

# **Dell Pro Stereo Headset**

WH3022

User Guide

## Notes, cautions, and warnings

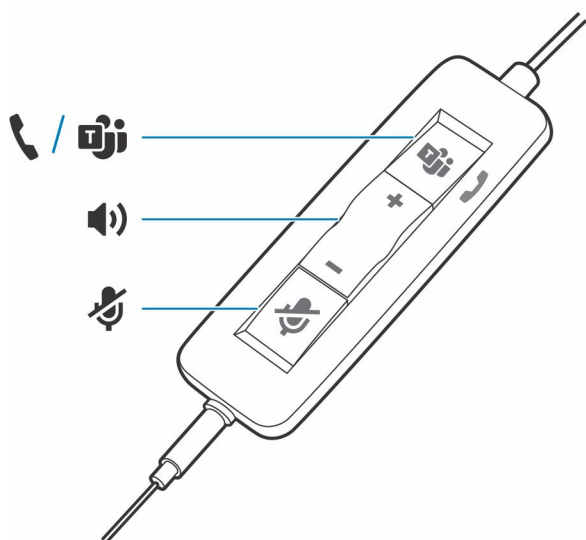
 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Overview



## Standard LEDs

Icons	Inline control	LEDs	What they mean
	<b>Call button</b>	Flashing green	Incoming call
		Solid green	On a call
		Slow flashing green	Call on hold
<b>+</b>	<b>Volume up button</b>		Increases the listening volume
<b>-</b>	<b>Volume down button</b>		Decreases the listening volume
	<b>Mute button</b>	Solid red	Headset muted

## Microsoft Teams LEDs\*

Icons	Inline control	LEDs	What they mean
	<b>Call button</b>	Solid purple	Headset connected; Microsoft Teams connected
		Flashing purple x3	Microsoft Teams failed to connect
		Flashing blue	Incoming call
		Solid blue	On a call
		Slow flash blue	Call on hold
		Pulsing purple	Microsoft Teams notification
<b>+</b>	<b>Volume up button</b>		Increases the listening volume
<b>-</b>	<b>Volume down button</b>		Decreases the listening volume
	<b>Mute button</b>	Solid red	Headset muted

**NOTE:** \* Requires Microsoft Teams variant and application

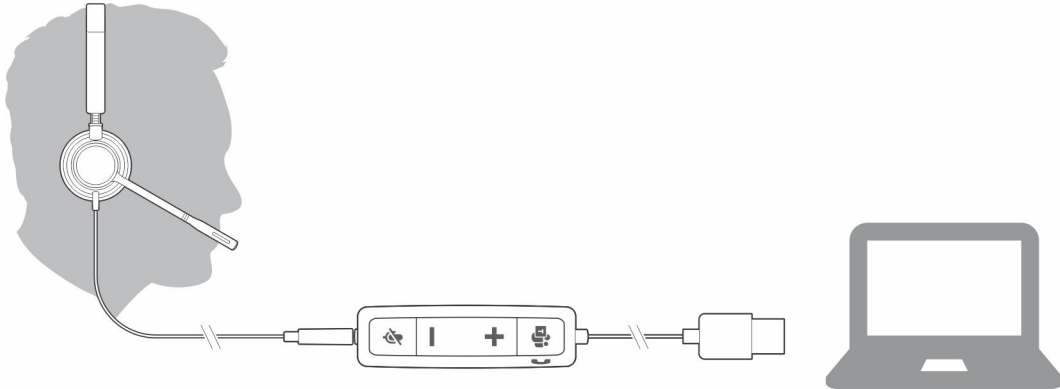
## Setup and software

### Power and setup

#### Steps

Power on your headset by connecting to your computer or mobile device.

- **USB-A/USB-C connector**



### Load software

Some softphones require the installation of Plantronics Hub for Windows/Mac to enable headset call control (answer/end and mute) functionality.

#### Steps

Download Plantronics Hub for Windows/Mac by visiting [poly.com/software](https://poly.com/software) or visit [www.dell.com/support](https://www.dell.com/support).

