Dell Webcam

WB3023

User Guide



Regulatory Model: WB3023t
January 2023
Rev. A01

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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Overview

The Dell WB3023 webcam offers the following:

- 2K video at 30 fps, Full-HD video at 30 fps and HD video at 60 fps
- 2x digital zoom
- Adjustable field-of-view with autofocus
- Built-in microphone
- High Dynamic Range (HDR) and video noise reduction support
- Additional customization using Dell Peripheral Manager on Windows and Dell Display and Peripheral Manager on Mac

What’s in the box

Dell WB3023 webcam with cable (USB 2.0, 1.5m)	
User Documentation (Quick Start Guide, SERI, Warranty Information)	

Views



1. Multi-element lens and Sony sensor

2. Microphone

Note: Microphone enabled via Dell Peripheral Manager software on Windows and Dell Display and Peripheral Manager software on mac.

3. LED light indicator

4. Integrated privacy shutter

5. Tripod-adapter thread

Note: Tripod not included.

6. Universal mounting clip

Setting up your webcam on a monitor

NOTE: It is recommended to have an active internet connection on your computer for the best setup experience.

NOTE: Download the Dell Peripheral Manager or Dell Display and Peripheral Manager from www.dell.com/support/wb3023.

1. Open the universal mounting clip as seen below.



2. Place the webcam on the monitor bezel and adjust the foot on the universal mounting clip at the back of the monitor until the webcam sits firmly on the monitor bezel.





3. Control the privacy shutter by sliding left before using and gently slide to the right when not in use.



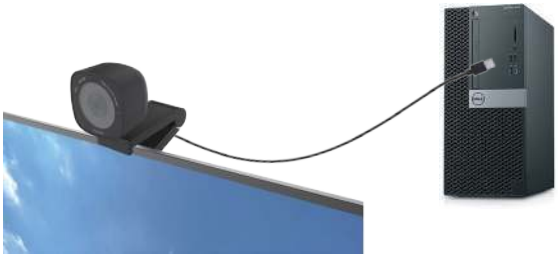
NOTE: Remove the sticker on the webcam.

NOTE: Manually adjust the webcam up/down to the best position.





4. Connect the USB-A end of the cable to a USB-A port on your computer, desktop, or monitor.



5. Use the on-screen instructions on Dell Peripheral Manager application on Windows or Dell Display and Peripheral Manager application on Mac, to customise the camera settings.

Setting up your webcam on a tripod

NOTE: Tripod is not included in the box.

1. Align the thread on the universal mount with the mounting screw on the tripod. Rotate the tripod adapter until it is firmly fixed on the tripod.



2. Connect the camera USB cable to a USB-A port on your computer, desktop, or monitor. Control the privacy shutter by sliding left before using and gently slide to the right when not in use.



3. Use the on-screen instructions on Dell Peripheral Manager application on Windows or Dell Display and Peripheral Manager application on Mac, to customise the camera settings.

Features

Adjustable field-of-view:

The Dell WB3023 webcam features a 78 degree field-of-view (FOV) and can be changed to 65 based on the user's preference. Adjusting the FOV allows you to customise the video output to your external environment.

HDR and Video Noise Reduction :

The Dell WB3023 webcam's HDR guarantees superior picture quality in extreme lighting environments, while video noise reduction automatically eliminates grainy images in low light.

Facial Detection Auto Exposure :

The Dell WB3023 comes with an intelligent image processing technology that detects the human face and automatically adjust the exposure to look just right in any lighting condition,

Microphone :

The built-in microphone enables clear communication optmised for personal workspace.

