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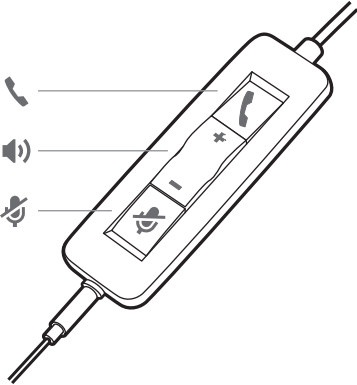
Blackwire 3300 Series



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

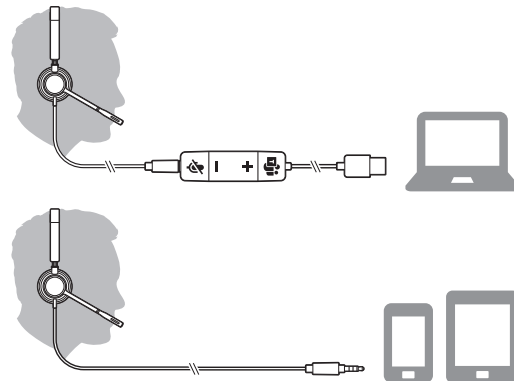
Setup and software

Power and setup

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

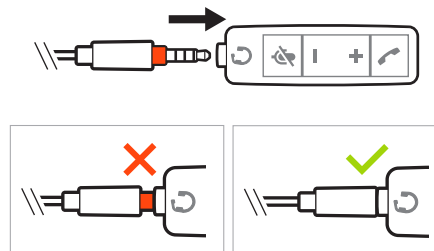
- **Via USB-A/USB-C connector**

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

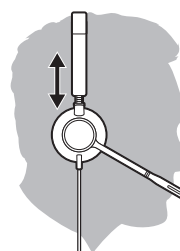
Plantronics Hub for Windows/Mac is an invaluable headset tool.

- 1 Download Plantronics Hub for Windows/Mac by visiting plantronics.com/software.
- 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

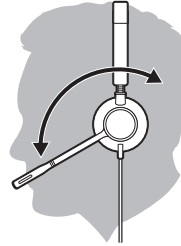
Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



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

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 Plantronics Hub for Windows/Mac 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?

plantronics.com/support

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