



Poly Documentation

Contents

1. Blackwire 3300 Series Corded USB Headset User Guide.	3
Overview.	3
Setup and software.	5
Fit.	7
Basics.	11
Troubleshooting.	14
Support.	15

Blackwire 3300 Series Corded USB Headset User Guide

This guide provides the end-user with task-based user information for the featured product.

- [Overview](#)
- [Setup and software](#)
- [Fit](#)
- [Basics](#)
- [Troubleshooting](#)
- [Support](#)

NEED MORE HELP?

Overview

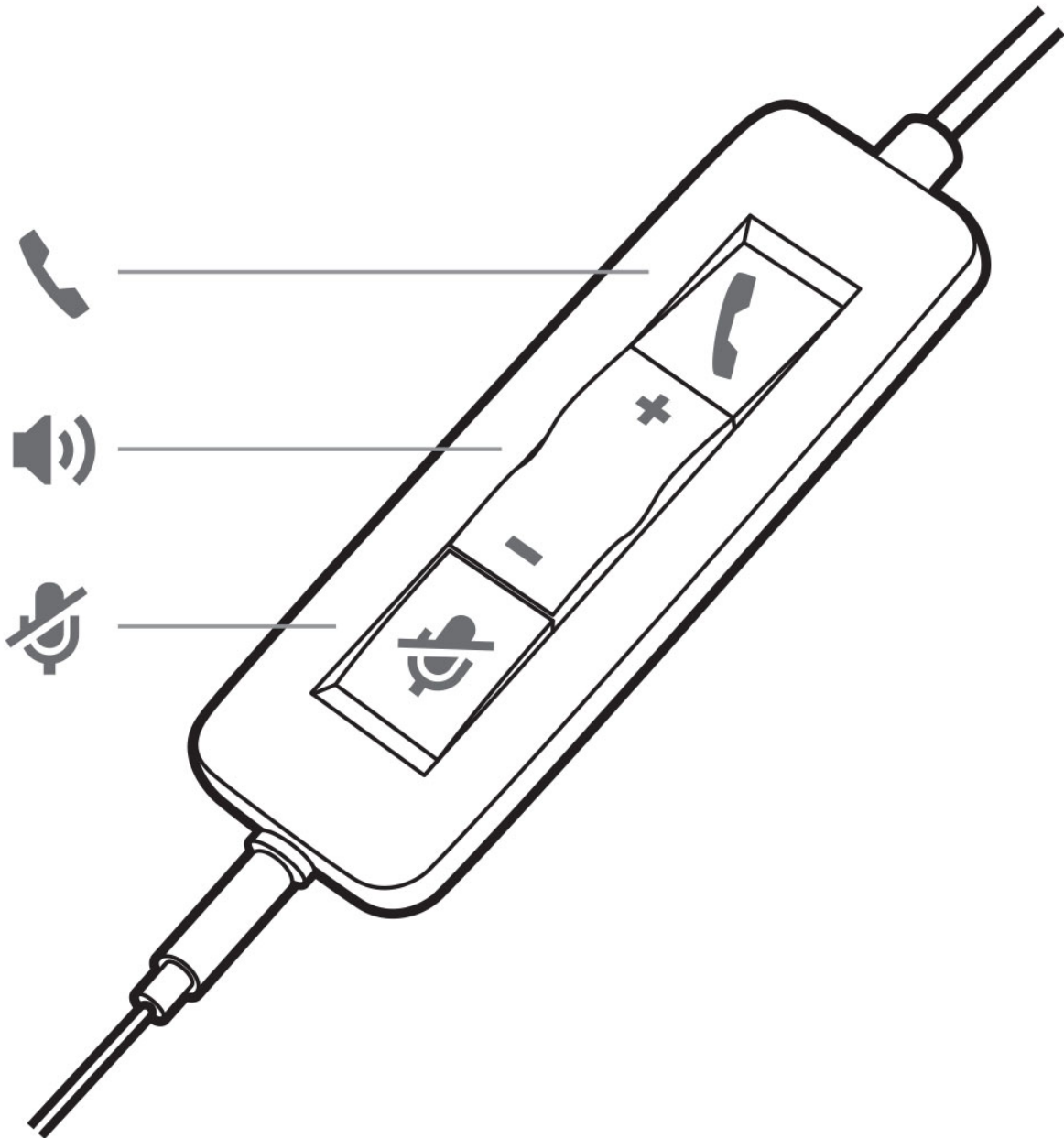



Table 1. **Standard LEDs**

Icons	Inline control	LEDs	What they mean
	Call button	Flashing green	Incoming call
		Solid green	On a call
		Slow flashing green	Call on hold








