



## **Blackwire 3300 Series**

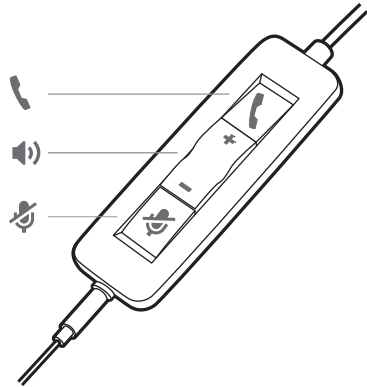
Corded USB headset with 3.5 mm connection

User Guide

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# Overview



### Standard LEDs

Icons	Inline control	LEDs	What they mean
📞	<b>Call button</b>	Flashing green	Incoming call
		Solid green	On a call
		Slow flashing green	Call on hold
+	<b>Volume up button</b>		Increases the listening volume
-	<b>Volume down button</b>		Decreases the listening volume
🔇	<b>Mute button</b>	Solid red	Headset muted

### Microsoft Teams LEDs\*

Icons	Inline control	LEDs	What they mean
📞	<b>Call button</b>	Solid purple	Headset connected; Microsoft Teams connected
		Flashing purple x3	Microsoft Teams failed to connect
		Flashing blue	Incoming call
		Solid blue	On a call
		Slow flash blue	Call on hold
		Pulsing purple	Microsoft Teams notification
+	<b>Volume up button</b>		Increases the listening volume
-	<b>Volume down button</b>		Decreases the listening volume
🔇	<b>Mute button</b>	Solid red	Headset muted

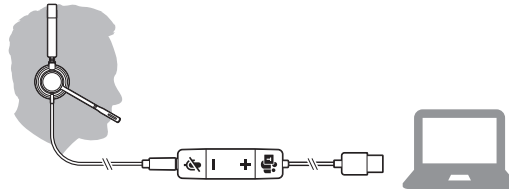
**NOTE** \* Requires Microsoft Teams variant and application

# Setup and software

## Power and setup

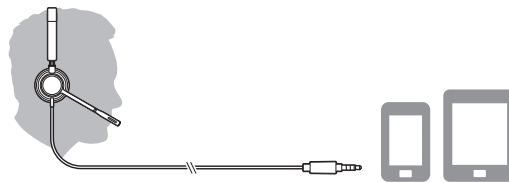
Power on your headset by connecting to your computer or mobile device.

- **USB-A/USB-C connector**



- **3.5 mm connector** (Blackwire 3315/3325 only)

**NOTE** Headset call control functionality is not available.



## Load software

Customize your device behavior through advanced settings and options with Poly Lens Desktop App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: [poly.com/lens](https://poly.com/lens).

**NOTE** Device settings are also available in Plantronics Hub Desktop App.

### Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

Update your device using your computer with Poly Lens Desktop App. Download at [poly.com/lens](https://poly.com/lens).

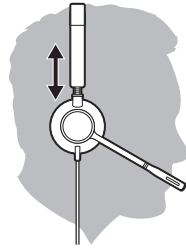
While updating:

- Do not use your Poly device until the update is complete.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.

# Fit

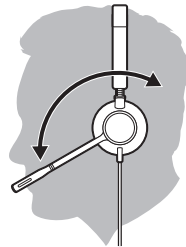
## Adjust the headband

Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



## Position the boom

This headset can be worn on the left or right side. Rotate the boom to align with your mouth.



**CAUTION** To avoid breaking the boom, only rotate it up and over 180°.

## Adjust the boom

Gently bend the boom in or out so it is approximately two finger widths from the corner of your mouth.



# Basics

## Make/take/end calls

Headset call control is a software feature and dependent on a compatible softphone. If you have not installed Poly Lens Desktop App ([poly.com/lens](https://poly.com/lens)) or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application.

### Answer or end a call

Tap the Call button or use your softphone.

### Make a call

Dial using your softphone application.

### Redial

When not on an active call, double-tap the call button to redial the last call.

### Hold

To put a call on hold, press and hold the Call button until you hear a beep or voice prompt.

## Volume

### Listening volume

Press the Volume up (+) or Volume down (-) button.

### Adjust headset microphone volume (softphone)

Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

## Mute

During a call, briefly press the mute button to mute the microphone on the inline controller. To unmute press the button again.

# Troubleshooting

## Headset

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I hear a high-pitched noise when wearing the headset.

- Ensure that your 3.5 mm connector is fully connected to the headset controller.

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I cannot hear caller.

- Listening volume is too low. Press the volume up button on the headset, and/or ensure that the volume setting on your computer is set accurately.
- Your headset is not set as the default audio device. Use the audio settings in your sound control panel/preferences to select your headset as the default audio device.
- Ensure that your 3.5 mm connector is fully connected to the headset controller.

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Callers cannot hear me.

- Headset is muted. Tap the mute button to unmute the microphone.
- Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.
- Your headset is not set as the default Voice device. Use the audio settings in your sound control panel/preferences to change the input device.
- Ensure that your 3.5 mm connector is fully connected to the headset controller.

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The sound in the headset is distorted.

- Lower the listen volume on your softphone until the distortion disappears.

I can hear an echo in the headset.

- Adjust volume on headset.
- Ensure that your 3.5 mm connector is fully connected to the headset controller.

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When I use my headset with a softphone, the headset call control and mute buttons don't work.

- Make sure the softphone you are using is supported by viewing [www.plantronics.com/softphonecompatibility](http://www.plantronics.com/softphonecompatibility).
- If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App installed. See [Load software](#).
- Your mobile device may not support call control functionality. Check with device manufacturer.

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The other headset I was using to listen to music does not work any more.

- Your headset will set itself as the default audio device in Windows. Use the audio settings in your sound control panel/preferences to change the audio device.

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My phone is not finding my headset during a call or while listening to music.

- When on a call or listening to music, make sure that audio is routing to the desired headset by going to your settings and ensuring it is defaulted.
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# Support

## NEED MORE HELP?

[poly.com/support](https://poly.com/support)

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