

**Poly (Plantronics + Polycom) Blackwire 3320 USB-A (213934-01)**

## **Poly Blackwire 3320 USB-A Headset User Manual**

Model: Blackwire 3320 USB-A (213934-01)

Brand: Poly (Plantronics + Polycom)

### **PRODUCT OVERVIEW**

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The Poly Blackwire 3320 USB-A is a wired, dual-ear (stereo) headset designed for clear communication and audio playback. It features a boom microphone for voice clarity and connects to your PC, Mac, or cell phone via USB-A. This headset is optimized for use with various communication platforms, including Teams and Zoom, offering a reliable and comfortable audio solution for professionals.



*Image: The Poly Blackwire 3320 USB-A stereo headset, showing the over-ear design, adjustable boom microphone, and the inline control unit with a USB-A connector.*

## WHAT'S IN THE BOX

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The Blackwire 3320 USB-A package typically includes the following components:

- Poly Blackwire 3320 USB-A Wired Stereo Headset

## SETUP

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Setting up your Blackwire 3320 USB-A headset is a straightforward process. No additional software or drivers are typically required for basic functionality.

### Connecting to Your Device

1. **Identify the USB-A Port:** Locate an available USB-A port on your computer (PC or Mac) or compatible cell phone adapter.
2. **Plug in the Headset:** Insert the USB-A connector of your Blackwire 3320 headset firmly into the USB-A port.
3. **System Recognition:** Your operating system should automatically detect the headset and install any necessary generic drivers. This may take a few moments.
4. **Select as Audio Device:** In your computer's sound settings or your communication application (e.g., Teams, Zoom), select "Poly Blackwire 3320" as your default audio input (microphone) and output (speaker) device.



*Image: A diagram illustrating the approximate dimensions of the headset, indicating its compact size and fit.*

## OPERATING INSTRUCTIONS

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The Blackwire 3320 features an inline control unit for easy management of calls and audio settings.

### Wearing the Headset

- Adjust the headband for a comfortable fit over your head.
- Position the ear cushions over your ears. The speakers can pivot 180 degrees for optimal positioning.
- Position the flexible microphone boom approximately two finger-widths from the corner of your mouth for best voice pickup.

### Inline Control Unit Functions

The inline control unit provides quick access to essential call and audio functions:

- **Volume Up (+) Button:** Press to increase listening volume.
- **Volume Down (-) Button:** Press to decrease listening volume.
- **Mute Button:** Press to mute or unmute the microphone during a call. A red indicator light on the control unit typically signifies mute.
- **Call Control Button (Phone Icon):**
  - Press to answer an incoming call.
  - Press to end an active call.
  - Press to make a call (if supported by your application).

## MAINTENANCE

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Proper care and maintenance will extend the life of your Blackwire 3320 headset.

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the headset. For ear cushions, a slightly damp cloth with mild soap can be used, but ensure they are completely dry before use. Do not use harsh chemicals or abrasive cleaners.
- **Storage:** When not in use, store the headset in a clean, dry place away from extreme temperatures and direct sunlight. Avoid tangling the cable.
- **Cable Care:** Do not pull on the cable to disconnect the headset. Always grasp the USB connector. Avoid sharp bends or kinks in the cable.

## TROUBLESHOOTING

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If you encounter issues with your Blackwire 3320 headset, refer to the following common problems and solutions:

Problem	Possible Solution
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Problem	Possible Solution
No audio from headset speakers.	Ensure the headset is securely plugged into the USB-A port. Check your computer's sound settings to ensure "Poly Blackwire 3320" is selected as the default playback device. Increase the volume using the inline control unit and your computer's master volume. Try plugging the headset into a different USB-A port.
Microphone is not working.	Ensure the microphone is not muted (check the inline control unit's mute button and indicator light). Verify that "Poly Blackwire 3320" is selected as the default recording device in your computer's sound settings and communication application. Adjust the microphone boom position closer to your mouth. Test the microphone in a different application or with a different contact.
Sound quality is poor or distorted.	Ensure the USB connection is stable. Check for interference from other electronic devices. Update your computer's audio drivers if available. Reduce the volume if it's too high, causing distortion.
Headset not recognized by computer.	Try a different USB-A port on your computer. Restart your computer with the headset connected. Check Device Manager (Windows) or System Information (Mac) to see if the headset is listed.

## SPECIFICATIONS

Feature	Detail
Model Name	Blackwire 3320 USB-A
Model Number	213934-01
Connectivity Technology	Wired (USB-A)
Wearing Style	Dual-ear (Stereo), Over-the-head
Microphone	Flexible Noise-Canceling Boom Mic
Audio Performance	Wideband audio, Enhanced Digital Signal Processing (DSP)
SoundGuard Technology	Acoustic limiting for protection against sounds above 118 dBA
Frequency Range	20 Hz - 20,000 Hz

Feature	Detail
Controls	Inline control unit (Volume Up/Down, Mute, Call Answer/End)
Cable Length	7 Feet
Item Weight	4.6 ounces (130 Grams)
Compatible Devices	PC, Mac, Cellphones (via USB-A)

## WARRANTY INFORMATION

The Poly Blackwire 3320 USB-A headset comes with a **2-year global warranty**. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims. For specific terms and conditions, refer to the official Poly warranty documentation or contact Poly support.

## SUPPORT

For further assistance, technical support, or to access additional resources, please visit the official Poly support website or their brand store:

- **Poly Brand Store:** <https://www.amazon.com/stores/Poly/page/F4BD54E6-2BFB-492D-A777-D4ED104038D5>
- **User Manual (PDF):**  
<https://manuals.plus/m/469a902d7f026c019ef48519a4601c7fcbeb280e55cab9d5fc046a5aabf10f47>

You may also find updated drivers or firmware on the official Poly website to ensure optimal performance of your headset.