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

Table 2. 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

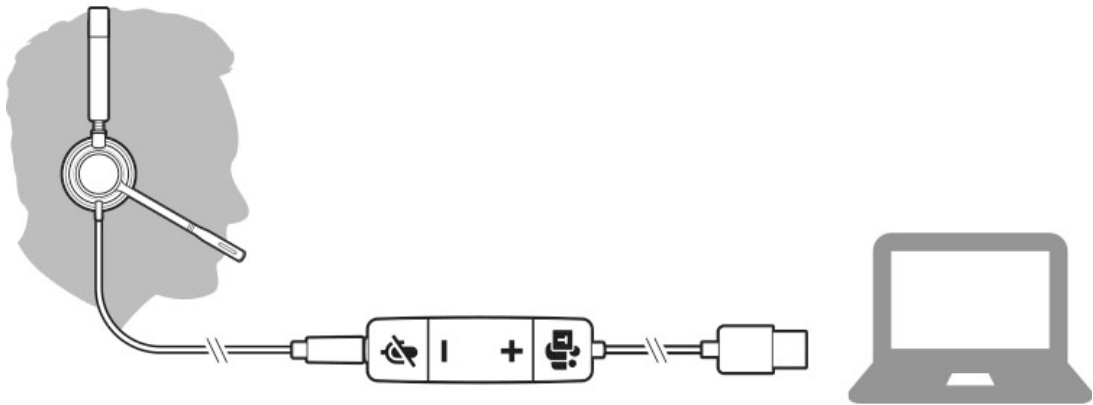
Note * Requires Microsoft Teams variant and application

Setup and software

Power and setup

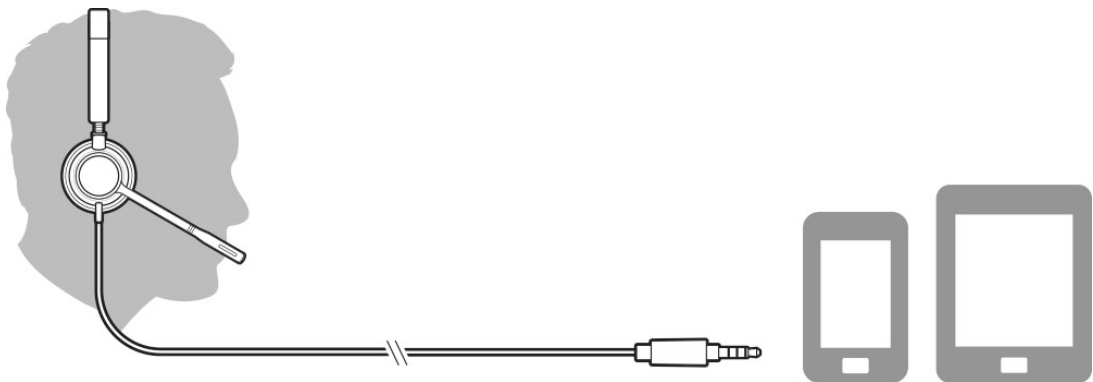
Procedure

- 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

Procedure

- 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 Poly Lens App . Download at poly.com/lens.

