

# Dell Speakerphone SP3022

## User Guide

Regulatory Model: SP3022



# Notes, Cautions, and Warnings

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**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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2022 -04

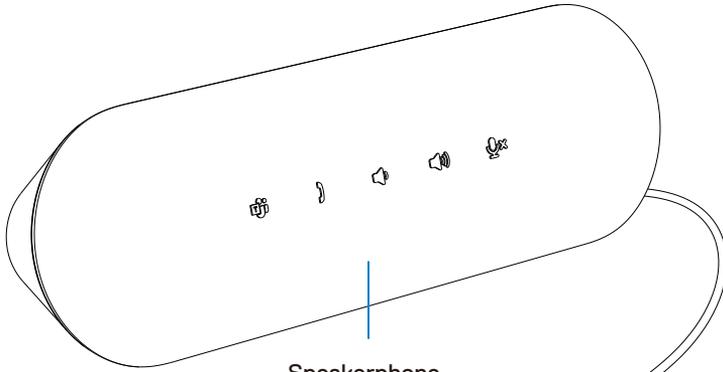
Rev. A00-1

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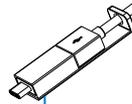
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# What's in the box

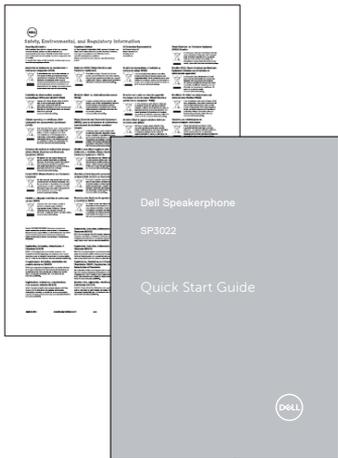
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Speakerphone



