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Blackwire 3200 Series

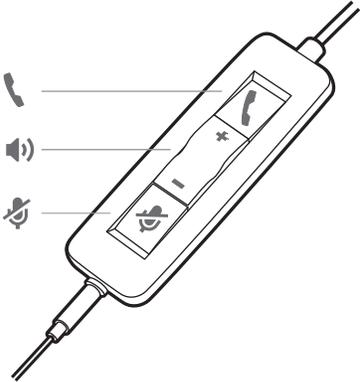Corded headset with inline call control

User Guide

Contents

Overview

| Icons	Inline control	LEDs	Function
✆	**Call button**	Flashes green	Incoming call
		Solid green	On a call
➕	**Volume up button**		Increases the listening volume
➖	**Volume down button**		Decreases the listening volume
🔇	**Mute button**	Solid red	Headset is muted

Setup

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

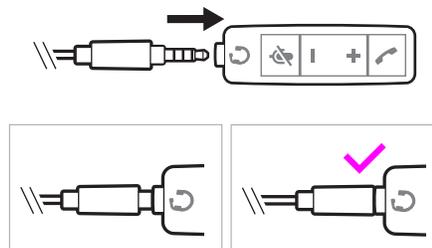You can connect your headset in 2 ways:

1 Via USB-A/USB-C connector
NOTE *Headset call control functionality may vary in mobile devices.*
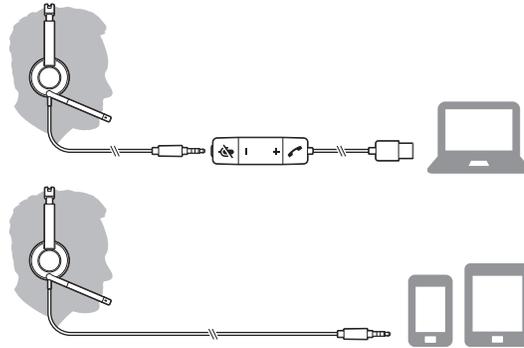
2 Via 3.5 mm connector*
NOTE *Headset call control functionality is not available.*

* 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.

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.
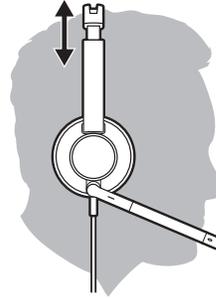
While updating:

- 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.
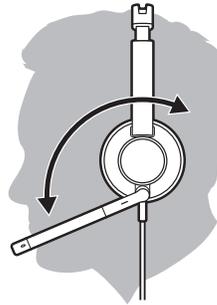
- Do not answer or place a call.

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.
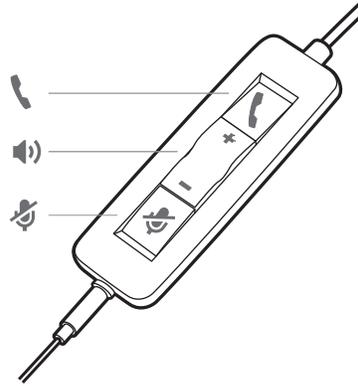
Rotate the boom to align with your mouth.

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) 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

I hear a high-pitched noise when wearing the headset.	• Ensure that your 3.5 mm connector is fully connected to the headset controller.
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. • 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. • Ensure that your 3.5 mm connector is fully connected to the headset controller.
Callers cannot hear me.	• 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. • Ensure that your 3.5 mm connector is fully connected to the headset controller.
The sound in the headset is distorted. I can hear an echo in the headset.	• Lower the listen volume on your softphone until the distortion disappears. • Adjust volume on headset. • Ensure that your 3.5 mm connector is fully connected to the headset controller.
When I use my headset with a softphone, the headset call control and mute buttons don't work.	• Make sure the softphone you are using is supported by viewing www.plantronics.com/softphonecompatibility. • If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App 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.	• 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.	• 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.

Support

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