Specifications

Webcam camera stream data	USB 2.0 cable
Stream video encoding engine	MJPEG encoding engine
Video format supported	2K QHD at 30 fps Full-HD at 30 fps HD at 30 or 60 fps
Field-of-View	65 / 78 degree
Focus	Auto Focus
Zoom	2x digital zoom
Auto Light Correction	HDR and Auto White Balance Video Noise Reduction
Microphone*	Omni-directional Pick-up range up to 2m
LED indicators	**ON:** Webcam is in use **OFF:** Webcam is off or not in use
Supported operating system	Windows 10, 64-bit Windows 11, 64-bit Mac OS 12.3.1
Operating temperature (maximum)	The webcam can operate at a maximum ambient temperature of 40°C

**Microphone can be enabled via Dell Peripheral Manager software on Windows and Dell Display and Peripheral Manager software on Mac*

Dell Peripheral Manager

What is Dell Peripheral Manager?

The Dell 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 settings of the device and provides additional customization like enabling HDR, adjusting Field of View to 68, 2x Zoom, activating the Microphone and more.

Installing Dell Peripheral Manager on Windows

When you connect the device to your computer for the first time, Dell Peripheral Manager is downloaded and installed automatically through the Windows Update process.

NOTE : If Dell Peripheral Manager does not appear within a few minutes, you can manually install the software by checking for updates.

Download the Dell Peripheral Manager from www.dell.com/support/wb3023.

For more details on the application and the customizations for Dell WB3023 on Windows OS, refer to the Dell Peripheral Manager's User's Guide at www.dell.com/support/wb3023.

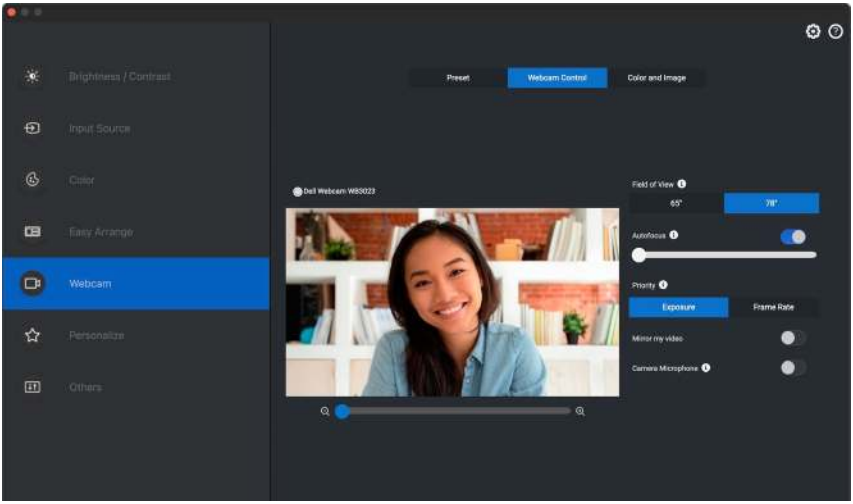
Dell Display and Peripheral Manager

What is Dell Display and Peripheral Manager on Mac?

Dell Display and Peripheral Manager (DDPM) is an Apple macOS application to manage a monitor or a group of monitors or webcams.

Dell Display and Peripheral Manager allows manual adjustment of the displayed image, assignment of automatic settings, energy management, window organization, image rotation, webcam preview, webcam settings and other features on selected Dell monitors and webcams.

NOTE: To activate the microphone, please enable the setting on the Dell Display and Peripheral Manager.



Download the Dell Display and Peripheral Manager from www.dell.com/support/wb3023.

For more details on the application and the customizations for Dell WB3023 on Mac OS, refer to the Dell Display and Peripheral Manager's User's Guide at www.dell.com/support/wb3023.

