

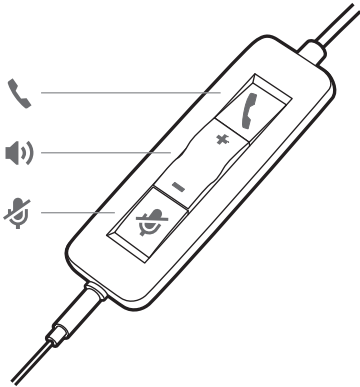
# Blackwire 3300 Series



User Guide

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# Overview



Icons	Inline control	LEDs	Function
	Call button	Flashes green	Incoming call
		Solid green	On a call
+	Volume up button		Increases the listening volume
-	Volume down button		Decreases the listening volume
	Mute button	Solid red	Headset is muted

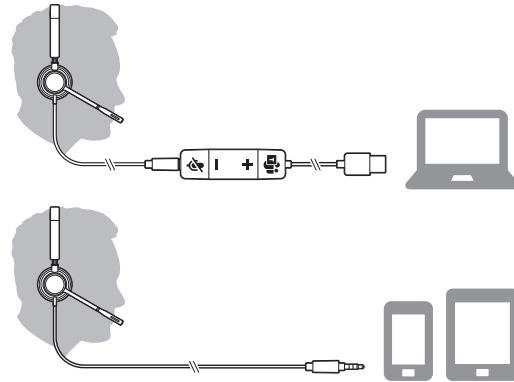
# Setup and software

## Power and setup

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

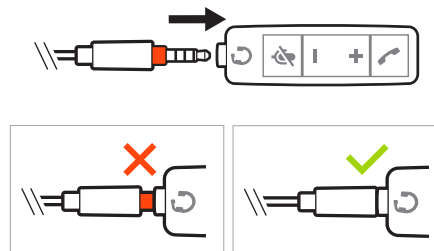
- Via USB-A/USB-C connector

NOTE *Headset call control functionality may vary in mobile devices.*



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

NOTE *Headset call control functionality is not available.*



## Load software

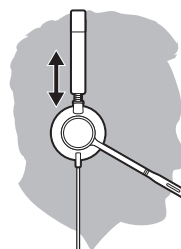
Plantronics Hub for Windows/Mac is an invaluable headset tool.

- 1 Download Plantronics Hub for Windows/Mac by visiting [plantronics.com/software](http://plantronics.com/software).
- 2 Using Plantronics Hub, manage your headset settings.
  - Call control for softphones
  - Change headset language
  - Update firmware
  - Turn features on/off

## Fit

### Adjust the headband

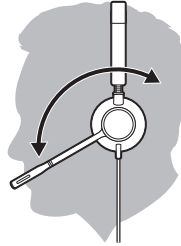
Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



### 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

### Answer or end a call

Tap the Call  button or use your softphone.

### Make a call

Dial using your softphone application.

### Redial

If not on an active call, double key press the call button to redial the last call.

### Hold

Press and hold the call button for 2 seconds to put a call on hold.

## 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.	<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>

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# Support

## NEED MORE HELP?

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

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