Blackwire 3200 Series

User Guide

Contents

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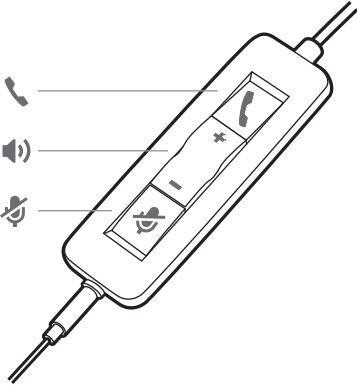
| Icons	Inline control	LEDs	Function
📞	**Call button**	Flashes green	Incoming call
		Solid green	On a call
➕	**Volume up button**		Increases the listening volume
➖	**Volume down button**		Decreases the listening volume
🔇	**Mute button**	Solid red	Headset is muted

Setup

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

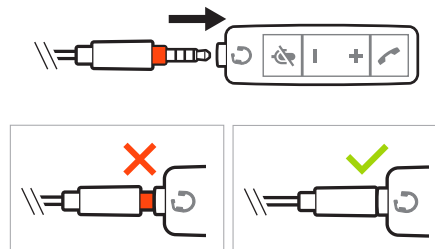You can connect your headset in 2 ways:

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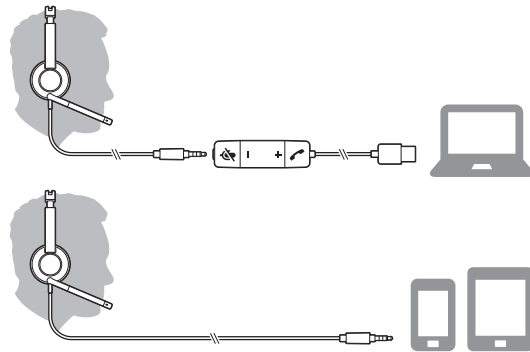
2 Via 3.5 mm connector*
NOTE *Headset call control functionality is not available.*

* 3.5 mm connector available on Blackwire 3215/3225 only)

Load software

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

Download Plantronics Hub for Windows/Mac by visiting plantronics.com/software.

Manage your headset settings on your computer with Plantronics Hub:

• Call control for softphones

• Update firmware

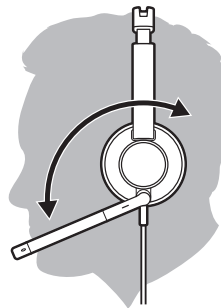• Turn features on/off

• View user guide

Fit

Adjust the headband

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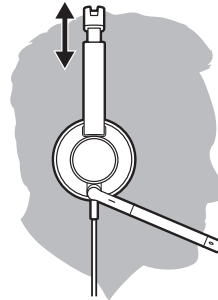
Position the boom

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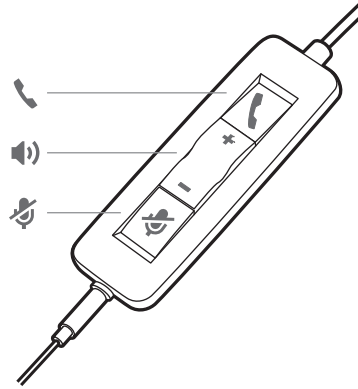
Rotate the boom to align with your mouth.

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 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 atplantronics.com/software .

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
Double-tap the Call button 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 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.
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.
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.
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.
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

plantronics.