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› [Plantronics](#) /

› [Plantronics BLACKWIRE 3320, BW3320-M USB-A Headset User Manual](#)

Plantronics BLACKWIRE 3320

Plantronics BLACKWIRE 3320 USB-A Headset User Manual

Model: BW3320-M (214012-101)

INTRODUCTION

This manual provides essential information for the proper setup, operation, and maintenance of your Plantronics BLACKWIRE 3320 USB-A Headset. Please read these instructions carefully to ensure optimal performance and longevity of your device.

PACKAGE CONTENTS

- Plantronics BLACKWIRE 3320 USB-A Headset
- User Guide (this document)

SETUP

Follow these steps to connect and prepare your headset for use.



An image showing the Plantronics BLACKWIRE 3320 USB-A headset. It features a black over-the-head design with foam ear cushions, an adjustable microphone boom, and an inline control unit on a red USB-A cable.

1. **Connect the Headset:** Insert the USB-A connector of the headset cable into an available USB-A port on your computer or compatible device.
2. **System Recognition:** Your operating system should automatically detect and install the necessary drivers. This process may take a few moments.
3. **Audio Settings:** Once recognized, verify that the Plantronics BLACKWIRE 3320 is selected as the default audio input and output device in your computer's sound settings.
4. **Adjust Fit:** Place the headset on your head and adjust the headband for a comfortable fit. Position the microphone boom approximately two finger-widths from the corner of your mouth.

OPERATING INSTRUCTIONS

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

- **Volume Up/Down:** Use the '+' and '-' buttons on the inline control to adjust the listening volume.
- **Mute/Unmute:** Press the microphone icon button on the inline control to mute or unmute your microphone during a call. An indicator light on the control unit may show the mute status.

- **Call Answer/End:** Press the call button (often depicted as a phone icon) on the inline control to answer an incoming call or end an active call.
- **Wearing the Headset:** The headset is designed for comfortable wear over the head. The microphone boom can be rotated to be worn on either the left or right side.

MAINTENANCE

Proper care helps extend the life of your headset.

- **Cleaning:** Gently wipe the headset with a dry, soft cloth. Do not use liquid cleaners or immerse the headset in water.
- **Storage:** Store the headset in a clean, dry place away from extreme temperatures and direct sunlight when not in use. Avoid wrapping the cable too tightly.
- **Ear Cushions:** Periodically check ear cushions for wear and tear. Replacement cushions may be available from the manufacturer.

TROUBLESHOOTING

If you encounter issues, try these common solutions.

- **No Audio/Microphone Not Working:**
 - Ensure the USB-A connector is fully inserted into the port.
 - Check your computer's sound settings to confirm the Plantronics BLACKWIRE 3320 is selected as the default playback and recording device.
 - Verify the microphone is not muted via the inline control or your software application.
 - Try connecting the headset to a different USB port or another computer to rule out port or system issues.
- **Poor Audio Quality:**
 - Adjust the volume using the inline controls and your computer's volume settings.
 - Ensure the microphone is positioned correctly, approximately two finger-widths from your mouth.
 - Close other applications that might be consuming system resources or interfering with audio.
- **Inline Controls Not Responding:**
 - Disconnect and reconnect the headset.
 - Restart your computer.
 - Ensure your communication software (e.g., Microsoft Teams, Zoom) is up to date.

SPECIFICATIONS

Model Name	Blackwire 3320
Connectivity Technology	USB

Wireless Communication Technology	Bluetooth (Note: Product description indicates USB, but specifications list Bluetooth. For this model, USB is the primary connection.)
Material	Acrylonitrile Butadiene Styrene (ABS)
Compatible Devices	Computers, Tablets
Item Weight	222 Grams (approx. 7.8 ounces)
Frequency Range	20 Hz - 20,000 Hz
Control Method	Touch (Inline Controls)
UPC	017229173729
Product Dimensions	7.5 x 8.5 x 2.5 inches
Item Model Number	214012-101

WARRANTY AND SUPPORT

Plantronics (Poly) products are designed for reliability. This product typically comes with a limited warranty against manufacturing defects. For specific warranty terms and conditions, please refer to the warranty card included with your purchase or visit the official Poly website.

For technical support, product registration, or further assistance, please visit the official Poly support website or contact their customer service. Keep your purchase receipt for warranty claims.