Manage your headset settings on your computer with Plantronics Hub:

- Call control for softphones
- Change headset language
- Update firmware
- Turn features on/off

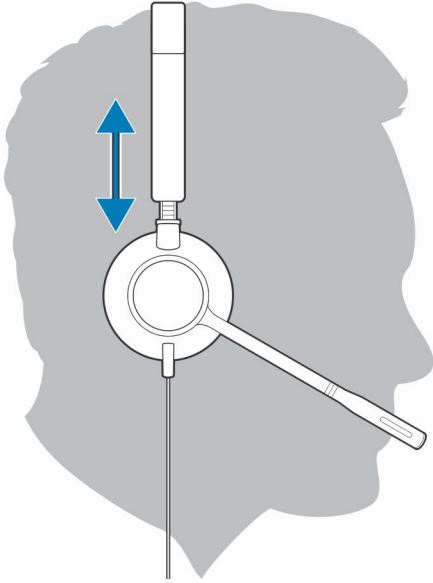
### Fit

#### Adjust the headband

#### Steps

Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.

### Example



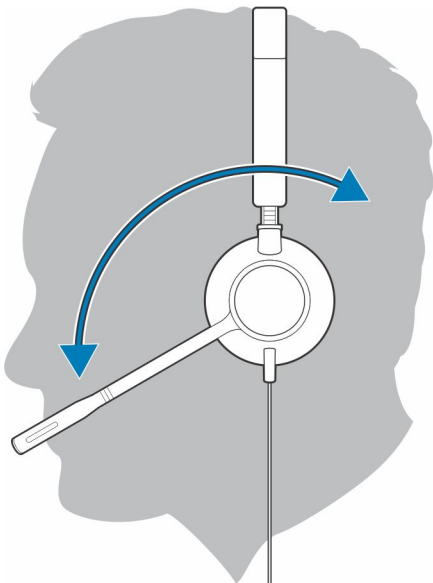
## Position the boom

This headset can be worn on the left or right side.

### Steps

Rotate the boom to align with your mouth.

### Example

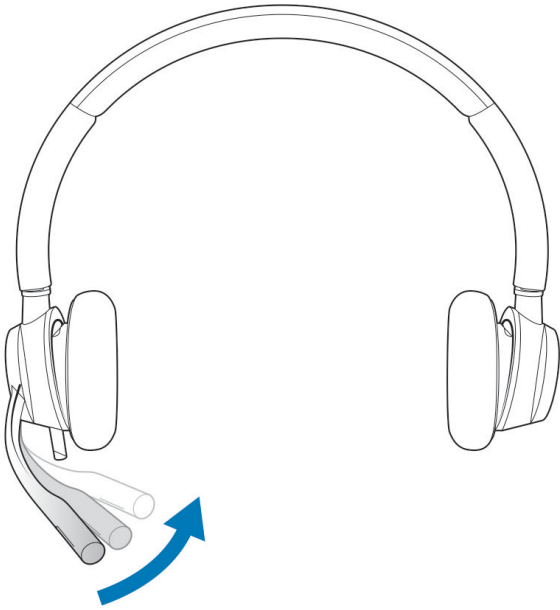


 **CAUTION:** To avoid breaking the boom, only rotate it up and over 180°.

## Adjust the boom

### Steps

Gently bend the boom in or out so it is approximately two finger widths from the corner of your mouth.




## Basics

### Make/take/end calls

Headset call control is a software feature and dependent on a compatible softphone. If you have not installed Plantronics Hub or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application. Download Plantronics Hub for Windows or Mac at [poly.com/software](https://poly.com/software) or visit [www.dell.com/support](https://www.dell.com/support).

### Answer or end a call

#### Steps

Tap the Call  button or use your softphone.

### Make a call

#### Steps

Dial using your softphone application.

### Redial

When not on an active call, double-tap the call button to redial the last call.

### Hold

To put a call on hold, press and hold the Call button until you hear a beep or voice prompt.

## Volume

### Listening volume

#### Steps

Press the Volume up (+) or Volume down (-) button.

### Adjust headset microphone volume (softphone)

#### Steps

Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

## Mute

#### Steps

During a call, briefly press the mute button  to mute the microphone on the inline controller. To unmute press the button again.



