

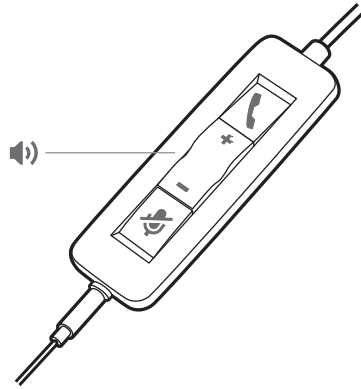
# Blackwire 3300 Series

User Guide

# Contents

Overview	3
Setup and software	4
Power and setup	4
Load software	4
Fit	5
Adjust the headband	5
Position the boom	5
Adjust the boom	5
Basics	6
Make/take/end calls	6
Volume	6
Mute	6
Troubleshooting	7
Headset	7
Support	8

# Overview



## Standard LEDs

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

## Microsoft Teams LEDs\*

Icons	Inline control	LEDs	What they mean
📞	Call button	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
+	Volume up button		Increases the listening volume
-	Volume down button		Decreases the listening volume
🔇	Mute button	Solid red	Headset muted

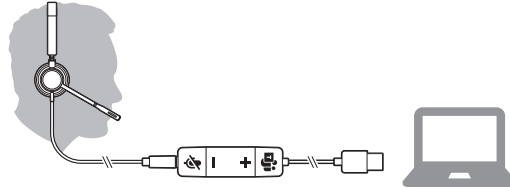
**NOTE** \* Requires Microsoft Teams variant and application

# Setup and software

## Power and setup

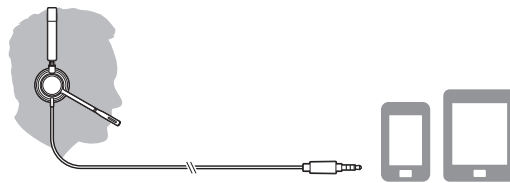
Power on your headset by connecting to your computer or mobile device.

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



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

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



## Load software

Some softphones require the installation of Plantronics Hub for Windows/Mac to enable headset call control (answer/end and mute) functionality.

Download Plantronics Hub for Windows/Mac by visiting [poly.com/software](http://poly.com/software).

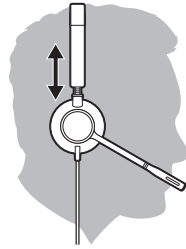
Manage your headset settings on your computer with Plantronics Hub:

- Call control for softphones
- Change headset language
- Update firmware
- Turn features on/off

# Fit

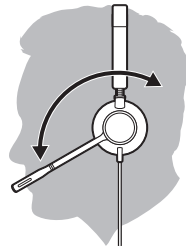
## Adjust the headband

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 Plantronics Hub or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application. Download Plantronics Hub for Windows or Mac at [poly.com/software](http://poly.com/software).

### 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

---

I hear a high-pitched noise when wearing the headset.	<ul style="list-style-type: none"><li>• Ensure that your 3.5 mm connector is fully connected to the headset controller.</li></ul>
---	---

---

I cannot hear caller.	<ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li><li>• Ensure that your 3.5 mm connector is fully connected to the headset controller.</li></ul>
-----------------------	---

---

Callers cannot hear me.	<ul style="list-style-type: none"><li>• Headset is muted. Tap the mute button to unmute the microphone.</li><li>• Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.</li><li>• 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.</li><li>• Ensure that your 3.5 mm connector is fully connected to the headset controller.</li></ul>
-------------------------	--

---

The sound in the headset is distorted.	<ul style="list-style-type: none"><li>• Lower the listen volume on your softphone until the distortion disappears.</li></ul>
I can hear an echo in the headset.	<ul style="list-style-type: none"><li>• Adjust volume on headset.</li><li>• Ensure that your 3.5 mm connector is fully connected to the headset controller.</li></ul>

---

When I use my headset with a softphone, the headset call control and mute buttons don't work.	<ul style="list-style-type: none"><li>• Make sure the softphone you are using is supported by viewing <a href="http://www.plantronics.com/softphonecompatibility">www.plantronics.com/softphonecompatibility</a>.</li><li>• If required to enable headset control (answer/end and mute) functionality, ensure you have Plantronics Hub for Windows/Mac installed. See Load software.</li><li>• Your mobile device may not support call control functionality. Check with device manufacturer.</li></ul>
---	---

---

The other headset I was using to listen to music does not work any more.	<ul style="list-style-type: none"><li>• 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.</li></ul>
--	---

---

My phone is not finding my headset during a call or while listening to music.	<ul style="list-style-type: none"><li>• 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.</li></ul>
---	--

---

# Support

## NEED MORE HELP?

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

### **Plantronics, Inc.**

345 Encinal Street  
Santa Cruz, CA 95060  
United States

### **Plantronics B.V.**

Scorpius 171  
2132 LR Hoofddorp  
Netherlands

© 2020 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. Bluetooth is a registered trademark of Bluetooth SIG, Inc. and any use by Plantronics, Inc. is under license. All other trademarks are the property of their respective owners. Manufactured by Plantronics, Inc.

215239-06 05.20