

Dell
Slim Conferencing Soundbar
SB522A

User Guide

Regulatory Model: SB522A



Notes, Cautions, and Warnings



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



CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

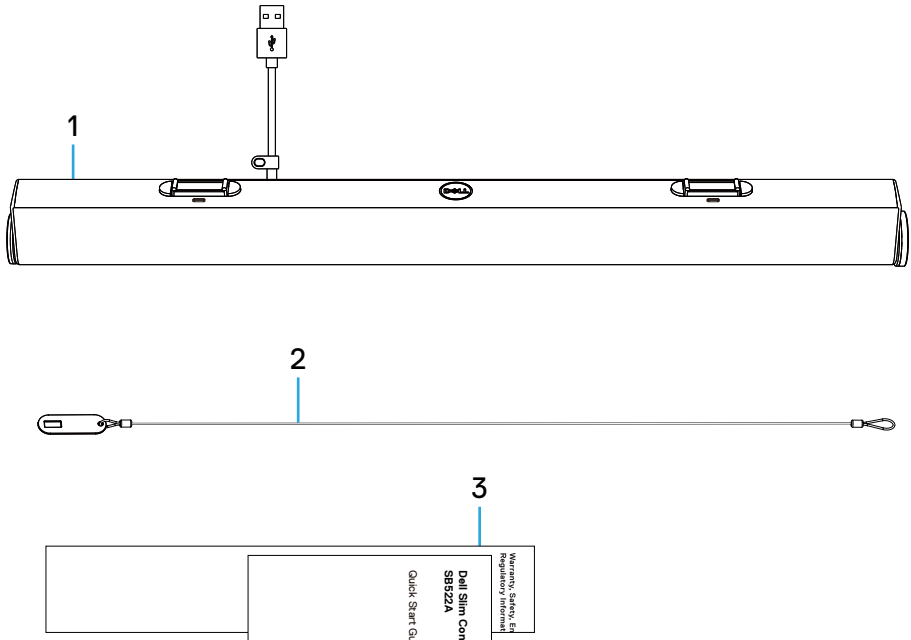


WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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What's in the box

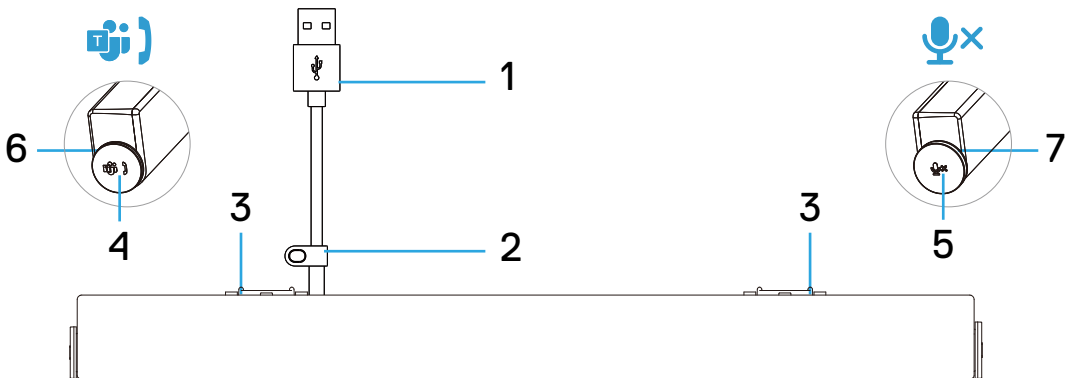


- 1 Dell slim soundbar
- 2 Security chain
- 3 User Documentations



NOTE: The documents shipped with the soundbar may vary based on your region.