## Troubleshooting

### Headset

I cannot hear caller.	<ul style="list-style-type: none"> <li>• Listening volume is too low. Press the volume up button on the headset, and/or ensure that the volume setting on your computer is set accurately.</li> <li>• Your headset is not set as the default audio device. Use the audio settings in your sound control panel/preferences to select your headset as the default audio device.</li> </ul>
Callers cannot hear me.	<ul style="list-style-type: none"> <li>• Headset is muted. Tap the mute button to unmute the microphone.</li> <li>• Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.</li> <li>• Your headset is not set as the default Voice device. Use the audio settings in your sound control panel/preferences to change the input device.</li> </ul>
The sound in the headset is distorted. I can hear an echo in the headset.	<ul style="list-style-type: none"> <li>• Lower the listen volume on your softphone until the distortion disappears.</li> <li>• Adjust volume on headset.</li> </ul>
When I use my headset with a softphone, the headset call control and mute buttons don't work.	<ul style="list-style-type: none"> <li>• Make sure the softphone you are using is supported by viewing <a href="http://www.plantronics.com/softphonecompatibility">http://www.plantronics.com/softphonecompatibility</a>.</li> <li>• If required to enable headset control (answer/end and mute) functionality, ensure you have Plantronics Hub for Windows/Mac installed. See <a href="#">Load software</a>.</li> <li>• Your mobile device may not support call control functionality. Check with device manufacturer.</li> </ul>
The other headset I was using to listen to music does not work any more.	<ul style="list-style-type: none"> <li>• Your headset will set itself as the default audio device in Windows. Use the audio settings in your sound control panel/preferences to change the audio device.</li> </ul>
My phone is not finding my headset during a call or while listening to music.	<ul style="list-style-type: none"> <li>• When on a call or listening to music, make sure that audio is routing to the desired headset by going to your settings and ensuring it is defaulted.</li> </ul>

# Safety information

## Safety information

### About this task

To reduce the risk of fire, electric shock, personal injury, and property damage, read all operating instructions and the following safety instructions before using this device.

- Use only products and accessories designated for this device.
- If skin irritation develops after using this device, stop using the device and contact DELL.
- Do not let children play with small parts of the device, as they may enter the child's airways and cause choking.
- Do not disassemble the device as this may result in electric shock and other risks. Improper disassembly may cause electric shock if the phone is used again.
- If the device overheats or is damaged to the case, cord, or plug, unplug it and discontinue use.
- Using the device at high volume levels or at elevated sound pressure levels may cause temporary or permanent damage to your hearing. There is no specific volume setting that works for everyone, however, you should always adjust the volume of your headset or headphones to a medium level and avoid prolonged exposure to high volumes. The louder the sound, the faster it will lead to hearing impairment. When you use a headset or headphones with different devices, the volume of the playback sound may differ. The volume of the emitted sound depends on the device used and its settings. If you experience any discomfort, you should stop using this device with a headset or headphones and have your hearing checked by a doctor. To protect your hearing, experts recommend the following
  1. Decrease the audio volume before turning on the headset / headphones, and use the volume as low as possible.
  2. Do not try to increase the volume in order to drown out the surrounding noise. If possible, use the headset / headphones in a calm environment with low background noise.
  3. Limit the time you use your headset / headphones at high volume levels.
  4. Decrease the volume if the sound from the headphones or headset interferes with the speech of people around you. For more information on headsets or headphones and hearing related aspects, see [plantronics.com/healthandsafety](http://plantronics.com/healthandsafety).
- If you use a headset or headphones while driving, check your local laws for mobile phones or headsets and focus on ensuring safe driving. Using a headset or earbuds covering both ears when driving, including bicycle, reduces your ability to hear other sounds and can pose a significant risk to you and others, and is illegal in most countries.
- If in-ear / in-ear headphones were supplied with this unit, connect and use them according to the instructions provided. Do not use force to insert the in-ear / in-ear headphones into the ear canal. If they get stuck in the ear canal, consult your doctor.
- Use only chargers supplied by DELL to charge your device and follow the charging instructions provided. In addition, if the headset is to be charged using a cell phone charger, use only chargers approved and supplied by the cell phone manufacturer for that model. Do not use the charger for any other purpose. Make sure the operating voltage matches the voltage of the power supply.

