.

For U.S. customers:

This purchase and use of this product is subject to Dell's end user agreement, which is available at **Dell.com**. 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 also provides an additional hardware warranty. More details of the Dell end user contract and warranty terms can be found in **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-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.

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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.

Getting help

Contacting Dell

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.

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:

Steps

1. Go to 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.