USB-C to USB-A adapter

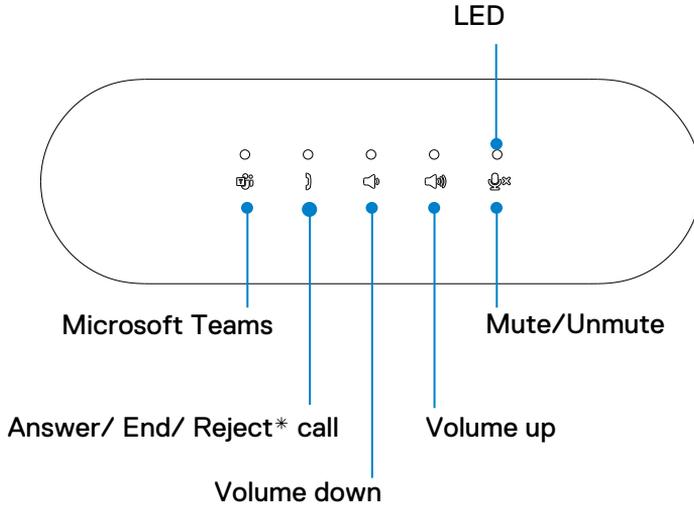


User Documentation

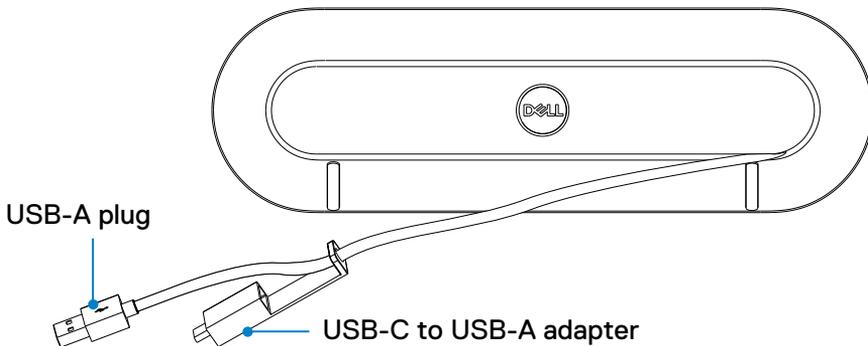
# Views

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## Front view



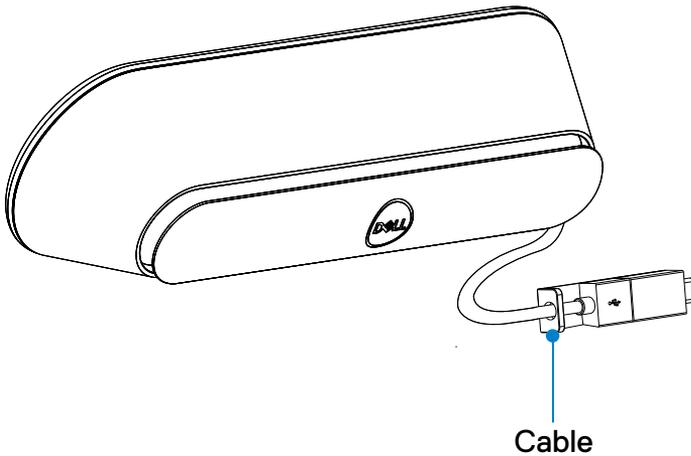
## Back view



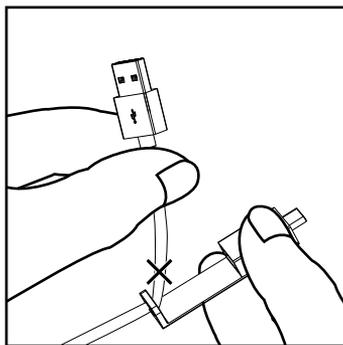
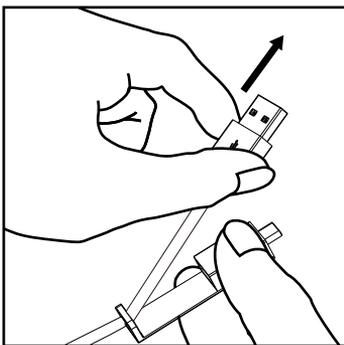
# Setting up your speakerphone

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1. Gently unwind the cable from the cable holder on the back of the speakerphone.

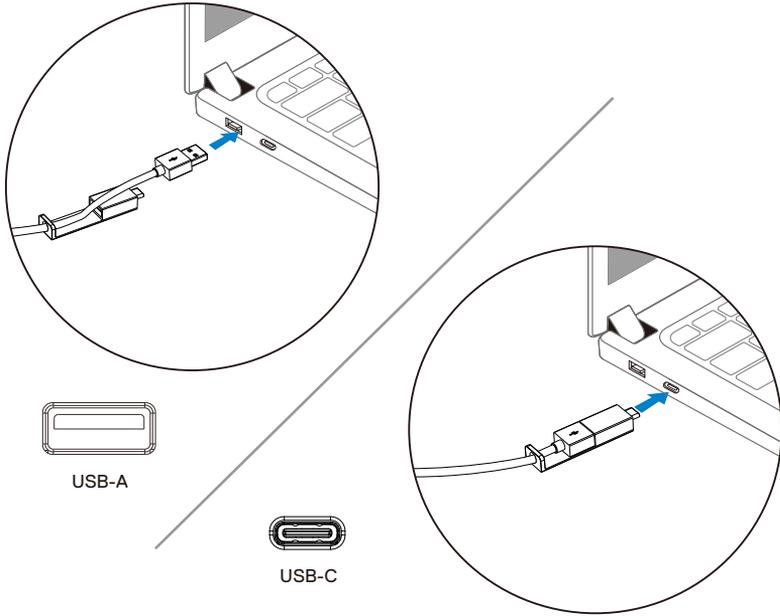


2. Dislodge the USB-A connector from the adapter as required



 Caution: Bending the cable at a sharp angle could damage the cable and cause it to fray overtime.

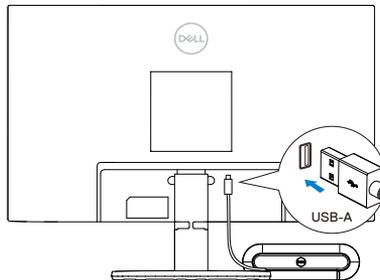
3. Connect the cable to a USB-A port or USB-C port on your computer



# Setting up your speakerphone with a monitor

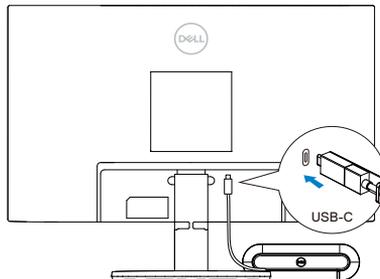
Connect the speakerphone cable to the USB-A port or USB-C on your monitor.