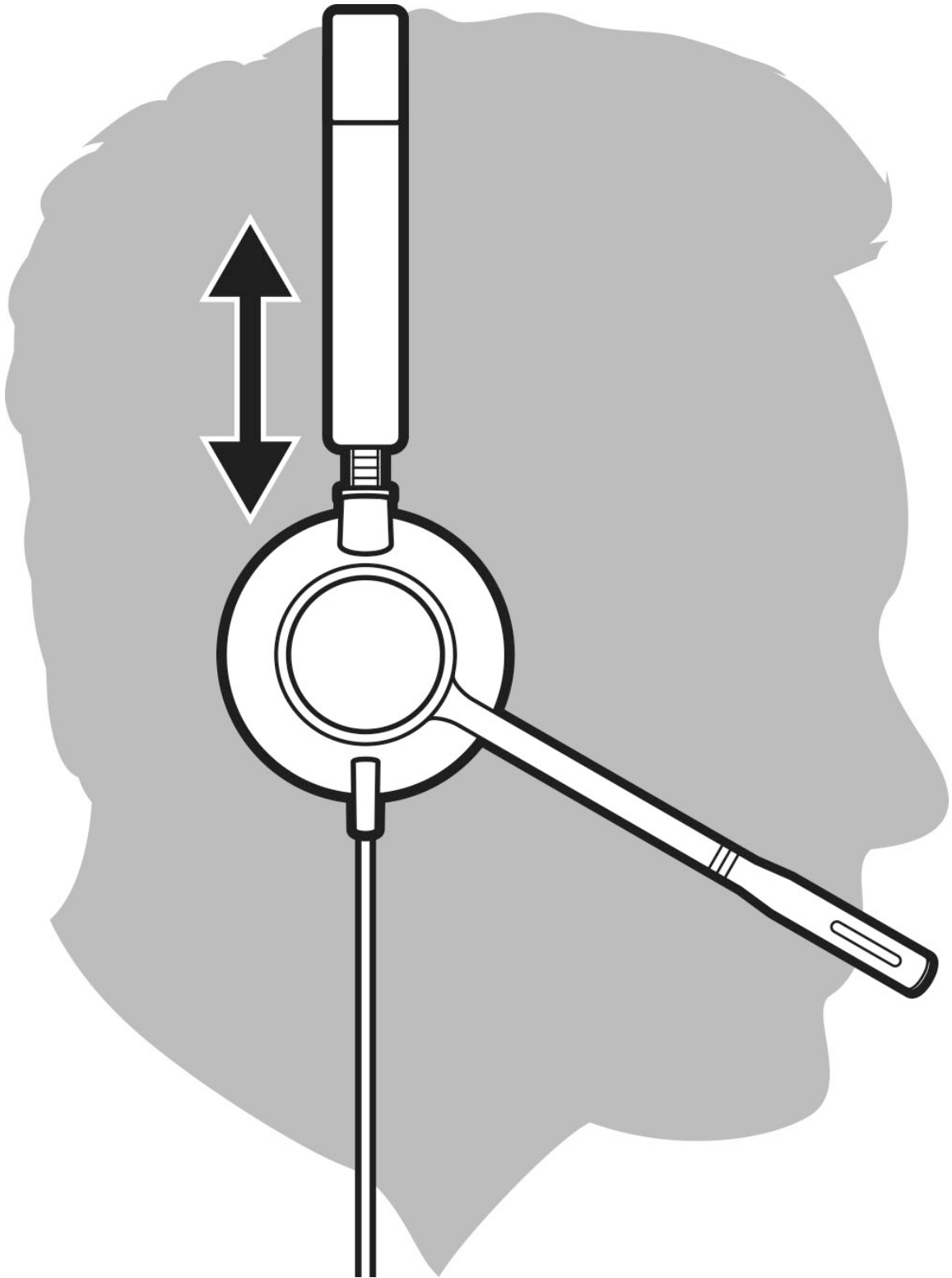
Fit

Adjust the headband

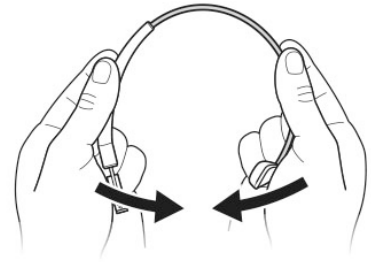
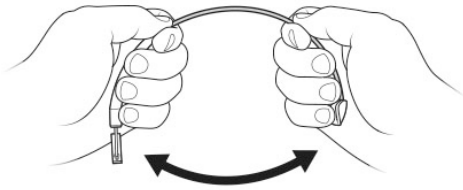
Adjust your headband for comfort.

