


# Dell UltraSharp Webcam

WB7022

User Guide



 **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 WB7022 webcam is the latest in the Dell peripheral line-up which offers the following:**

- 4K video at 30 fps and Full HD video at 60 fps
- AI Auto-framing
- 5x digital zoom
- Adjustable field-of-view with autofocus
- High Dynamic Range (HDR) and video noise reduction support
- Walk Away Lock and Wake on Approach support
- Windows Hello support
- Additional customization using Dell Peripheral Manager

# What's in the box

<p>Dell WB7022 webcam</p>	
<p>Webcam mount</p>	
<p>USB-C to USB-A cable (USB 3.1 Gen 1, 2 m)</p>	
<p>Tripod adapter <b>NOTE:</b> A tripod stand is not included with the product.</p>	
<p>User Documentation (Quick Start Guide, SERI, Warranty Information)</p>	
<p>External privacy cover or Lens cap (Magnetic)</p>	

# Views



- 1. IR LED/Sensor
- 2. Proximity sensor
- 3. Multi-element lens and Large 4K Sony© STARVIS™ sensor
- 4. White LED light indicator
- 5. Slot for webcam mount or tripod adapter
- 6. USB-C port
- 7. Webcam body
- 8. Webcam mount
- 9. Tripod adapter\*
- 10. Tripod-adapter thread

*\*Tripod not included*

# 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.

1. Connect the USB-C end of the cable to the USB-C port of the webcam.

**NOTE:** Insert the cable connector completely into the USB-C port.



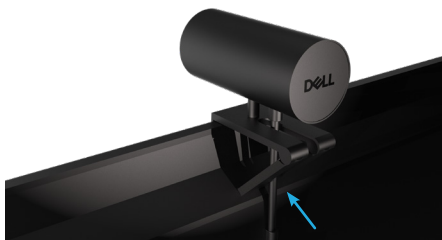
2. Align and insert the webcam-mount head into webcam-mount slot on the webcam.



3. Open the webcam-mount base and clamp the webcam-mount along with the webcam to the monitor's bezel.



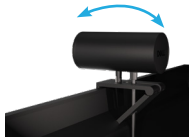
4. Press the base of the webcam mount towards the monitor's back cover to ensure the camera is attached firmly.



5. Remove the magnetic lens cap and place it at the rear of the webcam.



**NOTE:** The webcam when mounted using the webcam mount can be tilted up and down as required.



6. Connect the USB-A end of the cable to a USB-A 3.0 port on your notebook, desktop or monitor.



7. Follow the instructions on the screen to customize the camera settings using Dell Peripheral Manager application. For more information see [Dell Peripheral Manager](#).

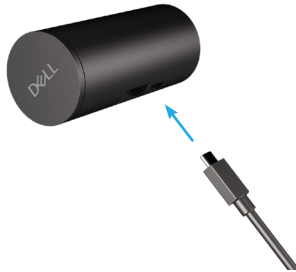


# Setting up your webcam on a tripod

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



2. Connect the USB-C end of the cable to the USB-C port on the webcam.  
**NOTE:** Insert the cable connector completely into the USB-C port.



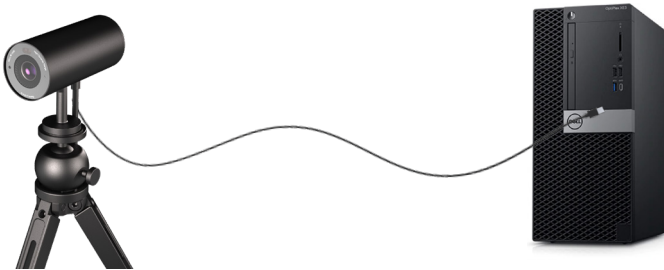
3. Align and insert tripod-adapter mount head into webcam-mount slot on the webcam.



4. Remove the magnetic lens cap and place it at the rear of the webcam.



5. Connect the USB-A end of the cable to a USB-A 3.0 port on your notebook, desktop or monitor.



6. Follow the instructions on the screen to customize the camera settings using Dell Peripheral Manager application. For more information see [Dell Peripheral Manager](#).

# Features

## **Adjustable Field of View:**

The Dell WB7022 webcam features a 90 degree field of view (FOV) and can be changed to 65 or 78 based on the user's preference. Adjusting the FOV allows you to personalize the video output to your external environment.

## **Auto-framing (Single user framing) :**

If the user is within 2 meters of the webcam, the webcam will enable the Auto-framing (single user framing) feature and adjust the frame to focus on the user. You can enable Autoframing to ensure the camera always keeps you in the center of the frame.

## **HDR and Video Noise Reduction :**

The Dell WB7022 webcam's Digital Overlap HDR guarantees superior picture quality in extreme lighting environments, while video noise reduction automatically eliminates grainy images in low light.

# Specifications

<b>Webcam camera stream data ports</b>	One USB 3.1 Gen 1 (USB-C) port
<b>Stream video out ports and resolutions</b>	H.264, MJPEG encoding engine
<b>Video format supported</b>	4K UHD at 30 fps Full HD at 30 or 60 fps HD at 30 or 60 fps
<b>Field of View</b>	65 / 78 / 90 degree
<b>Focus</b>	Auto
<b>Zoom</b>	5x digital zoom
<b>Auto Light Correction</b>	<ul style="list-style-type: none"><li>· HDR and Auto White Balance</li><li>· Video Noise Reduction</li></ul>
<b>LED indicators</b>	<b>ON:</b> Webcam is in use <b>OFF:</b> Webcam is turned off or not in use
<b>Supported operating system</b>	Windows 10 (64-bit) Mac OS
<b>Operating temperature (maximum)</b>	The webcam can operate at a maximum ambient temperature of 40°C.