1. Connect to the USB-A port of the Dell monitor.

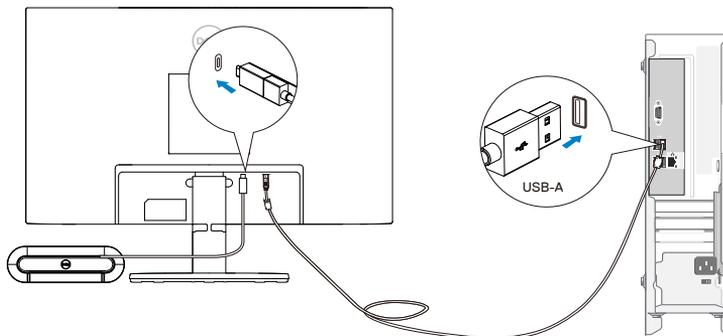


Or

2. Connect to the USB-C port of the Dell monitor.



 **NOTE:** If the speakerphone is not detected, check if the upstream cable is connected from your computer to the Dell monitor.

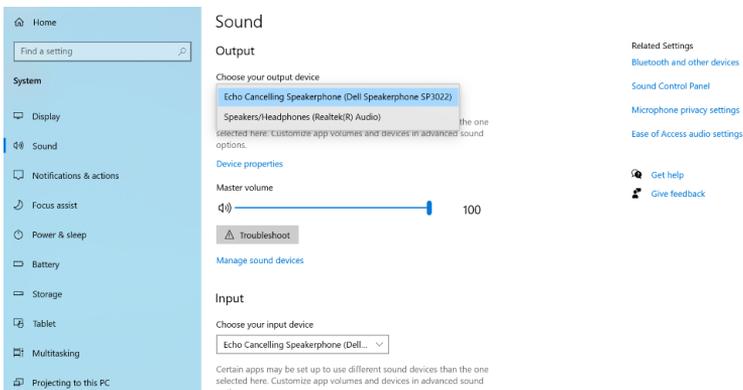


# Set your speakerphone as default sound device in Windows 10/11

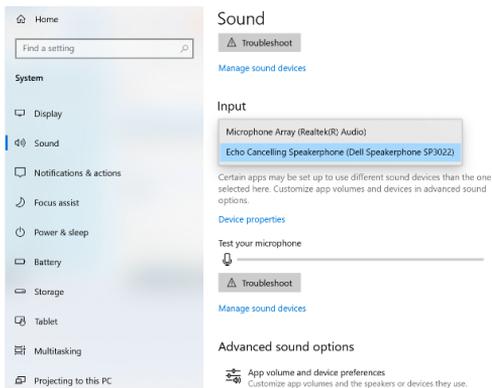
Set as default sound device in system setting by follow steps below:

1. Go to Settings.
2. Go to System - Sound.
3. On the right, select the required device from the drop down list in choose your output device.

