POLY Blackwire 3310

Poly Blackwire 3310 USB-A MS Monaural Headset User Manual

MODEL: BLACKWIRE 3310 (212703-01)

Introduction

The Poly Blackwire 3310 USB-A MS Monaural Headset is designed for clear communication and comfort, connecting to your PC or Mac via USB-A. This headset is certified for Microsoft Teams and compatible with various other collaboration and voice platforms. It features wideband audio, a noise-canceling microphone, and enhanced digital signal processing (DSP) for optimal sound quality.

Figure 1: User wearing the Poly Blackwire 3310 headset during a virtual meeting.

Package Contents

Verify that your package contains the following items:

- Poly Blackwire 3310 USB-A MS Monaural Headset
- USB-A Cable (integrated)

Figure 2: The Poly Blackwire 3310 headset with its integrated USB-A cable and inline controls.

Setup

The Blackwire 3310 headset is designed for plug-and-play simplicity. Follow these steps to connect and begin using your headset:

1. **Connect to Computer:** Locate an available USB-A port on your PC or Mac. Insert the USB-A connector from the headset cable into the USB-A port.
2. **System Recognition:** Your computer should automatically detect and install the necessary drivers for the headset. This process may take a few moments.
3. **Audio Settings:** Once connected, verify that the Poly Blackwire 3310 is selected as the default audio input and output device in your computer's sound settings and within your communication applications (e.g., Microsoft Teams, Zoom, Skype).

Figure 3: Detail of the USB-A connector and inline control unit for easy connection.

Operating Instructions

The headset features an inline control unit for managing calls and audio settings.

- **Answer/End Call:** Press the **Call Control** button (typically a phone icon) to answer an incoming call or end an active call.
- **Volume Up/Down:** Use the **+** and **-** buttons to adjust the listening volume.
- **Mute/Unmute:** Press the **Mute** button (microphone icon) to mute your microphone during a call. Press it again to unmute.
- **Microphone Positioning:** Position the flexible microphone boom approximately two finger-widths from the corner of your mouth for optimal voice pickup.
- **SoundGuard Technology:** The headset incorporates SoundGuard technology to protect against sound levels above 118 dBA, ensuring comfortable listening.

Comfort and Fit

For extended use, proper fit is essential. The Blackwire 3310 is designed for comfort with adjustable components:

- **Headband Adjustment:** Extend or retract the headband to ensure a snug yet comfortable fit over your head. The padded headband should rest gently.
- **Ear Cushion Placement:** The soft ear cushion should sit comfortably on your ear. The monaural design means it covers one ear, allowing you to remain aware of your surroundings.
- **Microphone Boom Rotation:** The microphone boom is flexible and can be rotated 180 degrees, allowing you to wear the headset with the earpiece on either your left or right ear. Adjust the boom to bring the microphone close to your mouth.

Maintenance

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

- **Cleaning:** Gently wipe the ear cushion and headband with a soft, damp cloth. Avoid using 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.
- **Cable Care:** Avoid sharp bends or excessive pulling on the USB cable to prevent damage.

Troubleshooting

If you encounter issues with your Blackwire 3310 headset, try the following solutions:

Problem	Solution
No audio from headset	- Ensure the USB-A connector is fully inserted into the computer's port. - Check your computer's sound settings to confirm the Blackwire 3310 is selected as the default playback device. - Verify that the volume on the inline control unit is not set to minimum or muted. - Restart your computer.
Microphone not working	- Ensure the microphone is not muted via the inline control unit or within your software application. - Check your computer's sound settings to confirm the Blackwire 3310 is selected as the default recording device. - Adjust the microphone boom closer to your mouth. - Test the microphone with another application or on a different computer.
Poor audio quality	- Ensure the USB-A connection is secure. - Close other applications that might be consuming significant system resources. - Test the headset on a different USB port or computer to rule out port or system issues.

Specifications

Model Name	Blackwire 3310 BW3310-M USB-A
Connectivity Technology	Wired (USB-A)

Wearing Style	Monaural (One Ear), Over-the-Head
Noise Control	Active Noise Cancellation (Microphone), SoundGuard (Acoustic Limiting)
Microphone	Flexible, Noise-Canceling Boom
Audio Performance	Wideband Audio, Enhanced Digital Signal Processing (DSP)
Controls	Inline Call Control (Answer/End, Volume Up/Down, Mute)
Compatibility	PC, Mac; Certified for Microsoft Teams
Item Weight	102 Grams (3.6 ounces)
Material	Leather (ear cushion, carrying case)
Product Dimensions	0.04 x 0.04 x 0.04 inches (approximate, as per source)

Warranty and Support

For information regarding the product warranty, please refer to the official Poly website or the warranty card included with your purchase. Poly provides customer support for technical assistance and service inquiries.
Online Support: Visit the official Poly support website for FAQs, driver downloads, and contact information.
Contact Information: Refer to your product packaging or the Poly website for regional customer service contact details.