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› Plantronics Poly Blackwire 3310 USB-A Wired Headset - 213928-101

## Plantronics 213928-101

# Plantronics Poly Blackwire 3310 USB-A Wired Headset

Model: 213928-101

### INTRODUCTION

The Plantronics Poly Blackwire 3310 is a mono USB-A wired headset designed for professional communication. It offers plug-and-play connectivity and is certified for use with Microsoft Teams and Skype for Business. Featuring a noise-cancelling microphone and comfortable design, it ensures clear audio and all-day wearability.

### WHAT'S IN THE BOX

- Poly Blackwire 3310 USB-A Headset

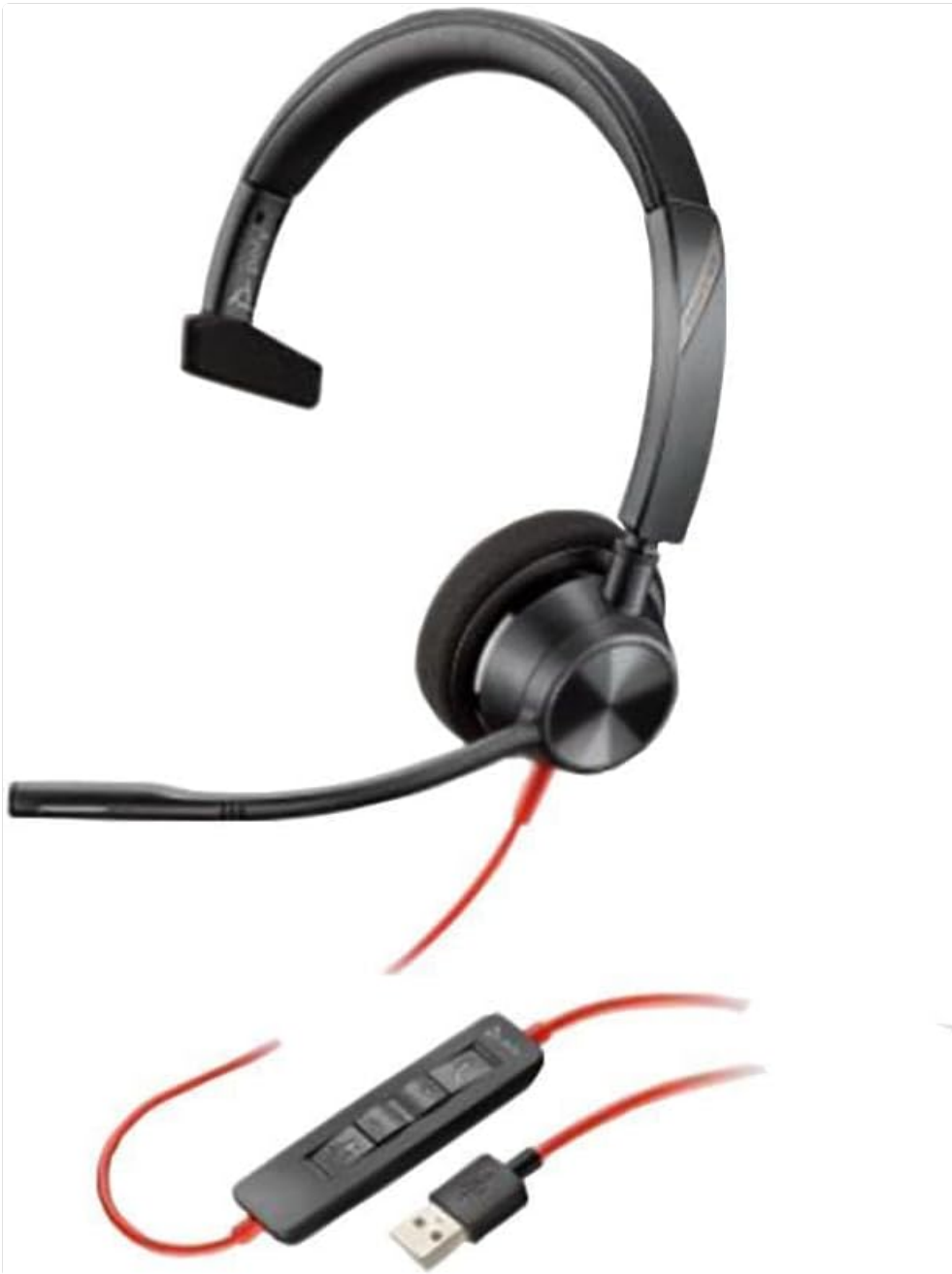


Figure 1: The Plantronics Poly Blackwire 3310 headset, showing the single earcup, microphone boom, and the inline control unit with USB-A connector.