## a. Set output device

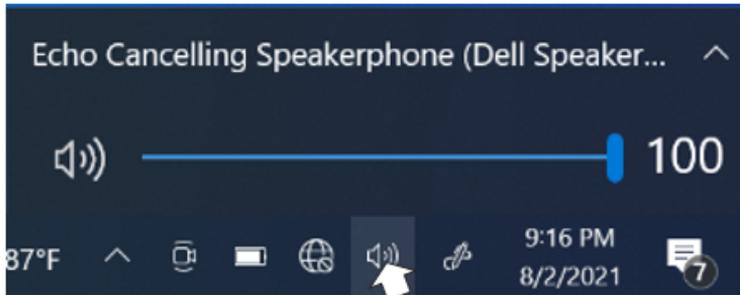


## b. Set input device

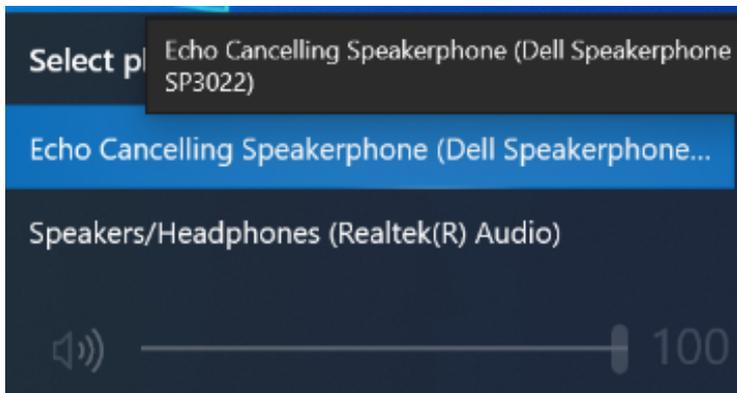


Set as default sound device in sound setting by follow steps below:

1. Click on the sound volume icon in the system.
2. Click on the up right arrow.

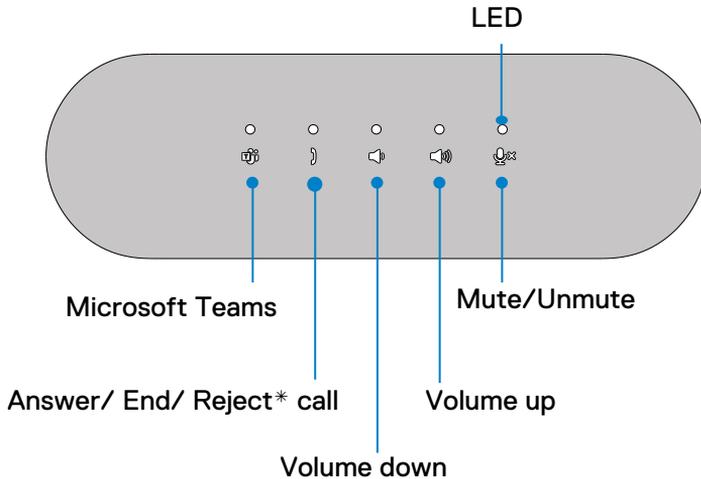


3. Choose the desired audio device from the list.



# Features

The Dell Speakerphone SP3022 makes it easier for you to handle your calls with quick access to essential control functions.



	Open Microsoft Teams	Tap the Microsoft Teams button
	Answer/ End/ Reject call	Tap the Answer/ End/ Reject call button
	Speaker volume down	Tap the Volume down button
	Speaker volume up	Tap the Volume up button
	Mute/Unmute microphone	Tap the Mic. Mute button

## Using Microsoft Teams with your speakerphone

- Answer incoming Teams calls:

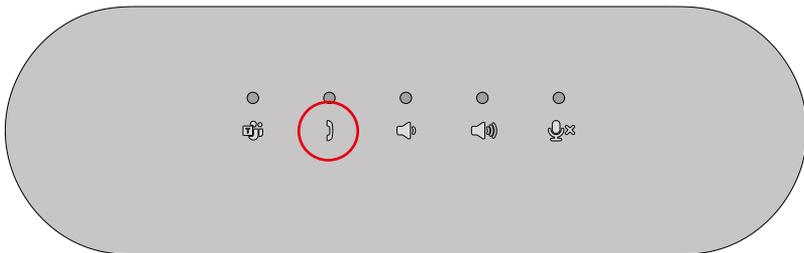
(1) Press the Answer/ End/ Reject call button to answer the incoming call.

- Reject incoming Teams calls:

(1) Long press the Answer/ End/ Reject call button for one second to reject the incoming call.

- End Teams calls:

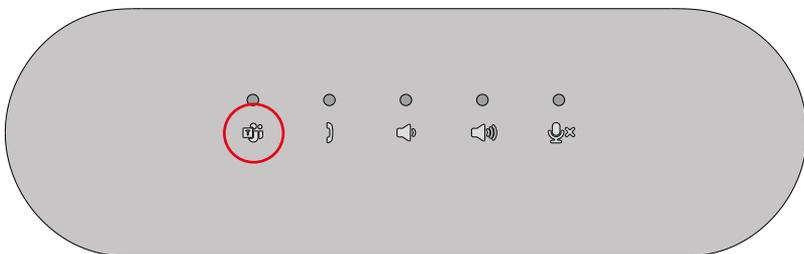
(1) Press the Answer/ End/ Reject call button to end the call.