### Battery Safety

- If your device has a built-in, non-replaceable battery, do not attempt to open the device or replace the battery as this could result in personal injury and / or damage to the device.
- Do not throw the product or used batteries into fire or leave in places with temperatures above 40°C (104° F).

The equipment is intended for use in residential, commercial and non-congested industrial areas. The equipment belongs to class B for electromagnetic compatibility.

Operating environment: temperature 10° C to 40° C, relative humidity: 5% to 95%.

Service life is 7 years.

Storage and transportation conditions: temperature from -20° C to 30° C, relative humidity from 5% to 95%.

Shelf life is 7 years.

**Terms and conditions of sale are specified in agreements with authorized resellers.**

The crossed out wheeled bin symbol indicates that used electrical and electronic equipment and batteries should not be disposed of with unsorted municipal waste; disposal of this type of waste should be carried out separately from other waste. For more information visit [poly.com](http://poly.com)

The equipment meets the requirements of the Technical Regulations of the Customs Union "Electromagnetic compatibility of technical equipment" (TR CU 020/2011).

The equipment meets the requirements of the Technical Regulations of the Eurasian Economic Union "On the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products" (TR EAEU 037/2016).

## Additional information

### **Manufacturer**

Plantronics Inc.

345 Encinal Street,

Santa Cruz, CA95060, United States of America

### **COUNTRY OF ORIGIN**

China or Mexico and the date of manufacture (indicated on the package label)

### **AUTHORIZED PERSON**

Limited Liability Company "PLANTRONICS Rus"

Russian Federation, 115054, Moscow,

Paveletskaya square, house 2, building 2, floor 23,

room I, room 1B

Tel: +7 495 213 12 16

Email: [SERGEY.KHOMYAKOV@POLY.COM](mailto:SERGEY.KHOMYAKOV@POLY.COM)

## Statutory information

### Warranty

#### Limited warranty and return policy

Dell-branded products carry a 3-year limited hardware warranty. If purchased together with a Dell system, it will follow the system warranty.

#### For U.S. customers:

This purchase and your use of this product are subject to Dell's end-user agreement, which you can find at [www.dell.com/terms](http://www.dell.com/terms). This document contains a binding arbitration clause.

#### For European, Middle Eastern and African customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's end user contract terms.

Dell may also provide an additional hardware warranty—full details of the Dell end user contract and warranty terms can be found by going to [www.dell.com](http://www.dell.com), selecting your country from the list at the bottom of the “home” page and then clicking the “terms and conditions” link for the end user terms or the “support” link for the warranty terms.

#### For non-U.S. customers:



Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty—full details of Dell's warranty terms can be found by going to [www.dell.com](http://www.dell.com), selecting your country from the list at the bottom of the “home” page and then clicking the “terms and conditions” link or the “support” link for the warranty terms.

# Getting help and contacting Dell

## Self-help resources


You can get information and help on Dell products and services using these self-help resources:


**Table 1. Self-help resources**

Self-help resources	Resource location
Information about Dell products and services	<a href="http://www.dell.com">www.dell.com</a>
My Dell	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	<a href="http://www.dell.com/support/windows">www.dell.com/support/windows</a> <a href="http://www.dell.com/support/linux">www.dell.com/support/linux</a>
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at <a href="http://www.dell.com/support">www.dell.com/support</a> . For more information on how to find the Service Tag for your computer, see <a href="#">Locate the Service Tag on your computer</a> .
Dell knowledge base articles for a variety of computer concerns	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.dell.com/support">www.dell.com/support</a>.</li> <li>2. On the menu bar at the top of the Support page, select <b>Support &gt; Knowledge Base</b>.</li> <li>3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.</li> </ol>

## Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [www.dell.com/contactdell](http://www.dell.com/contactdell).

 **NOTE:** Availability varies by country/region and product, and some services may not be available in your country/region.

 **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.