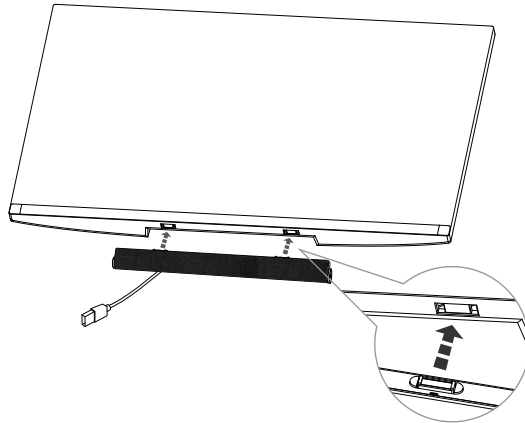
Views



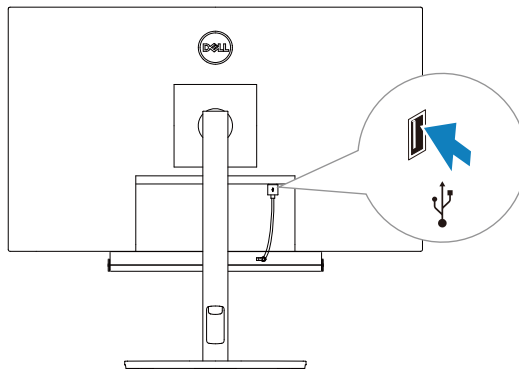
- 1 USB-A cable
- 2 Security loop
- 3 Magnetic tabs x2
- 4 Microsoft Teams and answer call button
- 5 Volume knob and mic control button
- 6 LED (White/Green)
- 7 LED (Red)

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.

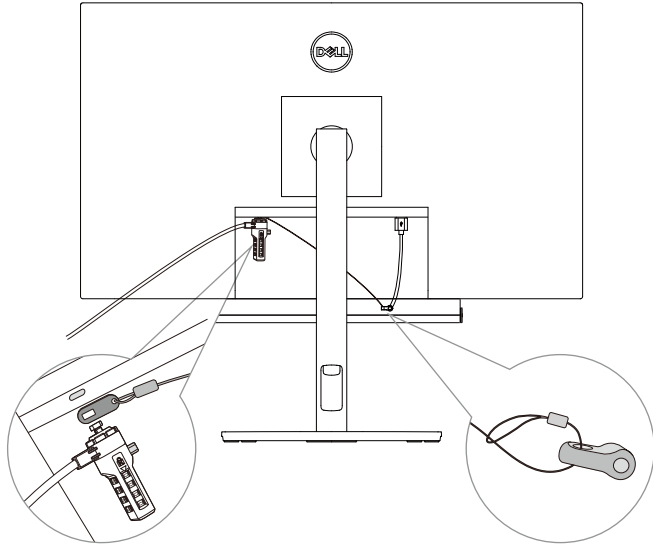


2. Connect the USB-A cable from the soundbar to the USB-A port on the Dell monitor.
3. Connect the USB upstream cable from the computer to the Dell monitor.



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.

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



Operation behavior in Teams

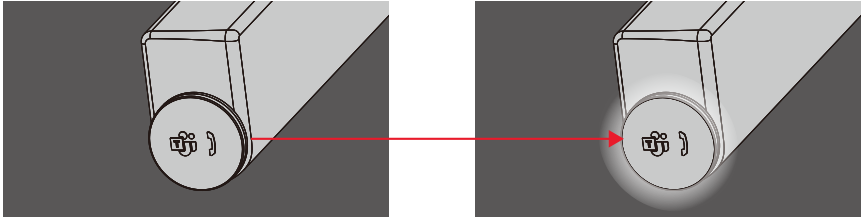
- ◆ **Power On/Plugged in**

- Single short click on Teams button, the LED flashes white 3 times.

- ◆ **Log in to Teams**

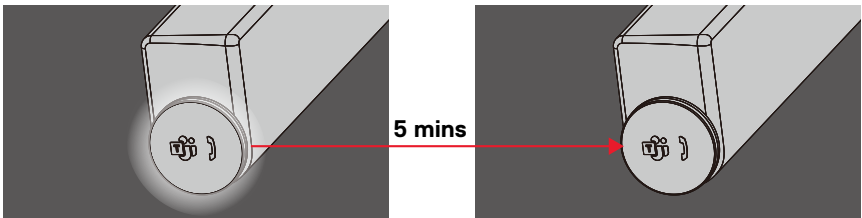
- Left LED stays white when logged in to Teams.