- Making Teams calls:

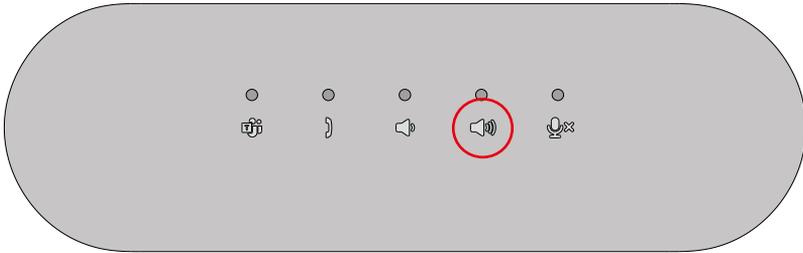
(1) Press the Teams button to bring Teams app on the main screen.

(2) Start a call through the Teams application on your computer.

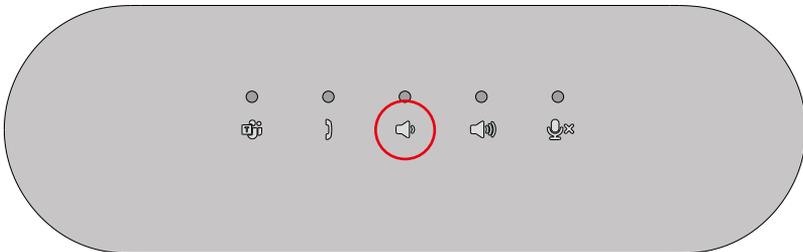


- Adjusting the volume:

(1) Press the Volume up button to increase the volume. An audio prompt tone can be heard when pressing the Volume up button.

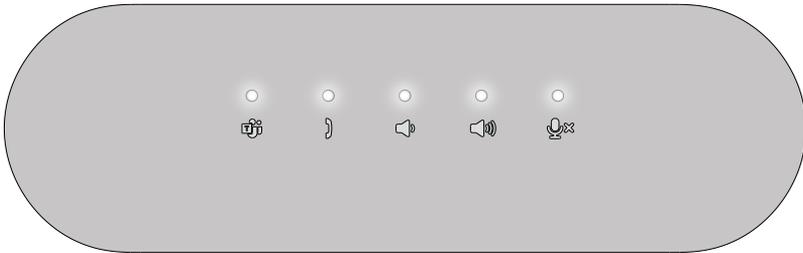


(2) Press the Volume down button to decrease the volume. An audio prompt tone can be heard when pressing the Volume down button.

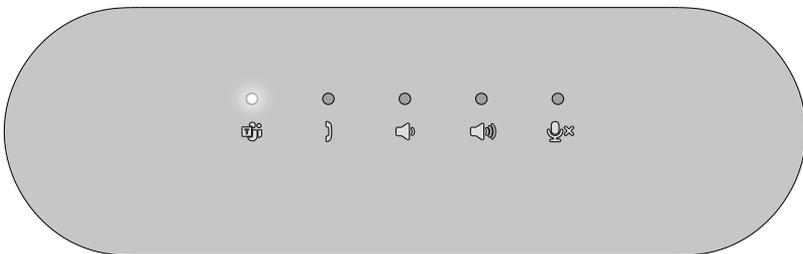


## Button and LED behavior

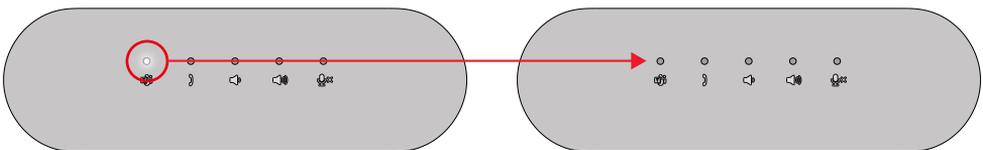
- Powered on/plugged in:  
LEDs light up for 3 seconds when the device is plugged in.



- Teams Active/Notifications:  
(1) Teams LED lights up white if Teams is active.

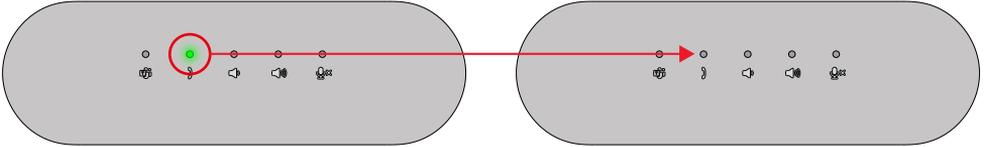


- (2) Teams LED blinks if receiving Teams notifications.