Frequently asked questions

1. **What is the recommended configuration to install the Dell WB3023 webcam?**
   Windows 10, 64-bit or newer.
   MacOS 12.3.1 or newer.
   One USB type-A port.
2. **How do I know if my camera is on?**
   The Dell WB3023 webcam has a status-LED on the front lens that stays on (white light) when the camera is in use. The status-LED is solid white when the **webcam in use**.
3. **Can I use the Dell WB3023 webcam with a docking station or a USB Hub?**
   Yes, you can configure the webcam through a docking station or a USB hub connected to your computer.
4. **Can I connect my webcam directly to a monitor?**
   Yes, the Dell WB3023 can be connected to the monitor directly. Ensure that the monitor's data up-stream cable is connected to the computer, without which the webcam will not work. In case the monitor does not have a data up-stream port, the webcam cannot be connected to the monitor and must be connected to the computer directly.
5. **How do I activate the Microphone on the webcam?**
   The microphone will be disabled by default and must be enabled using the Dell Peripheral Manager(DPM) for Windows or Dell Display and Peripheral Manager (DDPM) for Mac OS application. After installing the application and setting up the webcam, go to **More Settings** > **Audio** > Switch the toggle on for **Camera Microphone** on DPM or select On for **Camera Microphone** setting under **Webcam > Webcam Control** tab in DDPM.
6. **How do I set up my webcam on a Mac?**
   The process for setting up the webcam remains the same on MacOS or Windows. However, certain Apple devices do not come with a USB-A port. In such instances, the webcam must be connected through a device-compatible dongle, docking station or a Display Monitor USB hub.
7. **Can I use the webcam to take photos and record videos?**
   Yes, Dell WB3023 is capable of capturing high-quality photos and videos. This can be done using the default Windows Camera app or any other webcam-enabled application.
8. **Do my camera setting adjustment in DPM or DDPM changes every time I disconnect and reconnect the webcam from the device?**
   The DPM or DDPM application stores user's preferred settings and will only change if manually edited. Disconnecting and reconnecting the webcam will not change the user settings and you can just pick-up where you left off.

Troubleshooting

Problem	Possible solutions
Recommended steps for webcam issues	For any issues with the Dell WB3023 webcam, it is recommended to start by following these steps: **1.** Update the BIOS on your computer to the latest available version. **2.** Update the operating system to the latest available version. **3.** Update the USB-host and Thunderbolt driver on your computer. Update the firmware on the Dell WB3023 webcam to the latest version from www.dell.com/support/wb3023.
Webcam not detected	**1.** Try disconnecting and reconnecting the USB cable. **2.** Check if the webcam is detected in Device Manager. **3.** Disconnect the webcam from any docking stations or USB-hubs, and connect it directly to the computer.
Image or video shows artefacts and flickering, due to interference from LED or Florescent light sources	To resolve this issue, additional customization is needed based on your environmental lighting. For details on how to resolve this, go to **DPM** or **DDPM** > **Color and Image**: **1 .**Switch on the Anti Flicker toggle. **2 .**Toggle between 50Hz and 60Hz to check which option eliminates the flickering.

Unable to install Dell Peripheral Manager on ARM-based Windows computers	Dell Peripheral Manager is not supported on ARM-based Windows computers.
Webcam does not work with Dell Peripheral Manager and Dell Display and Peripheral Manager and Windows or Mac Camera app after hot-plugging the webcam to the computer	Wait for a few seconds after unplugging the camera before re-connecting it to the computer.
Webcam not detected when connected to a docking station or USB hub	**1.** Connect the dock or hub to a USB2.0/3.0 or USB-C port on the computer. **2.** Update the firmware on the dock to the latest version.
Webcam is unable to automatically set the frame-rate and exposure	Auto-exposure and frame rate feature only function at low light condition and it is supported when HDR is turned off. Toggle off HDR on the DPM or DDPM to use auto-exposure and frame rate feature.
Microphone is not functional	**1.** Check if the microphone is enabled in the DPM or DDPM application. **2.** Check if the computer has permission to access the webcam in the Windows/MacOS system settings. **3.** Try using the webcam's microphone on a different application. Adjust the application settings to choose webcam as the input device. **4.** Disconnect and reconnect the webcam. **5.** If the webcam is connected to the computer through a docking station or monitor, try connecting the webcam directly to the computer.

Statutory information

Warranty

Limited warranty and return policies

Dell WB3023 webcam ships with a 3-year limited hardware. 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 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, 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 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 terms.

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

Go to www.dell.com/support.

1. Select your support category.
2. Verify your country or region in the Choose a Country/Region drop-down list at the bottom of the page.
3. Select the appropriate service or support link based on your need.