- Single short click on Teams button to launch Teams on the main screen and open Teams notification.



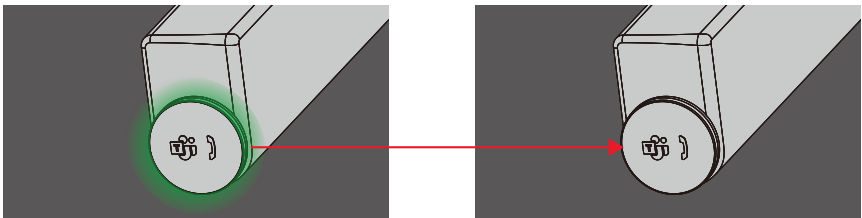
- ◆ **Teams notification**

- Left LED pulses in white for 5 mins (unless there is action being taken).



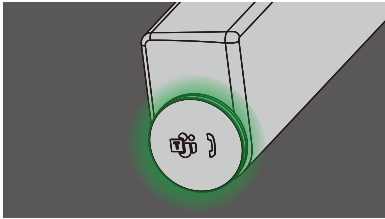
- ◆ **Teams incoming call**

- Left LED blinks green.



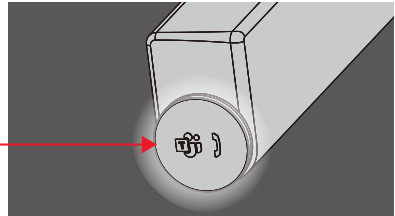
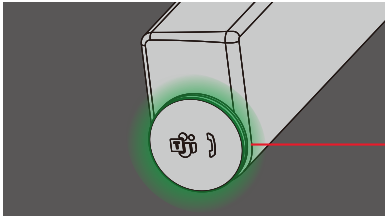
◆ **Answer incoming Teams call**

- Short press Teams button to answer incoming Teams call.
- Left LED stays green during call.



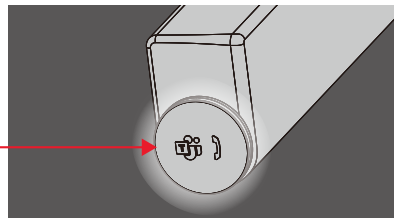
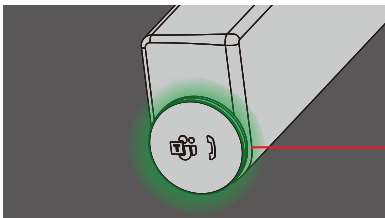
◆ **Reject incoming Teams call**

- Long press Teams button to reject incoming Teams call.
- Left LED turns back to static white.



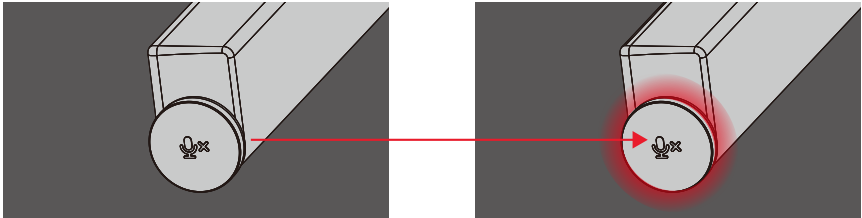
◆ **End incoming Teams call**

- Short press Teams button to end call during Teams call.
- Left LED turns back to static white.



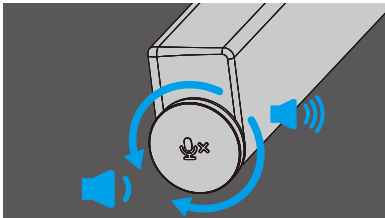
◆ **Mic. Muted**

- Click on the right knob during Teams call.
- Right LED lights up red.
- Teams call will be muted as well.







◆ **Volume Up/Down**

- Rotate knob clockwise to turn volume up.
- Rotate knob counterclockwise to turn volume down.