Procedure

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



2 If the headband is too tight or loose, gently bend the headband for a comfortable fit.

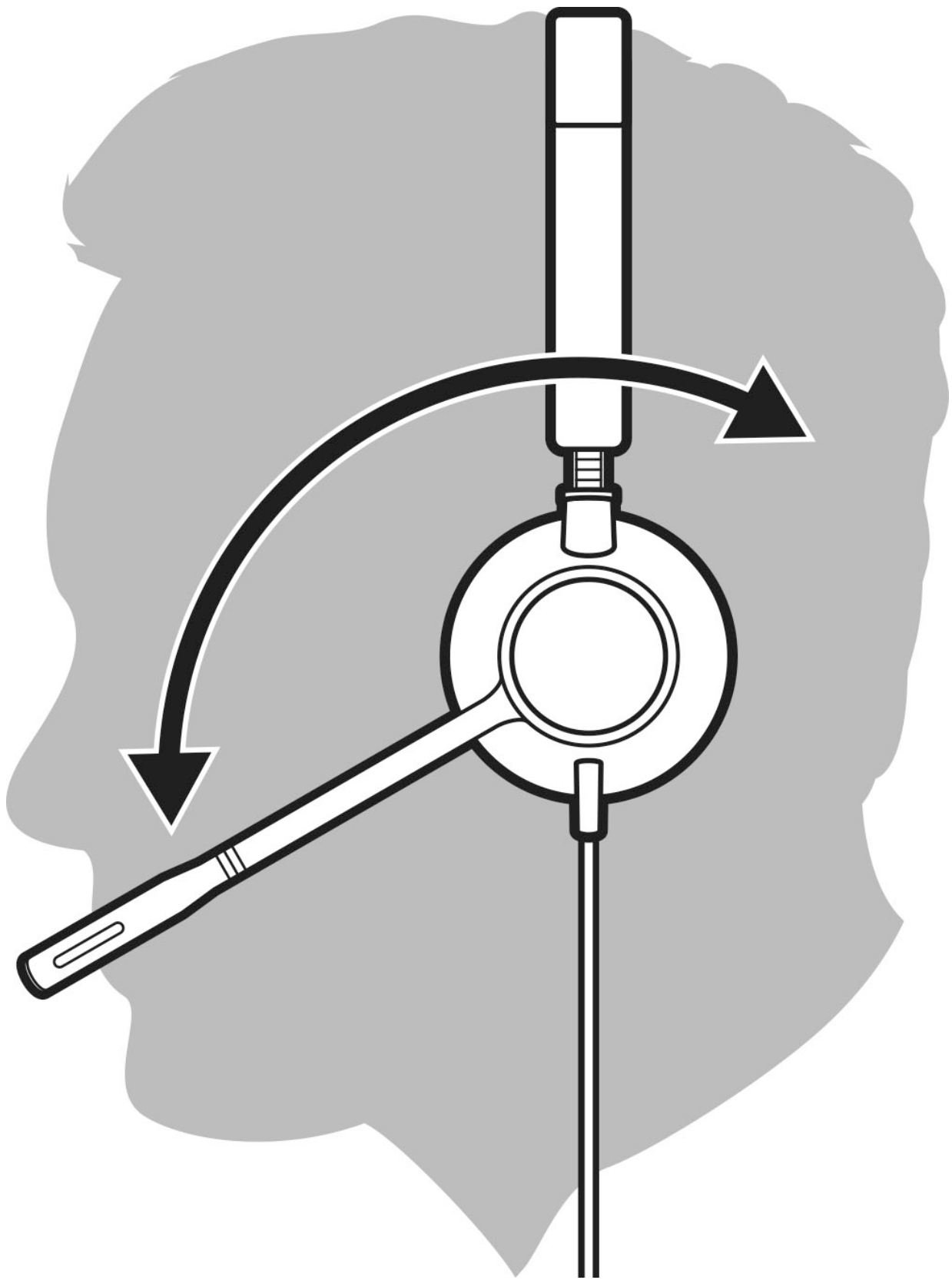


Position the boom

The headset microphone boom can be worn on the left or right side.

Procedure

- Rotate the boom to align with your mouth.