## SETUP

1. **Connect to Computer:** Insert the USB-A connector of the headset's inline control unit into an available USB-A port on your computer (Windows or Mac OS).
2. **Automatic Driver Installation:** Your computer should automatically detect and install the necessary drivers. This may take a few moments.
3. **Adjust Headset Fit:**
  - Adjust the headband for a comfortable fit. The headband is adjustable to accommodate various head sizes.
  - Position the earcup over one ear.
  - Rotate the microphone boom 180 degrees to position it on either the left or right side, depending on your preference.
  - Bend the flexible microphone boom to bring the microphone approximately two finger-widths from the corner of

your mouth.

4. **Verify Audio Settings:** After connecting, ensure the headset is selected as the default audio input and output device in your computer's sound settings or communication application (e.g., Microsoft Teams, Skype for Business).



Figure 2: The headset connected via its USB-A cable to a laptop, demonstrating a typical setup.

## OPERATING INSTRUCTIONS

### Inline Control Unit Functions:

The inline control unit provides easy access to essential call management features.

- **Volume Up (+):** Press to increase listening volume.
- **Volume Down (-):** Press to decrease listening volume.
- **Mute Microphone:** Press the mute button (microphone icon with a slash) to mute or unmute your microphone.
- **Call Answer/End:** Press the call button (phone icon) to answer an incoming call or end an active call.



Figure 3: The headset with its microphone boom extended, illustrating its adjustable nature for optimal voice capture.



Figure 4: A close-up view of the headset's earcup and the pivot point for the microphone, highlighting the durable design.

## MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the headset. Do not use liquid cleaners or aerosols.
- **Storage:** Store the headset in a cool, dry place when not in use. Avoid extreme temperatures.
- **Cable Care:** Avoid sharp bends or kinks in the cable to prevent damage.

## TROUBLESHOOTING

| Problem                 | Solution                                                                                                                                                                                                                                                               |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No audio from headset.  | Ensure the USB-A connector is fully inserted into the computer's port.<br>Check your computer's sound settings to confirm the headset is selected as the default playback device.<br>Increase the volume using the inline controls or your computer's volume settings. |
| Microphone not working. | Ensure the microphone is not muted via the inline control unit.<br>Verify the headset is selected as the default recording device in your computer's sound settings.<br>Check that the microphone boom is properly positioned near your mouth.                         |

| Problem                   | Solution                                                                                                     |
|---------------------------|--------------------------------------------------------------------------------------------------------------|
| Headset is uncomfortable. | Adjust the headband for a looser or tighter fit.<br>Ensure the earcup is positioned correctly over your ear. |

### SPECIFICATIONS

- **Model Name:** Blackwire 3310
- **Item Model Number:** 213928-101
- **Brand:** Plantronics
- **Connectivity Technology:** Wired (USB-A)
- **Headphones Jack:** 3.5 mm (via detachable inline control unit)
- **Compatible Devices:** Computers (Windows, Mac OS)
- **Ear Placement:** Over Ear
- **Form Factor:** Over Ear
- **Noise Control:** Sound Isolation
- **Microphone:** Noise-cancelling, 180° rotatable boom
- **Material:** Plastic
- **Item Weight:** 7.2 ounces
- **Product Dimensions:** 7.3 x 8.3 x 2.3 inches
- **Country of Origin:** China

### WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Plantronics (Poly) website or contact their customer service directly. Keep your purchase receipt for warranty claims.

**Online Support:** Visit [www.poly.com/us/en/support](http://www.poly.com/us/en/support) for drivers, manuals, and troubleshooting guides.

### ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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**Question**

Example: How do I reset this device or fix this error?

**Details**

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question