SB522A's button behavior on some popular communication software

Dell SB522A is designed for easy accessibility to Microsoft Teams. The table below provides details on the behavior of the sound bar on popular communication platforms:

Buttons					
Applications	Mute/Unmute	Accept Call	End/Reject Call	Volume Up	Volume down
Microsoft Teams	OK	OK	OK	OK	OK
Skype for Business	OK	OK	X*	OK	OK
Zoom	OK	OK	OK**	OK	OK
Google Hangouts	OK*	X	X	OK	OK
Cisco Webex	OK*	X	X	OK	OK
FaceTime	OK*	X	X	OK	OK
Slack	OK*	X	X	OK	OK
GoToMeeting	OK*	X	X	OK	OK
BlueJeans	OK*	X	X	OK	OK

 **NOTE: OK*** Mic. control button functions on the applications but may not sync with the app UI

 **NOTE: OK** Answer/ End call button has 2 different states:**
 1. Reject call - Long press Answer/ End call button for one second on speakerphone
 2. End an ongoing call via software's interface

 **NOTE: X*** End call by short pressing the Answer/ End call button, user cannot reject a call

Specification

General

Model number	SB522A
Connection type	USB
Supported operating systems	<ul style="list-style-type: none">· Windows 10· Windows 11

Power ratings

Operating voltage	5V
Output power	<ul style="list-style-type: none">· USB 2.0: $\geq 1\text{ W} \times 2$ at THD $\leq 1\%$· USB 3.0: $\geq 1.8\text{ W} \times 2$ at THD $\leq 1\%$ where THD refers to Total Harmonic Distortion

Dimensions and weight

Height	27.5 mm
Length	301.4 mm
Width	17.5 mm
Weight	0.14 kg

Environmental

Operating temperature	0°C to 40°C (0°F to 104°F)
Storage temperature	-40°C to 65°C (-40°F to 149°F)
Operating humidity	90% maximum relative humidity, Storage humidity
Storage humidity	90% maximum relative humidity, Storage humidity

Troubleshooting

Problems	Possible solutions
Soundbar does not power on	<ul style="list-style-type: none">• 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.
Soundbar is on but not functioning	<ul style="list-style-type: none">• If 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.<ol style="list-style-type: none">a. If the soundbar works on the computer, you may have a defective USB port on the Dell monitor or a defective the USB upstream cable.b. If the soundbar does not work, it may be faulty and must be replaced.In either instance, please check "Contacting Dell" for help.

Problems

Possible solutions

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 Control Panel on your computer and click **Sound**. Check if the Dell Slim Soundbar SB522A is displayed in the list of playback devices under the Playback tab of the Sound dialog box. If Dell Slim Soundbar SB522A is not the default device (indicated by a green tick beside the icon), right-click the Dell Slim Soundbar SB522A and select **Set Default > Default Device**.
- Reinstall the on-board 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.
- Make sure there are no magnetic devices or any objects obstructing the speakers on the soundbar.

Problems	Possible solutions
Unbalanced sound output	<ul style="list-style-type: none"> • Set the Windows audio balance controls of left and right speaker to their midpoints. • Troubleshoot the computer's sound card.
Low volume	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Check if any fother 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	<ul style="list-style-type: none"> • Confirm if the monitor model used supports the soundbar. • For more information about the supported monitor models, find the SB522A page at https://www.dell.com. • Check if the monitor's soundbar slots are open and there is no Mylar cover obstructing the slots.

Problems

Possible solutions

Microphone doesn't work

- Check if SB522A is plugged into computer correctly.
- Check the computer sound setting and select the Dell SB522A as recording device.

Answer call function doesn't work on SB522A when receiving calls from Teams

- If multiple conferencing application are installed on or used in the same device, you may not be able to get response from SB522A. Try to answer incoming calls by application's interface.

Can't make the phone call or pick the incoming call in Teams button via Line, WhatsApp, and WeChat

- SB522A Teams button only support Teams, you can answer incoming calls by application's interface.
- SB522A's button behavior on some popular communication software.

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 by going to <https://www.dell.com/terms>, selecting your country 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 will apply 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 by going to <https://www.dell.com/terms>, selecting your country 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.

 **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.