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

Adjust the boom

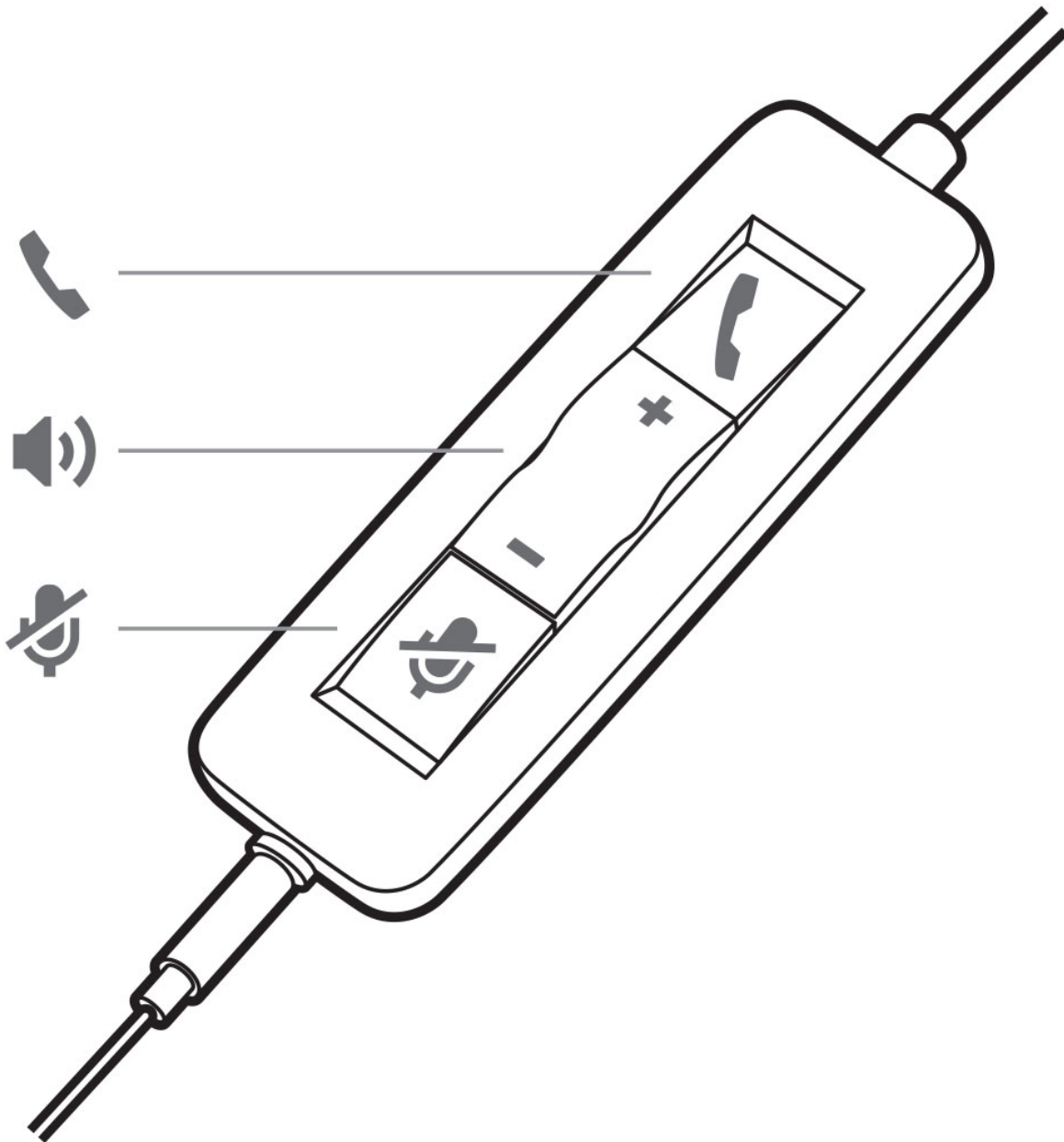
Adjust the microphone boom for optimum outgoing audio on a call.

Procedure

- 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 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

Procedure

- Tap the Call  button or use your softphone.

Make a call

Use your softphone to make an outgoing call.

Procedure

- Dial using your softphone app.

Redial

Call the last outgoing number again.

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

Hold

Holding a call mutes all call audio.

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

Listening volume

Adjust your headset volume using the inline controller.

Procedure

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

Adjust headset microphone volume (softphone)

Procedure

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

Mute

Mute your headset during a call to prevent others from hearing you.

Procedure

- During an active call, press the Mute button on the inline controller. To unmute press the Mute button again.

Troubleshooting

Headset

Issue	Resolution
I hear a high-pitched noise when wearing the headset.	<ul style="list-style-type: none">• Ensure that your 3.5 mm connector is fully connected to the headset controller.
I cannot hear caller.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.

Issue	Resolution
<p>The sound in the headset is distorted.</p> <p>I can hear an echo in the headset.</p>	<ul style="list-style-type: none"> ● Lower the listen volume on your softphone until the distortion disappears. ● Adjust volume on headset. ● Ensure that your 3.5 mm connector is fully connected to the headset controller.
<p>When I use my headset with a softphone, the headset call control and mute buttons don't work.</p>	<ul style="list-style-type: none"> ● Make sure the softphone you are using is supported by viewing poly.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.
<p>The other headset I was using to listen to music does not work any more.</p>	<ul style="list-style-type: none"> ● 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.
<p>My phone is not finding my headset during a call or while listening to music.</p>	<ul style="list-style-type: none"> ● 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.

Support

NEED MORE HELP?

poly.com/support

HP Inc.

1501 Page Mill Road

Palo Alto, CA 94304, U.S.A.

650-857-1501

HP REG 23010, 08028

Barcelona, Spain

HP Inc UK Ltd

Regulatory Enquiries, Earley West

300 Thames Valley Park Drive

Reading, RG6 1PT

United Kingdom

□□□□□□□□□□□□□□

□□□□□□□□□□ 66 □ 10 □

□□□02-37899900

© 2025 2024 Poly. All trademarks are the property of their respective owners.

RMN (Regulatory Model Number): BW3310 USB-A, BW3310 USB-C, BW3310-M USB-A, BW3310-M USB-C, BW3315T, BW3320 USB-A, BW3320 USB-C, BW3320-M USB-A, BW3320-M USB-C, BW3325T.