



## **Blackwire 3200 Series**

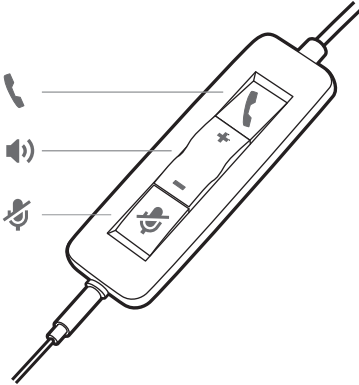
Corded headset with inline call control



User Guide

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# Overview



| Icons   | Inline control            | LEDs          | Function                       |
|---|---------------------------|---------------|--------------------------------|
|    | <b>Call button</b>        | Flashes green | Incoming call                  |
|   |                           | Solid green   | On a call                      |
| +   | <b>Volume up button</b>   |               | Increases the listening volume |
| -   | <b>Volume down button</b> |               | Decreases the listening volume |
|  | <b>Mute button</b>        | Solid red     | Headset is muted               |

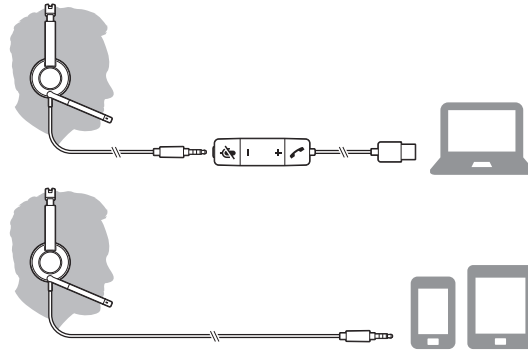
# Setup

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

You can connect your headset in 2 ways:

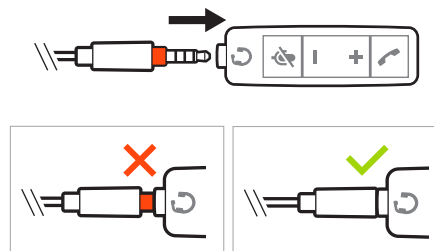
## 1 Via USB-A/USB-C connector

**NOTE** Headset call control functionality may vary in mobile devices.



## 2 Via 3.5 mm connector\*

**NOTE** Headset call control functionality is not available.



\* 3.5 mm connector available on Blackwire 3215/3225 only.

## Load software

Customize your device behavior through advanced settings and options with Poly Lens Desktop App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: [poly.com/lens](https://poly.com/lens).

**NOTE** Device settings are also available in Plantronics Hub Desktop App.

## Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

Update your device using your computer with Poly Lens Desktop App. Download at [poly.com/lens](https://poly.com/lens).

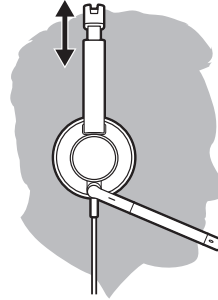
While updating:

- Do not use your Poly device until the update is complete.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.

# Fit

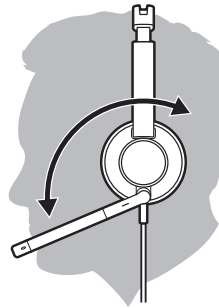
## Adjust the headband

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



## Position the boom

This headset can be worn on the left or right side.  
Rotate the boom to align with your mouth.

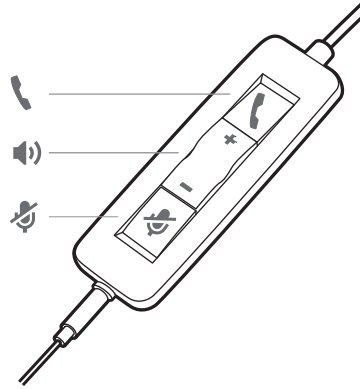


**CAUTION** To avoid breaking the boom, only rotate it up and over 180°.

## Adjust the boom

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

# Use the inline controller



## Make/take/end calls

Headset call control is a software feature and dependent on a compatible softphone. If you have not installed Poly Lens Desktop App ([poly.com/lens](https://poly.com/lens)) or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application.

### Answer or end a call

Tap the Call button or use your softphone.

### Make a call

Dial using your softphone application.

### Redial

If not on an active call, double key press the call button to redial the last call.

### Hold

Press and hold the call button for 2 seconds to put a call on hold.

## Volume

### Listening volume

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

### Adjust headset microphone volume (softphone)

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

## Mute

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

# Troubleshooting

## Headset

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I cannot hear caller.

- 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.
- The analog 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.

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Callers cannot hear me.

- Headset is muted. Slide the mute button up to unmute the microphone.
- Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.
- The analog headset is not set as the default Voice device. Use the audio settings in your sound control panel/preferences to change the input device.

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The sound in the headset is distorted.

- Lower the listen volume on your softphone until the distortion disappears.

I can hear an echo in the headset.

- Adjust volume on headset.

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The other headset I was using to listen to music does not work any more.

- The analog 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.

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My phone is not finding my headset during a call or while listening to music.

- 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.
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# Support

## NEED MORE HELP?

[poly.com/support](https://poly.com/support)

|                          |                         |
|--------------------------|-------------------------|
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