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Plantronics BW3320-M USB-A

Plantronics Blackwire 3320 Headset User Manual

Brand: Plantronics | Model: BW3320-M USB-A

INTRODUCTION

This manual provides comprehensive instructions for the Plantronics Blackwire 3320 Wired, Dual-Ear (Stereo) Headset with Boom Mic. Designed for professionals, this headset offers premium audio quality, plug-and-play simplicity, and reliable performance for PC, Mac, or cell phone connections via USB-A. It is certified for Microsoft Teams and compatible with other leading collaboration and voice platforms.

WHAT'S IN THE BOX

- Plantronics Blackwire 3320 Headset





Image: The Plantronics Blackwire 3320 headset, showing the dual earcups, adjustable boom microphone, and the in-line control unit with USB-A connector.

SETUP

The Blackwire 3320 headset is designed for simple plug-and-play operation.

- 1. Connect to Device:** Insert the USB-A connector of the headset into an available USB-A port on your PC, Mac, or compatible cell phone.
- 2. Automatic Recognition:** Your operating system should automatically detect and install the necessary drivers for the headset. This process typically takes a few moments.
- 3. Select as Audio Device:** In your computer's sound settings or your communication application (e.g., Microsoft Teams, Zoom), select "Plantronics Blackwire 3320" as your default audio input (microphone) and output (speaker) device.



Easily connect to PC/MAC via USB-A



Image: A close-up view demonstrating how to easily connect the headset to a PC or Mac via its USB-A connector.

OPERATING INSTRUCTIONS

Wearing the Headset

The Blackwire 3320 is a dual-ear (stereo) headset designed for comfort during extended use.

- **Adjust Headband:** Extend or retract the headband to ensure a comfortable and secure fit over your head.
- **Position Ear Cushions:** The ear cushions are soft foam and the speakers pivot 180 degrees to conform to your ears.
- **Position Microphone:** Adjust the flexible microphone boom so the microphone is approximately two finger-widths from the corner of your mouth.

All day comfort with padded headband and soft ear cushions



Image: Detail showing the padded headband and soft foam ear cushions, highlighting the headset's design for all-day comfort.

In-line Controls

The headset features an in-line control unit for easy management of calls and audio.

- **Volume Up/Down:** Use the '+' and '-' buttons to adjust the listening volume.
- **Mute/Unmute:** Press the microphone icon button to mute or unmute your microphone.
- **Call Answer/End:** Press the call button (typically a phone icon) to answer or end a call.
- **Microsoft Teams Button:** For Microsoft Teams certified models, a dedicated Teams button allows for quick access to Teams functions.



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Image: The in-line control unit, showcasing the dedicated Microsoft Teams button along with standard volume, mute, and call control buttons.

Plantronics Hub App

For advanced settings and firmware updates, download and install the Plantronics Hub application on your PC or Mac. This software allows you to customize headset settings, check battery status (if applicable), and receive notifications for new firmware.

Plantronics Hub app for settings and updates



Image: The headset displayed alongside an icon indicating the availability and utility of the Plantronics Hub app for managing settings and updates.

FEATURES

- **Connectivity:** Easily connects to PC or Mac via USB-A. Certified for use with Microsoft Teams and compatible with other leading collaboration and voice platforms.
- **Target User:** Ideal for professionals requiring premium audio quality, plug-n-play simplicity, reliability, and value in a communication headset.
- **Audio Performance:** Delivers clear, natural, and rich audio with wideband audio support, a flexible noise-cancelling microphone, and enhanced digital signal processing (DSP). Includes SoundGuard acoustic limiting for protection against sounds above 118 dBA.
- **Comfort:** Features a padded headband and soft foam ear cushions for extended wear. The headset is fully adjustable with 180-degree pivoting speakers and a flexible microphone boom for optimal positioning.

MAINTENANCE

To ensure the longevity and optimal performance of your Plantronics Blackwire 3320 headset, follow these maintenance guidelines:

- Cleaning:** Gently wipe the ear cushions and headset surfaces with a soft, dry, lint-free cloth. Do not use liquid cleaners or abrasive materials.
- 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-A connector. Avoid sharp bends or kinks in the cable.

TROUBLESHOOTING

Problem	Solution
No audio from headset / Cannot hear others	<p>Ensure the headset is securely plugged into a USB-A port.</p> <p>Check the volume level on the in-line control and on your computer/application.</p> <p>Verify that "Plantronics Blackwire 3320" is selected as the default playback device in your computer's sound settings.</p> <p>Restart your communication application or computer.</p>
Microphone not working / Others cannot hear me	<p>Ensure the microphone is not muted via the in-line control.</p> <p>Verify that "Plantronics Blackwire 3320" is selected as the default recording device in your computer's sound settings.</p> <p>Check the microphone privacy settings in your operating system.</p> <p>Adjust the microphone boom's position.</p>
Sound quality is poor or distorted	<p>Ensure the USB connection is stable.</p> <p>Try connecting to a different USB port.</p> <p>Update your computer's audio drivers or the Plantronics Hub software.</p>

SPECIFICATIONS

Feature	Detail
Model Name	Blackwire 3300 Series (BW3320-M USB-A)
Connectivity Technology	Wired (USB-A)
Wearing Style	Dual-Ear (Stereo), Over-the-head
Microphone	Flexible Boom Mic, Noise-Canceling
Audio Performance	Wideband audio, Enhanced Digital Signal Processing (DSP)
Hearing Protection	SoundGuard (acoustic limiting for sounds above 118 dBA)
Controls	In-line controls for volume, mute, call answer/end, dedicated Teams button (on certified models)

Feature	Detail
Ear Cushions	Soft Foam
Headband	Padded, Adjustable
Weight	3.4 ounces (approx. 96 grams)
Product Dimensions	8.4 x 7.3 x 2.2 inches
Material	Plastic
Color	Black
Compatible Devices	PC, Mac, Cellphones (via USB-A)
Frequency Response	20 Hz - 20,000 Hz
Impedance	32 Ohm

WARRANTY AND SUPPORT

The Plantronics Blackwire 3320 headset comes with a **2-year global warranty**.

For technical support, warranty claims, or to download the latest Plantronics Hub software and firmware updates, please visit the official Plantronics (Poly) support website. You can often find detailed FAQs and additional resources there.

Note: Always refer to the official Plantronics website for the most current support information and resources.