# 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 computer. It allows the user to make changes to settings of the device and provides additional customization.

## **Installing Dell Peripheral Manager**

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.

For more details on the application and the customizations available for the Dell Webcam WB7022, find the User's Guide for Dell Peripheral Manager at [www.dell.com/support](http://www.dell.com/support).

# Frequently asked questions

## 1. What is the recommended configuration to install the Dell WB7022 webcam?

Windows 10 64-bit / Mac OS X 10.7 or newer  
One USB 3.0 type-A port

## 2. What is Windows Hello camera?

Windows Hello is an authentication method offered on Windows 10. It allows the user to authenticate themselves using fingerprint, facial recognition, or a secure PIN. The Dell WB7022 webcam supports Windows Hello and allows you to login to your PC using facial recognition.

To enable Windows Hello, go to **Settings > Accounts > Sign-in options** and configure Windows Hello.

## 3. What is a proximity sensor and what does it do?

Proximity sensors are used to detect the presence of any object if they come into the field of view of the sensor. The Dell WB7022 webcam has a proximity sensor that triggers Windows Hello and authenticates the user using facial recognition. The sensor also detects your presence and wakes up your computer from sleep. So when you approach your computer, it is ready to log you in using Windows Hello. Additionally, it detects when you walk away from the system and locks it providing complete security

## 4. Why should I use USB 3.0 or higher to setup my Dell WB7022 webcam?

The Dell WB7022 webcam supports 4K video resolution only when it is connected to a USB 3.0 port. If it is connected to a USB 2.0 port, due to the data transfer limitation, you may experience lower image quality and authentication issues.

## 5. How do I know if my camera is on?

The Dell WB7022 webcam has a status-LED on the front lens that stays on (white light) when the camera is in use. The status-LED behaviour is as follows:

**Webcam in use** - Status LED is solid white

**Windows Hello authentication in progress** - IR LED blinks repeatedly

## 6. How do I configure Windows Hello through the Dell WB7022 webcam?

Currently Windows 10 (October 2020 update or earlier) does not support external webcam for Windows Hello facial recognition. However, you can set the Dell WB7022 webcam to work with Windows Hello by following these steps: Go to **Camera Control** in **Dell Peripheral Manager > Check "Prioritize External Webcam"** option. For more information, go to the Dell Peripheral Manager.

## 7. Can I use the Dell WB7022 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

## 8. Why doesn't Wake on Approach work when I put my computer to sleep?

If you put your computer to sleep manually, the Dell WB7022 webcam detects you in the FOV (field of view) before the system goes to sleep. This is when the Wake on Approach feature does not work. By design, it works only when the Walk Away Lock triggers the computer to go to sleep. When your presence is detected later, Wake on Approach will take less than 10 seconds to wake up the system.

# Troubleshooting

Problem	Possible solutions
Recommended steps for webcam issues	<p>For any issues with the Dell WB7022 webcam, it is recommended to start by following these steps:</p> <ol style="list-style-type: none"> <li>1. Update the BIOS on your computer to the latest available version.</li> <li>2. Update the operating system to the latest available version.</li> <li>3. Update the USB-host and Thunderbolt driver on your computer.</li> <li>4. Update the firmware on the Dell WB7022 webcam to the latest version from <a href="http://www.dell.com/support">www.dell.com/support</a>.</li> </ol>
Webcam not detected	<ol style="list-style-type: none"> <li>1. Try disconnecting and reconnecting the USB cable.</li> <li>2. Check if the webcam is detected in Device Manager.</li> <li>3. Disconnect the webcam from any docking stations or USB hubs, and connect it directly to the computer.</li> <li>4. Ensure the webcam cable is inserted completely into the USB-C port of the webcam.</li> </ol>
Unable to select 4K resolution in camera settings	<ol style="list-style-type: none"> <li>1. Ensure the webcam cable is inserted completely into the USB-C port of the webcam.</li> <li>2. Check if the webcam is connected to a USB 3.0 port on your computer so that it has enough through-put to support 4K video.</li> </ol>
Walk Away Lock and Wake on Approach do not work	<p>The Dell WB7022 webcam cannot utilize Walk Away Lock and Wake on Approach features on systems that support S3 state. For more details on the S3 state, see <a href="#">System Sleep States</a>.</p>
Image or video shows artefacts and flickering, due to interference from LED or Florescent light sources	<p>To resolve this issue, additional customization is needed based on your environmental lighting. For details on how to resolve this, go to <b>Dell Peripheral Manager &gt; Color and Image:</b></p> <ol style="list-style-type: none"> <li>1. Switch on the Anti Flicker toggle.</li> <li>2. Toggle between 50Hz and 60Hz to check which option eliminates the flickering.</li> </ol>

Webcam's proximity detection feature does not work	This feature is not supported on non-Dell computers. If you are using a Dell computer, update the BIOS and drivers to the latest available version from the Dell support site.
Unable to install Dell Peripheral Manager on ARM-based Windows computers	Dell Peripheral Manager is not supported on ARMbased Windows computers.
Webcam does not work with Dell Peripheral Manager and Windows 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	<ol style="list-style-type: none"> <li>1. Connect the dock or hub to a USB 3.0 port on the computer.</li> <li>2. Update the firmware on the dock to the latest version.</li> </ol>
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 Dell Peripheral Manager to use auto-exposure and frame rate.
Auto-framing does not work when camera is set to run at 60 fps	The Dell WB7022 webcam does not support 60 fps at 4K. Auto-framing will stop working at 60 fps to avoid resolution drops. The webcam can only support autoframing when the webcam is configured to run at 24 or 30 fps.



# Statutory information

## Warranty

Limited warranty and return policies

Dell WB7022 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](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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# 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 [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.