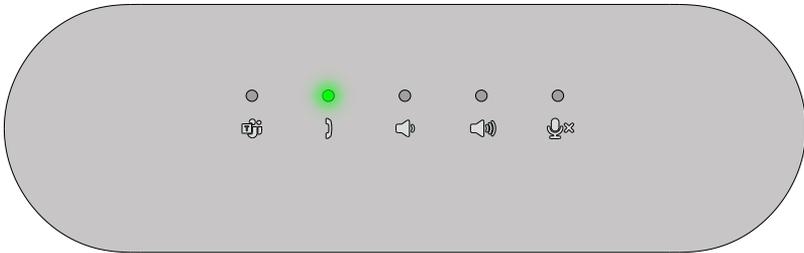


● Incoming, Pickup, Active, Hang Up Call:

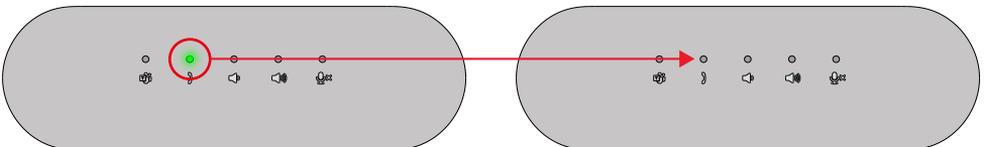
(1) Answer call LED blink green if receiving a call.



(2) Answer call LED lights up green during the call.

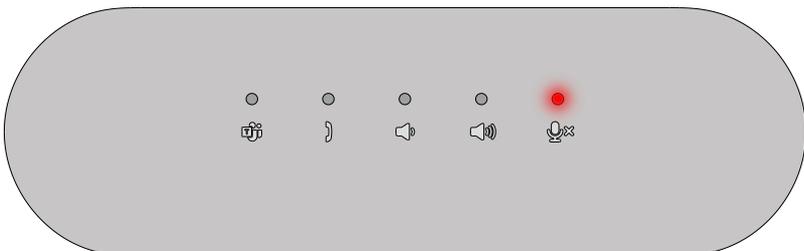


(3) Answer call LED turns off if the call ends.

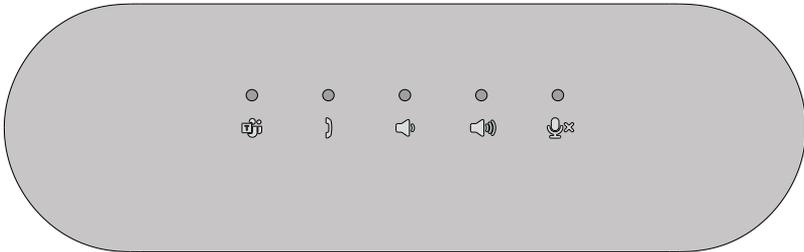


● Mute/Unmute:

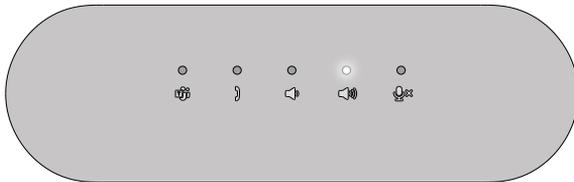
(1) Mic. LED lights up red if mic is muted.



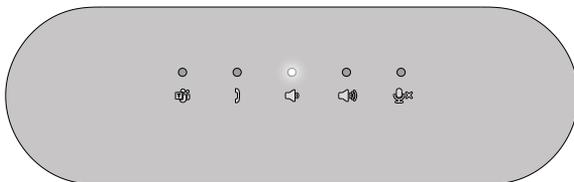
(2) Mic. LED turns off if mic is on.



- Volume up/down:  
Volume down/up LED lights up white if the button is pressed.



