

# 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.

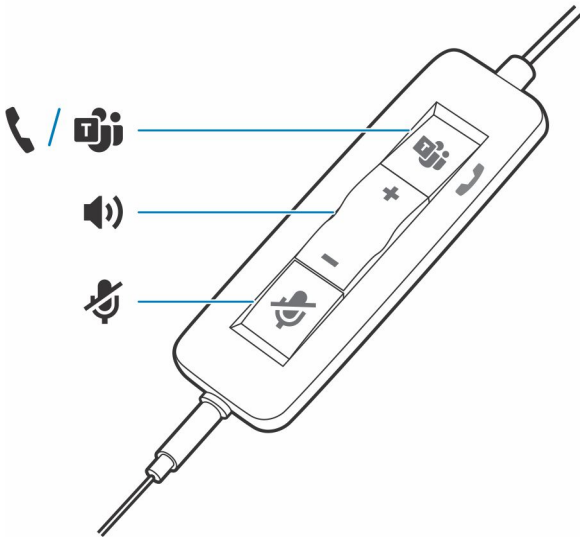
 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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



# Contents

<b>Chapter 1: Overview.....</b>	<b>4</b>
Setup and software.....	5
Power and setup.....	5
Load software.....	5
Fit.....	5
Basics.....	7
<b>Chapter 2: Troubleshooting.....</b>	<b>9</b>
Headset.....	9
<b>Chapter 3: Getting help and contacting Dell.....</b>	<b>10</b>



# 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

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

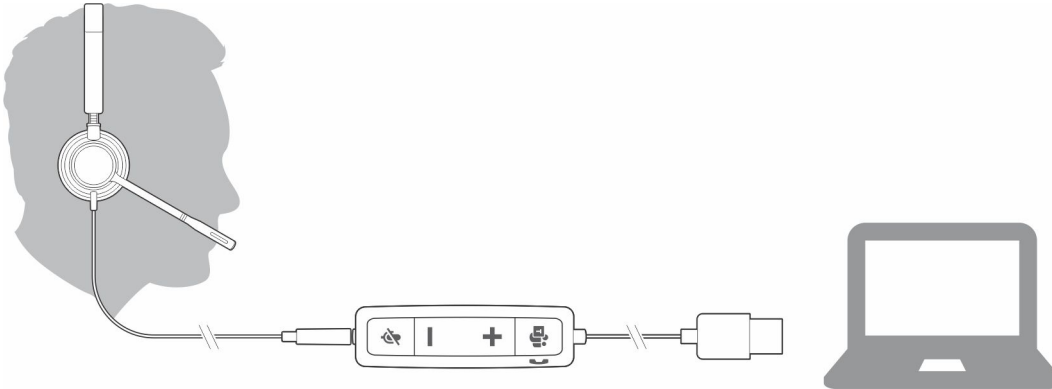
## Setup and software

### 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

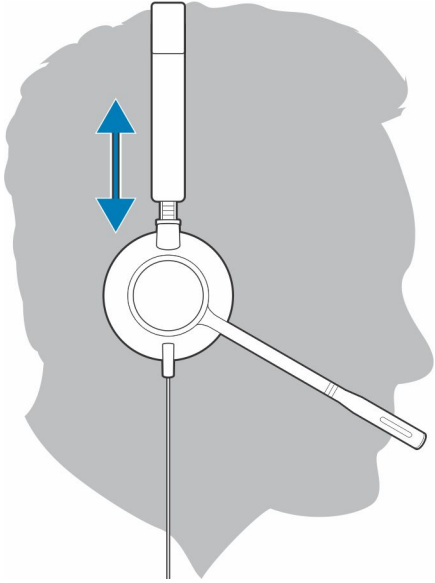
### Fit

#### 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



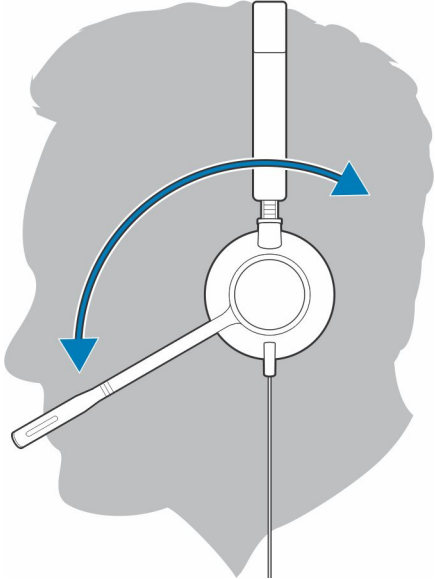
## Position the boom

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

### Steps

Rotate the boom to align with your mouth.

## Example

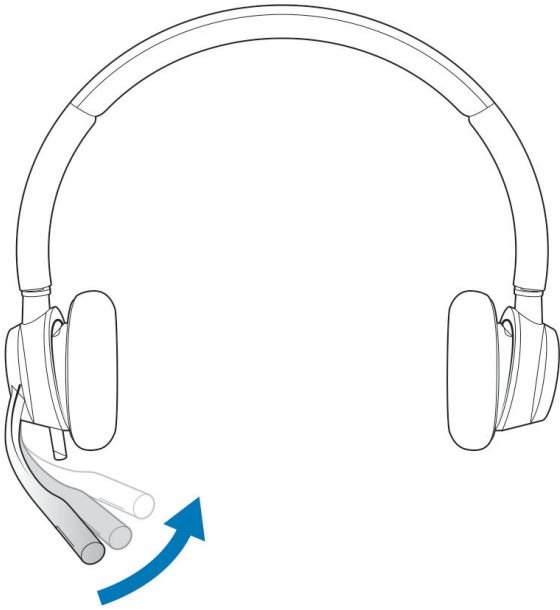


**⚠ CAUTION:** To avoid breaking the boom, only rotate it up and over 180°.

## 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>

# 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.