

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.

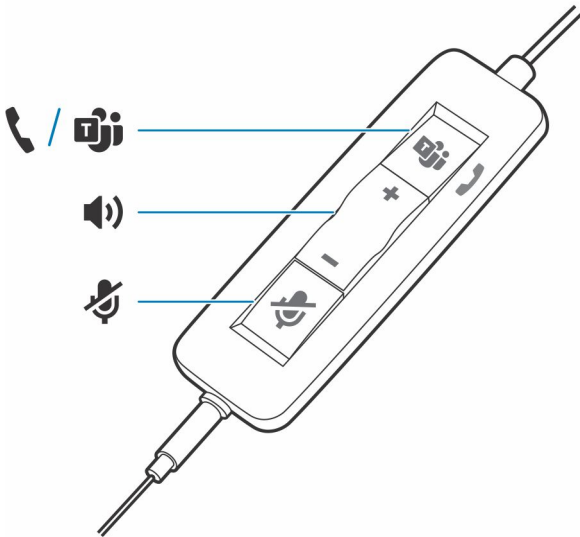
 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **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
	Call button	Flashing green	Incoming call
		Solid green	On a call
		Slow flashing green	Call on hold
+	Volume up button		Increases the listening volume
-	Volume down button		Decreases the listening volume
	Mute button	Solid red	Headset muted

Microsoft Teams LEDs*

Icons	Inline control	LEDs	What they mean
	Call button	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
+	Volume up button		Increases the listening volume
-	Volume down button		Decreases the listening volume
	Mute button	Solid red	Headset muted

NOTE: * Requires Microsoft Teams variant and application

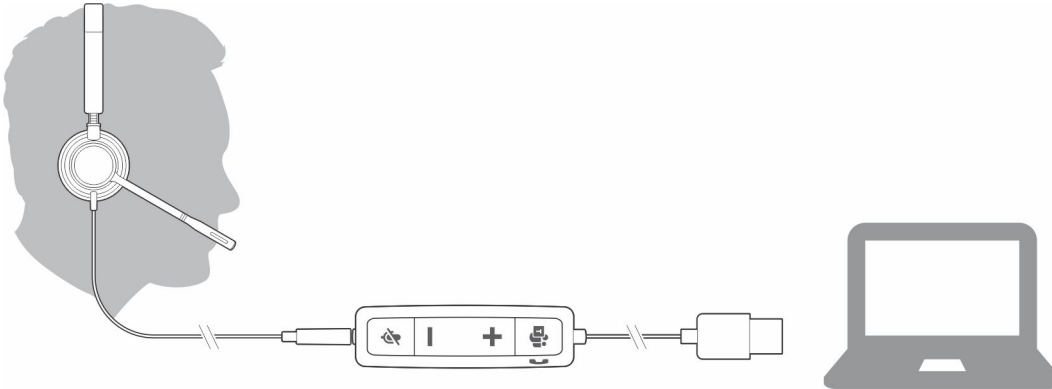
Setup and software

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 or visit 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

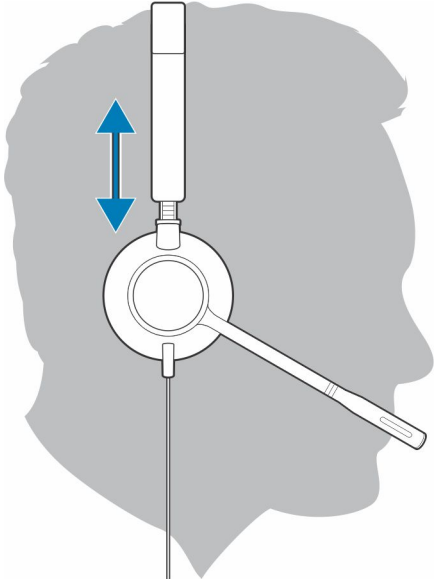
Fit

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



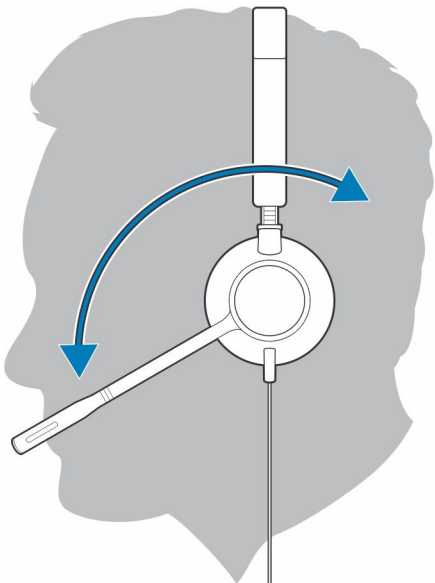
Position the boom

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

Steps

Rotate the boom to align with your mouth.

Example

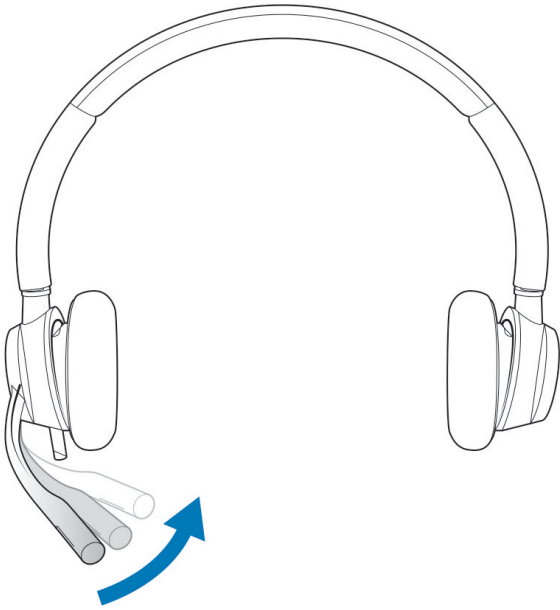


⚠ CAUTION: To avoid breaking the boom, only rotate it up and over 180°.

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 or visit 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"> • 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. • 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.
Callers cannot hear me.	<ul style="list-style-type: none"> • Headset is muted. Tap the mute button to unmute the microphone. • Headset microphone boom aligned incorrectly. Align the headset boom with your mouth. • 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.
The sound in the headset is distorted. I can hear an echo in the headset.	<ul style="list-style-type: none"> • Lower the listen volume on your softphone until the distortion disappears. • Adjust volume on headset.
When I use my headset with a softphone, the headset call control and mute buttons don't work.	<ul style="list-style-type: none"> • Make sure the softphone you are using is supported by viewing http://www.plantronics.com/softphonecompatibility. • If required to enable headset control (answer/end and mute) functionality, ensure you have Plantronics Hub for Windows/Mac installed. See Load software. • Your mobile device may not support call control functionality. Check with device manufacturer.
The other headset I was using to listen to music does not work any more.	<ul style="list-style-type: none"> • 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.
My phone is not finding my headset during a call or while listening to music.	<ul style="list-style-type: none"> • 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.

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	www.dell.com
My Dell	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
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 www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer .
Dell knowledge base articles for a variety of computer concerns	<ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 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.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see 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.

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