



Blackwire 3300 Series

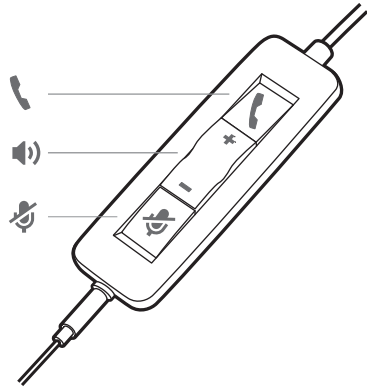
Corded USB headset with 3.5 mm connection

User Guide

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Overview



Standard LEDs

Icons	Inline control	LEDs	What they mean
📞	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

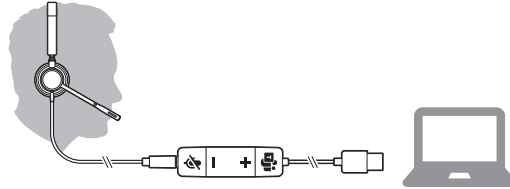
NOTE * Requires Microsoft Teams variant and application

Setup and software

Power and setup

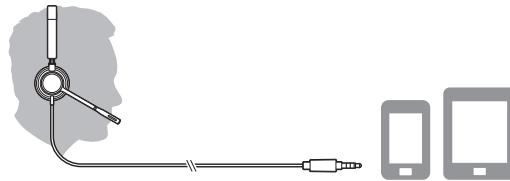
Power on your headset by connecting to your computer or mobile device.

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



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

NOTE Headset call control functionality is not available.



Load software

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.

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.

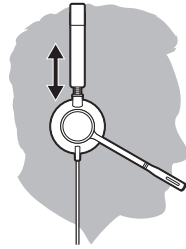
While updating:

- 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

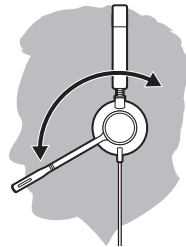
Adjust the headband

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) 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

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

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

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.

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.

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.

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.
- 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.

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.

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

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