Volume up



Volume down

## SP3022's button behavior on some popular communication software

- Microsoft Teams work as intended with SP3022'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
Microsoft Teams	OK	OK	OK	OK	OK
Skype for Business	OK	OK	X*	OK	OK
Zoom	OK	OK	OK**	OK	OK
Google Meet	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\* 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



NOTE:X\* means can only end call by short press on Teams button, cannot reject call

# Dell Peripheral Manager

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## What is Dell Peripheral Manager?

The Dell Peripheral Manager application helps you manage and set up various Dell Peripherals connected to your computer. It allows the user to make changes to settings of the device and provides additional customization.

## Installing Dell Peripheral Manager

You can manually install the software by checking for updates or by using the link below: <https://www.dell.com/support/dpem>. For more details on the application and the customizations available, find the User Guide for Dell Peripheral Manager at [www.dell.com/support](http://www.dell.com/support).

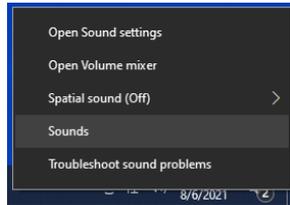
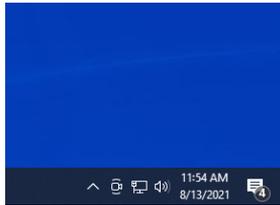
# Troubleshooting

Problems	Possible solutions
Audio performance issues	<ul style="list-style-type: none"> <li>• Check and update system BIOS and audio driver for newer version.</li> </ul>
Update your system's BIOS and SP3022 firmware	<ul style="list-style-type: none"> <li>• Please update your system's BIOS and drivers from. <a href="https://www.dell.com/support/drivers">https://www.dell.com/support/drivers</a></li> <li>• Please update your Dell Speakerphone SP3022 FW from. <a href="https://www.dell.com/support/drivers">https://www.dell.com/support/drivers</a></li> <li>• Driver update only possible on Windows 10/11 64-Bit OS System</li> <li>• Need to connect Dell Speakerphone SP3022 to your computer before updating FW.</li> </ul>
SP3022's buttons don't respond while making a call via conferencing applications other than Teams.	<ul style="list-style-type: none"> <li>• On applications other than Teams, it is recommended to use the in-app controls rather than the buttons on the Dell SP3022.</li> <li>• Refer to speakerphone button behavior with various UC apps as above in Page 15 of the document.</li> </ul>
Answer call button doesn't work when receiving calls from Teams	<ul style="list-style-type: none"> <li>• This occurs when you have multiple conferencing applications installed on your device and active at the same time. In these scenarios, it is recommended to use the in-app controls rather than the buttons on the Dell Speakerphone SP3022.</li> </ul>
The Echo can be heard during the call	<ul style="list-style-type: none"> <li>• SP3022 has the Echo cancellation feature, which minimizes and reduces any echo heard on calls.</li> <li>• If you hear echo from your device, it is possible that the user on the other end does not have the echo cancellation feature.</li> </ul>
No audio	<ul style="list-style-type: none"> <li>• Disconnect and reconnect the Dell Speakerphone SP3022 to your computer.</li> <li>• Check the computer sound setting and select the Dell Speakerphone SP3022 as the playback device.</li> <li>• Adjust the volume settings to a adequate level.</li> </ul>
Microphone doesn't work	<ul style="list-style-type: none"> <li>• Disconnect and reconnect the Dell Speakerphone SP3022 to your computer.</li> <li>• Check the computer sound setting and select the Dell SP3022 as the recording device.</li> </ul>
Can't make a phone call or pick up an incoming call in device button via Line, WhatsApp and WeChat?	<ul style="list-style-type: none"> <li>• The Answer Call button on the Dell Speakerphone SP3022 is functional on Teams. For apps that are not supported, it is recommended to use the in-app controls rather than the buttons on the Dell Speakerphone SP3022.</li> </ul>
Abnormal sound	<ul style="list-style-type: none"> <li>• Remove any obstructions between SP3022 and the user.</li> <li>• Reconnect SP3022 with your device again.</li> <li>• Disable System Audio Enhancements.</li> </ul>

