

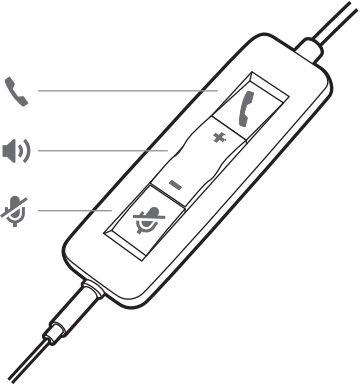
# Blackwire 3200 Series



User Guide

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# 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

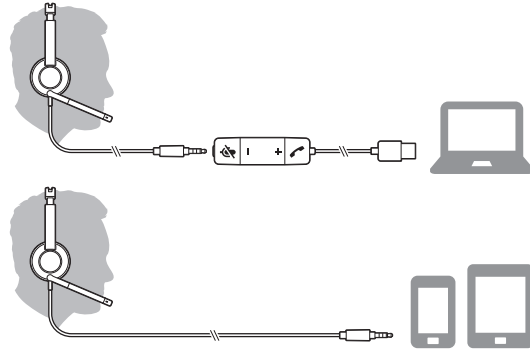
# Setup

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

You can connect your headset in 2 ways:

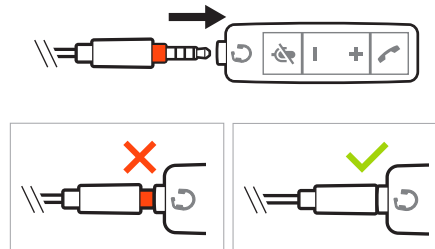
1 Via USB-A/USB-C connector

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](http://plantronics.com/software).

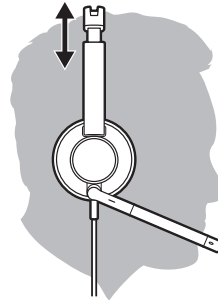
Manage your headset settings on your computer with Plantronics Hub:

- Call control for softphones
- Update firmware
- Turn features on/off
- View user guide

# Fit

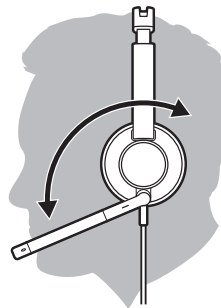
## Adjust the headband

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.

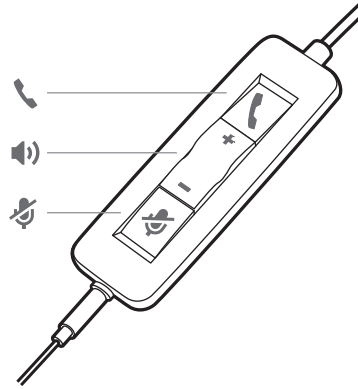


**CAUTION** *To avoid breaking the boom, only rotate it up and over 180°.*

## 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 at [plantronics.com/software](http://plantronics.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

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?

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

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Patents: US 8,504,115; 8,983,081; 9,008,319; D666,993; D667,388; D747,293; IN 245078; 245079; 268129; TW D154413; D154414; D171922.  
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