How to set up PC when you observe abnormal sound

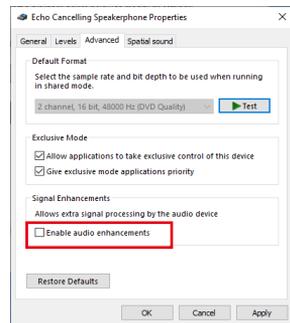
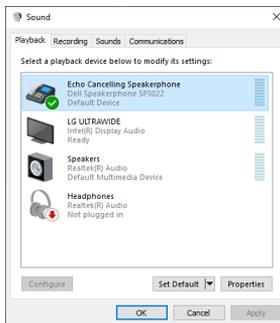
You can follow the steps below:

1. Right-click sound icon and enter Sounds.



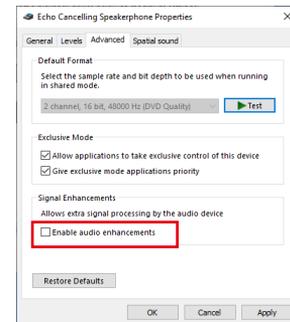
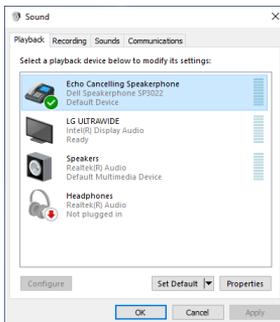
2. In Playback page, right click on speakerphone icon and click properties.

3. In Advanced page, uncheck Enable audio enhancements.



4. In Recording page, right click on speakerphone icon and click properties.

5. In Advanced page, uncheck Enable audio enhancements.



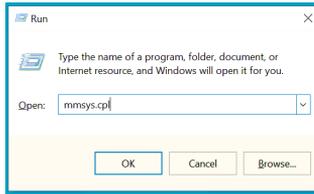
Volume is too low

- Remove any obstructions between SP3022 and the user.
- Turn the volume to a higher level by pressing the volume up button or using the software UI.
- Press volume setting on Windows to increase the volume.

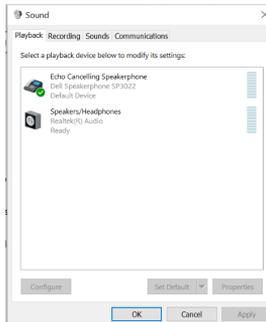
Choose the desired audio device from the list

• To open the classic Sound options in Windows 10, you can follow steps below:

1. Press Win + R to the "Run" dialog.
2. Type or copy-paste the following command:  
**Mmsys.cpl**



3. Press the Enter key. This will open the "Sounds" applet directly.



4. Select the desired device in the list and click on the Set Default button.

# Specification

<b>Specifications</b>	
Model number	SP3022
Connection type	USB-A or USB-C
Audio output	<ul style="list-style-type: none"> <li>• Output power: (with extension cable)</li> <li>-USB2.0 = 2 x 1W</li> <li>-USB3.0 = 2 x 1.8W</li> <li>Frequency Response: 90Hz ~ 20KHz @ -10dB</li> <li>• SPL: &gt;=90dB @ 0.5m, USB 3.0 power</li> <li>• SNR: &gt;80dB (A-weighted)</li> </ul>
Microphone input	<ul style="list-style-type: none"> <li>• Omni-direction microphone</li> <li>• Input Sensitivity :&gt;= -34dBV/Pa</li> <li>• SNR: &gt;=72dB</li> </ul>
Button and LED indication	<ul style="list-style-type: none"> <li>• Button: Teams, Answer/ End/ Reject call, Volume Down, Volume Up, Microphone mute/unmute</li> <li>• LED: White, Red, Green</li> </ul>
Physical dimension	Length: 226 mm Width: 71 mm Height: 58.7 mm Weight: 324 ± 5 g

<b>Operating and environmental specifications</b>	
Supported operating system	Win10 64-bit Win11 64-bit
Operating temperature	0~40°C
Storage temperature	-40°C to 65°C
Operation humidity	90% maximum relative humidity non condensing
Storage humidity	90% maximum relative humidity non condensing

# Statutory information

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## Warranty

### Limited warranty and return policies

Dell-branded products carry a 3-years limited hardware warranty. If purchased together with a Dell system, it will follow the system 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 [www.dell.com/terms](http://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 [www.dell.com](http://www.dell.com), 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:

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Dell may also provide an additional hardware warranty—full details of Dell's warranty terms can be found by going to [www.dell.com](http://www.dell.com), 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 term.

## Getting Help

### Contacting 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](http://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.